



Realize Your Intelligent Enterprise with **SAP Signavio**

Matt Wilbanks – SAP

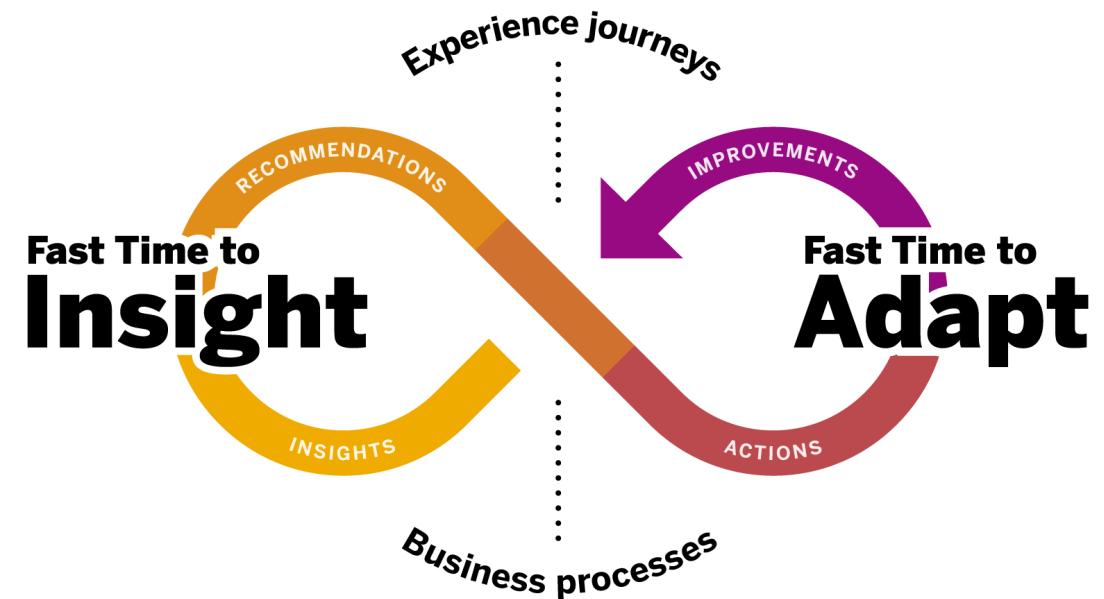
ASUG Houston, August 8th 2023

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Our Agenda

- A Short Overview of Business Process Transformation
- The SAP Signavio Business Process Transformation Suite
- SAP Signavio Customers and Some Final Thoughts





A Short Overview of Business Process Transformation

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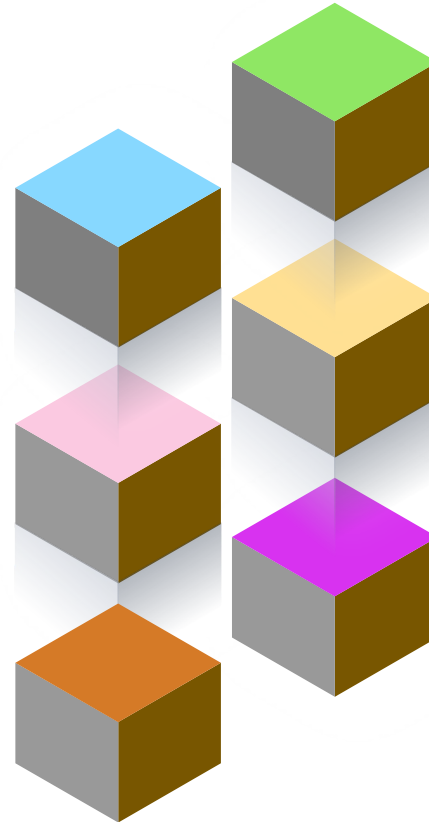
Given all our rich data, why is actual business transformation so difficult?

This may be due to the lack of...

...clear goals and objectives

...strategic alignment

...organizational buy-in



... communication

...data visibility

...people focus (abstractly
technology-driven)

Manual Processes and Limited Visibility Plague Business Transformation*

37%

of execs say most/all of their processes are manual.

ONLY 17%

of execs say they have a clear, real-time view of overall costs.

48%

report low internal adoption of new process technology.

44%

say low adoption of new processes/technologies is a barrier to digital transformation.

* [Agile Business Research Insights](#) by SAP in collaboration with Oxford Economics, 2022



What SAP Signavio is “Solving For”

SAP Signavio supports both enterprise transformation and process excellence initiatives

Business Transformation

- S/4HANA Phase Zero
- New business models
- Process harmonization & simplification
- Equip for mergers and acquisitions
- SAP LOB Implementation (SFSF, Ariba, IBP, etc)



IT Transformation

- Conversion to SAP S/4HANA
- Return to standard code
- ERP consolidation
- Digital foundation

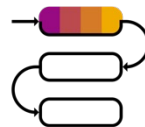
Enterprise Transformation

Process Excellence

Process focus

(to address a particular process area)

- Order to cash (O2C)
- Purchase to pay (P2P)
- Design to Deliver
- Hire to Retire



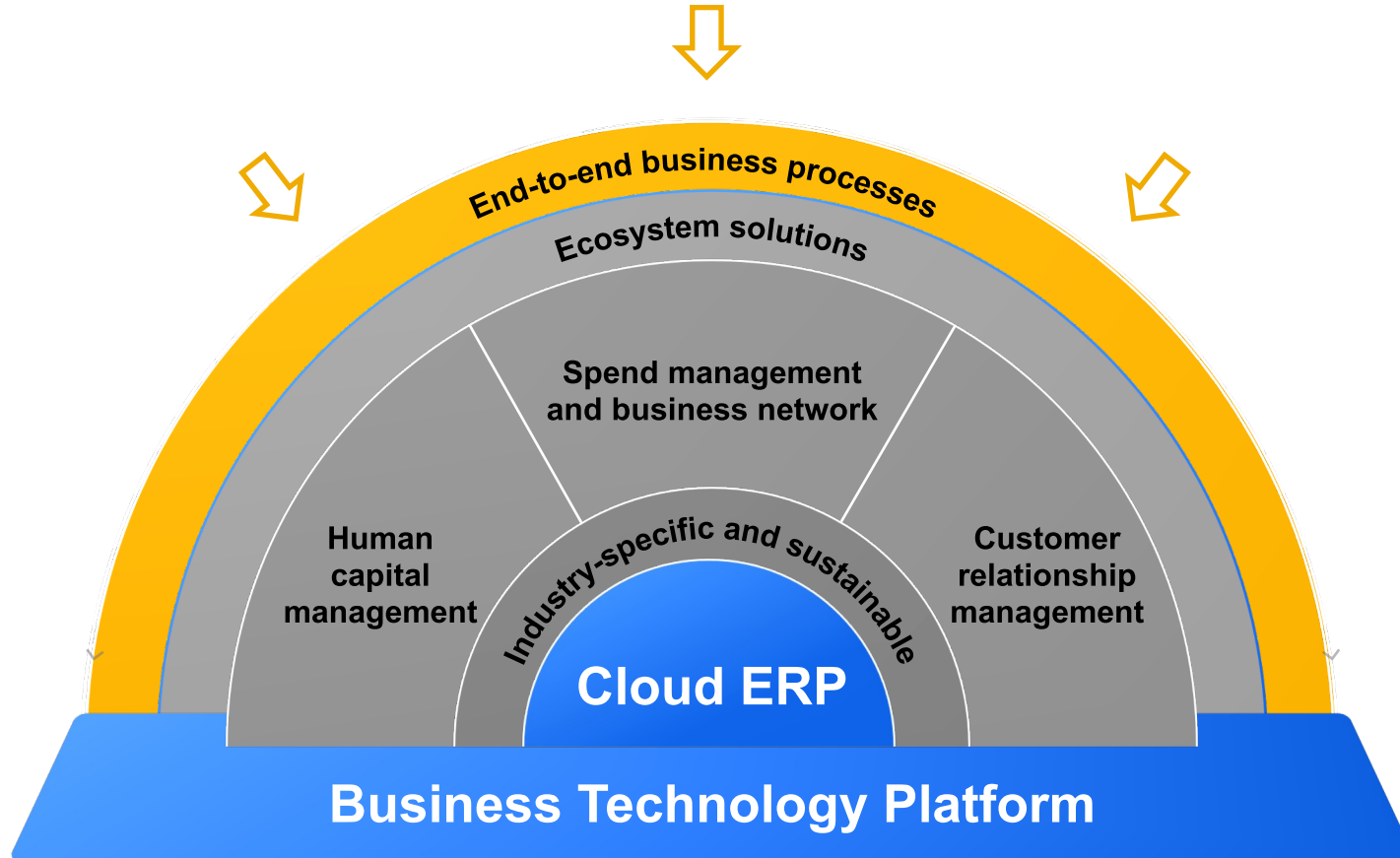
Performance initiatives

(cross- or multi-functional)

- Customer Excellence
- Efficiency
- Cycle time acceleration
- Governance, risk, and compliance

SAP Signavio helps you optimize your SAP investment

Enabling every organization to become an intelligent, sustainable enterprise



SAP Signavio 

SAP's cloud-based process transformation suite gives organizations the ability to understand, improve, and transform their business processes *fast* and at *scale*



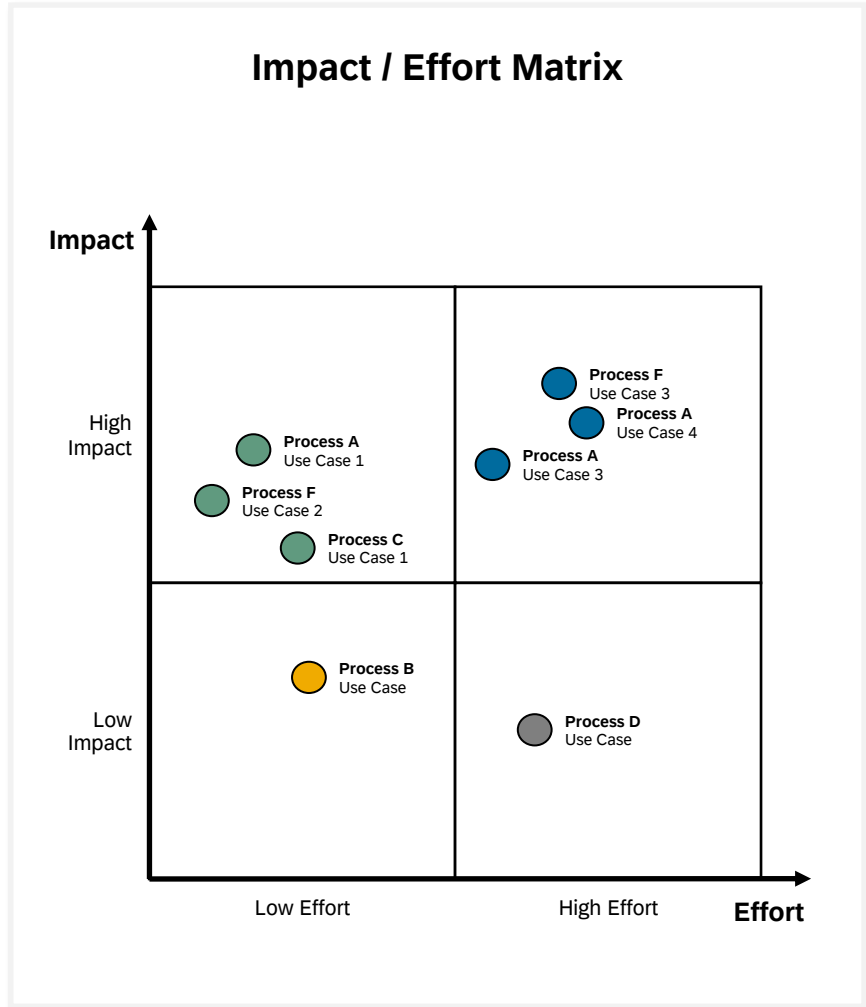
The SAP Signavio Business Process Transformation Suite

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SAP Signavio Value Pathways

Executing Value in the short term while preparing for S/4HANA



Get the best out of your system...

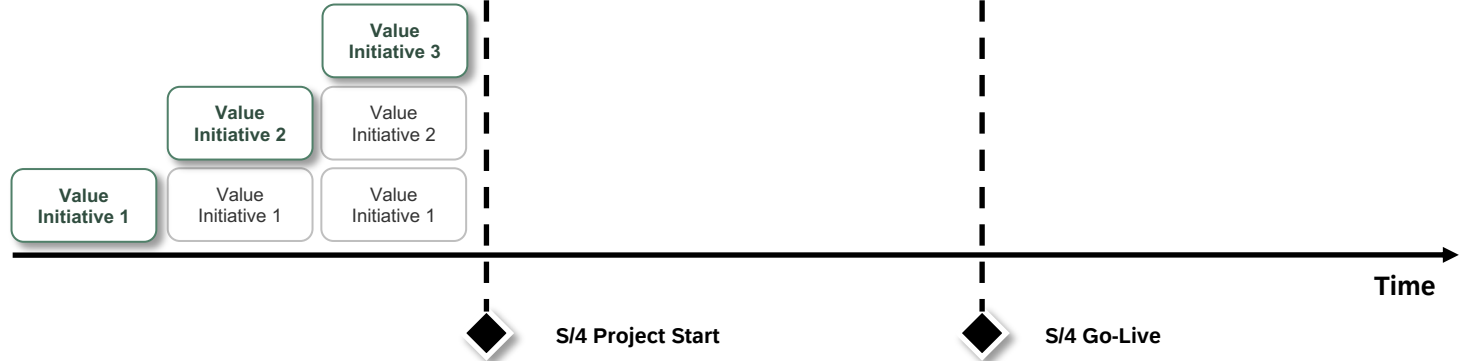
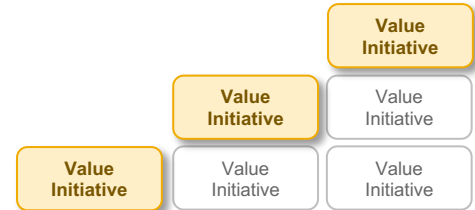
- Realize Quick-Wins
- Fix most pressuring issues now
- Reduce complexity and learn for your S/4 journey
- Mature in your SAP usage

S/4HANA Journey

- Ensure a smooth S/4 journey and manage the risk
- Keep the project within quality & timelines

S/4 Initiative

Continuous Improvement



SAP Signavio Business Process Transformation Suite

End-to-End Optimization

1. Process analysis and mining

Complete process analysis for enterprise transformation and operational excellence programs

2. Process and journey modeling

Standardized process and journey management, simulation, and modeling

3. Process governance & automated execution

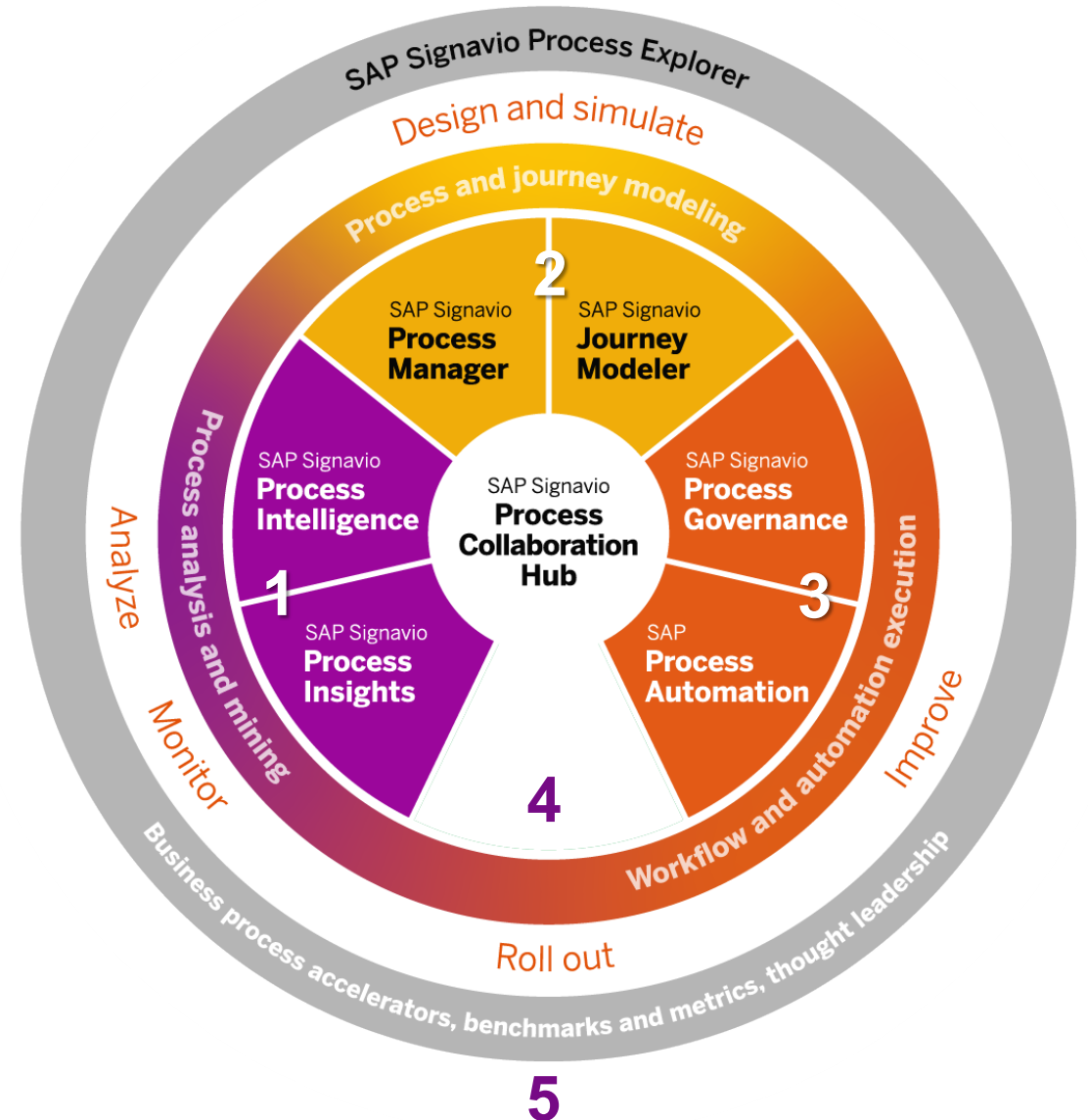
Maintaining organizational and regulatory compliance for all documented processes

4. Process Collaboration

Stakeholder alignment and active collaboration across departments

5. Value Acceleration

Speeding up time-to-value with preconfigured accelerators by industry, best practice & process area



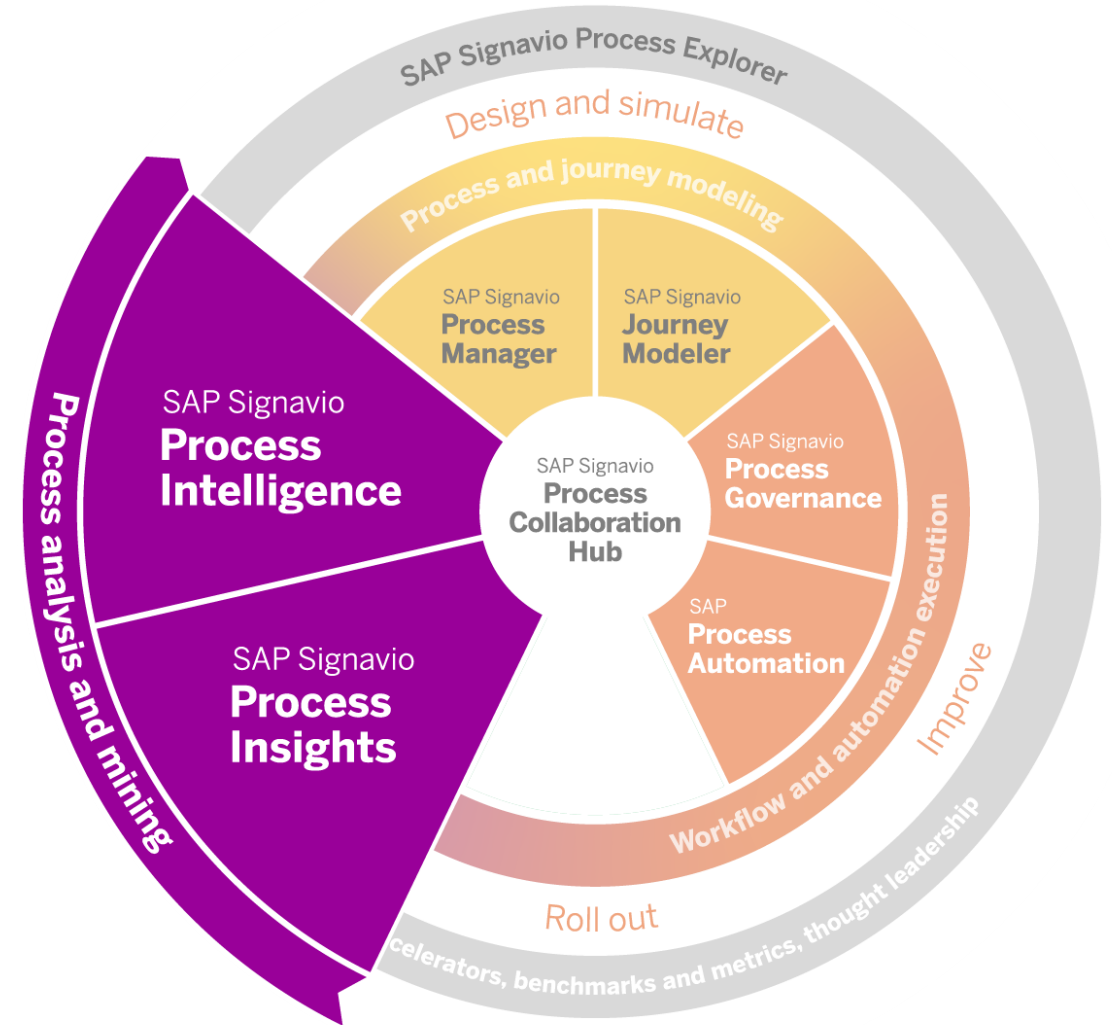
Process analysis and mining

In a cloud-native diagnostic environment

Benefits

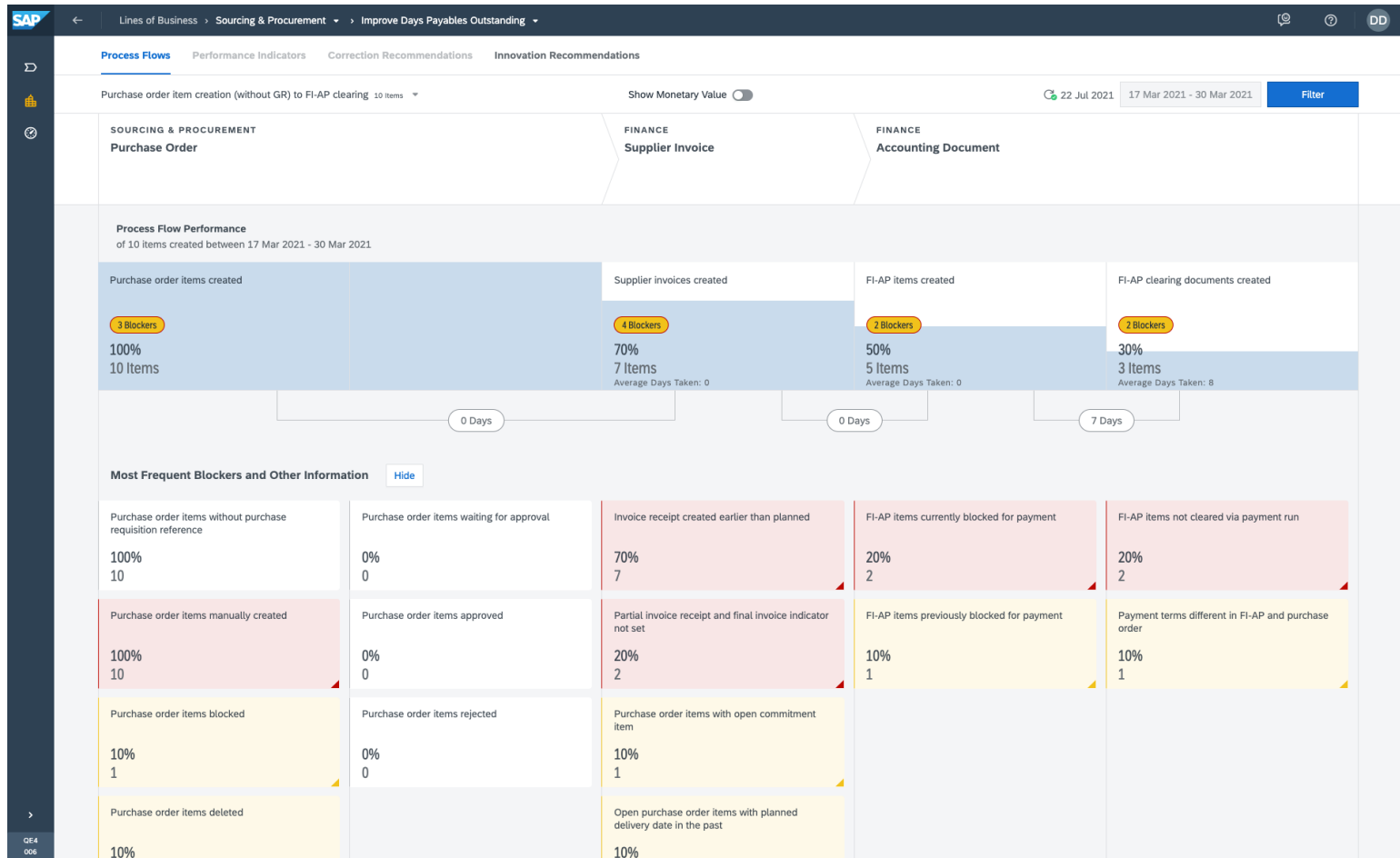
- Gain visibility into actual process execution bottlenecks and process inefficiencies
- Get recommendations for improvements
- Pinpoint improvement potential to drive transformative changes
- Gain visibility into process paths that lead to cost overruns, bottlenecks and non-compliance

[SAP Signavio: A Leader in 2023 Gartner® Magic Quadrant™ for Process Mining Tools](#)



SAP Process Insights - Understand your process performance

Using 50+ delivered process flows and 1000+ typical issues and inefficiencies



Leverage data

Make data-driven decisions about which business areas to prioritize for improvement.



Get insights fast

Recommendations to SAP best practices and solutions.



Constantly evolve

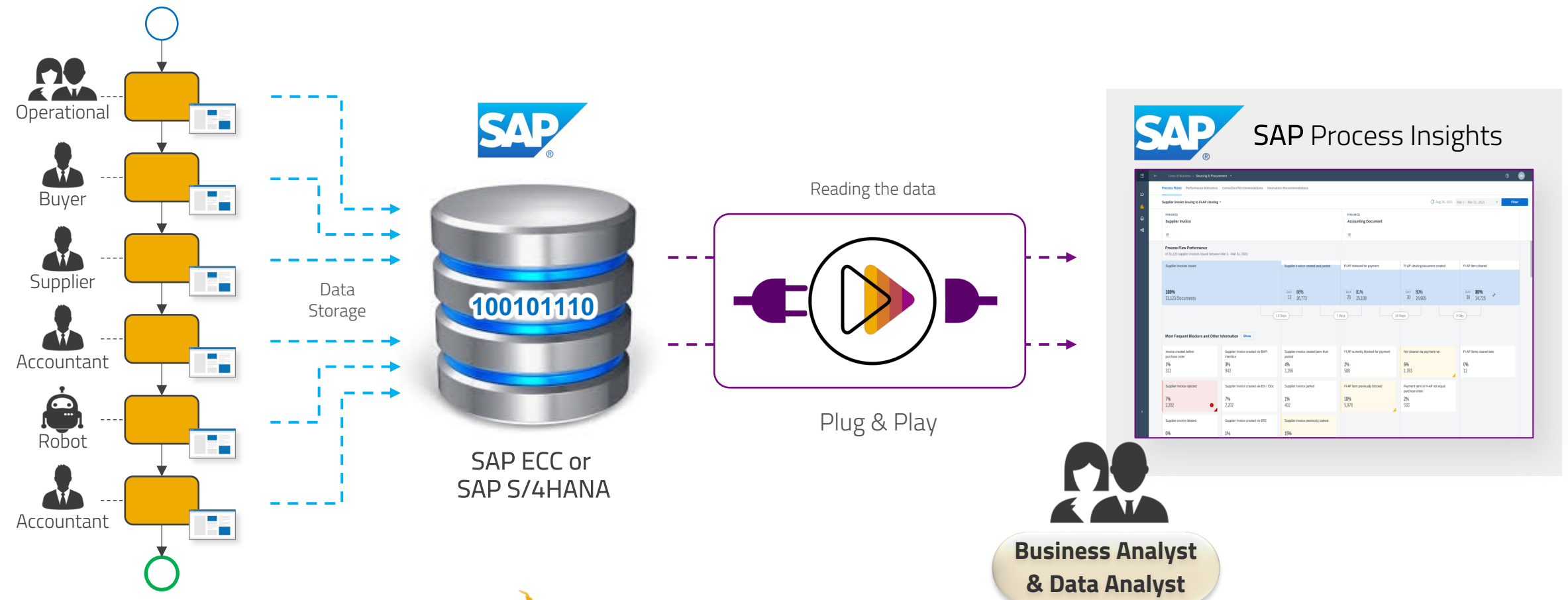
The number of process flows increases with every release.

SAP Signavio Process Insights

How does it work?

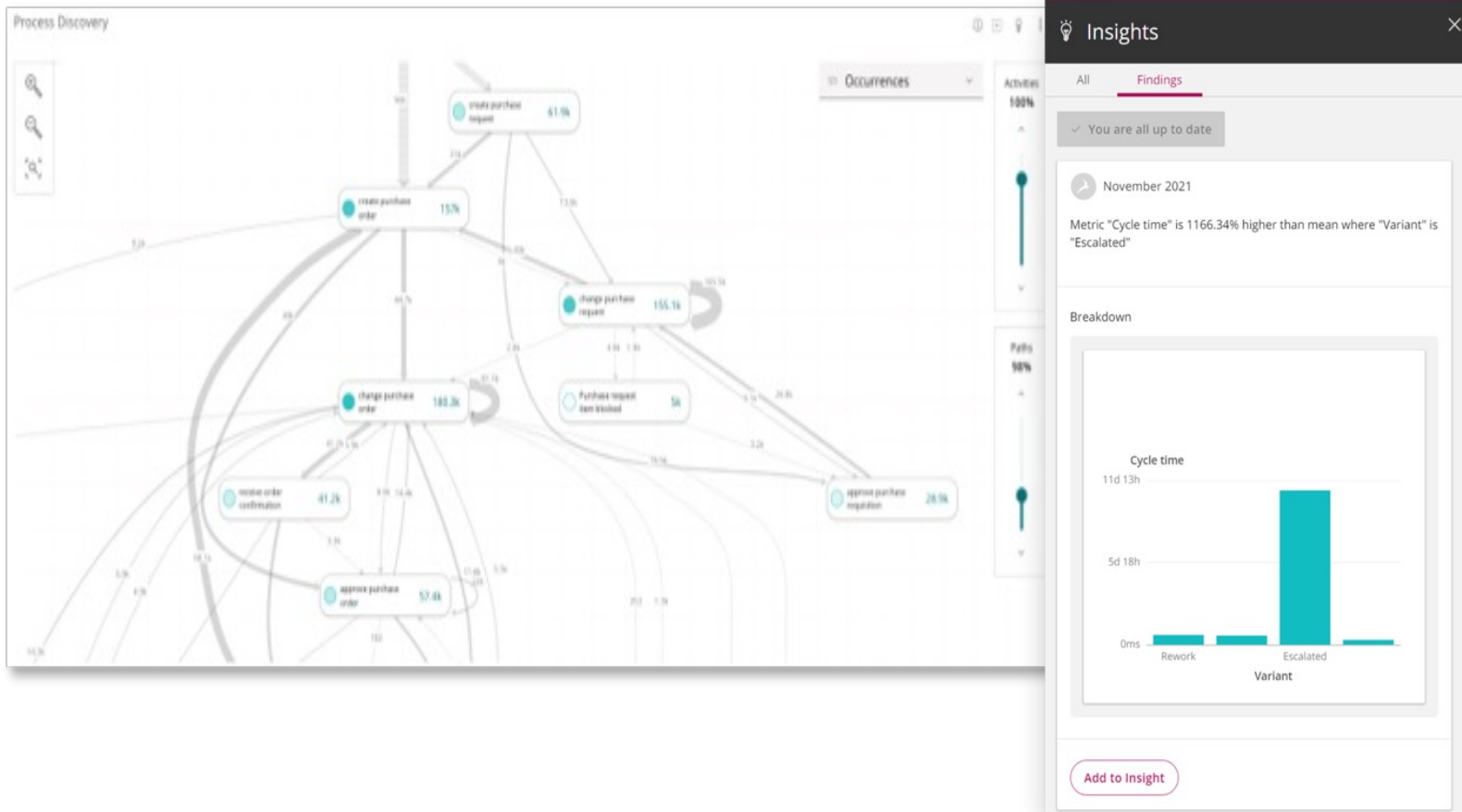


Get an end-to-end view of your company's performance with **1000+ Process Performance Indicators**, **recommendations** for improvement and **live data** for continuous monitoring.



SAP Signavio Process Intelligence - Unleash the potential of your process data

Reduce time to insights and identify levers to improve outcomes



Get full visibility into your process reality
Support internal efficiency programs. Improve the way you operate.



Uncover opportunities with process mining
Leverage ready-to-use insights, metrics, and powerful data querying capabilities to **uncover process inefficiencies, reducing your time to insights.**



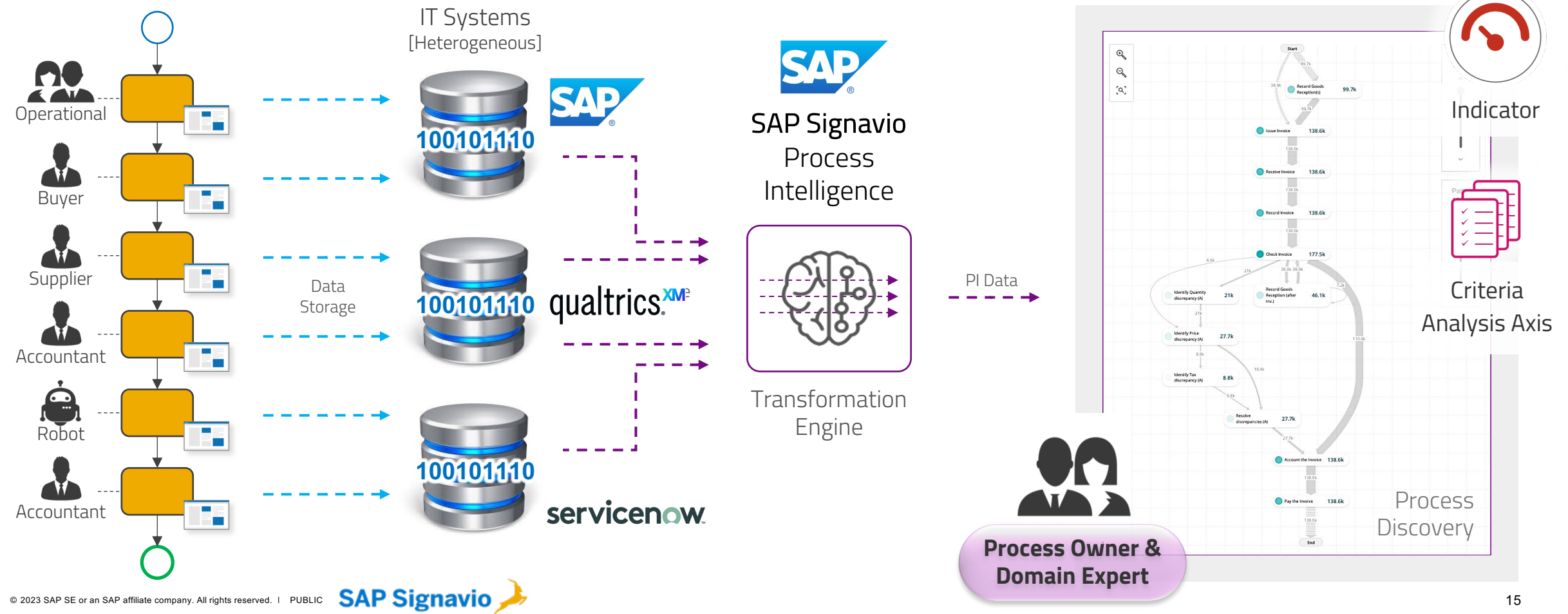
Blend process and experience analytics
Spot inefficiencies and problems hitting top and bottom lines by **blending process and experience analytics** in one single framework.

SAP Signavio Process Intelligence

How does it work?



Discover your real business processes, employee, customer and partner behaviors to deploy best practices throughout your organization.

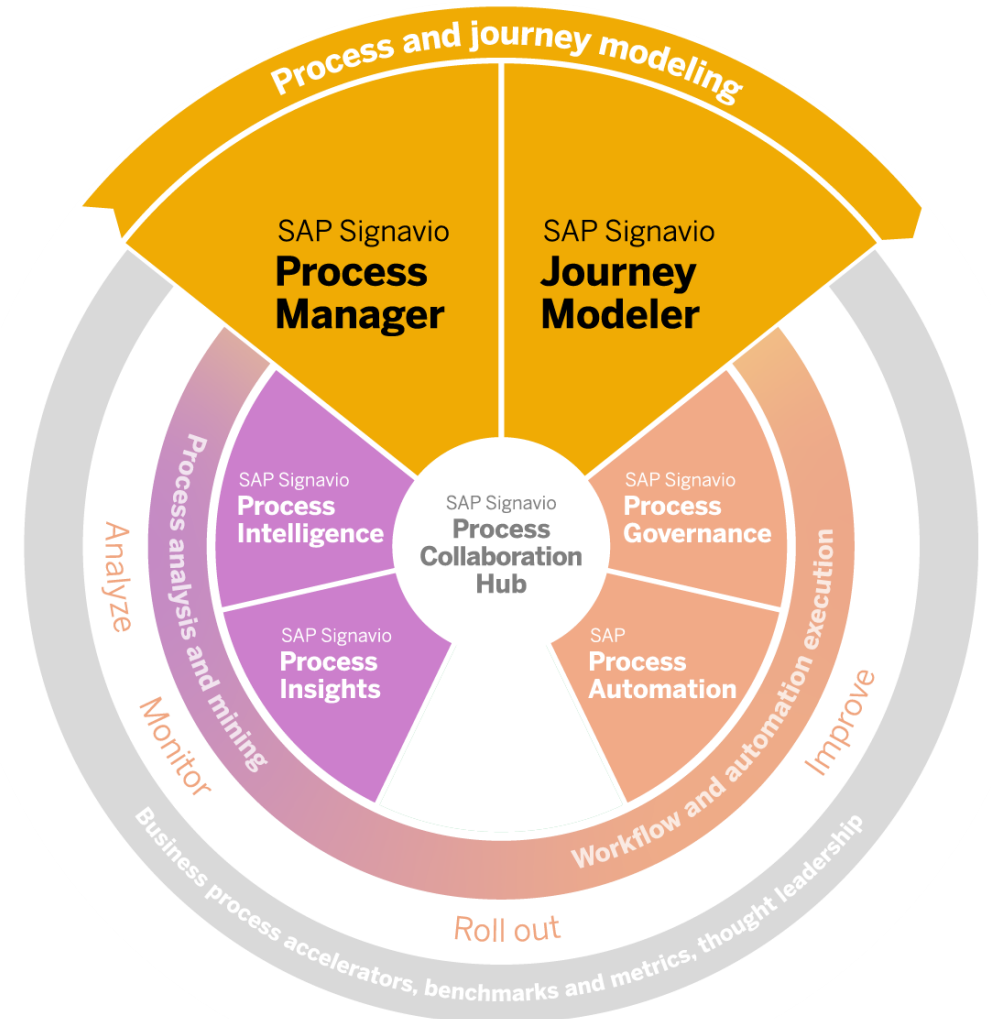


Process and journey modeling

Combining X and O data

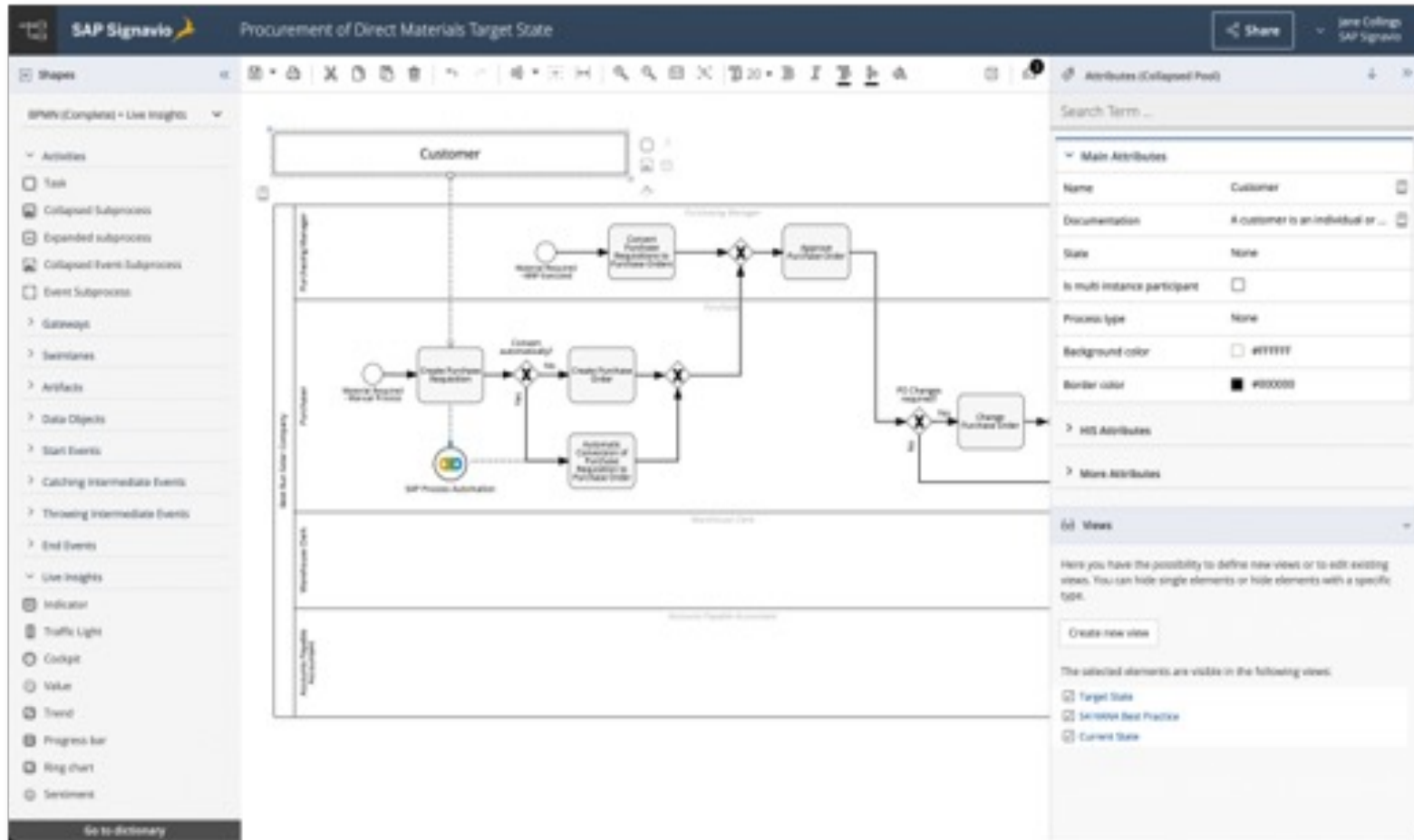
Benefits

- Understand who does what, when and how within a process
- Identify the inputs and outputs of individual processes
- Standardize process practice, help ensure high quality modeling standards, and educate your organization
- Leverage the knowledge of key stakeholders in the transformation process
- Conform to your standards with process approval workflows
- Visualize the journeys your customers, suppliers, and employees take and the impact your business processes have on their experience
- Understand how changes will impact process outcomes using process simulation



SAP Signavio Process Manager - Visualize, standardize & optimize your processes

Using a cloud-native modeling and workflow tool



Process modeling

Design and model your business processes collaboratively.



Analysis and simulation

Analyze your processes and mitigate business risks using reports. Simulate the impact of changes prior to implementation.

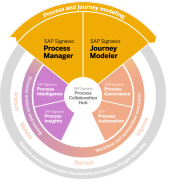


Transparency

Provide a transparent overview of the process landscape

SAP Signavio Journey Modeler - Operationalize human experiences

Connect journeys with processes, metrics, systems & roles



Connect processes with journeys

Integrate operational and experience data with journeys.



Design journey models

Benefit from an intuitive journey modeling environment.



Comment and collaborate

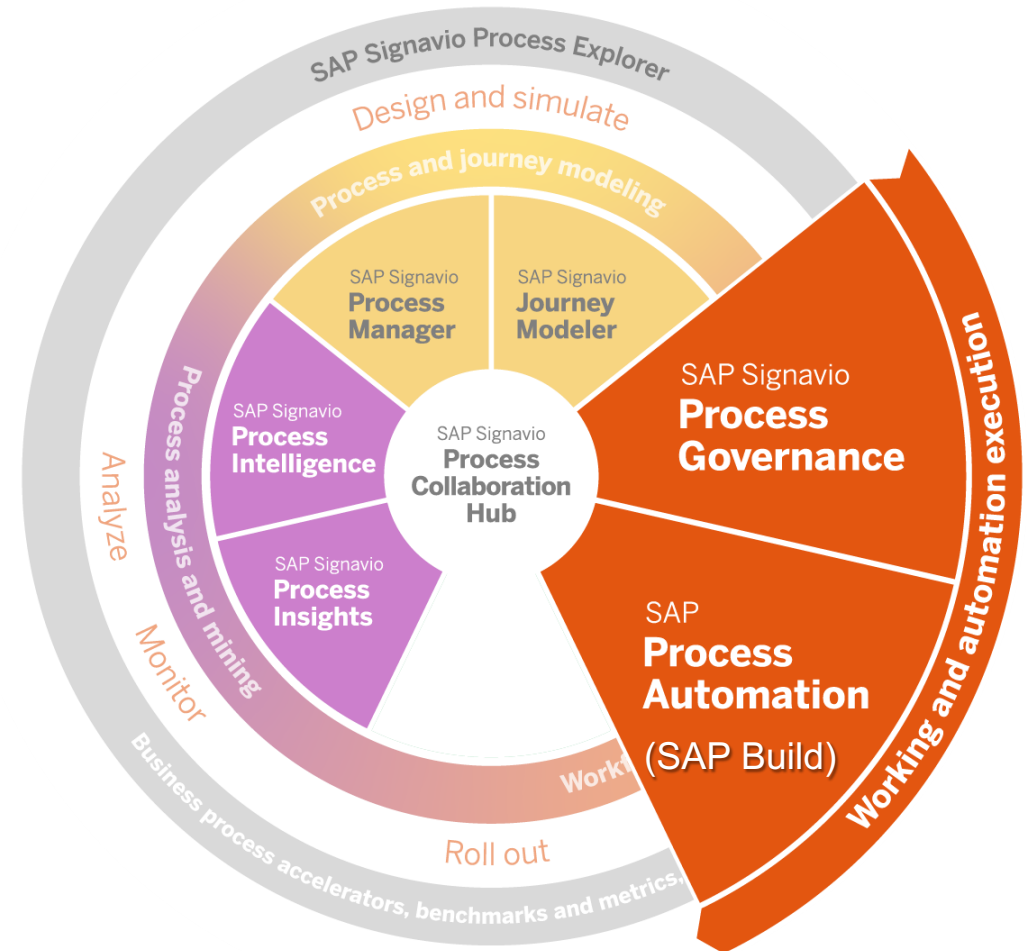
Collaborate on modeling journeys with direct feedback on a single step, a stage, or the whole journey.

Process governance and automated execution

Apply your RACI to your governance model

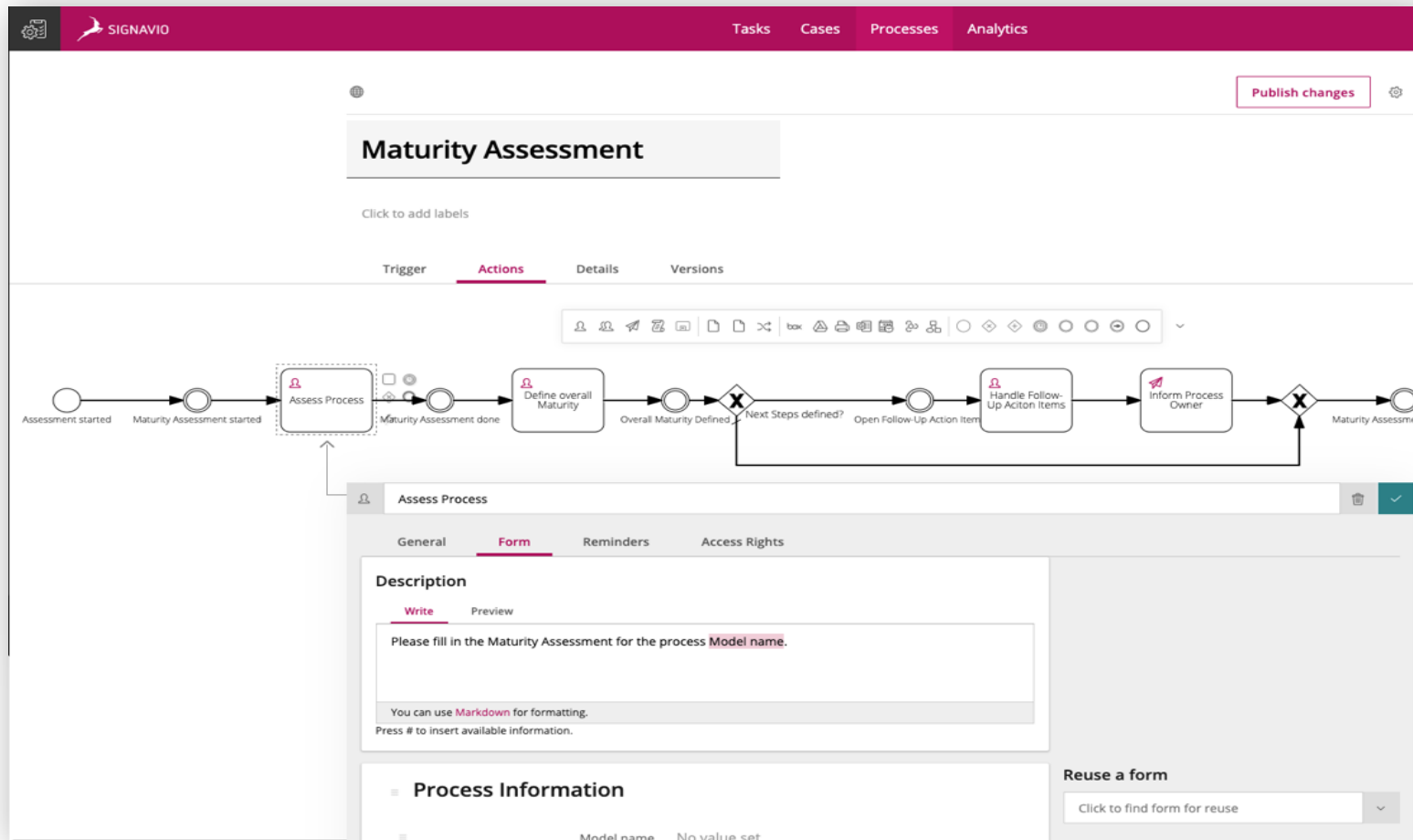
Benefits

- Maintain organizational and regulatory compliance of all documented processes
- Get approvals from key stakeholders on all documented processes
- Maintain process relevance and maturity with regular and ad hoc reviews
- Reduce error-prone and repetitive manual processes
- Evaluate the overall impact of manual vs. robotic process changes



SAP Signavio Process Governance - Lower the cost of regulatory change

Manage and govern compliant processes, approvals & associated content



Process review

Review the critical processes for auditing and compliance.



Maturity assessment

Assess the maturity of processes to find potential for improvement and prepare for auditing.



Process release management

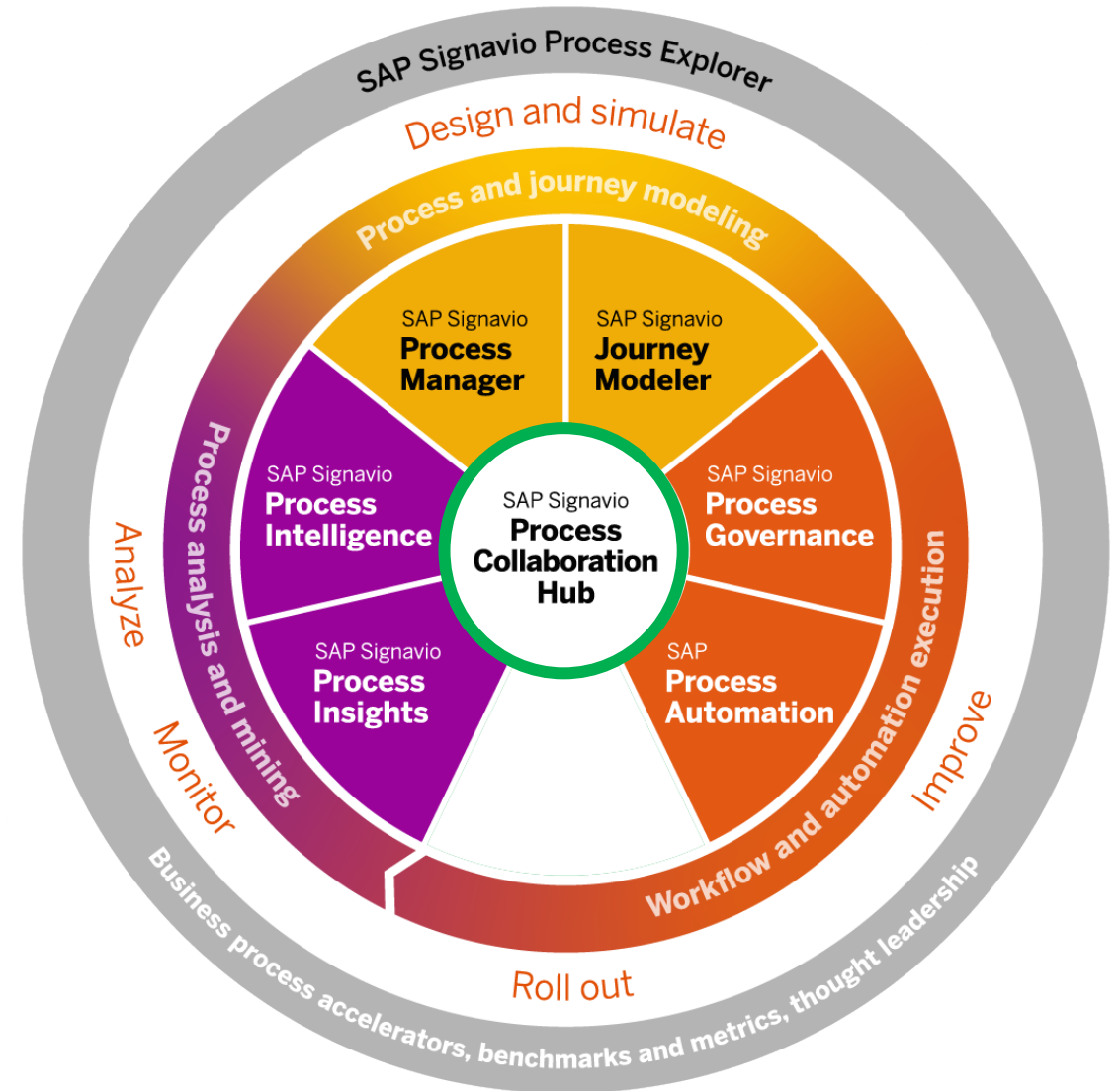
Maintain a compliant and approved process content repository.

Process collaboration

Your very own SAP Signavio dashboard

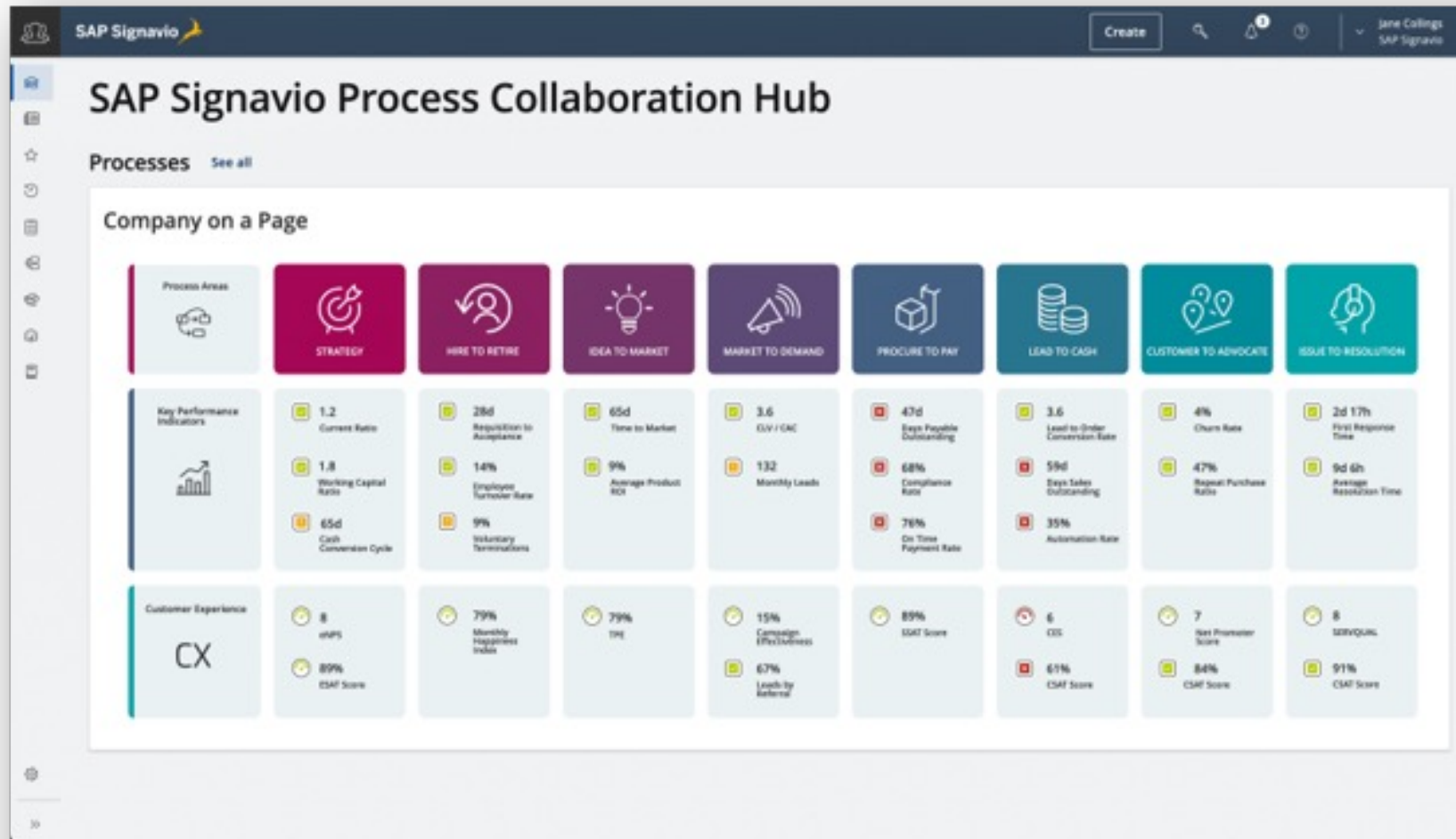
Benefits

- Utilize published processes to inform and train employees on process execution
- Align with key stakeholders by sharing process changes and improvements
- Curate process-related content for specific audiences by functions and departments
- Gain full visibility on your entire process landscape
- Single source of truth for organizational process knowledge



SAP Signavio Process Collaboration Hub

Involve your entire organization in process transformation & optimization



Collaboartion

Get a 360-degree view of your process landscape, related analysis and key metrics



Sharing & communication

Review, publish, and share your process documentation with key stakeholders



Monitoring

Provide feedback and propose improvements to relevant processes

Process Transformation with SAP Signavio Process Explorer



SAP Signavio Process Explorer

Diagram

Key goals of an enterprise, for example, Reduce Days Sales Outstanding (DSO)

Quick Start

Strategic Objectives

Industries

Functional building blocks of an enterprise, for example, Sales, Marketing

Capabilities

Processes

End-to-end view of processes, for example, Lead to Cash

Operations

Design

Implementation

Strategy

FASTER TIME-TO-VALUE

Metrics

Analyzing performance of processes, for example, Average Time-Sheet Approval Time

SAP Product Portfolio

Realization of processes with a specific SAP product, for example, Order and Contract Management with SAP S/4HANA

Overlays (1/3 visible)

Legend

Featured Partner Value Accelerators

- The Sustain... (+2)
- Future model of ...(+4)
- Employee Lifecy...
- SCOR Digita...
- Scheer perf...
- Best Practic...
- TCS Crystall...

FUJITSU

Capgemini

EY

W/Scheer

Visual Enterprise Architecture

AdaPro

TCS TATA CONSULTANCY SERVICES

66%



SAP Signavio offers guidance and recommendations across the SAP solution and services ecosystem.

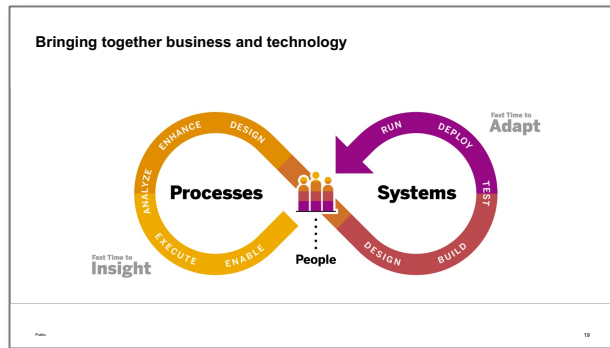


Process Explorer is a repository for collective knowledge from thousands of customer projects delivered across hundreds of organizations throughout the world.

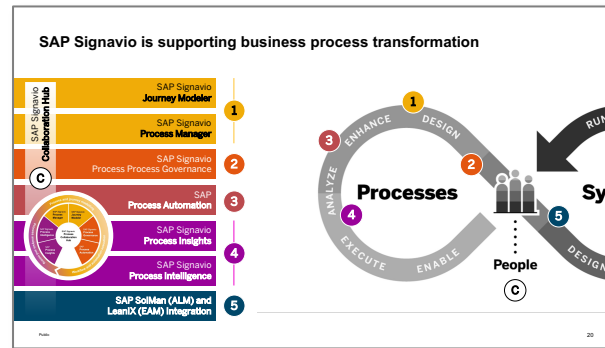


This knowledge includes industry-specific and LoB best practice models from SAP and partners.

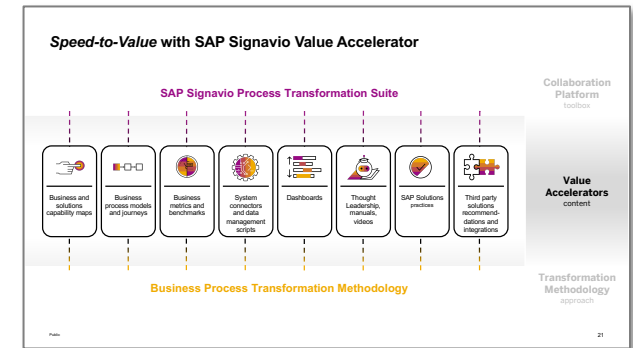
The SAP Signavio Success Formula



+



+



=

Transformation Methodology approach

+

Process Transformation Suite toolbox

+

Value Accelerators content





SAP Signavio Customers and Some Final Thoughts

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Customer Success Story

Enabling Transformation and Creating a Foundation for Continuous Improvement with SAP® Signavio®



Before: Challenges and Opportunities

- Decades of evolving processes in eight business units, resulting in a heterogeneous process landscape
- Lack of visibility and transparency in the execution of most process areas, including procure-to-pay and opportunity-to-cash processes

Why SAP

- SAP® Signavio® solutions, part of the business process intelligence portfolio, providing real-time information for strategic decision-making to enhance behavior, efficiency, and performance
- **SAP Signavio Process Manager and SAP Signavio Process Collaboration Hub** solutions to document, model, and simulate business processes and improve collaboration across those processes
- Visualization capabilities of the **SAP Signavio Process Intelligence** solution when connected to **SAP S/4HANA®**

After: Value-Driven Results

- Enabled process visualization that allows a fact-based conversion on the gradually evolving maturity of procure-to-pay processes and encourages faster business-user buy-in
- Helped business units adhere to defined procurement processes, decreasing late payments and missed procurement discounts
- Increased cash forecasting accuracy after reducing invoices received without purchase orders
- Harmonized processes to allow “apples-to-apples” comparisons and drive efficiency and performance of internal and external service partners
- Increased visibility into warehouse stock levels, material aging, and sales and delivery performance
- Gained a more accurate view of reorder points, improving cash-flow position

“In the past, improvements to business processes often relied on gut feel and perceptions of individual stakeholders. We had to make a lot of assumptions before deciding on changes. **SAP Signavio solutions enable more meaningful discussion on business processes with less ambiguity, because we have the process visualized and backed by system data.**”

Stefan Szupper, GFGWay Program Director, GFG Alliance Australia

50
Legacy systems and 8 ERP systems integrated and transitioned to SAP S/4HANA

>50%
Faster period-end close (from 8 days down to just 3)

SAP Signavio

GFG Alliance Australia
Sydney, Australia
www.gfgalliance.com

Industry
Mill products

Products and Services
Steel, aluminum, energy, and manufacturing products




Employees
8,000

Revenue
A\$6 billion
(US\$4.2 billion)

Featured Solutions and Services
SAP Signavio Process Manager, SAP Signavio Process Collaboration Hub, and SAP Signavio Process Intelligence

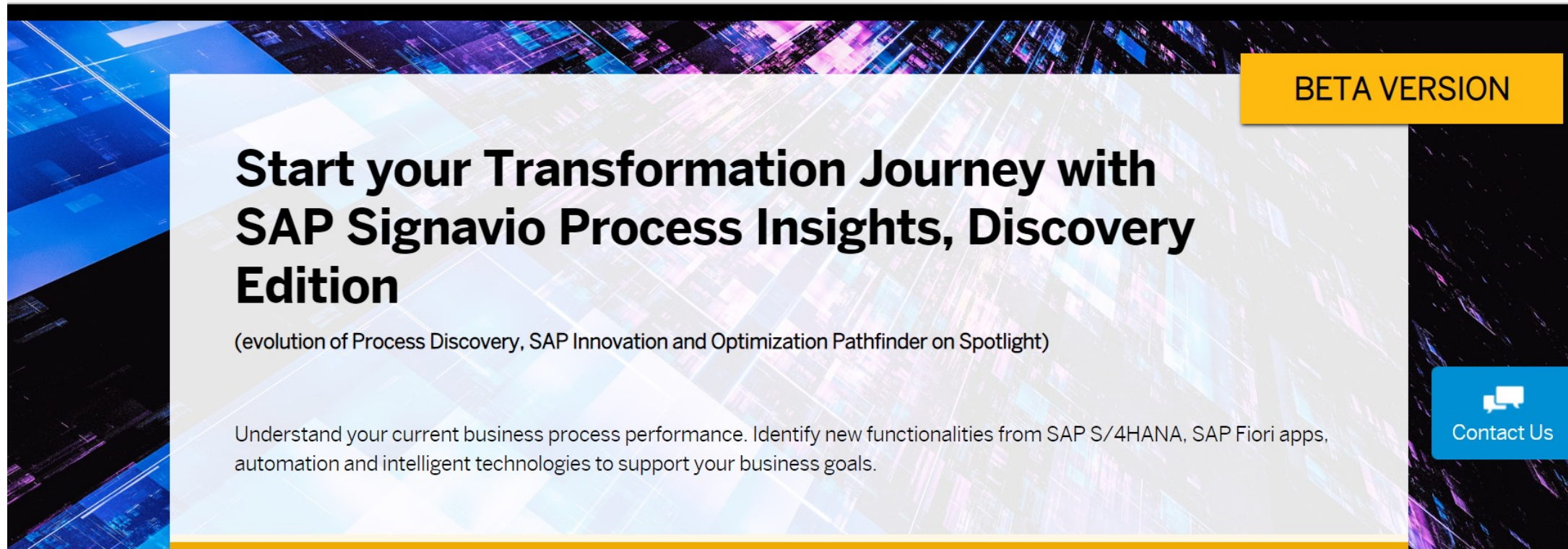
THE BEST RUN

Anonymized SAP Signavio Customer Use Case Examples

 Use Case	 Description	 Business Value (Example Calculation)
Working Capital, Cash Flow Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of day payables outstanding (DPO), day sales outstanding (DSO), payment & discount management (AR/AP), payments in-time/on-time 	<ul style="list-style-type: none"> • 5 Mio. € annual saving through optimization of payment behaviour and discounts
Extended Warehouse Management Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of warehouse management, material availability, inventory management, days inventory outstanding (DIO), deployment in-time/on-time 	<ul style="list-style-type: none"> • 23 % reduction of order cancellations due to improvements on material availability
Supply Chain Management Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of throughput times, bottlenecks, delays and efficiency & resilience measures of the inbound, as well as the outbound supply chain, plus on-time-in-full (OTIF) 	<ul style="list-style-type: none"> • 51 % OTIF improvement
Product Lifecycle Management Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of the product lifecycle (including conception, design, development, production, as well as product change management) and the related costs and time-to-market 	<ul style="list-style-type: none"> • 28 % reduction on time-to-market
Talent Management Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of time-to-signature, time-to-hire, hiring quality measures, vacancy periods, critical vacancies, onboarding and further education, succession planning 	<ul style="list-style-type: none"> • > 67 % hiring right-first-time (no additional hiring cycles, shorter vacancies)
Performance Management Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of agile target setting, mentoring touchpoints, performance reviews and adoption of the performance management approach 	<ul style="list-style-type: none"> • > 90 % adoption of a new performance management and target setting process
Compliance & Risk Management Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of business risks, internal controls and compliance to external regulations and internal policies 	<ul style="list-style-type: none"> • 38 Mio. € sales risk mitigated, due to the analysis and monitoring of un-allocated cash
Ticketing (Shared Services, Customer Services, ITSM) Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of ticket resolution times, service level agreements, priority 1 ticket resolution, customer experience/ happiness and service efficiency 	<ul style="list-style-type: none"> • + 26 pp NPS increased customer happiness and delivery quality
IT Flow Measurements & IT Delivery Optimization	<ul style="list-style-type: none"> ✓ Automatic Analysis & Monitoring of IT impact, cost and efficiency, prioritization, budget and timelines, delivered story points and created business value 	<ul style="list-style-type: none"> • + 58 Mio € added business value, due to smart incentivitation and prioritization of resources
Digital Process Management & Intelligent Automation	<ul style="list-style-type: none"> ✓ Automatic Analysis and Monitoring of automation rates and automation potentials, plus AI driven process discovery for low-code automation (BPMS/WFA, RPA) 	<ul style="list-style-type: none"> • 30 + FTE resource savings through AP invoice automation
ERP/System Transition (S/4 HANA)	<ul style="list-style-type: none"> ✓ Semi-Automatic process template evaluation and AI driven Monitoring of the system behaviour 	<ul style="list-style-type: none"> • 1.2 years time saving for a global S/4 Hana implementation due to automated testing, process behaviour monitoring and risk mitigation

Start Your SAP Signavio Journey Today

[Signavio Process Insights, Discovery Edition \(ondemand.com\)](https://ondemand.com)



**Start your Transformation Journey with
SAP Signavio Process Insights, Discovery
Edition**

(evolution of Process Discovery, SAP Innovation and Optimization Pathfinder on Spotlight)

Understand your current business process performance. Identify new functionalities from SAP S/4HANA, SAP Fiori apps, automation and intelligent technologies to support your business goals.

BETA VERSION

Contact Us

You can use SAP Signavio Process Insights, discovery edition for:

- your SAP ERP system (e.g. for your transition to SAP S/4HANA)
- your SAP S/4HANA system (e.g. you want optimize it)

Thank you!

For more information

[Business Process Transformation](#) * [SAP Signavio](#) * [SAP Signavio Community](#)

ASUG SAP Signavio Virtual Sessions

March 21: [SAP Signavio Foundations #1: Why Every Successful Business Transformation is Data-Driven and Continuous](#)

March 28: [Signavio Foundations #2: How to Ensure Your SAP S/4HANA Transformation Is an Investment That Adds Value](#)

April 4: [SAP Signavio Foundations #3: Move from Strategy to Execution by Aligning Enterprise Architecture with Business Process Management](#)

April 11: [SAP Signavio Foundations #4: Gain Visibility into Your Transformation: Drive Value, Uncover Opportunities and Improve Continuously with Process Data-Driven Insights](#)

June 29: [SAP Signavio Foundations #5: Why Does Every Organization Need a Business Process Center of Excellence?](#)

ASUG News + Views

[SAP Signavio Data & Insights: It's All About Getting There Faster](#)

[Qorvo Counts on SAP Signavio for Thousands of Process Improvements](#)

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