

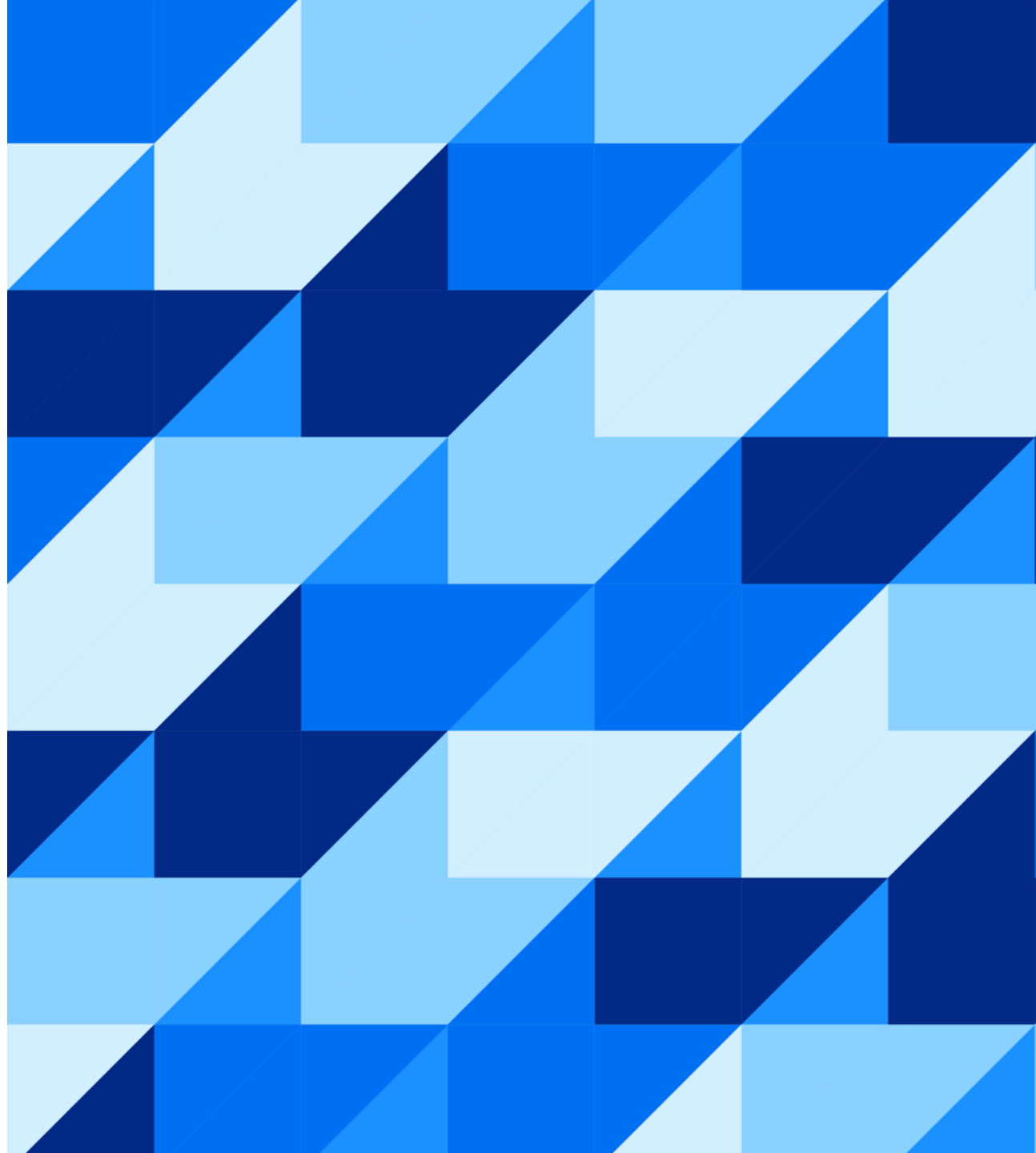


# SAP Signavio

## Next Generation Business Process Management

Chet Harter  
SAP Signavio

March 2024



**At the end of this presentation, I will share a QR code that will provide you with a copy of this deck.**

## Primary Theme of Today's Presentation

### Reducing Uncertainty

Uncertainty causes **fear** of making the wrong decisions.

SAP Signavio and LeanIX will provide **unprecedented visibility** into the performance and vulnerabilities of your **business processes** and **enterprise architecture**.

# **Business Process Management**

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10%

2%

# Cohesively design the to-be state

Establish a transparent and agile improvement plan

Involve business and IT stakeholders

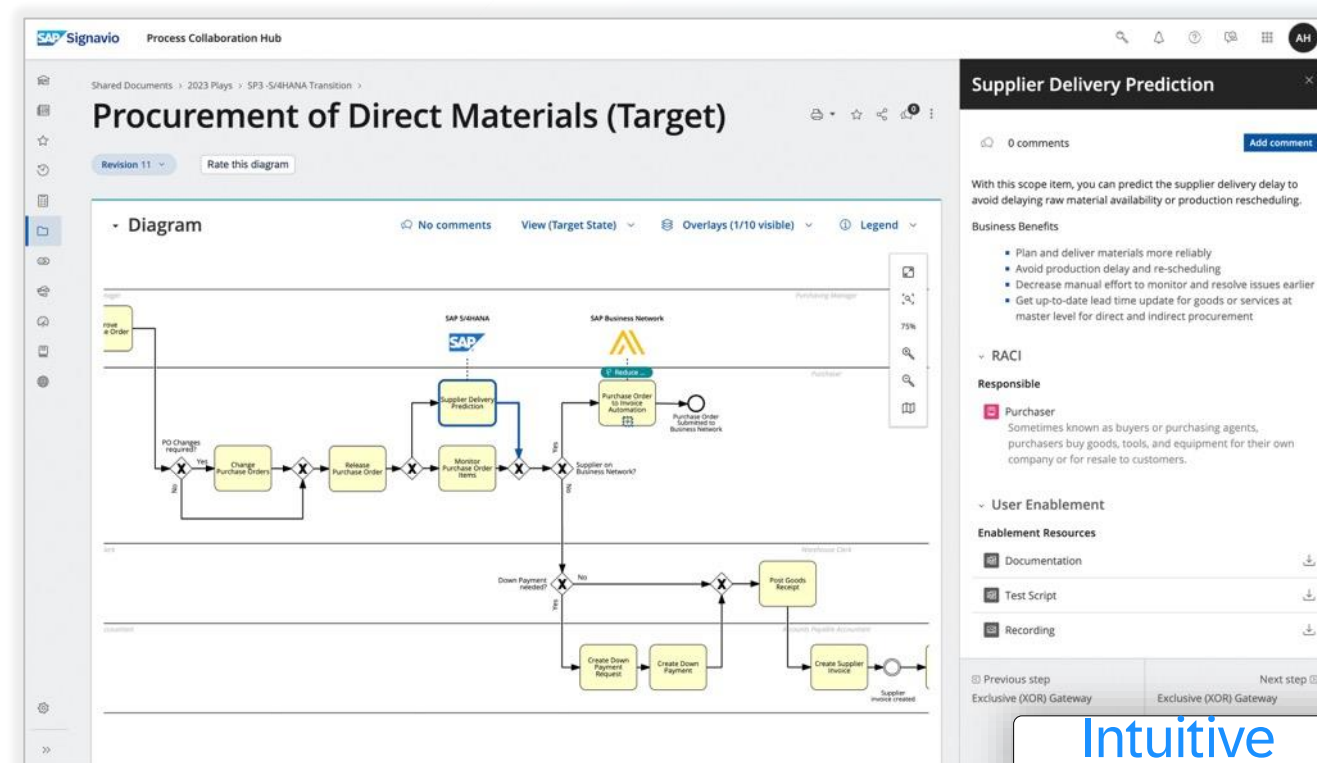
Break down projects into smaller, incremental initiatives that prove value

Foster **seamless process collaboration** to comprehensively understand process content, gather valuable feedback, and collaboratively design an optimized future state.

## Benefits

- Get a 360-degree view of process content and key metrics
- Keep your teams informed within a single source of truth
- Increase transparency within and outside the organization

SAP Signavio Collaboration Hub



The above is applicable to SAP and non-SAP applications.

**Intuitive**  
user experience

Shared Documents > 2023 Plays > SP3 -S/4HANA Transition >

# Procurement of Direct Materials (Target)

Revision 11

Rate this diagram

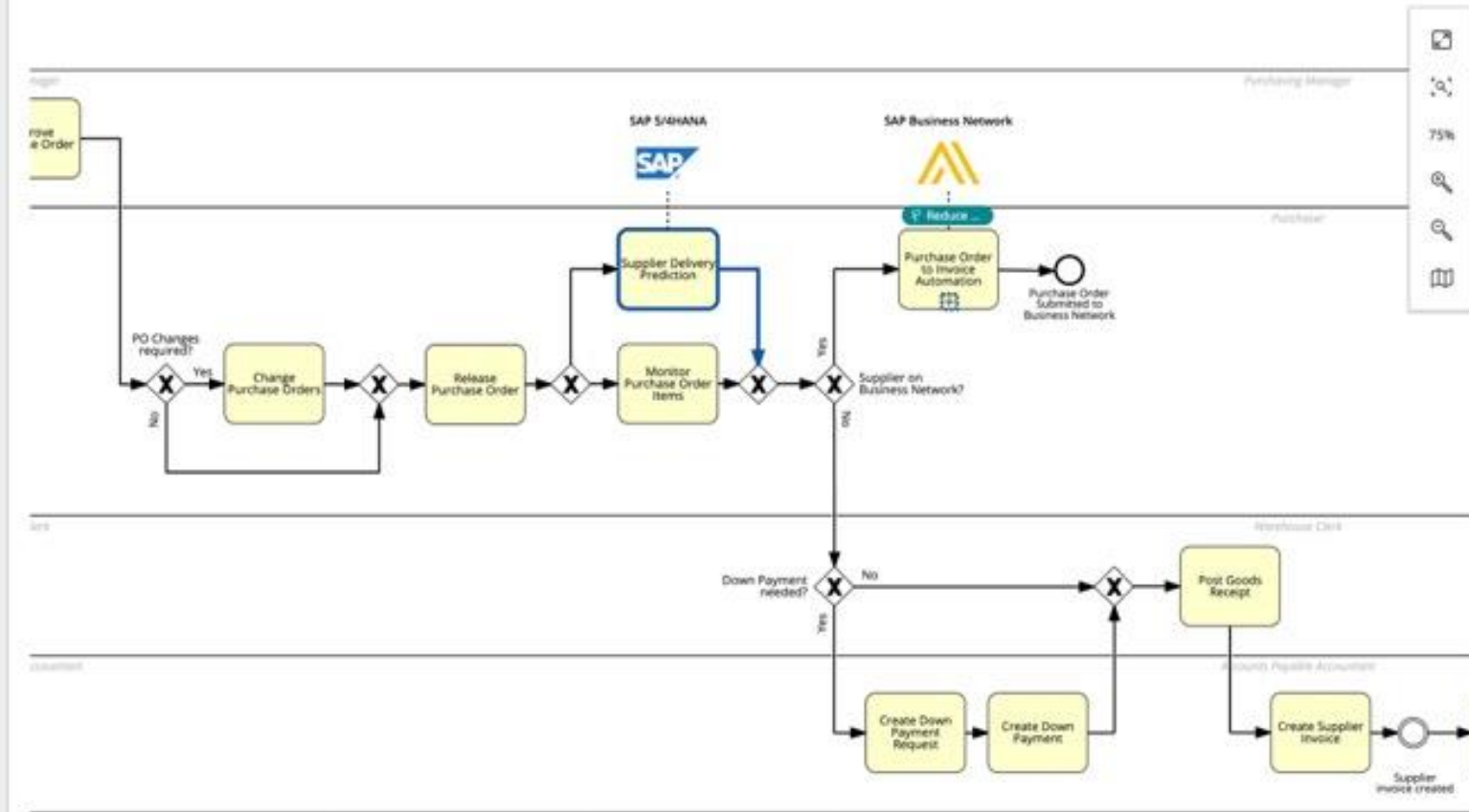
## Diagram

No comments

View (Target State)

Overlays (1/10 visible)

Legend



## Supplier Delivery Prediction

0 comments

Add comment

With this scope item, you can predict the supplier delivery delay to avoid delaying raw material availability or production rescheduling.

### Business Benefits

- Plan and deliver materials more reliably
- Avoid production delay and re-scheduling
- Decrease manual effort to monitor and resolve issues earlier
- Get up-to-date lead time update for goods or services at master level for direct and indirect procurement

### RACI

#### Responsible

Purchaser

Sometimes known as buyers or purchasing agents, purchasers buy goods, tools, and equipment for their own company or for resale to customers.

### User Enablement

#### Enablement Resources

Documentation

Test Script

Recording

Previous step

Exclusive (XOR) Gateway

Next step

Exclusive (XOR) Gateway

## Key Point #1

**Managing business processes** is essential.

Organizations need to specify how work is to be executed.

**People, applications, and data;** the elements of business processes all need to be managed.

# Change Management



# Business Transformation Challenges



# Cloud Adoption is Key to Innovation & Optimization

## 1. On Premise Customers Often Struggle with Technical Upgrades & Functionality Adoption

Limited resources and technical complexities have impacted the rollout of innovation into the landscape. Oftentimes, on-prem customers are behind by multiple versions.

## 2. Lack of Innovation & Adoption Leads to Sub-Optimal Business Outcomes

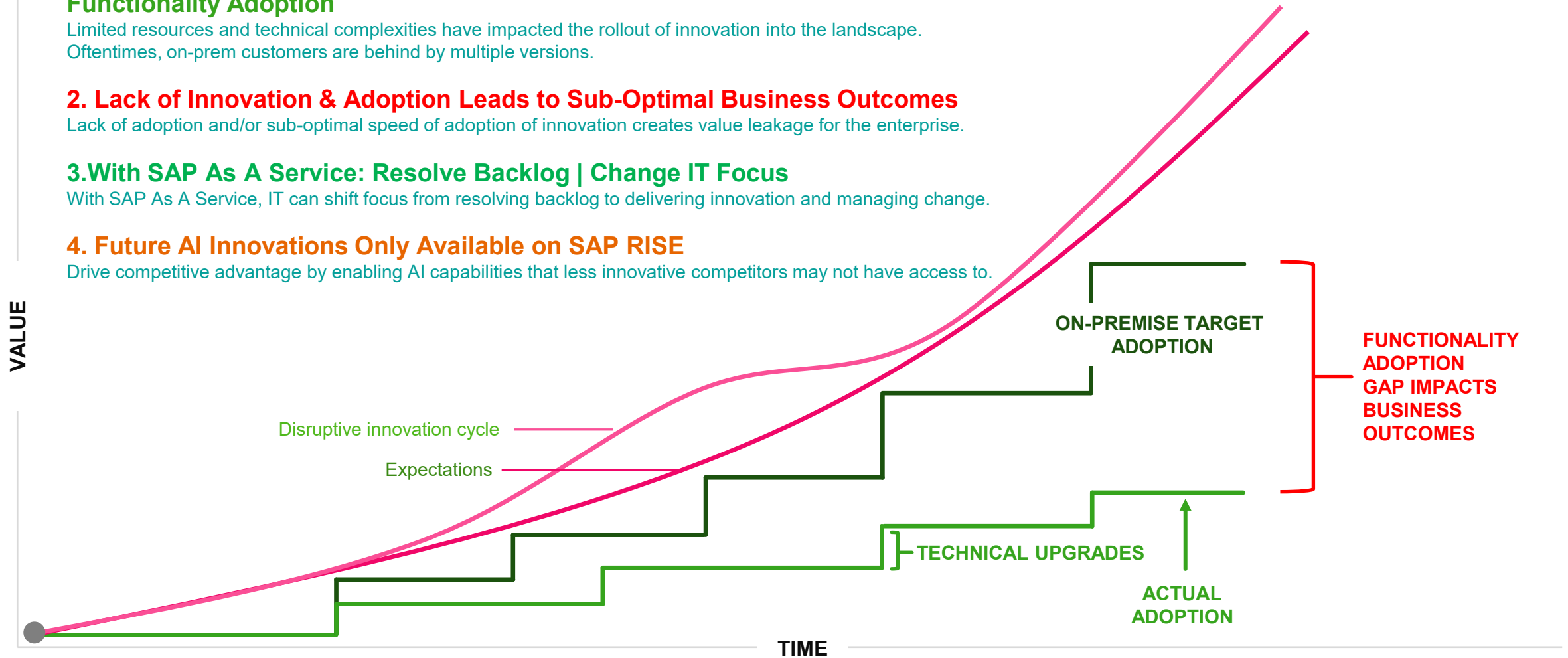
Lack of adoption and/or sub-optimal speed of adoption of innovation creates value leakage for the enterprise.

## 3. With SAP As A Service: Resolve Backlog | Change IT Focus

With SAP As A Service, IT can shift focus from resolving backlog to delivering innovation and managing change.

## 4. Future AI Innovations Only Available on SAP RISE

Drive competitive advantage by enabling AI capabilities that less innovative competitors may not have access to.



## Key Point #2

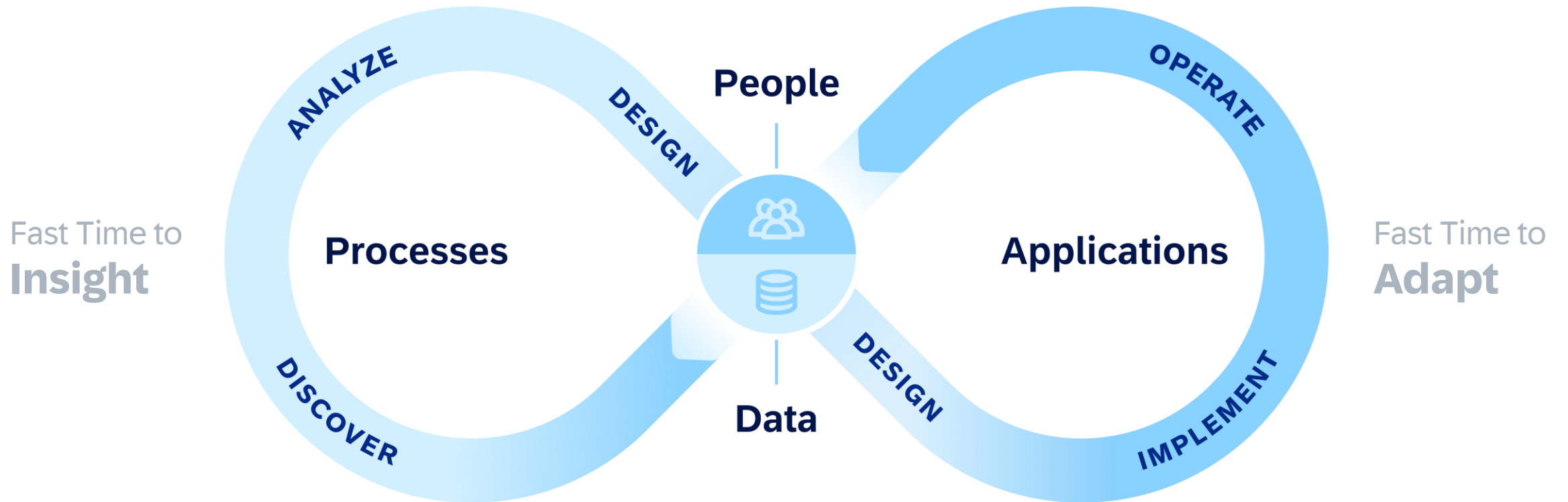
Managing change is also **essential**.

Companies have identified “**Change Management**” as one of their biggest, most prevalent challenges.

Yet, very few know what to do about it.

# **SAP Signavio and LeanIX**

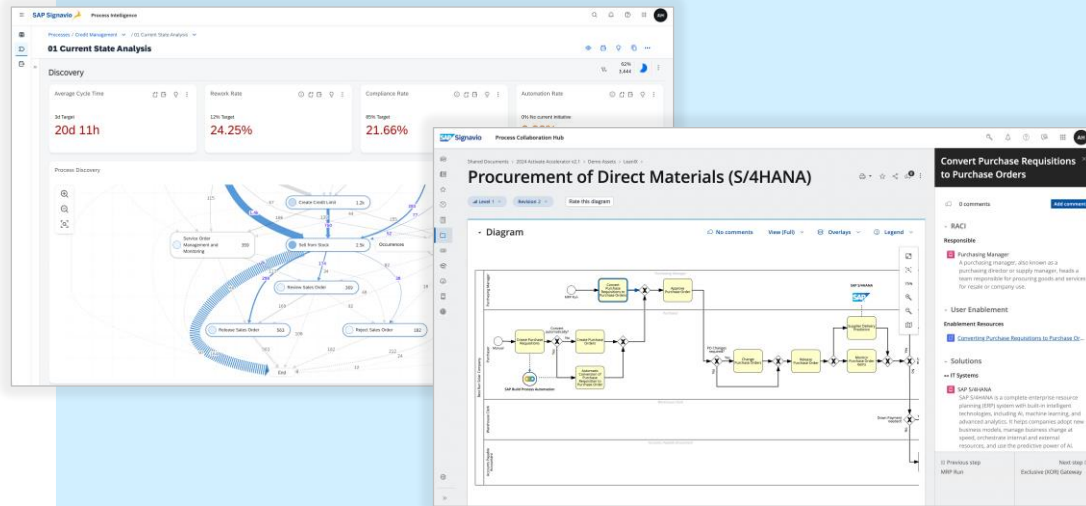
# Continuous Improvement of Business Performance



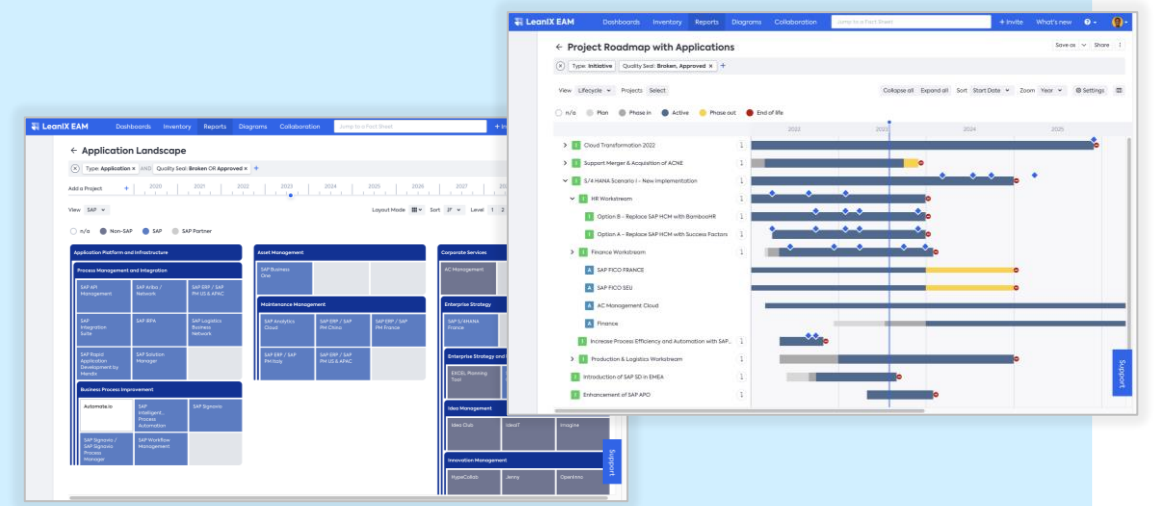
Methodology | Best Practices | Automation | Integration  
*Powered by Business AI*

# SAP Signavio and LeanIX: Solutions for the agile enterprise

## Powered by Business AI



Analyze, optimize, and manage your processes fast and at a scale to become an agile and resilient enterprise.



Visualize and assess the as-is landscape and confidently navigate towards your to-be IT architecture.

**SAP** Signavio



**LeanIX**

Bring business and IT together with SAP Signavio and LeanIX, empowering organizations to transform their businesses end-to-end.

## Key Point #3

Signavio and LeanIX provide **data-driven visibility**...

And **collaborative** process design and architecture planning

And serve to **bridge the gap** between IT and the business community.

# **Visibility for Reducing Uncertainty**



# Transforming towards agile, sustainable and resilient enterprise

Enable every organization and every industry to become a network of sustainable enterprises

A close-up photograph of a microchip being held by a robotic gripper, with blurred gears in the background, symbolizing technology and business agility.

**Every organization  
becomes an agile  
enterprise**

Business agility

An aerial view of a busy port or shipping yard filled with numerous colorful shipping containers, representing global supply chain networks.

**Every organization  
benefits from  
connected networks**

Supply chain resilience

A photograph of a large-scale solar farm with rows of solar panels installed on a hillside, with mountains in the background, symbolizing sustainable energy and operations.

**Every organization  
builds sustainable  
operations**

Sustainability outcomes

# But there are hurdles to overcome



## Uncertainty

Where does the value lie? What am I missing? There is no way I can sell another big project internally.



## Shortages

How do I manage and prioritize my resources and the improvements I make to ensure they have the most impact?



## Inconsistency

How do I get business and IT on the same page? They want different things and speak different languages.

Companies have been “flying blind” with little or no visibility for years. And for so long, they don’t even realize they are vision-impaired.

We are too lean to bite off such a big implementation project (and I have no idea how we could efficiently and effectively manage this change across 800 users).

We’re going to stay on ECC as long as we can. We really don’t see the value in S/4 (because we have no visibility of how good or bad things are today.)

We like what you’ve shown us, but we need a cost/benefit analysis to show our management (because we have no idea what these improvements would be worth to us.)

We’re going to do a technical upgrade without changing any business processes (because we don’t know which of our processes should be improved or how to improve them.)

# Analyze and scope optimization potential during daily operations

Proactively identify opportunities to improve

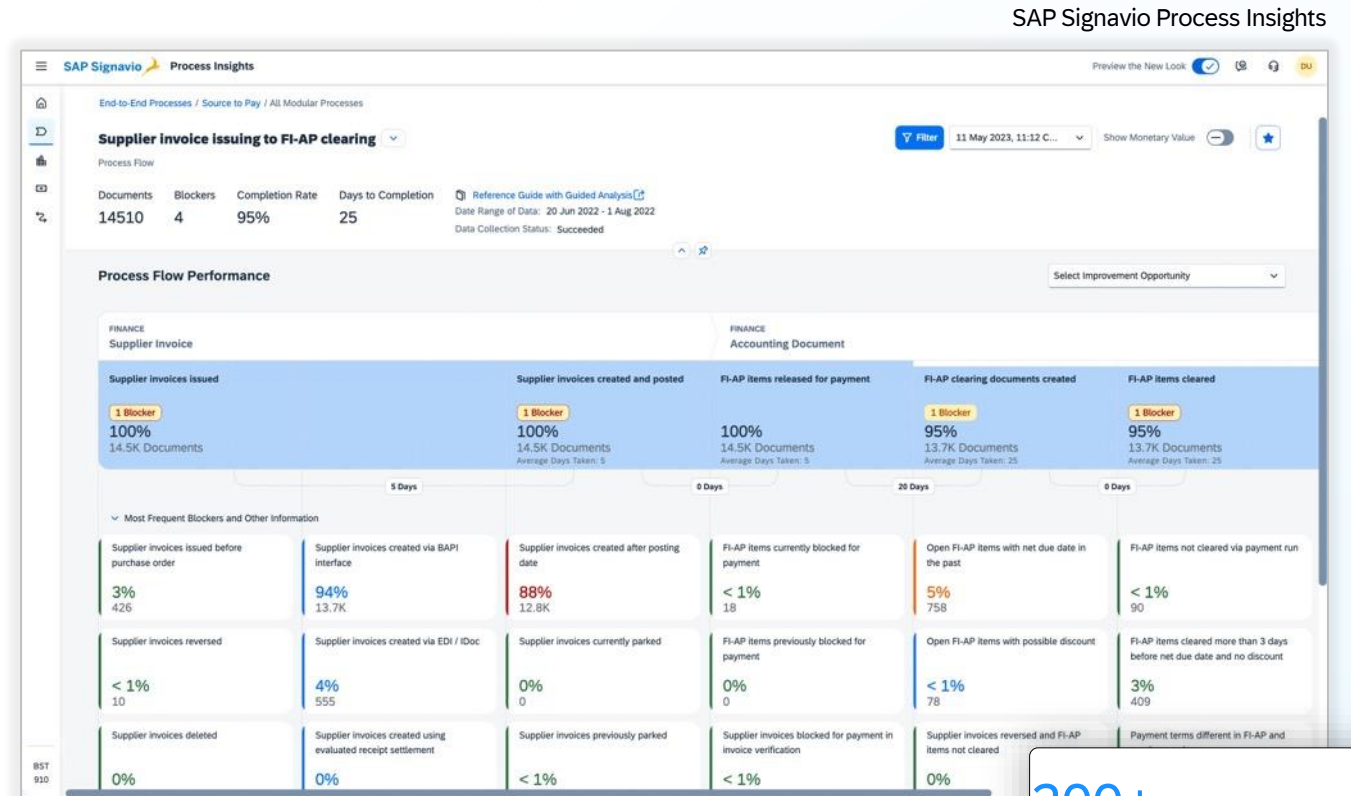
Prioritize optimizations according to business strategy

Make data-driven decisions, fast

Discover your SAP ECC, SAP S/4HANA and SAP Ariba processes in a data-driven way to **quickly identify your business potential, added value and improvement opportunities.**

## Benefits

- Get out-of-the-box insights within hours
- Provide a fast-track to process improvements
- Quickly understand potential and value



200+ Process Flows

The above analytical capabilities are available for SAP ECC, SAP S/4HANA on-premise, SAP S/4HANA private cloud and SAP Ariba.

# Analyze and scope optimization potential during daily operations

54%

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10%

2%

Proactively identify opportunities to improve

Prioritize optimizations according to business strategy

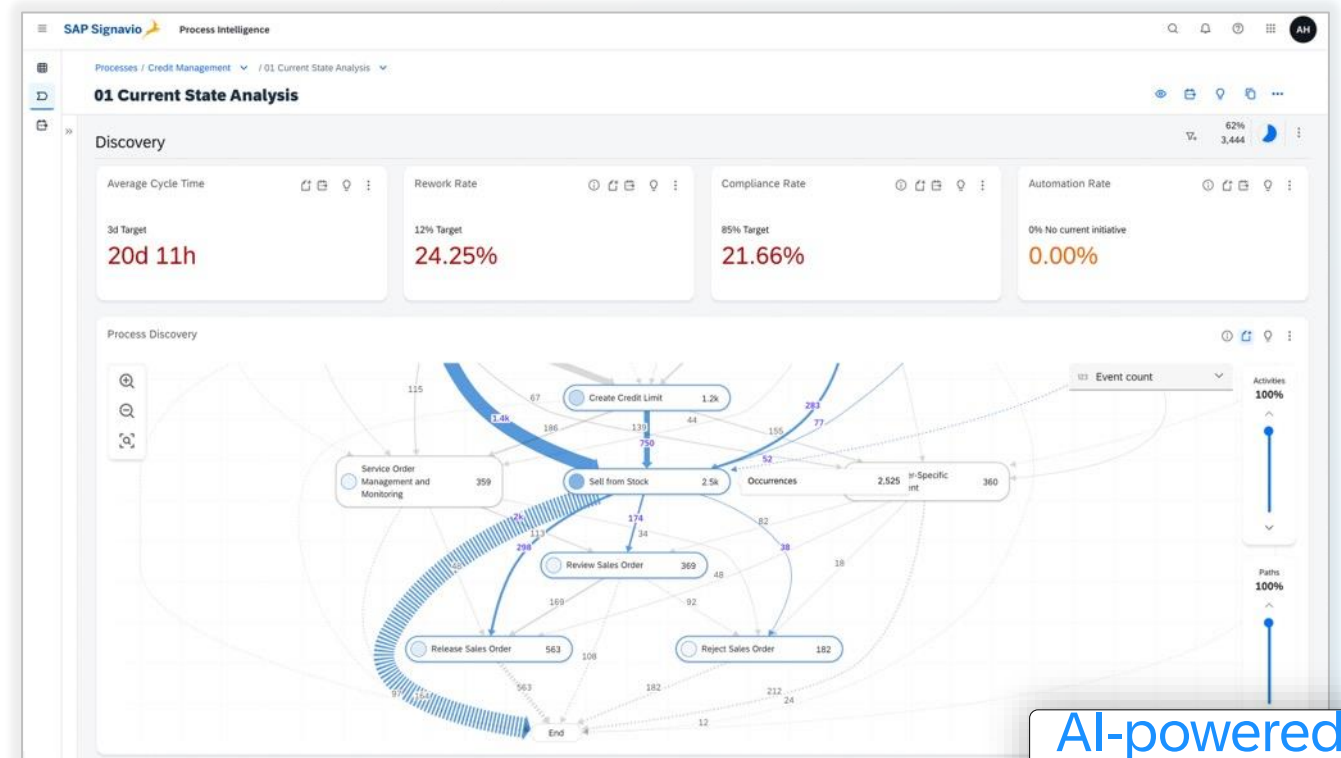
Make data-driven decisions, fast

**In-depth analysis of all relevant company processes to establish the current status** as a solid digital foundation for prioritizing and understanding future improvements.

## Benefits

- Discover your process reality in a data-driven way
- Establish solid basis for strong process transformation
- Accelerate time to adaption with and end-to-end view

SAP Signavio Process Intelligence



The above is applicable to SAP and non-SAP applications.

AI-powered  
Process Mining

# Analyze and scope optimization potential during daily operations

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Proactively identify opportunities to improve

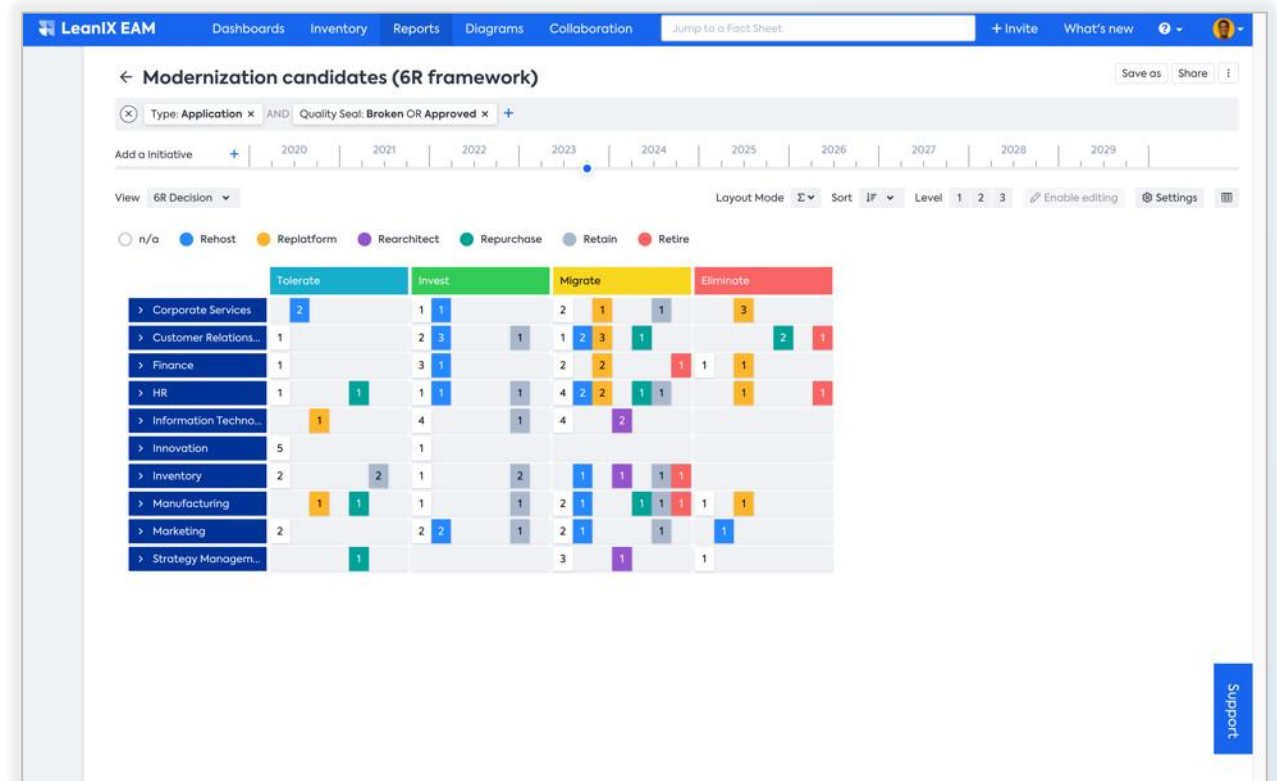
Prioritize optimizations according to business strategy

Make data-driven decisions, fast

Apply recognized and standardized methodology, like the TIME and 6R frameworks, to **strategically guide continuous improvement planning** and ensure the most vital business capabilities are prioritized.

## Benefits

- Get an instant view of the best modernization candidates
- Understand which capabilities will be impacted most
- Prioritize candidates based on business strategy



The above is applicable to SAP and non-SAP applications.

## Key Point #4

“**Uncertainty**” caused by unreliable data (or no data) is a major cause of poor, slow, or no decision making.

To make good business process and architecture decisions, uncertainty needs to be **reduced with data and information**.

*The need for process transparency is a latent need!*

# **Business Transformation and Continuous Improvement**



# A holistic end-to-end approach for managing change

**DISCOVER** → **ANALYZE** → **DESIGN** → **IMPLEMENT** → **OPERATE**

## PROCESSES

Business Process Design

Process and Task Mining

Automation

## PEOPLE

Change Management

Training

## DATA

Data Quality and Observability

Data Governance

## APPLICATIONS

Enterprise Architecture Management

Application Portfolio Management

Application Lifecycle Management

# A holistic end-to-end approach for managing change

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Data Governance  

## APPLICATIONS

Enterprise Architecture Management 

Application Portfolio Management 

Application Lifecycle Management  



# SAP Signavio for Business Process Management Before, During, and After ERP Implementation

NOW

- Customers seeking to establish a resilient business foundation for managing today's challenging environment and in preparation for tomorrow's unknown and unpredictable challenges.

BEFORE

## Current Assessment and Alignment

- ❑ Determine improvement objectives and performance targets based upon company strategy
- ❑ Assess current processes and available capabilities

## Future-State Process Design

- ❑ Establish process flows using SAP Best Practices (greenfield) and/or previous system processes (brownfield) and Signavio accelerators
- ❑ Collaboratively design, evaluate, and finalize processes in accordance with objectives and improvement targets

DURING

## Change Management

- ❑ Development and execution of training program with objectives (why), process flows (what), and process details (how)

## System Configuration

- ❑ Configure enterprise processes and RICEFW in accordance with approved processes
- ❑ System testing with key users, adjustments as required

## Process Execution Monitoring

- ❑ Identify process variances, performance issues, and employee compliance
- ❑ Determine root causes of variations and adjust processes accordingly

## Continuous Improvement

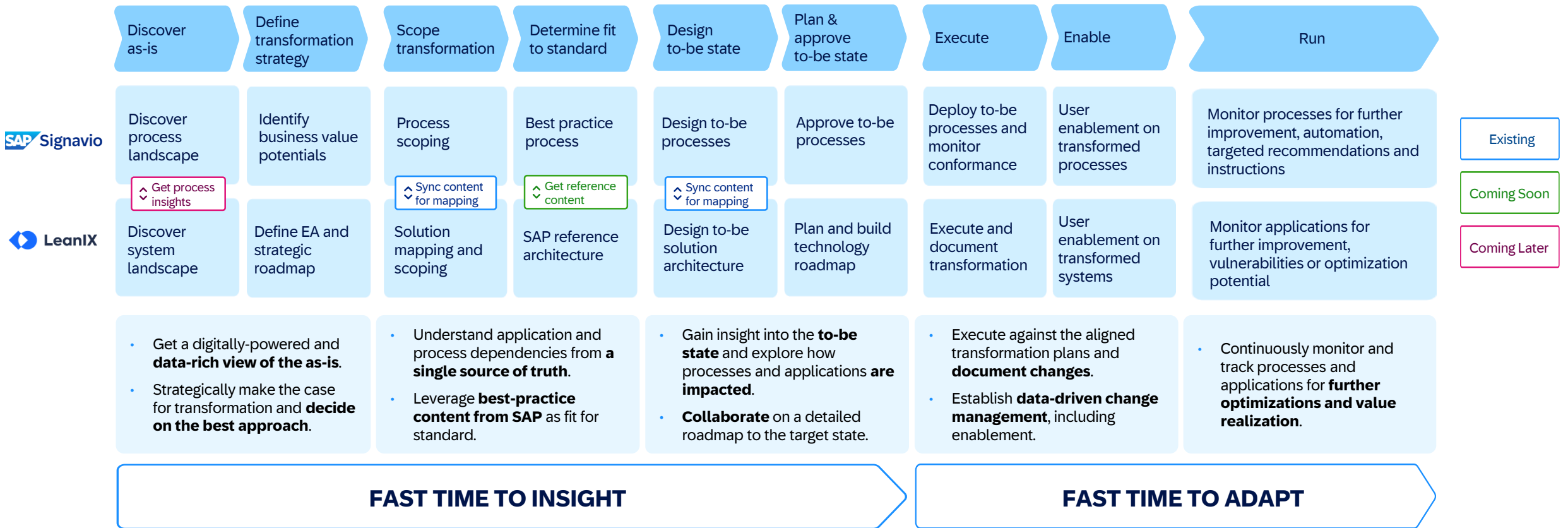
- ❑ Ongoing monitoring of process performance, and detection of new requirements and opportunities for improvement
- ❑ Conduct structured program for process redesign and governance

AFTER

202X

# Unlock value throughout your transformation journey

## DISCOVER → ANALYZE → DESIGN → IMPLEMENT → OPERATE



## Key Point #5

You have the opportunity to build a **corporate culture** of Continuous Improvement...

And make Organizational Change Management a **core competency**...

By investing in OCM-skilled **people**, with the right **tools**, and high-quality **data**.

**Wrap Up**

**“There is a growing need for “intelligent” Business Process Management and Competent Organizational Change Management**





## **Signavio** & **LeanIX**

### **Day 1: 16<sup>th</sup> of September, 2024**

Partner day/Masterclass (by invite only) Certifications & Welcome reception

### **Day 2 – 3: 17 -18<sup>th</sup> of September, 2024**

Conference days

### **Attendees**

1000

### **Event objectives**

- Showcase SAP Signavio's & LeanIX latest news & roadmaps
- Deep Dives into technology
- Networking opportunities

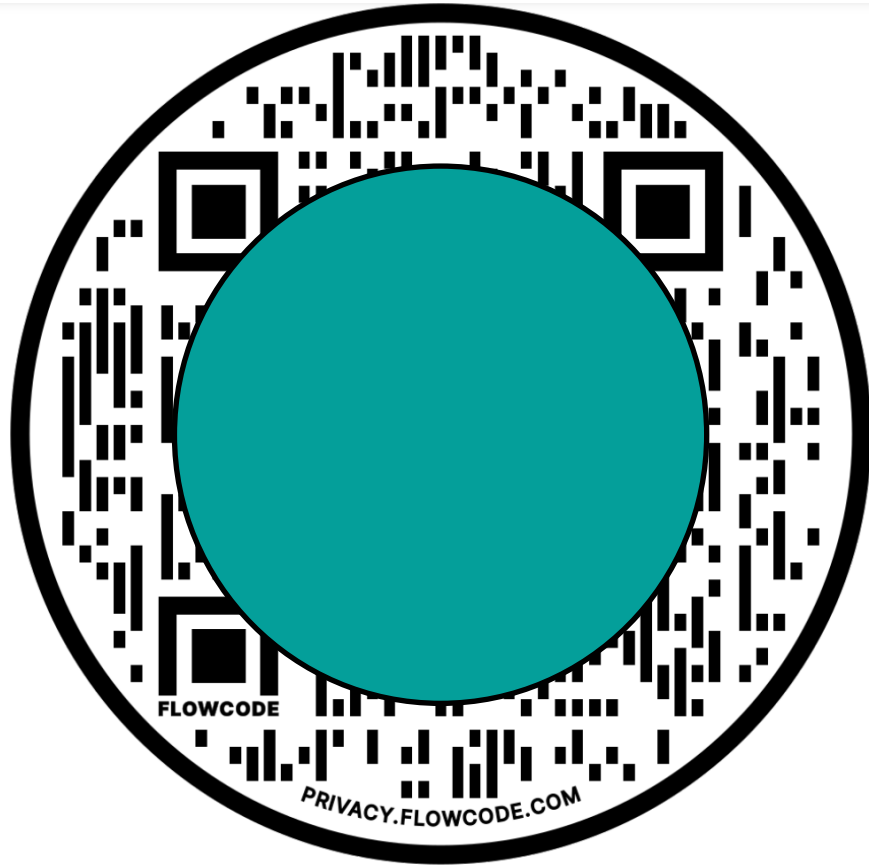
**Location to be announced in March!**



***Please use work email address***

*@gmail, @yahoo, @iCloud, @hotmail, etc will not pass phishing filters)*

## **SAP Signavio** **For information....**



- **PDF of today's presentation**
- **Link to 2023 Gartner® Magic Quadrant™ for process mining**
- **Signavio information and content**
- **Link to a free trial**
- **Request form – Signavio Rep**
- **Link to SAP Press eBook:** Introduction to Business Process Transformation with SAP Signavio
- **Link to initiate your free Process Discovery report** (for current ECC customers)

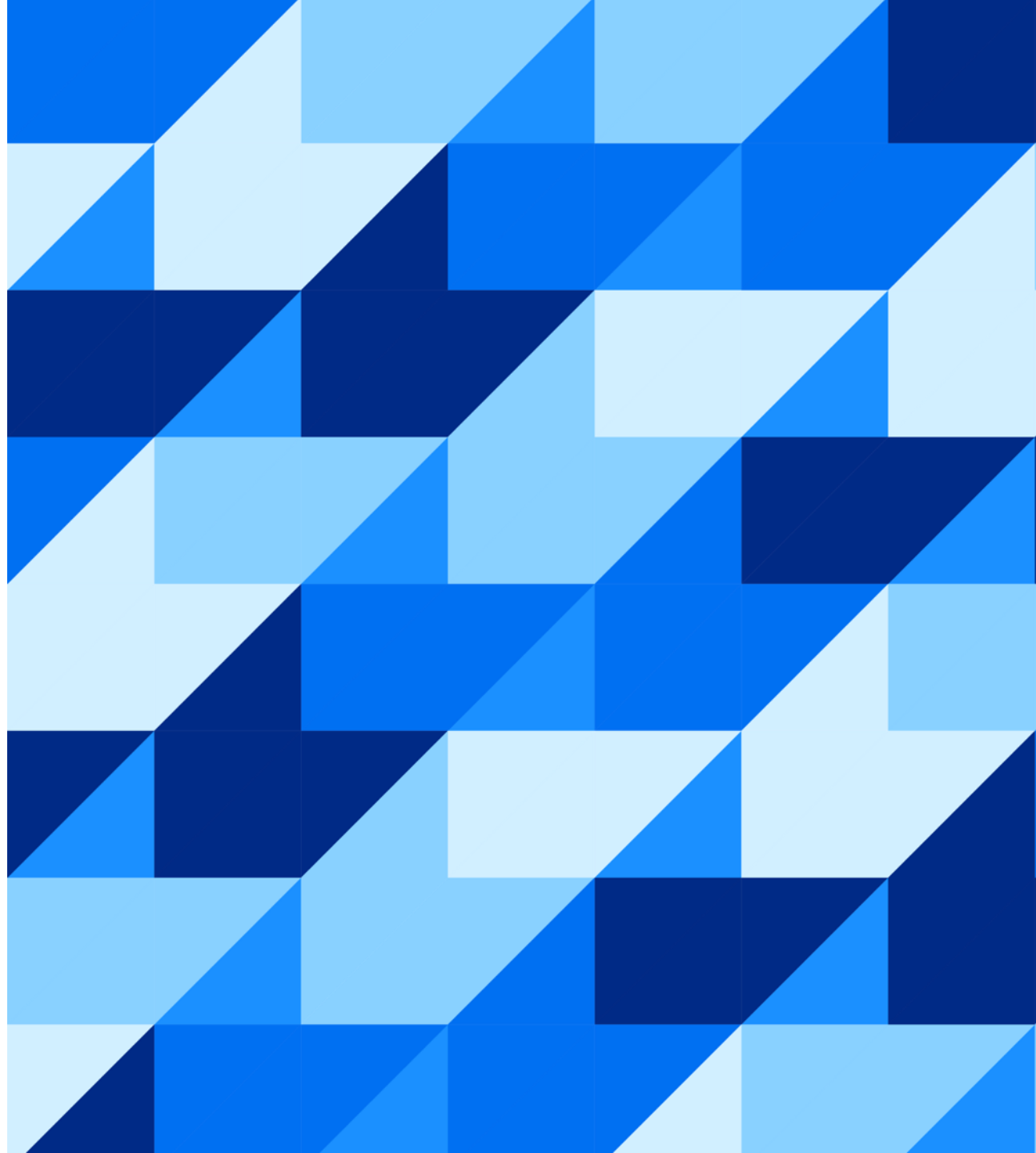


# SAP Signavio

## Next Generation Business Process Management

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SAP Signavio

March 2024



# Appendix

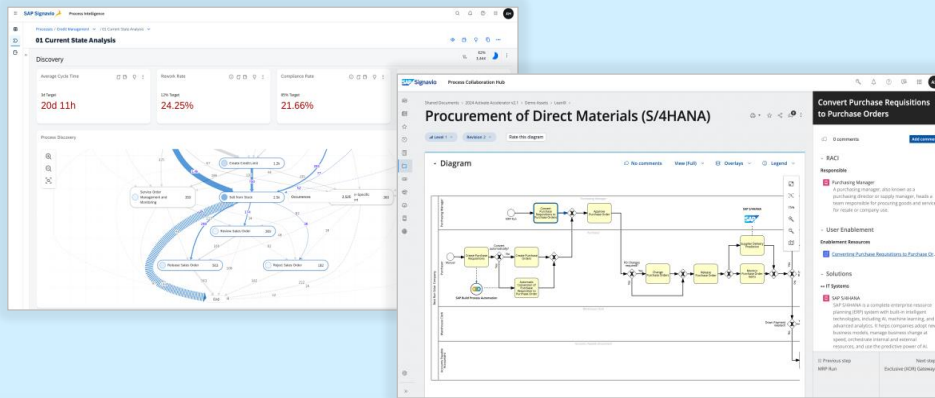
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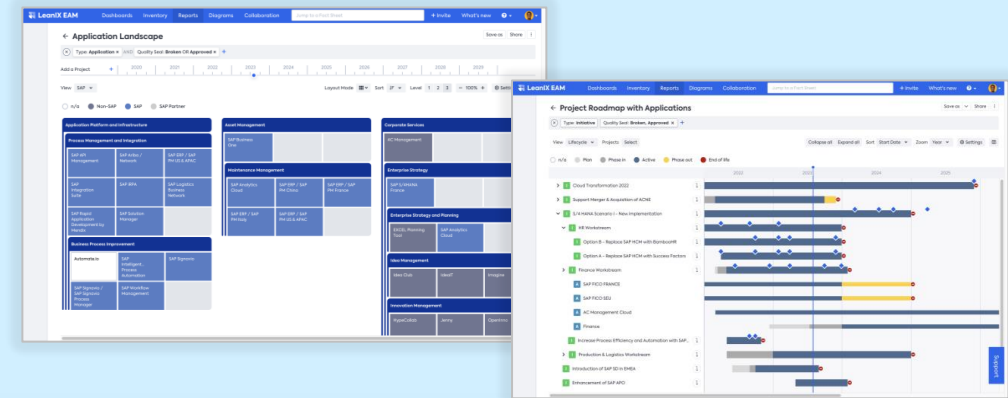
# SAP Signavio and LeanIX: Solutions for the agile enterprise

Powered by Business AI

Analyze, optimize, and manage your processes fast and at a scale to become an agile and resilient enterprise.



Visualize and assess the as-is landscape and confidently navigate towards your to-be IT architecture.



**SAP Signavio**



**LeanIX**

## SAP Signavio capabilities for business

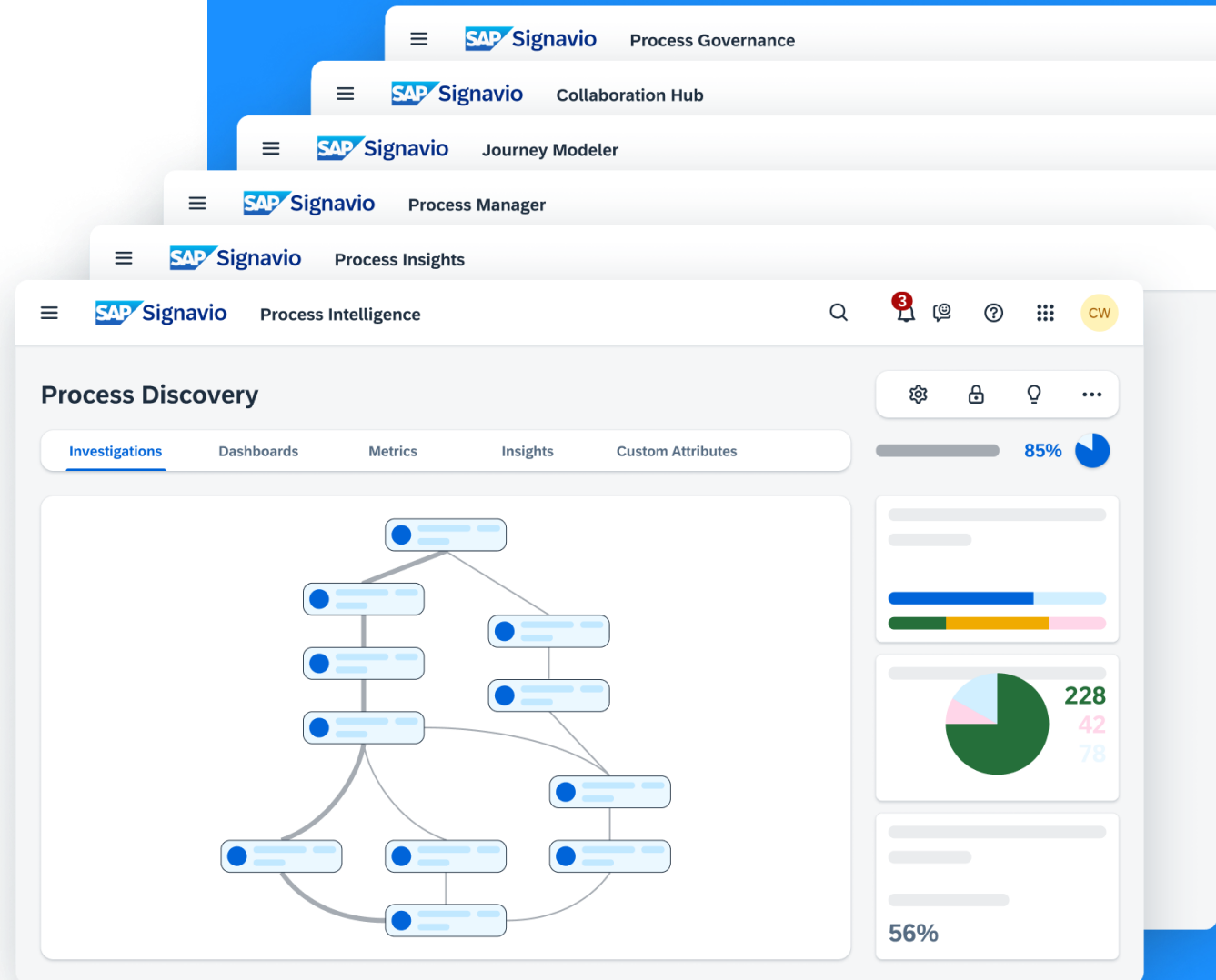
- Data-driven analysis and mining
- Governance and automated execution
- Process and journey modeling
- Process-centric value acceleration and realization
- Integrated Collaboration
- SAP-specific and solution-independent best practices

## LeanIX capabilities for IT

- Data-driven IT insights
- Time-machine-like projections to model target state
- Powerful, out-of-the-box integrations
- Strong collaboration features
- Built-in architecture reference data
- Intuitive and modern user interface

\*Simplified UI, your experience may differ.

# SAP Signavio Business Process Transformation



# SAP Signavio Process Transformation

SAP Signavio, our cloud-based suite for **business process analysis, optimization and management, you can optimize your processes, increase efficiency and drive transformation and innovation.**

The market-leading solutions gives your organization the ability to visualize, optimize and transform every aspect of your business processes to **drive sustainable growth and resilience - fast and at scale to archive a more agile and resilient enterprise.**

## Benefits of SAP Signavio

- ✓ **Achieve transparency**
- ✓ **Improve performance**
- ✓ **Streamline Collaboration**
- ✓ **Accelerate time to value**

## Capabilities of SAP Signavio:

### Process mining and recommendations

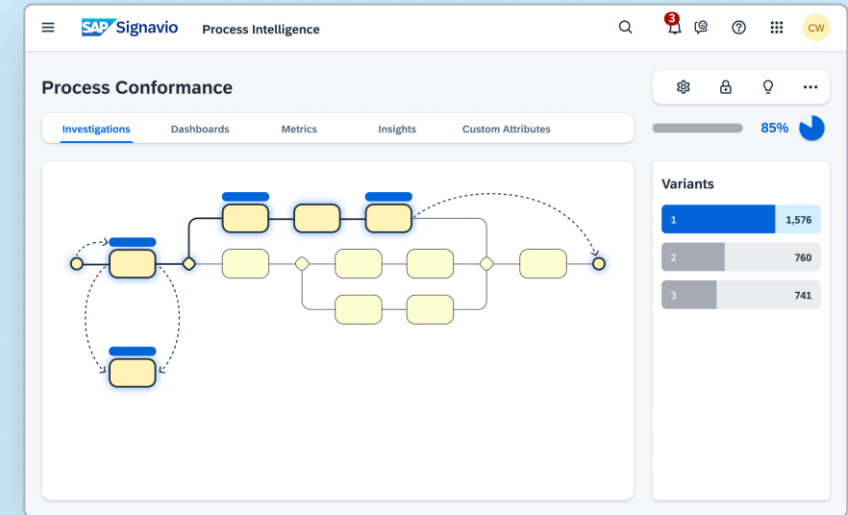
Collaborative process analysis and mining supports continuous business process monitoring, assessment, and improvement to enable operational and experience excellence at scale.

### Business process management

An intuitive and comprehensive modeling platform captures, unifies, and maintains process models to centralize modeling processes and drive collaboration.

### Process best practices and journey modeling

Customer-centric imperatives blended with operational excellence and process best practices connects journeys, processes, and data for ongoing experience improvements.



## Facts and figures

2500+

Customers around the world

Leader

Status in multiple analyst grids

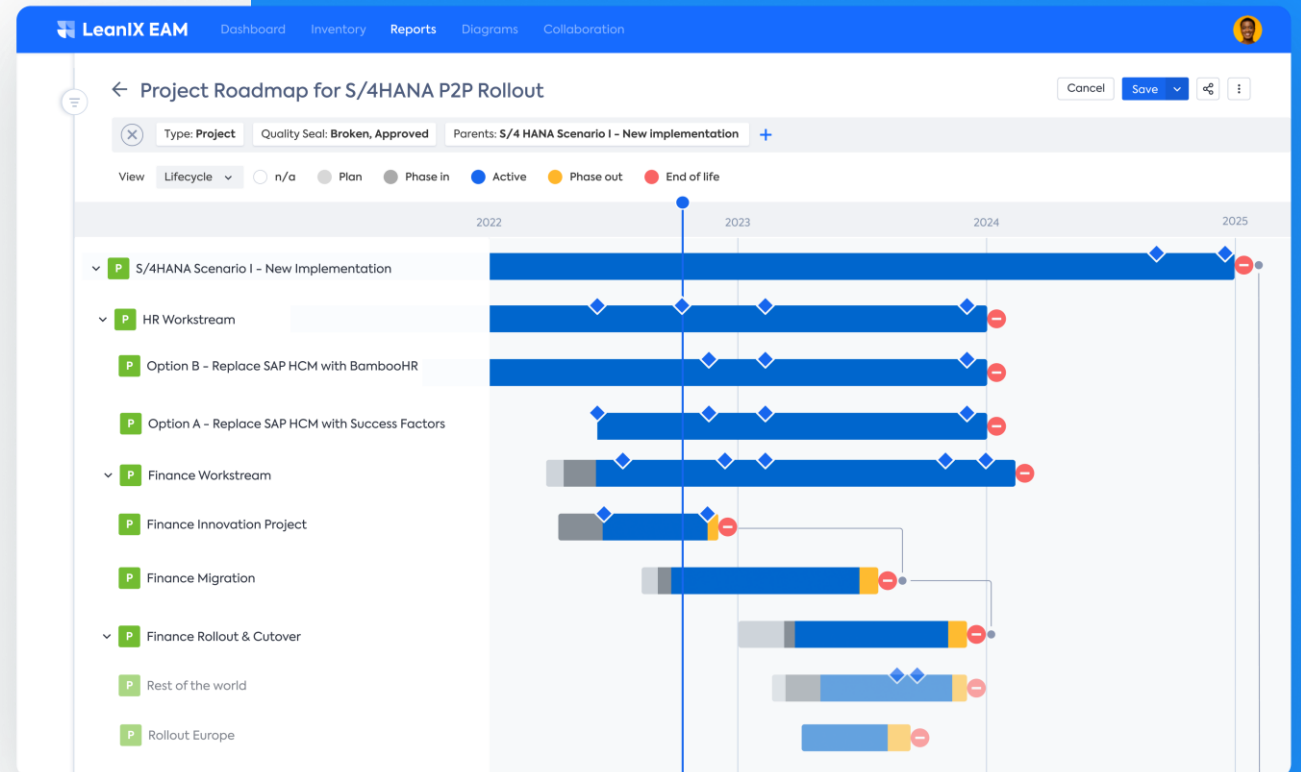
Front-runner

of SAP Business AI

1000+

of Best Practices

# LeanIX Enterprise Architecture Management



# LeanIX Enterprise Architecture Management

LeanIX is a market leader for enterprise architecture management, driving the **modernization of IT landscapes and continuous business transformation.**

Its software-as-a-service solutions empower organizations to **create transparency**, enabling them to **visualize, assess and manage** the transition towards their target IT architecture.

## Benefits of LeanIX

- ✓ **Optimized IT costs**
- ✓ **Increased efficiency**
- ✓ **Enhanced IT sustainability**
- ✓ **Improved security**

## Capabilities of LeanIX:

### Data-driven insights

about enterprise architecture to make transformation decisions with confidence

### Time-machine projections

to visualize the impact of transformations and different scenarios

### Powerful, out-of-the-box integrations

to get all relevant data in one single source of truth

### Strong collaboration features

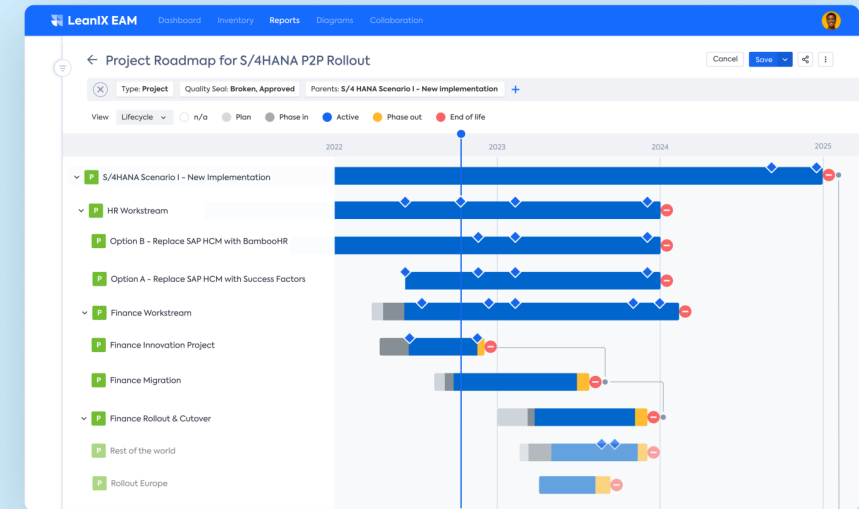
to engage business and IT stakeholders and drive change adoption

### Built-in architecture reference data

to speed up SAP transformations and to get in line with market standards

### Intuitive and modern user interface

to allow broad organization-wide usage with minimum training



## Facts and figures

1200+

Customers around the world

NPS 70+

Customer satisfaction score

Leader

Status in multiple analyst grids

SaaS Native

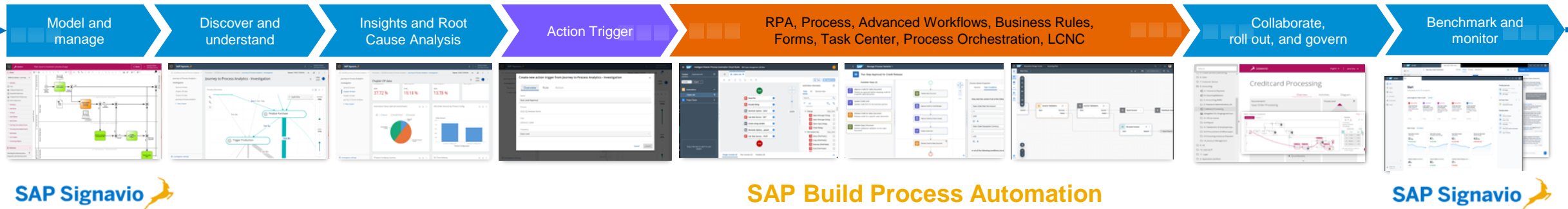
Solution available across the globe



# BTP and Business Process Improvement

3 Signavio *triggers* BTP workflows and automations

2 Signavio provides *recommendations* of prebuilt BTP components



1 BTP is a crucial component of “*Monitor*→*Analyze*→*Design*→*Improve*” cycle

# Process.AI

## SAP Business Process Management powered by AI

### Process Simulation

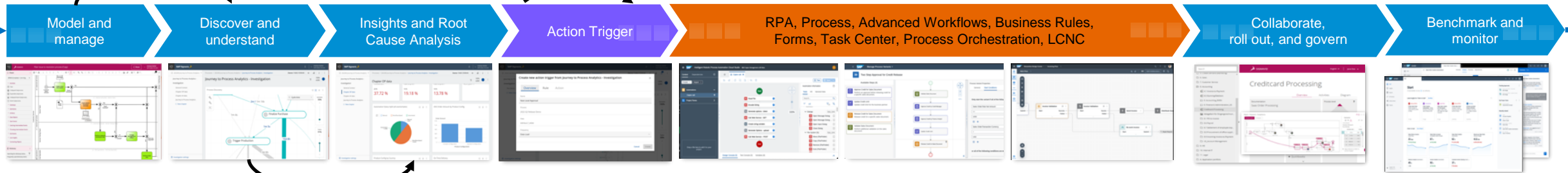


- **Deterministic** – Based upon input parameters of transactional processes
- **ProcessAI** – Determination and evaluation of current and probable future circumstances and outcomes. Predictive process monitoring.



### Process Alerts

- **Deterministic** – IF/THEN/ELSE constructs
- **ProcessAI** – Solicited and unsolicited detection of probable process performance issues with recommendations



### SAP Business Process Management

### SAP Build Process Automation

### Process Analysis

- **Deterministic** – Visibility of what happened
- **ProcessAI** – What happened, why did it probably happen (root cause analysis), and what will likely happen



### Process Recommendations

- **Deterministic** – Table-based options
- **ProcessAI** – Limited only by the LPM algorithms and data access, based upon root cause

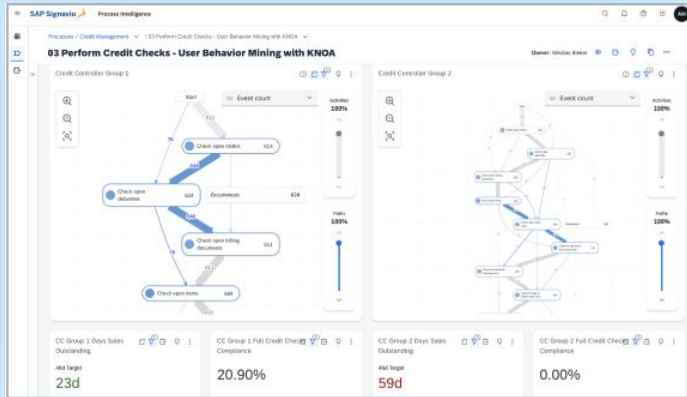


### Process Prediction

- **Deterministic** – N/A
- **ProcessAI** – Future process performance based upon customer application data, SAP process libraries, mass customer experiences, and publicly available data

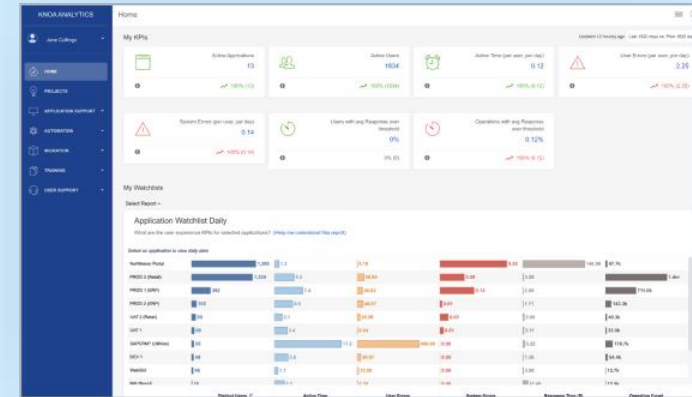
### SAP BPM Deep Learning Foundation

# How We Help Provide End-to-End Process Visibility



## SAP Signavio Process Intelligence

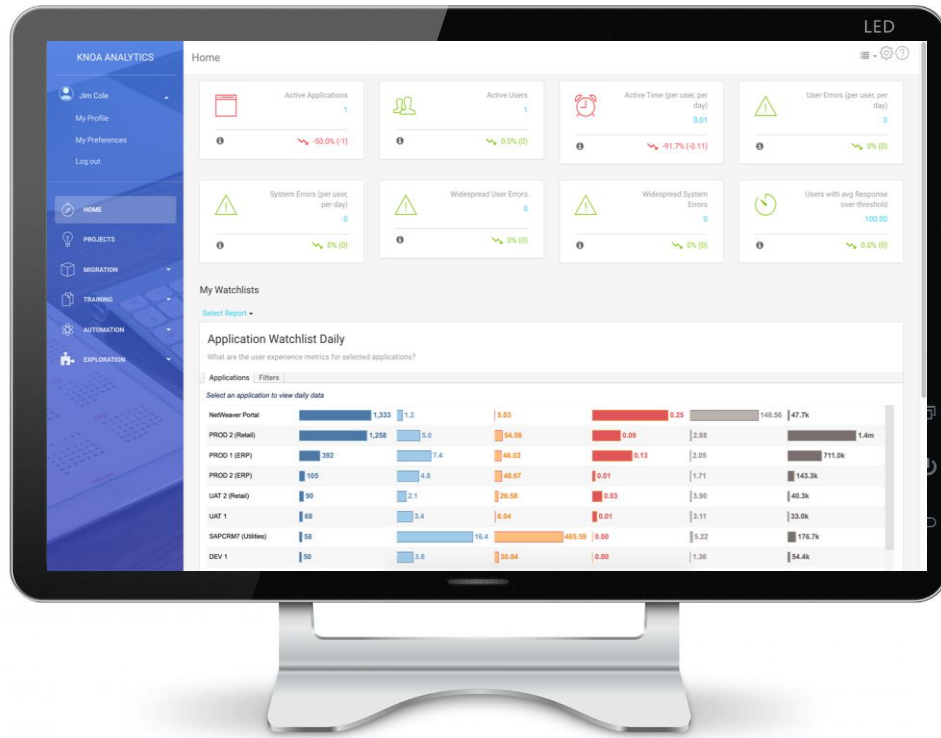
- Focused on understanding process KPIs based on process mining data
- Identifies unexpected paths and provides in-depth analysis of process-level metrics
- Helps customers discover their complete, end-to-end process reality over several systems



## SAP User Experience Management by Knoa

- Focused on mining user tasks and behaviors by monitoring the live user interaction with the UI
- Identifies user behavior factors contributing to process performance
- Enriches the process analysis efforts with granular information about user task execution
- Helps customers optimize targeted parts of the process at a deeper level

# SAP User Experience Management by Knoa Product Highlights



- ✓ SAP resells Knoa solution as “SAP User Experience Management by Knoa”
- ✓ Knoa product is certified to SAP standards via the Premium Qualification process
- ✓ Support is provided jointly by SAP & Knoa
- ✓ Knoa is part of the SAP Partner Managed Cloud (PMC) program

## Patented Monitoring Technology

- Knoa provides a complete view of user experience across all end users and all business processes
- Knoa is “plug and play” – no customization or development is needed.

## Visibility into all SAP Processes

- Knoa provides a complete and accurate representation of how tasks are executed in SAP across all business processes.
- The Knoa user experience metrics are available across the entire SAP application landscape.

## Extensible Monitoring Platform

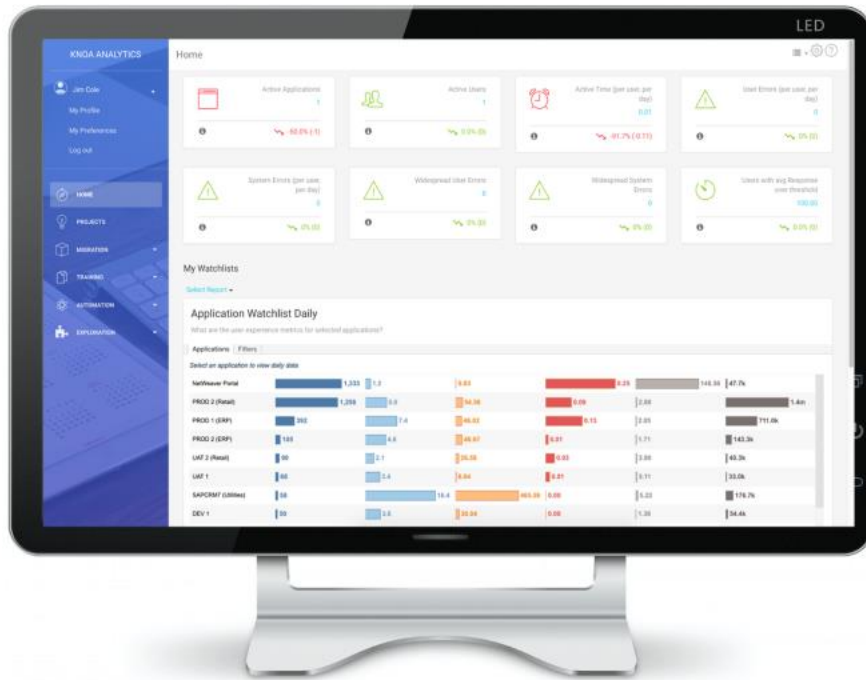
- Knoa works with standard, off-the-shelf applications and custom applications.
- Knoa makes available an SDK, which enables a non-programmer to extend Knoa’s unique discovery to any web-based applications.

## Integration with SAP Signavio

- Integration of Knoa task metrics with Signavio’s process-centric metrics provides end-to-end visibility into actual process execution.

# SAP User Experience Management by Knoa - Task and User Analytics

Get visibility into end-to-end SAP process execution



## Task Mining Goals

SAP User Experience Management by Knoa's unique task mining solution helps enterprises gain micro-level visibility into SAP processes to improve overall execution and performance.

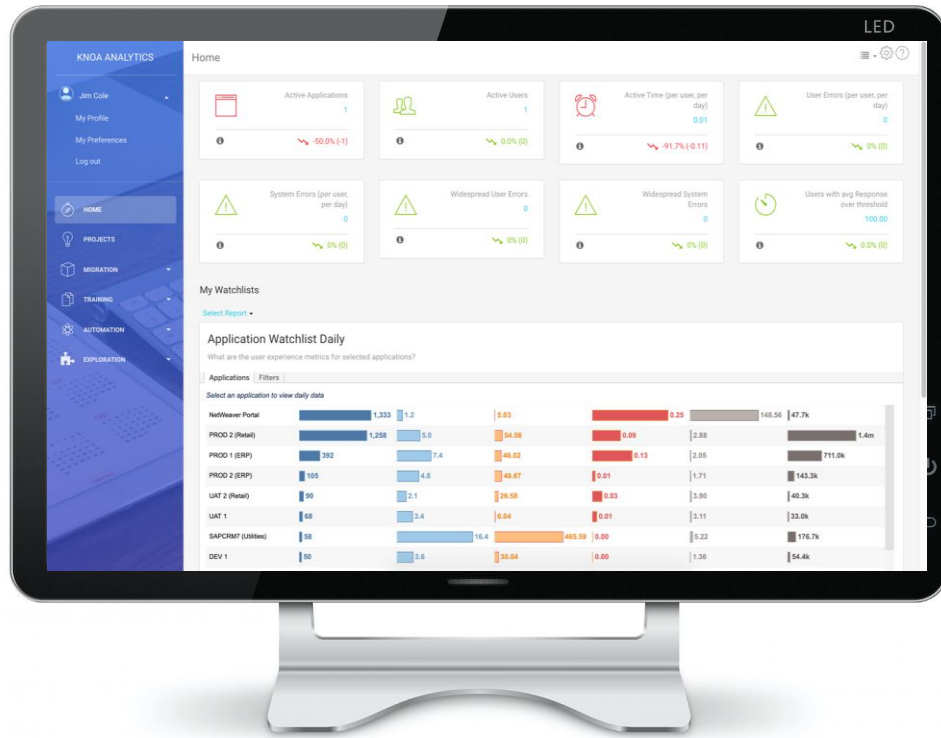


## Data-Driven Approach

Task mining complements process mining by capturing detailed metrics of how users execute business processes through corporate applications.

SAP User Experience Management by Knoa enables customers to analyze business processes at a deeper level. Granular user activity logs enrich process data with detailed task and user behavior analytics.

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