SAP Signavio Process Transformation Suite

for Collaborative Data-Driven Performance Improvement

Chet Harter

SAP Business Process Intelligence CoE

February 2022

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THE BEST RUN SAP

You have the opportunity to dramatically improve HOW you shape the future of your company.

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Agenda

- The value and importance of **business process management**
- **SAP Signavio** for business process management
- SAP technology for **business process improvement**

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Safeguarding Your S/4HANA Transformation

Company misalignment, conflicting priorities, and personal biases…

…result in implementation delays, cost overruns, and poor fit of the new enterprise system.

SAP Signavio provides a collaborative change management solution for:

- Aligning the organization to a common set of objectives
- Focusing employees on the most significant threats and opportunities with data-driven insight
- Design of future agreed-upon business processes prior to implementation

Our S/4HANA Implementation Team

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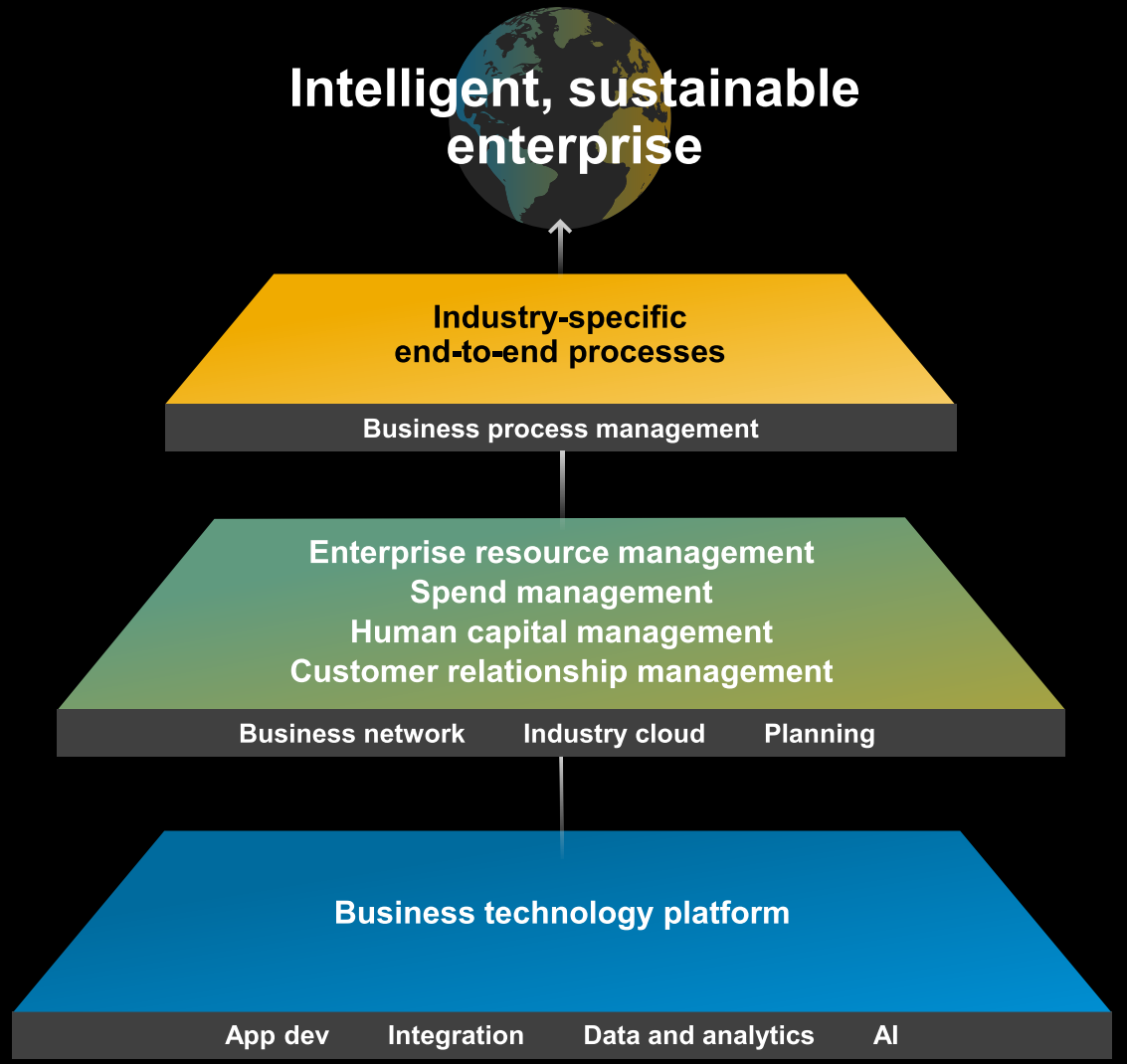
Enable every enterprise to become an intelligent, sustainable enterprise



Consumer product companies pursue 5 **strategic priorities**

Strategic view

CEO

- Growth and market share
- Shareholders and market capitalization
- Sustainability and strategic longevity

CFO

CTO/CDO

CIO

Value chain view

Head of innovation

- New-product revenue
- R&D cost

Head of manufacturing

- Total manufacturing cost
- Manufacturing cycle time
- Scrap value

Head of supply chain

- Cost due to stock-outs
- Days in inventory
- Total logistics cost

Head of marketing

- Increased promotion effectiveness
- Increased revenue from cross-sell and upsell

Head of sales and service

- On-time delivery
- Customer satisfaction
- Service delivery cost

Enterprise transformation

Product innovation | **Manufacturing** | **Supply chain** | **Marketing** | **Sales and service**

Creating exceptional consumer experiences

Delivering valuable outcomes

Meeting the needs of the entire consumer journey

Competing as an ecosystem

Accelerating operational responsiveness

Core end-to-end processes

Idea to market

Plan to produce

Promote to cash

Produce to deliver

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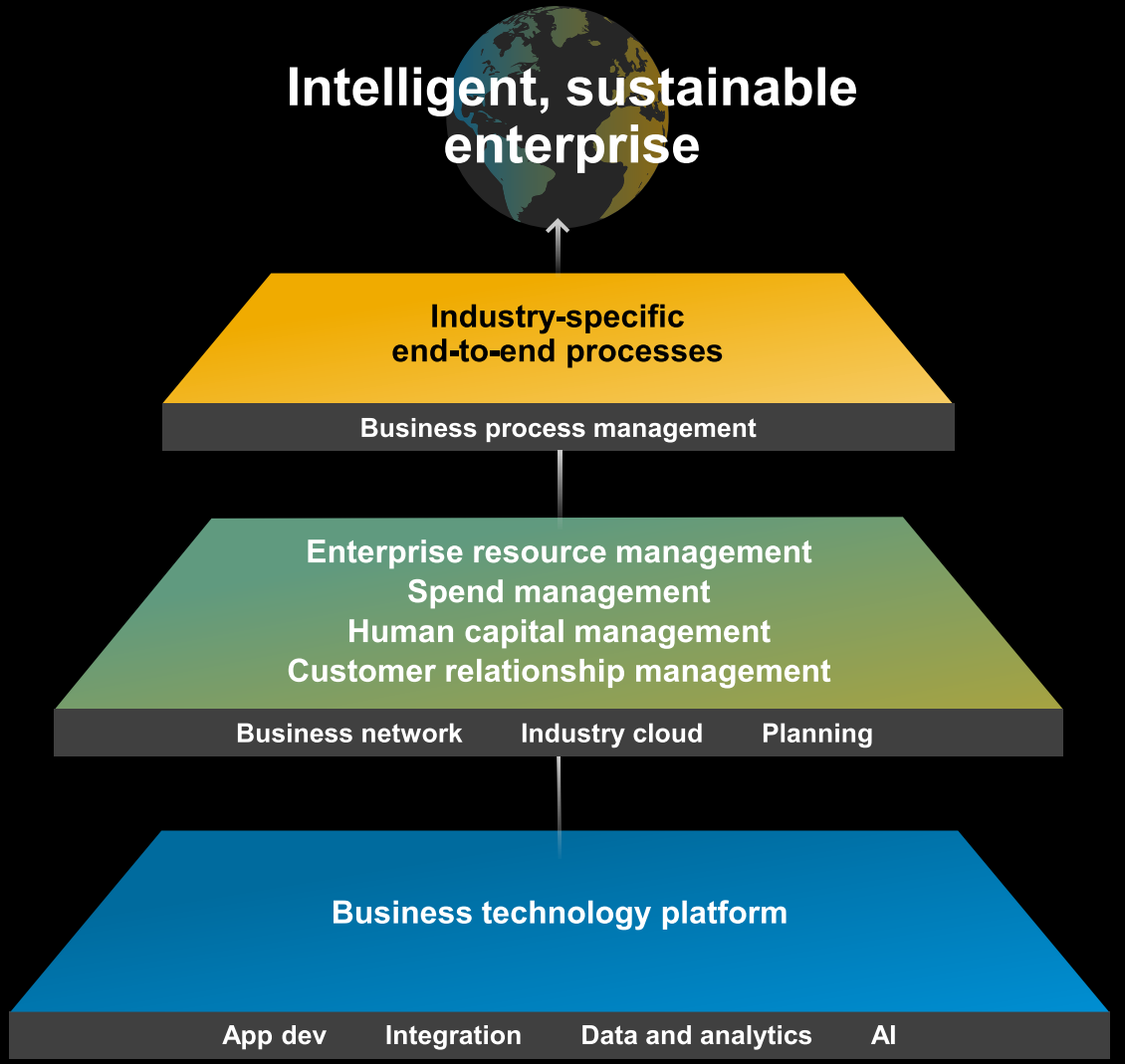
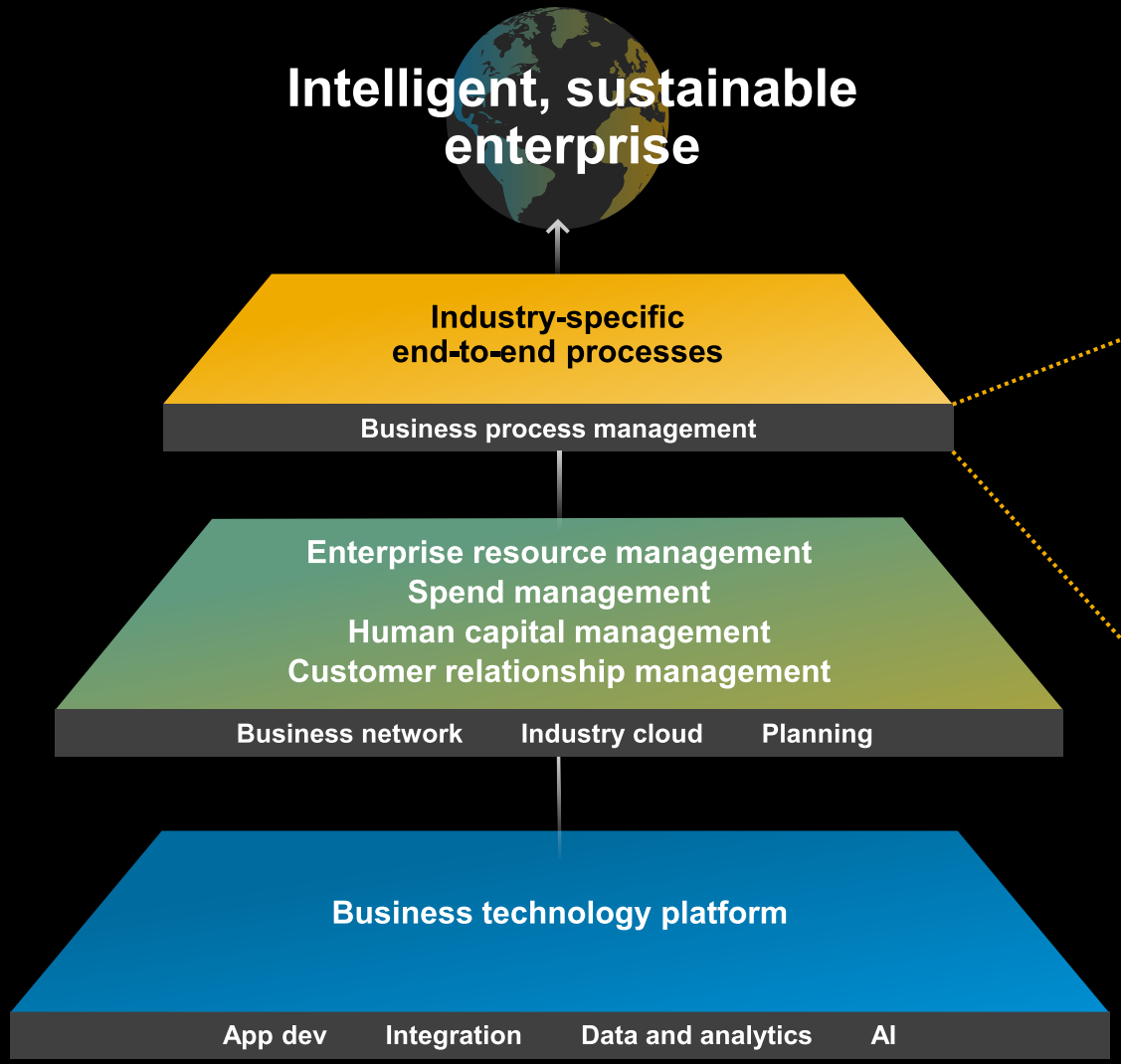
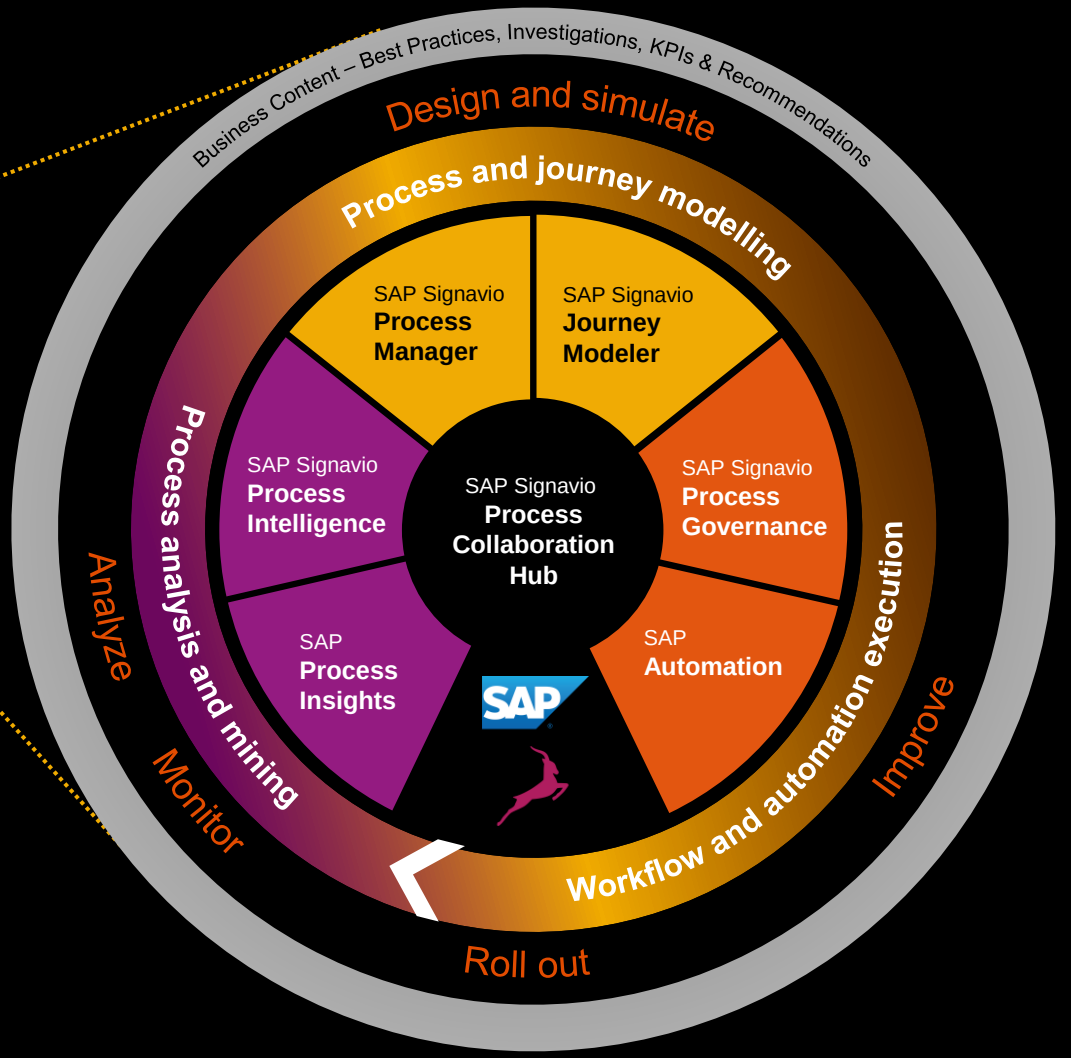


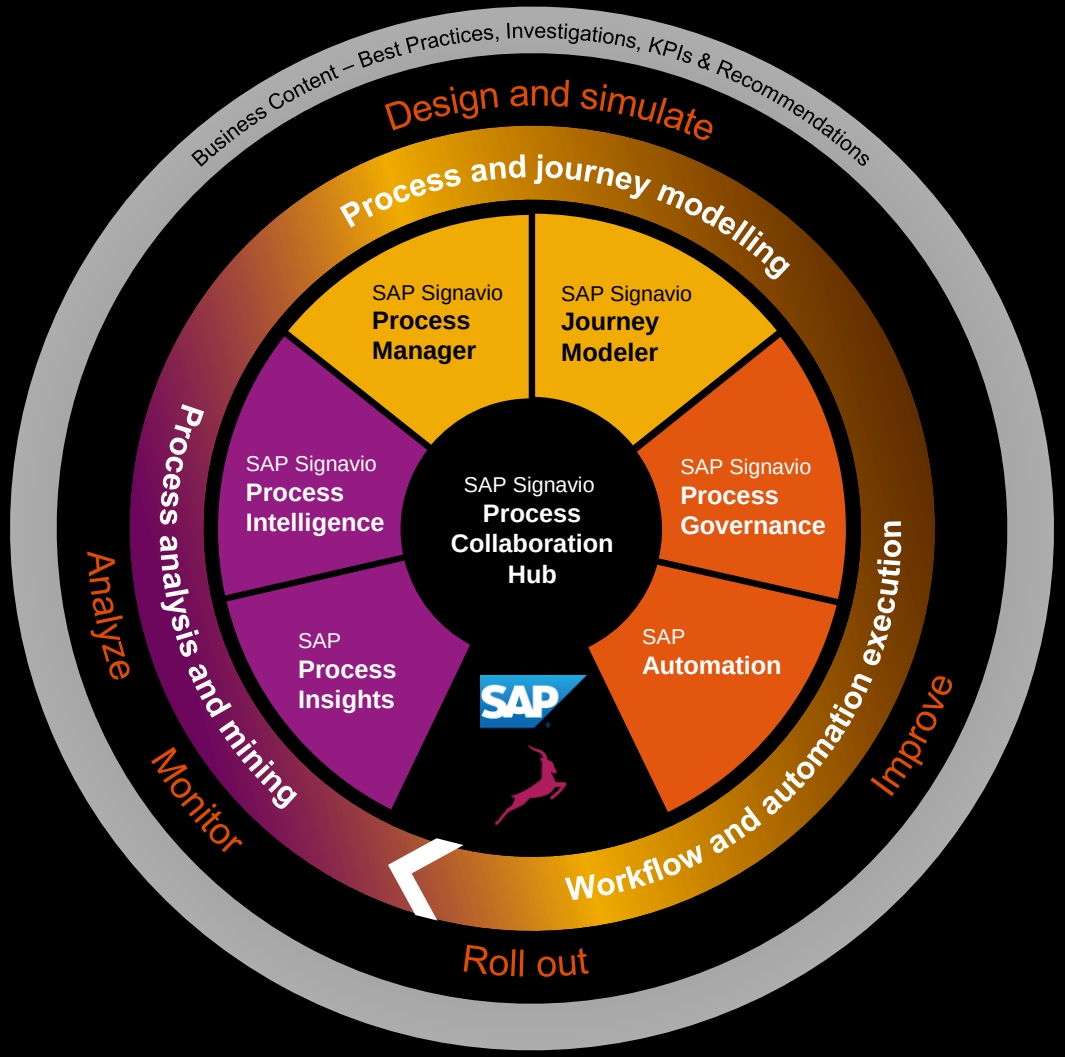
Managing Business Processes is an Essential Component of the Intelligent Enterprise



SAP Signavio Transformation Suite



SAP Signavio Process Transformation Suite – Enabling “Process-Orientation”



Process structure and consistency enable:

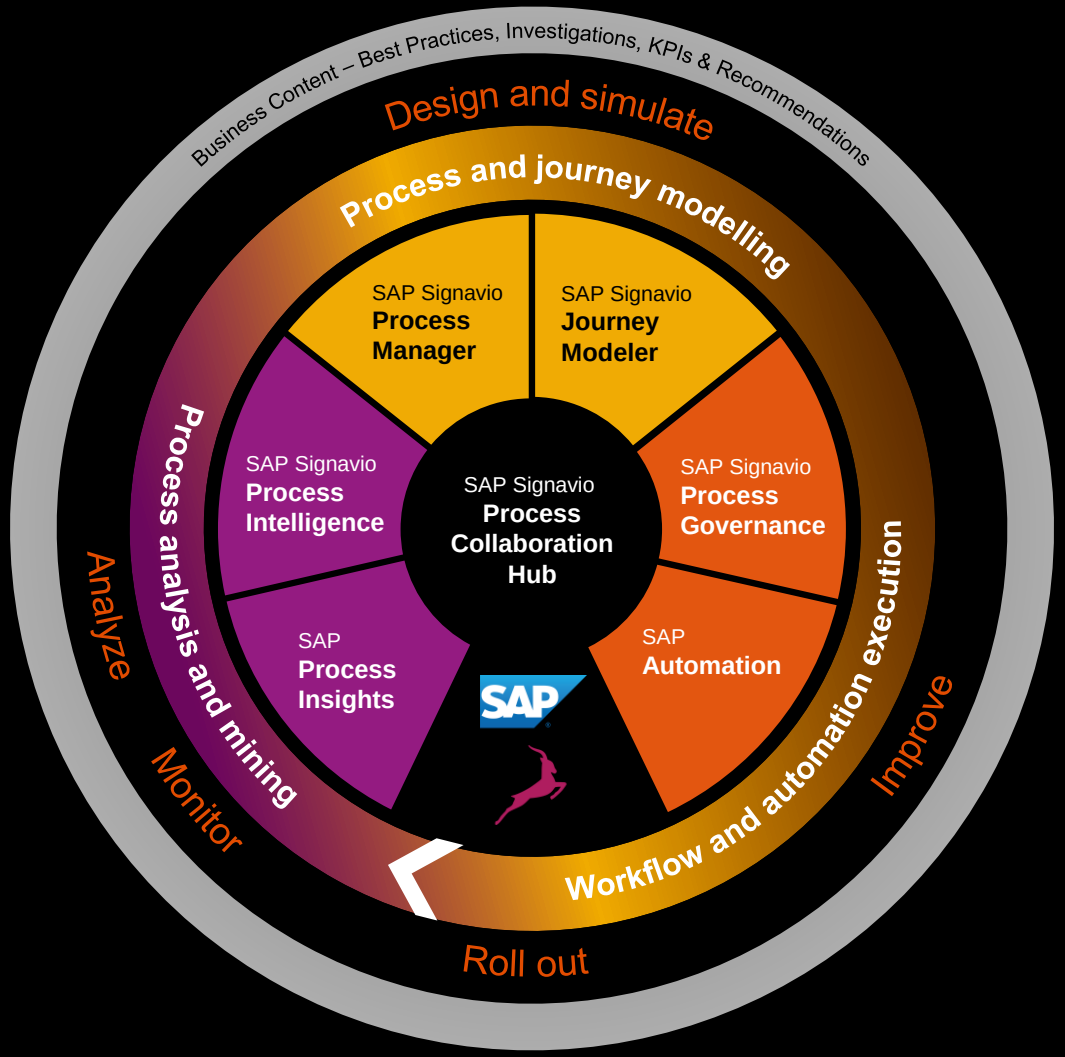
- ✓ Consistent and predictable performance
- ✓ Standardization and simplification
- ✓ More effective improvement efforts
- ✓ Ability to automate more effectively
- ✓ Foundation for “Process Excellence” and “Continuous Improvement” programs

“If you can’t describe what you are doing as a process, you don’t know what you’re doing.”

(W. E. Deming – Pioneer of modern BPM concepts and methods)

Use Mentimeter to assess the process management maturity of the audience

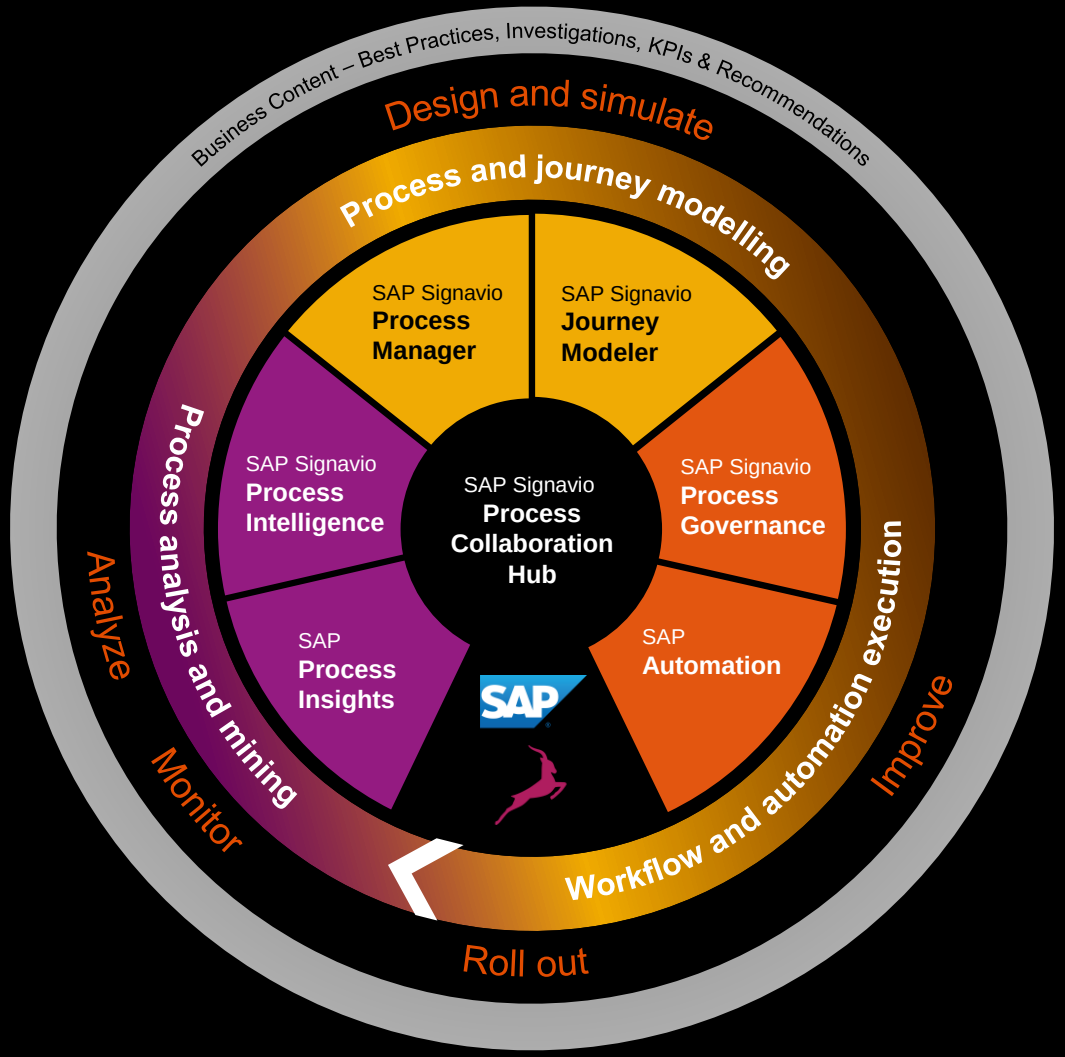
SAP Signavio Process Transformation Suite



Enterprise performance is the direct result of the execution of business processes capable of achieving enterprise objectives

SAP Signavio is an end-to-end solution for managing business processes for enterprise transformation and continuous improvement.

SAP Signavio Process Transformation Suite – Managing Enterprise Change



Supporting Enterprise Transformation

- ❑ Alignment to a common set of objectives
- ❑ Analysis and assessment of current processes
- ❑ Collaborative design of future processes
- ❑ Establish standards for customer engagement
- ❑ Monitor process performance post go-live

Enabling Continuous Improvement

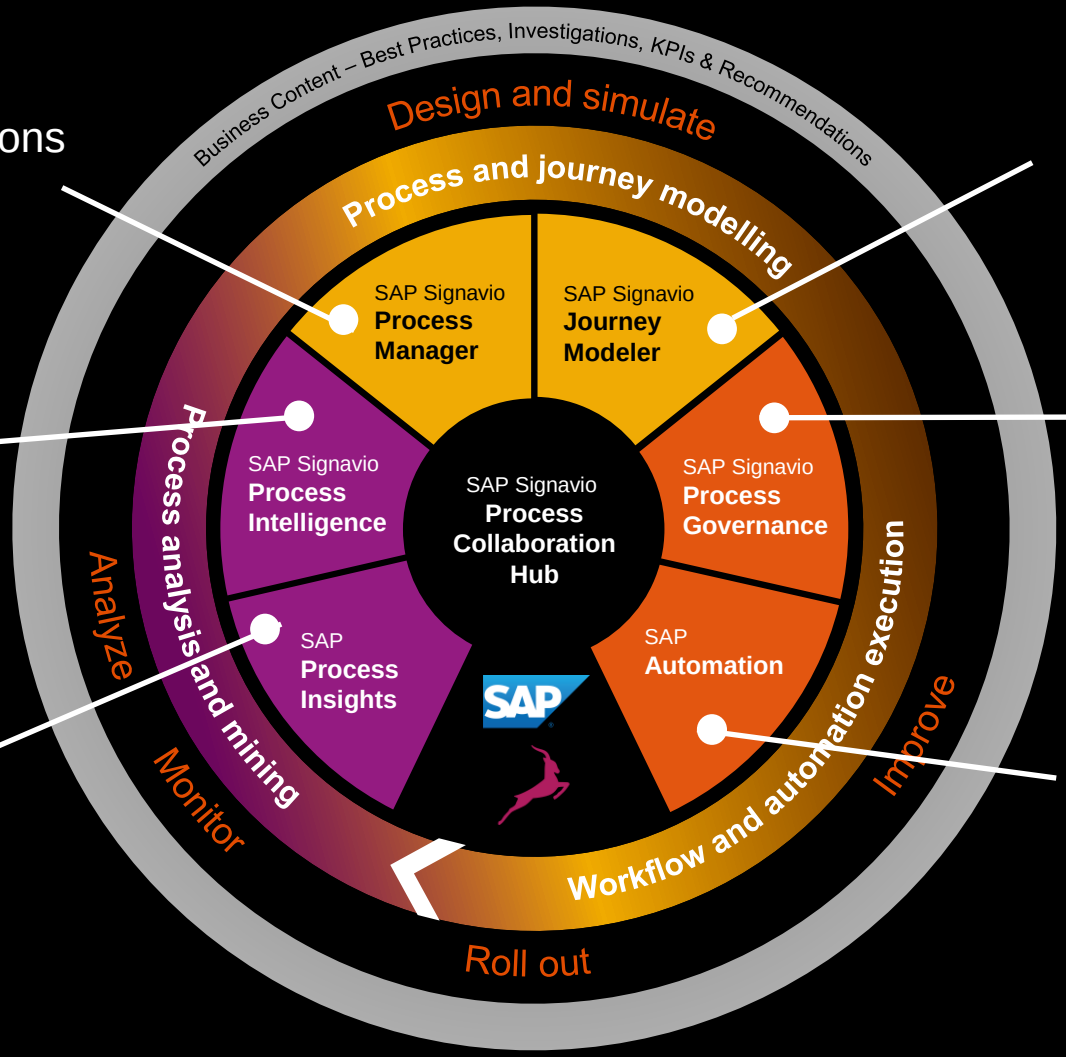
- ❑ Ongoing monitoring of performance
- ❑ Discovery of process improvement opportunities
- ❑ Automatic recommendations for improvement
- ❑ Collaborative design of improvements
- ❑ Access to repositories of prebuilt process components
- ❑ Connection to enterprise systems for fast improvements

SAP Signavio Process Transformation Suite – Suite Components

Design and evaluation of process improvement options

Deep analysis of mission critical processes

Process assessment for SAP ERP with improvement recommendations

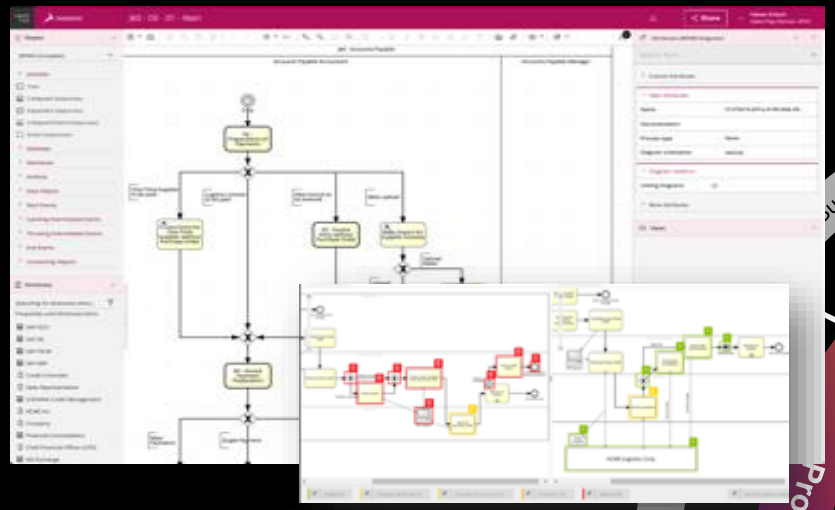


Establish customer engagement and correlate to process execution and performance

Automate collaborative workflows to facilitate rapid process design, approvals, and user acceptance

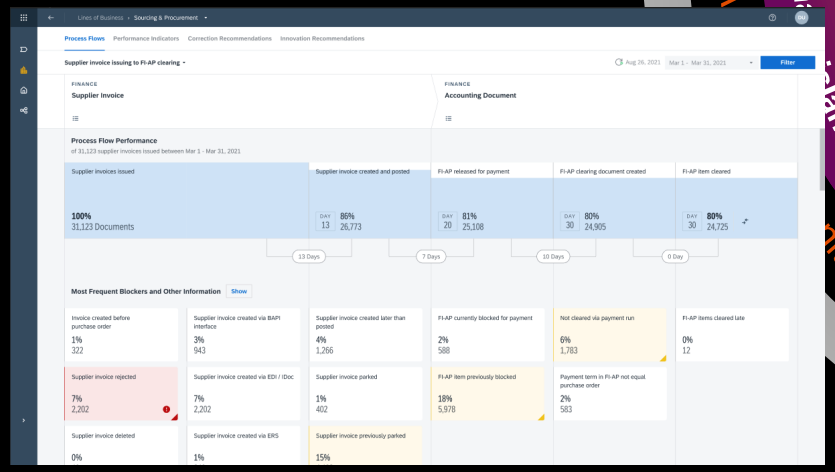
Improve processes with advanced technologies and prebuilt process components

SAP Signavio Process Transformation Suite – Suite Components

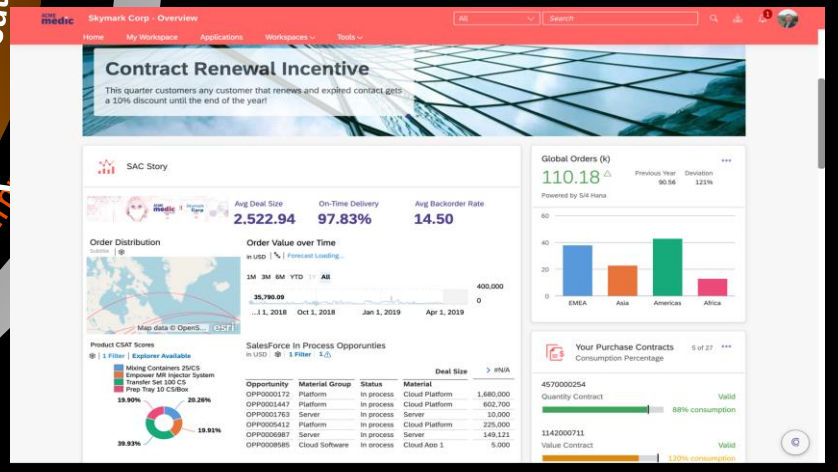


SAP Signavio Process Modeler

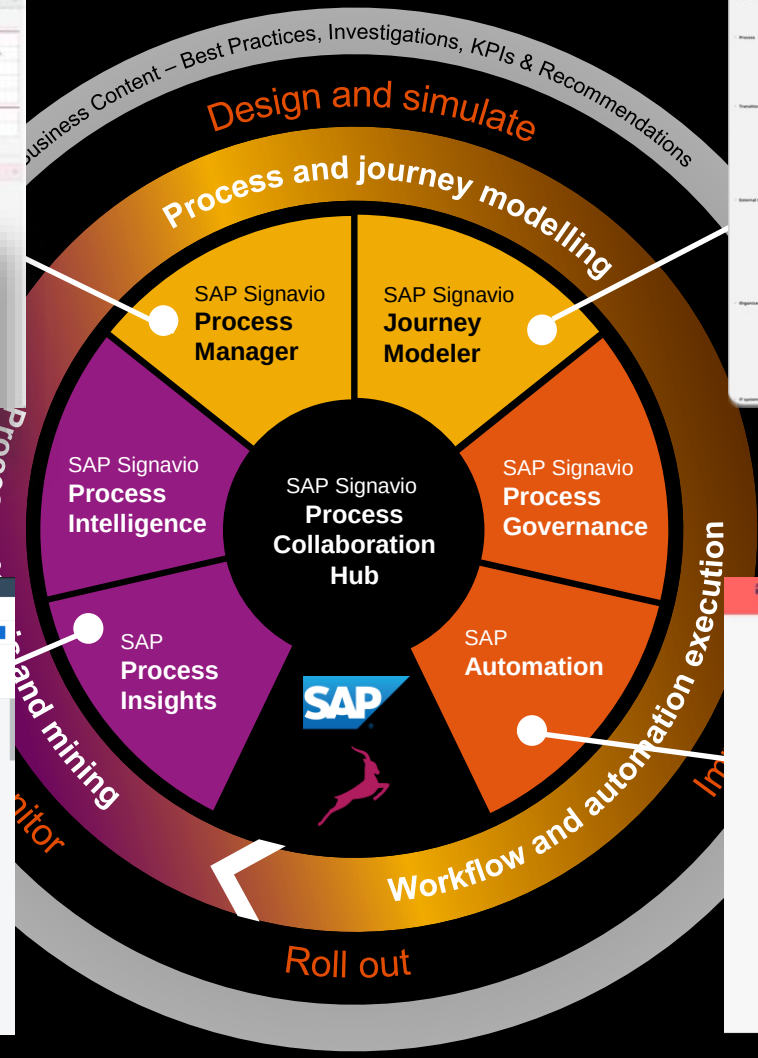
SAP Signavio Journey Modeler



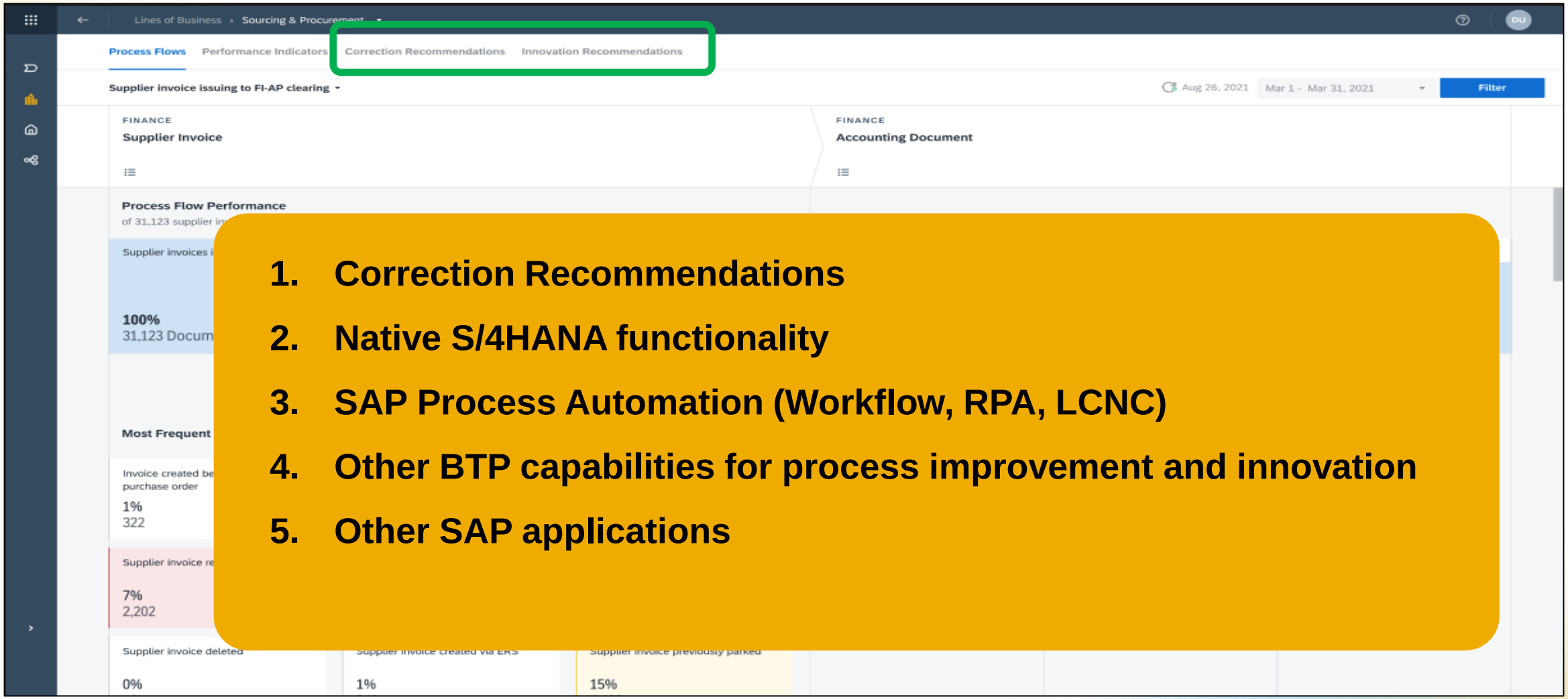
SAP Process Insights



SAP Process Automation



SAP Signavio Process Transformation Suite – SAP Process Insights



SAP Process Insights

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This slide covers the scope at release 1.3 in January 2022 : more content is planned to come

SAP Process Insights has an unrivaled and constantly growing delivered content coverage.[1]

40+
Process flows

80+
Process performance indicators

15+
Correction recommendations

550+
Innovation recommendations

for:

8
Lines of business

- Finance
- Sourcing and procurement
- Sales
- R&D/Engineering
- Supply chain
- Manufacturing
- Asset management
- Service

6
End-to-end processes

- Lead to cash
- Source to pay
- Plan to fulfill
- Plan to fulfill
- Finance
- Acquire to decommission

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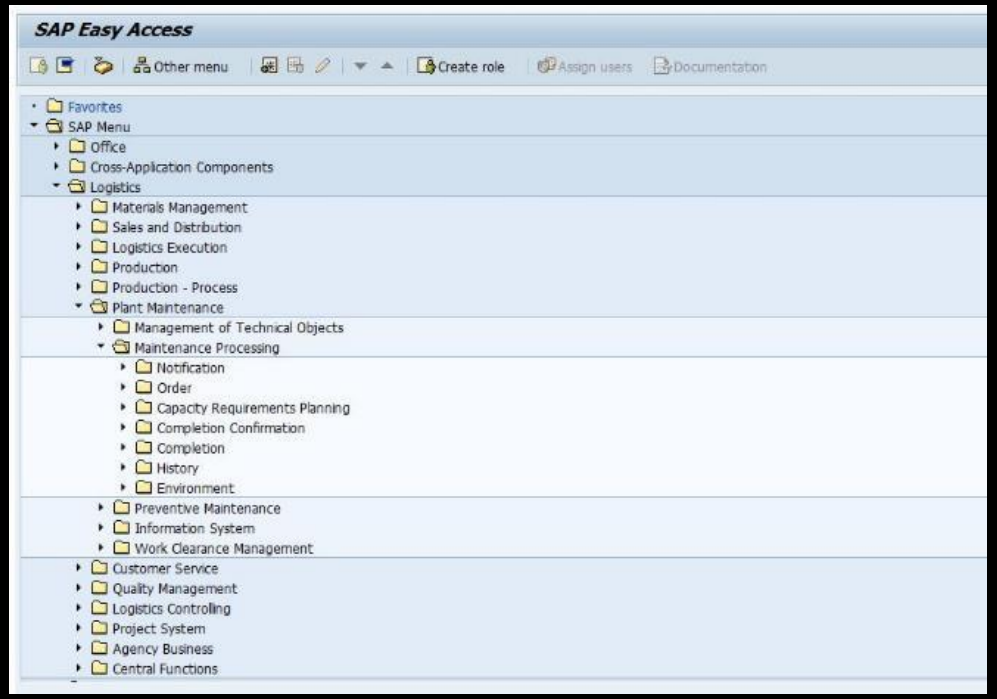
1 Generally available for SAP ECC, SAP S/4HANA, and SAP S/4HANA Cloud, private edition.

SAP ECC – With BTP Adapted for “Live Processes” with SAP DPA

Which would you prefer? Analog and Reactive? Or Digital and Proactive?



SAP ECC

- Access to tools

ECC enabled for user interaction with BTP

- Access to tools
- Awareness (alerts and analytics)
- Process automation
- Guided processes/procedures (in accordance with company objectives)
- Internal and external collaboration

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Business Technology Platform

Digital Process Automation Example – Supply Chain application

Problem: Unordered materials are received into inventory, and then written off a few months later. Current cost: $14.5M/year across 18 plants.

EDI Advanced Shipping Notification (ASN)

Automatic check of ASN data against material requirements

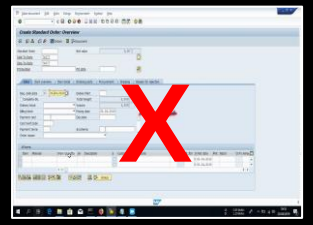
Excessive?

YES

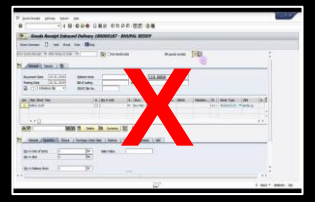
NO

Send back to supplier

Supplier Management



SAP ERP: MIGO for ASN receipt



SAP ERP: Inventory E&O Write off

1. Intelligent RPA – Automatically initiate requirements check
2. Low code / no code – For special logic
3. Workflow – To route violations to the right person

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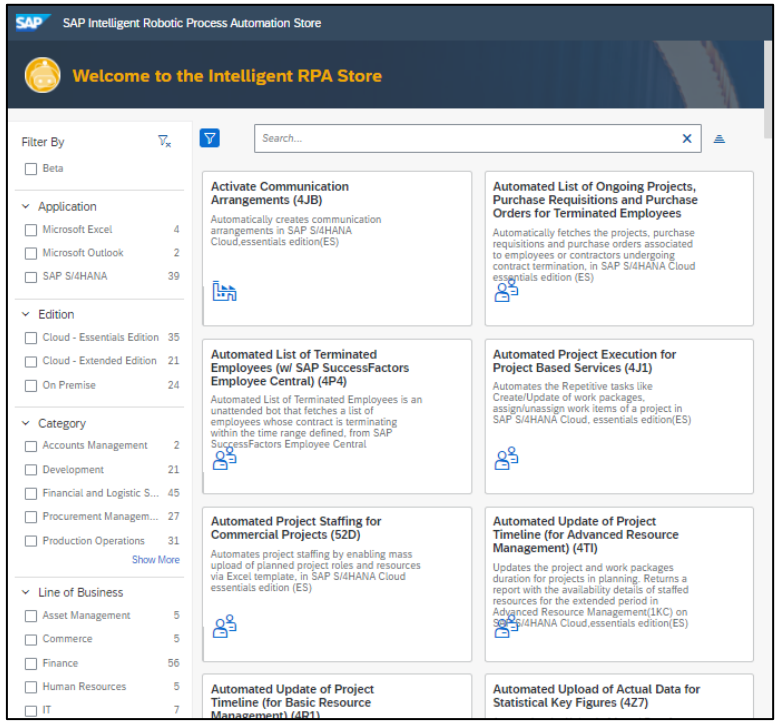
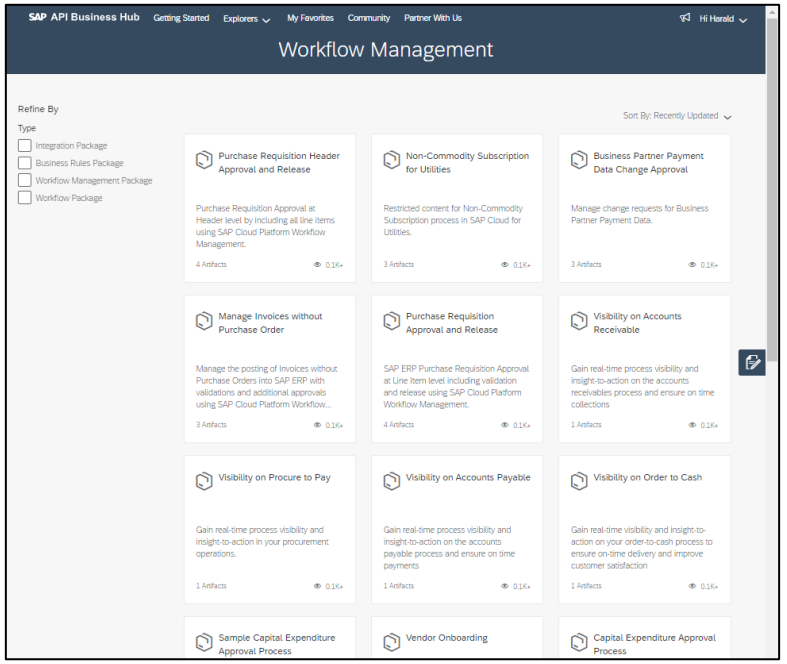
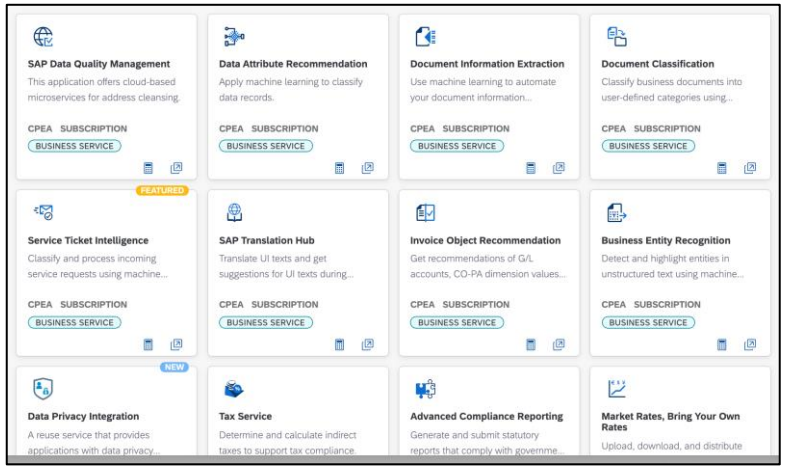
Deliver Outcomes Faster by Relying on Pre-built Content

Start quickly and Choose from Bots, Live Process Content & Business Services







320+

Pre-built bots in store
13 LoBs | 24 Industries

70+

Live process packages

23

Business services

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SAP Work Zone – Improving Processes with Tailored User Experience

SELF SERVICE INTRANET

Easy-to-manage, self-service for the entire organization

EMPLOYEE-FOCUSED

Personalized and easy to use with role-based data

LAUNCHPAD

A centralized location for your SAP business applications, data and processes

COMMUNICATE AND ENGAGE

Self-sufficient, freeform layout and drag-and-drop design to engage employees

TEAM COLLABORATION

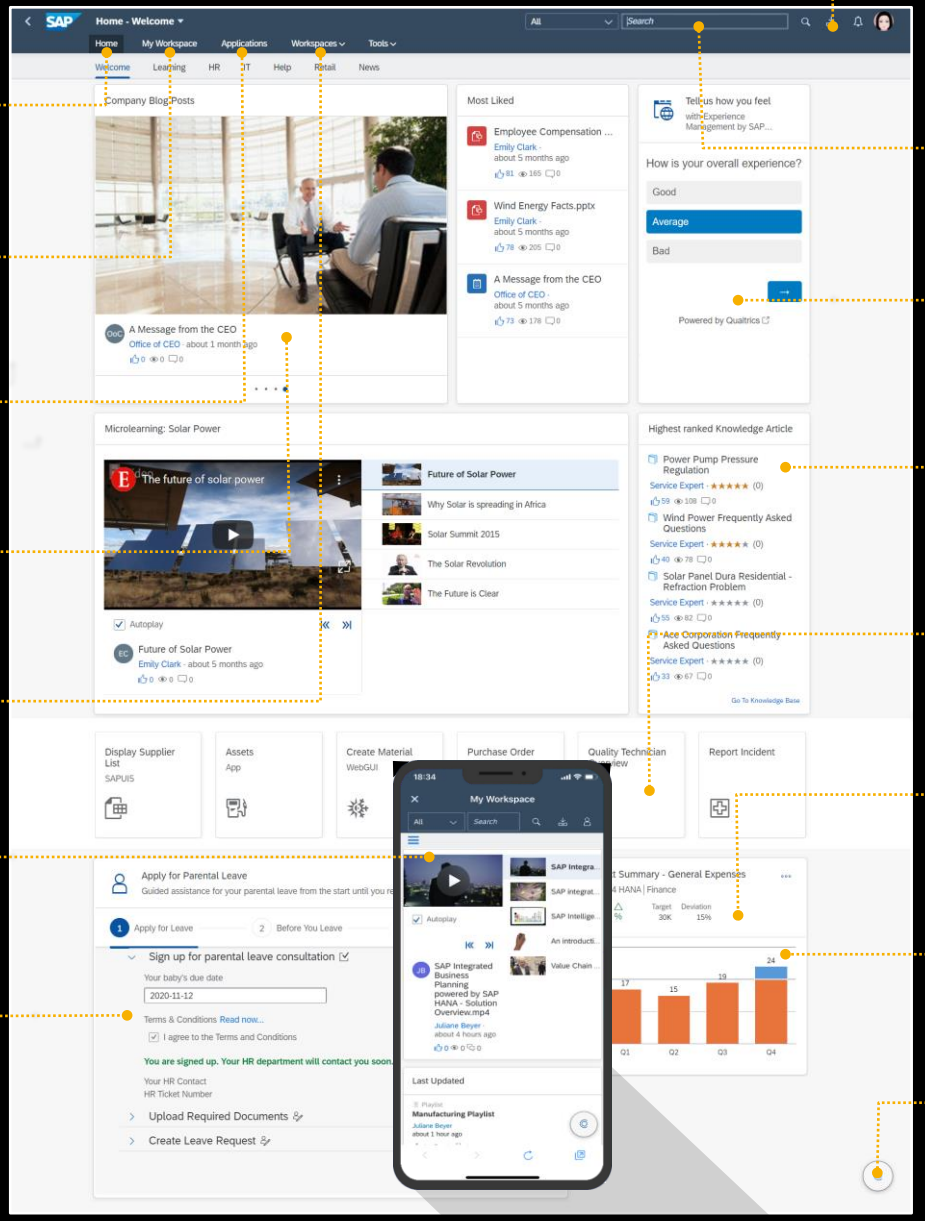
Self-service personal, project, topical, departmental and community workspaces

MOBILE READY

Anytime, anywhere access with responsive web and a dedicated mobile app

CREATE GUIDED WORKFLOW EXPERIENCES

Use a template project to build guiding user experiences on top of workflows



MY INBOX

Process workflow tasks that matter to you within the integrated My Inbox application

SEARCH

Discover and find information with powerful content and document indexing

INTEGRATE EXPERIENCE MANAGEMENT

Engage, monitor and measure with Qualtrics embedded within the experience

KNOWLEDGE BASE

Create, retain and share knowledge across the entire organization

SAP BUSINESS APPS

Quick access to SAP S/4HANA and other frequently used business apps

UI INTEGRATION CARDS

Embed and display SAP and third-party business data from across your organization

EXTEND AND DEVELOP

Extend with full IDE based on SAP Business Application Studio

INTEGRATE CONVERSATIONAL AI

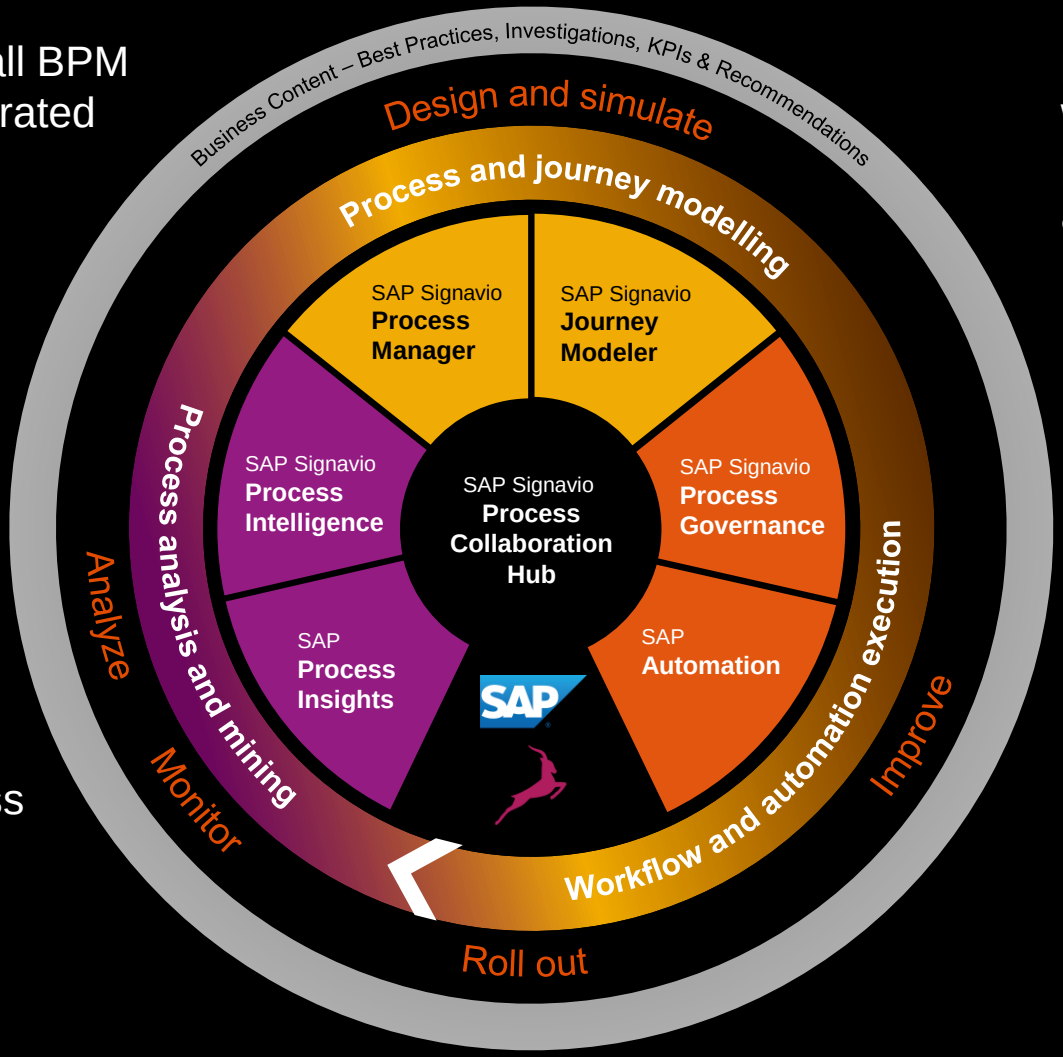
Develop and integrate chatbots

SAP Signavio Process Transformation Suite - Differentiators

End-to-End Business Process Management
Includes capabilities for all BPM activities in a single integrated package

Integration with SAP Solution Manager and Best Practices
Share process models with SolMan and optionally use Best Practices processes

Tailored Analytics and Diagnostics for SAP ERP
Data-driven discovery of process improvement opportunities with recommendations for SAP ERP improvement with available prebuilt components



Customer Journey Mapping
Proactively model how you plan to engage and interact with customers and assess process performance and achievement

Process Improvement
Use SAP capabilities and technologies to automate, streamline, and innovate new processes

Participation in Process Improvement
The easy-to-use collaborative user experience of SAP Signavio facilitates and encourages participation across all leaders, knowledge workers, and IT people

The Strategic Benefits of SAP Business Process Intelligence

Company Culture of Continuous Improvement

SAP Signavio enables a collaborative, continuous improvement environment where all employees are able and encouraged to participate in the future of the enterprise.

Data-Driven Business Process Management

SAP Signavio combines time-tested practices in business process management with digital technologies to provide business leaders with objective insights and quantifiable results.

Business Process Structure and Consistency

SAP Signavio provides the tools for establishing processes, measuring performance, and monitoring compliance to help ensure achievement of goals and objectives.

Enterprise Resiliency

Proactively monitor and detect internal and external factors that signal a need for change, and better understand options for adapting or disrupting.

Getting More Value from Your SAP Investments

SAP is always creating new software for SAP customers. SAP Signavio is the best way to stay informed about new capabilities that specifically address a customer's process improvement opportunities.

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You have the opportunity to dramatically improve HOW you shape the future of your company.

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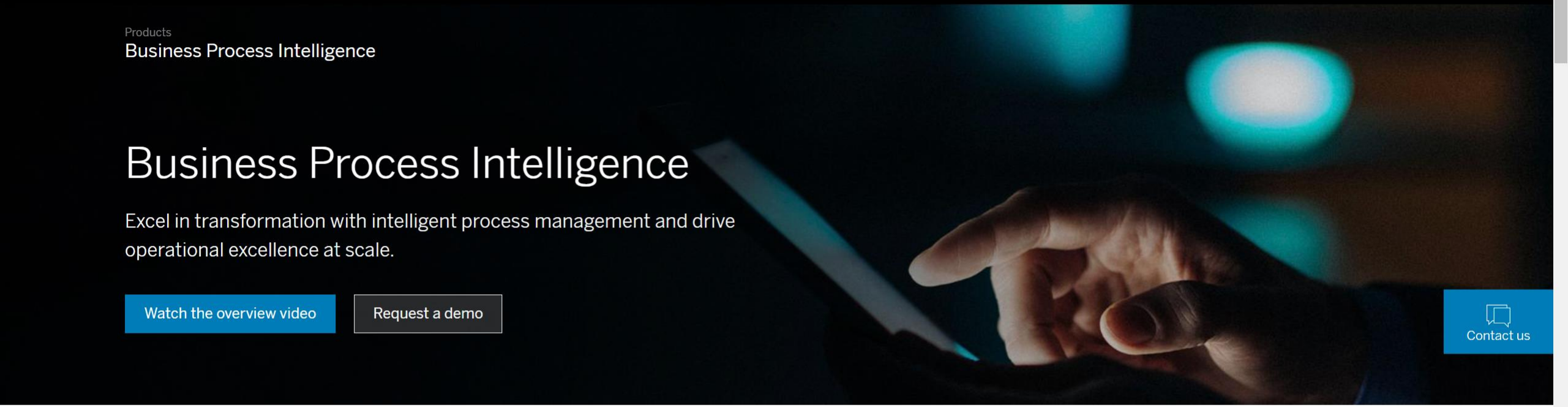
Products
Business Process Intelligence

Business Process Intelligence

Excel in transformation with intelligent process management and drive operational excellence at scale.

Watch the overview video | Request a demo



Contact us

Accelerate transformation and business process performance

Business process intelligence (BPI) solutions from SAP provide end-to-end capabilities for strategic process transformation and the reinvention of customer experiences. BPI lays the foundation for the Intelligent Enterprise of the future.

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