Accelerate and De-risk Enterprise Transformation and Process Optimization with SAP Signavio

Lane Leskela - Senior Director, Americas Business Development
ASUG **Seattle, November 2022**

PUBLIC

SAP Signavio

THE BEST RUN **SAP**

Agenda

- **An overview of business process management**

- **The SAP Signavio Business Process Transformation Suite**

- **Signavio BPT Customers**

- **Final Thoughts…**

Business Process Management

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

**Lack of
clear goals and objectives**

**Lack of
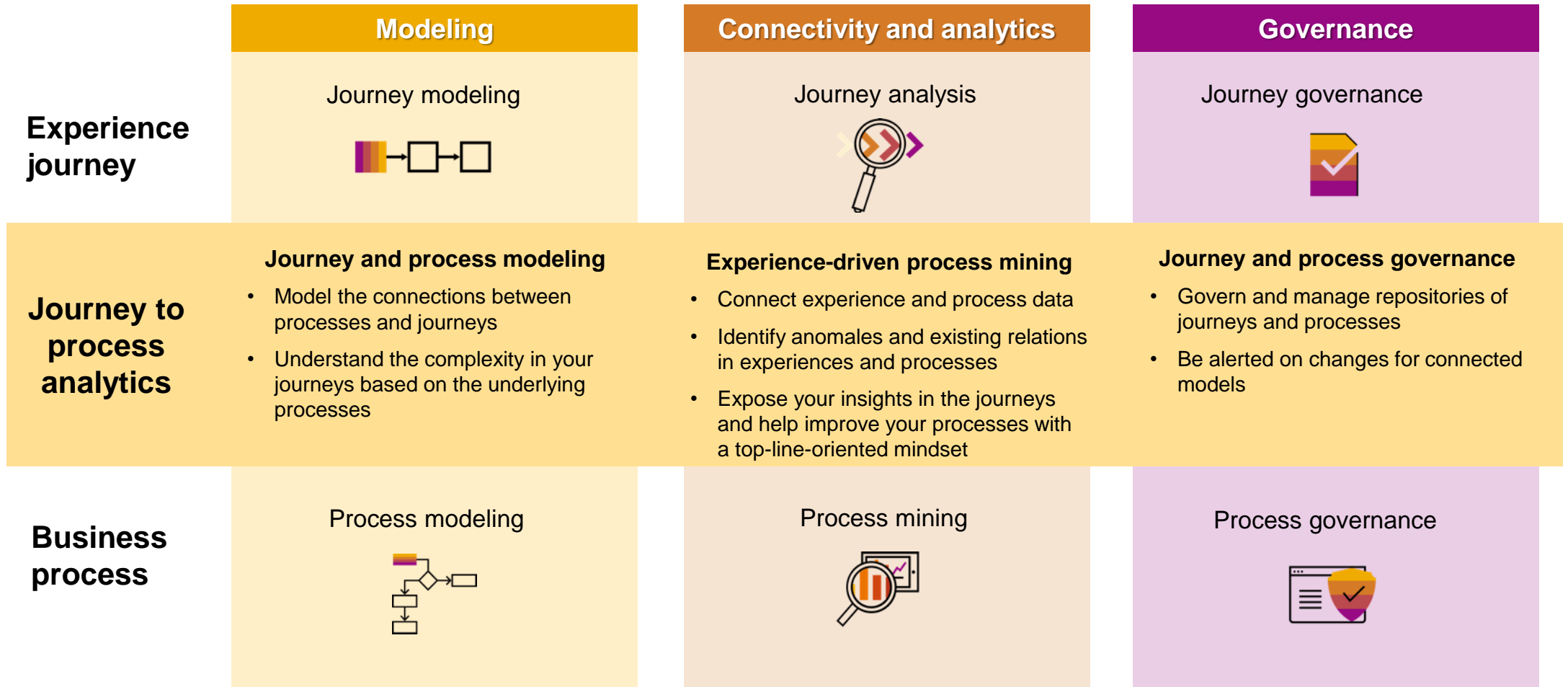communication**

**Lack of
strategic alignment**

**Lack of
data visibility**

**Lack of
organizational buy-in**
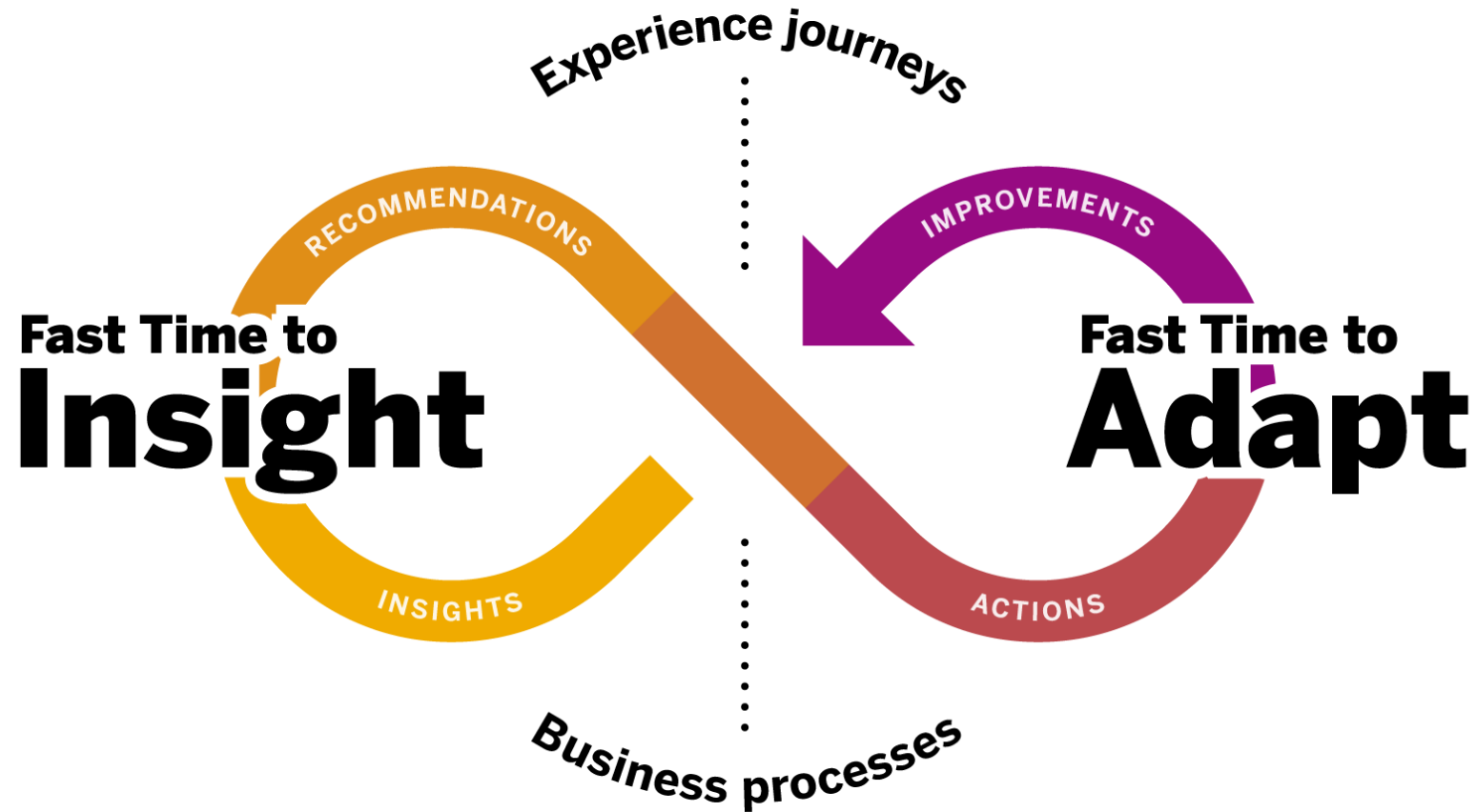
**Lack of
people focus (abstractly
technology-driven)**

Experience-driven process mining is key to delivering business results

	Modeling	**Connectivity and analytics**	**Governance**
Experience journey	Journey modeling	Journey analysis	Journey governance
Journey to process analytics	**Journey and process modeling** • Model the connections between processes and journeys • Understand the complexity in your journeys based on the underlying processes	**Experience-driven process mining** • Connect experience and process data • Identify anomales and existing relations in experiences and processes • Expose your insights in the journeys and help improve your processes with a top-line-oriented mindset	**Journey and process governance** • Govern and manage repositories of journeys and processes • Be alerted on changes for connected models
Business process	Process modeling	Process mining	Process governance

SAP Signavio

Achieving fast business insights that optimize action at the desired scale

Continuous process transformation becomes a source of sustained competitive advantage.

In this context, **time to insight and time to adapt** are key to becoming an intelligent enterprise.

SAP Signavio
Business Process Transformation Suite

SAP Signavio Process Transformation Suite

End-to-End Optimization

Process analysis and mining
Complete process analysis for enterprise transformation and operational excellence programs

Process and journey modeling
Standardized process and journey management, simulation, and modeling

Process governance and automated execution
Maintaining organizational and regulatory compliance of all documented processes

Process Collaboration
Stakeholder alignment and active collaboration across departments
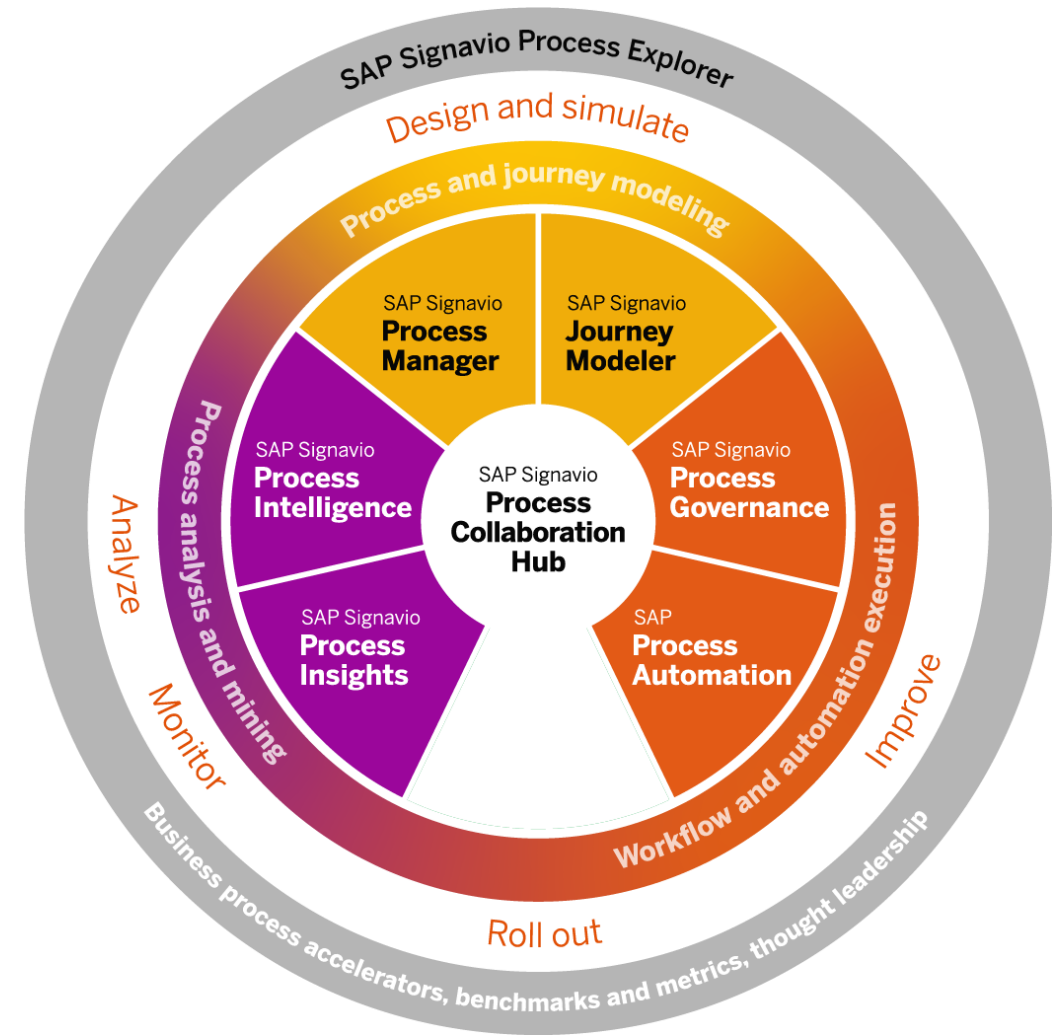
Process analysis and mining

Challenges

- Visibility into actual operations
- Inefficiencies in business processes (delays, long lead times)
- Process compliance
- Understanding where in the process the root cause problem is
- Visibility into areas of improvement

Benefits

- Gain visibility into the real process execution and process inefficiencies
- Get recommendations for improvements
- Pinpoint improvement potential and drive transformative changes
- Gain visibility into process paths that lead to cumbersome experiences

SAP Signavio
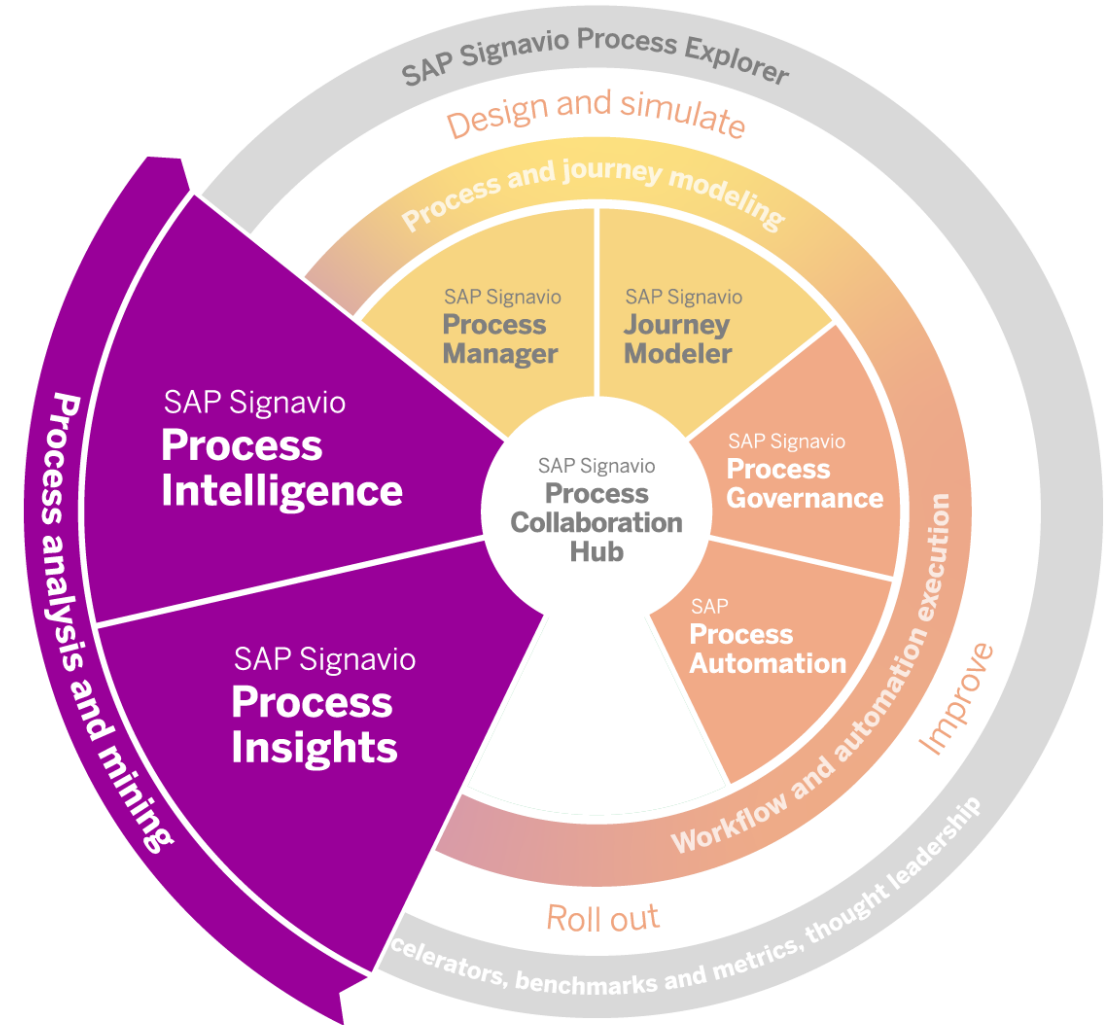
SAP Process Insights*
Understand your process performance
Using 50+ delivered process flows and 1000+ typical issues and inefficiencies
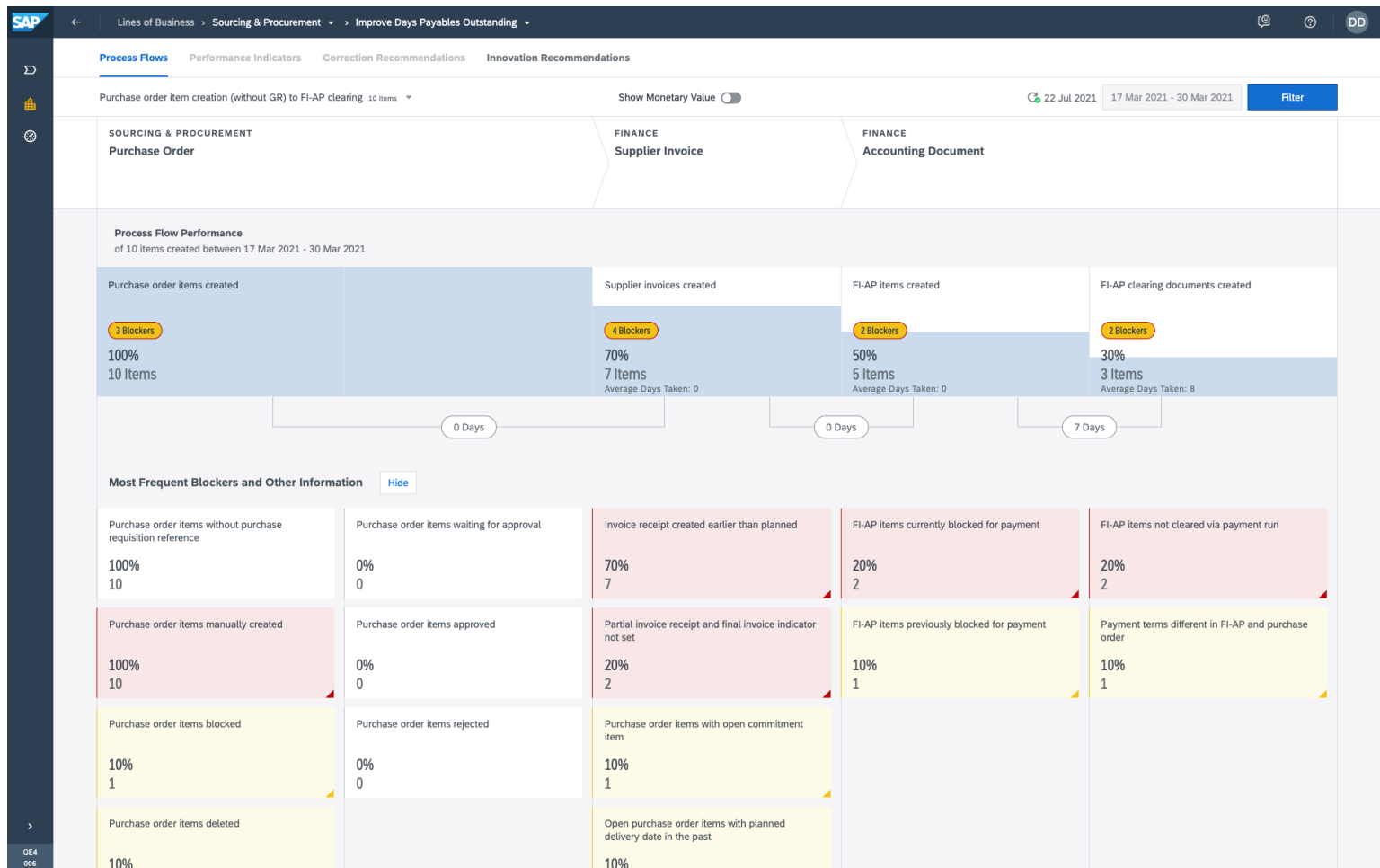
Leverage data
Make data-driven decisions about which business areas to prioritize for improvement.

Get insights fast
Updates happen daily.

More is to come
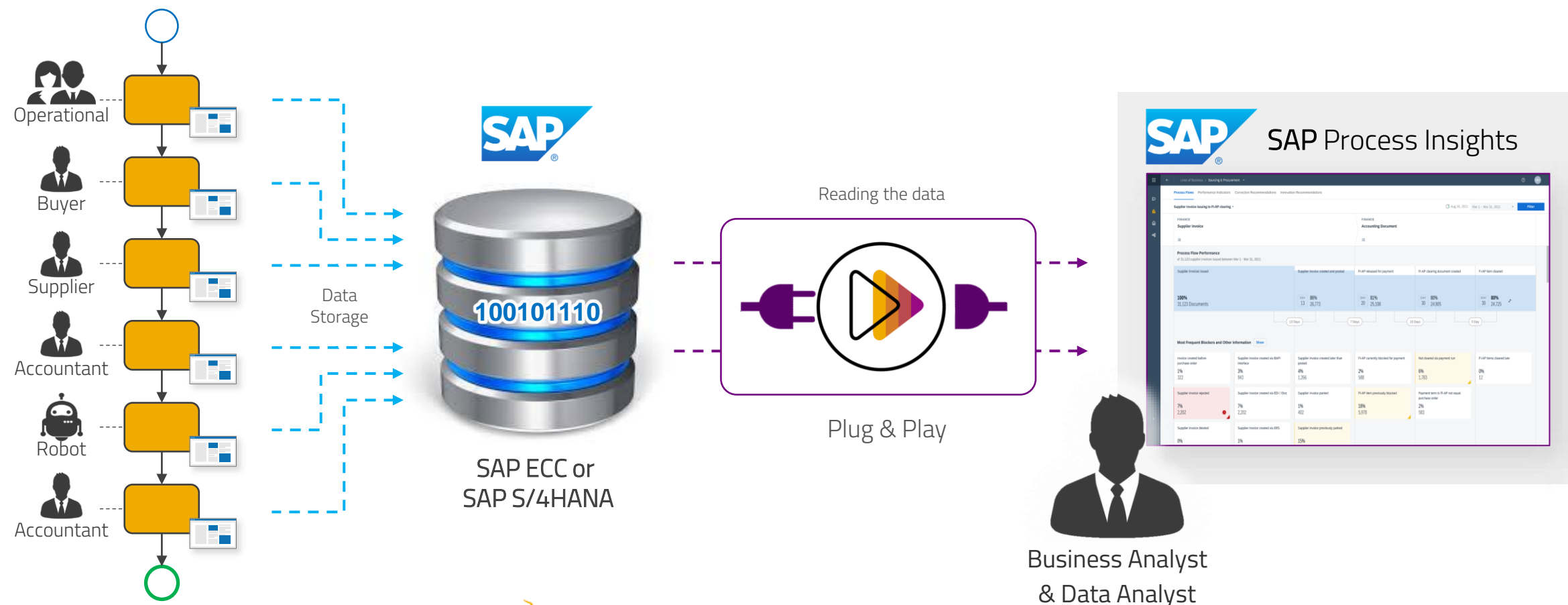The number of available process flows increases with every release.

SAP Signavio

SAP Signavio Process Insights

How does it work?

Exploit your data to extract insights ... With a simple click, get an end-to-end view of your company's performance with **1000+ Process Performance Indicators**, many **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
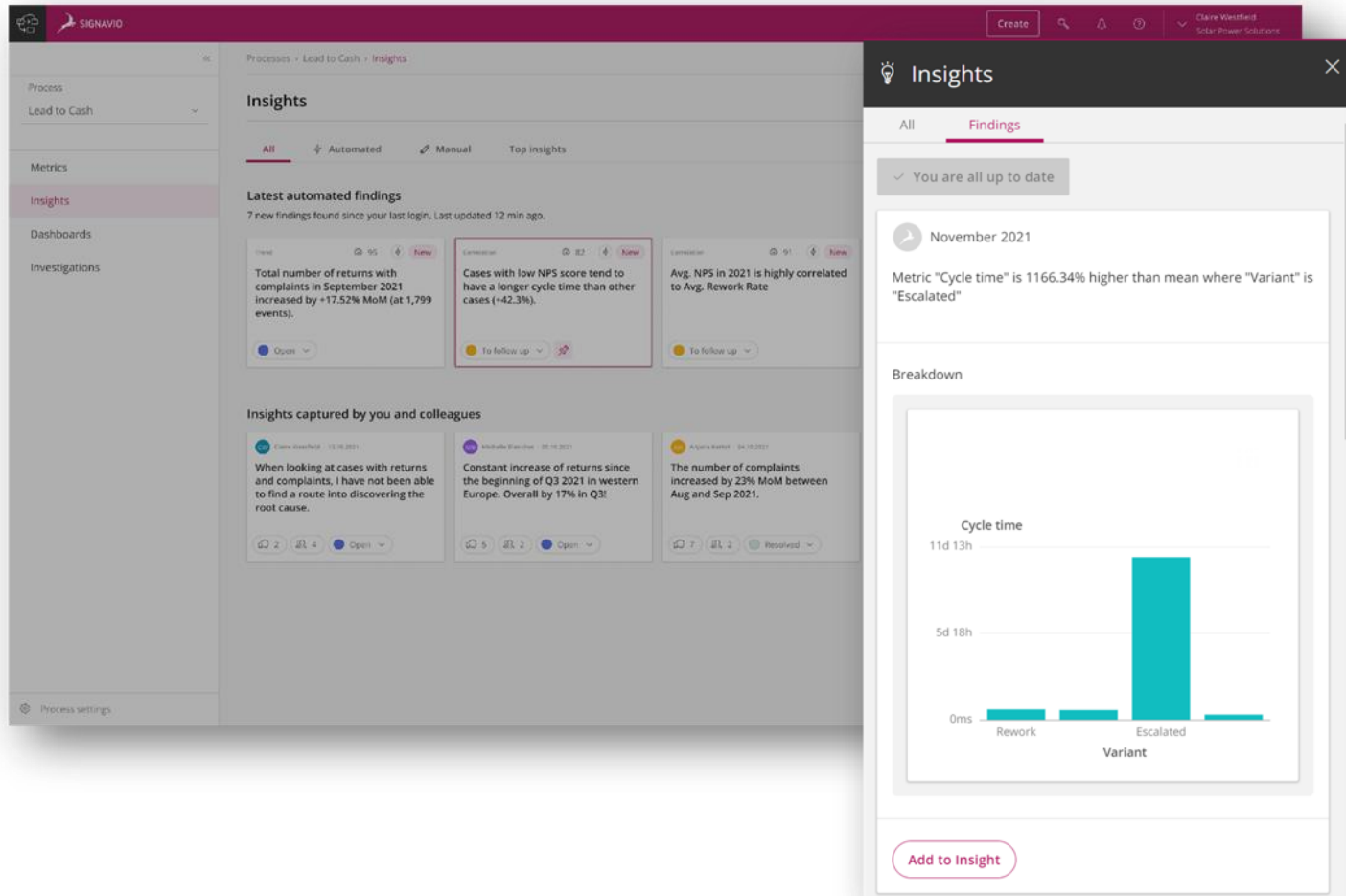
Get full visibility into your process reality
Support internal transformations and efficiency programs. Improve the way you operate.

Uncover opportunities with process mining
Leverage ready-to-use insights, standard 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?

Exploit your data to extract insights ... Discover your real business processes, customer and partner behaviors to deploy best practices throughout your organization.
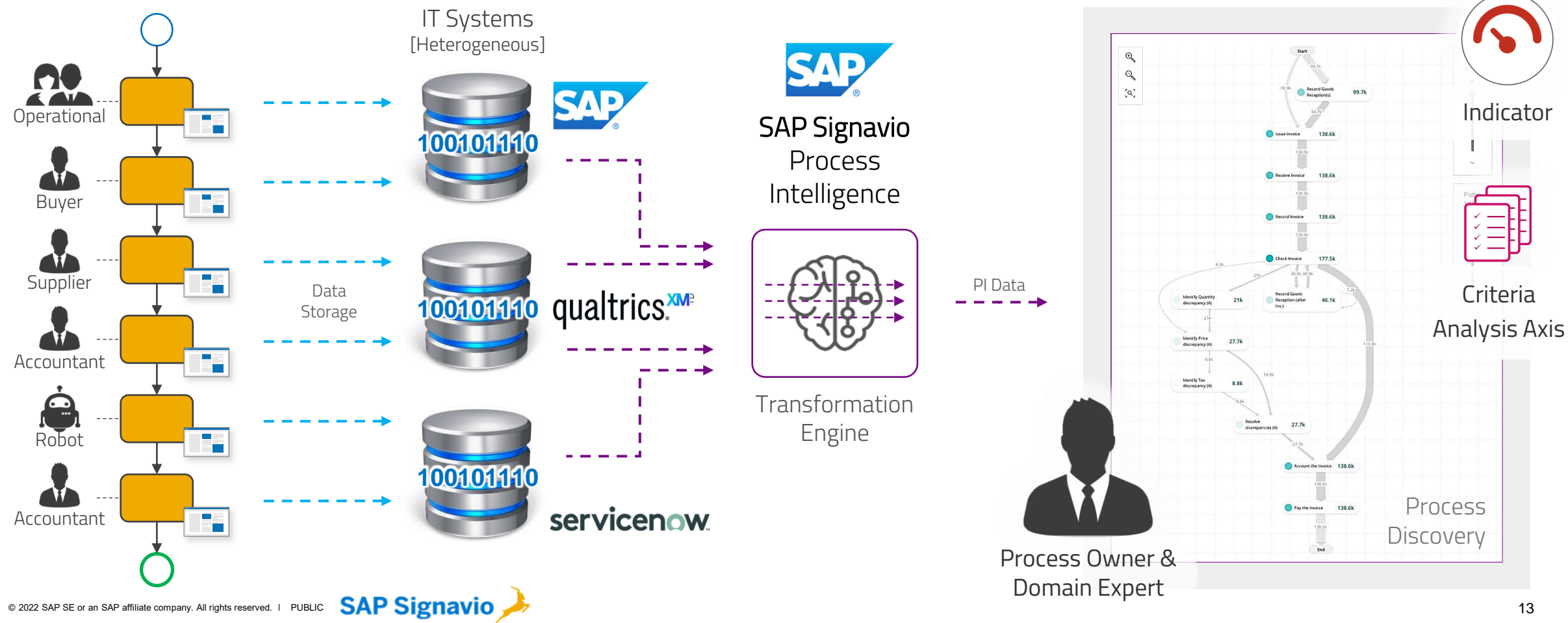
Process and journey modeling

Challenges

- Potential improvements to existing processes to be more efficient and achieve broader alignment across the organization
- Need for transparency into various stages of a customer journey and processes that are involved in the steps with least satisfaction
- Impact of change to the process landscape
- Confidence that processes are being adhered to in a compliant way

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 of modeling standards, and educate your organization
- Leverage the wisdom of the crowd and involve key stakeholders in the transformation process
- Conform to your governance 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
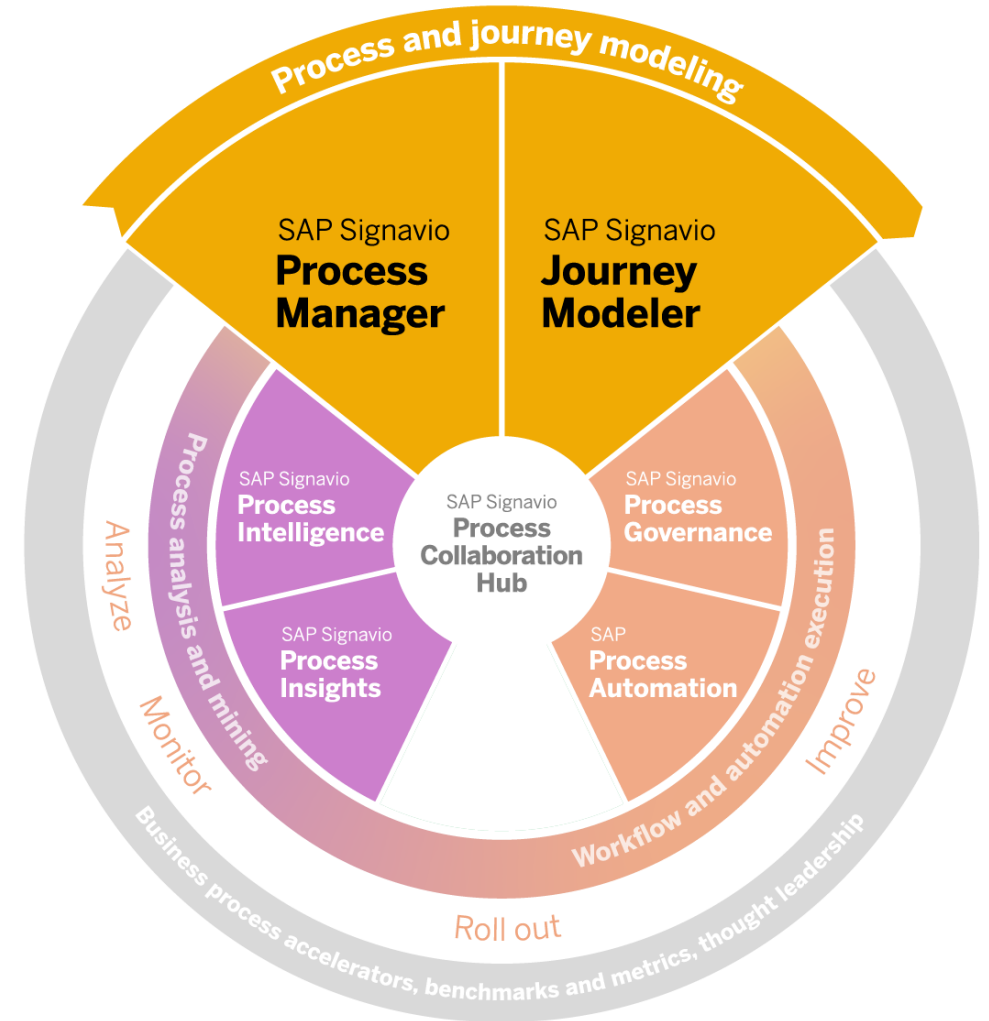
SAP Signavio

SAP Signavio Process Manager

Discover, document, visualize, standardize, collaborate, and optimize your processes

Using a cloud-based modeling, repository, and analytics tool
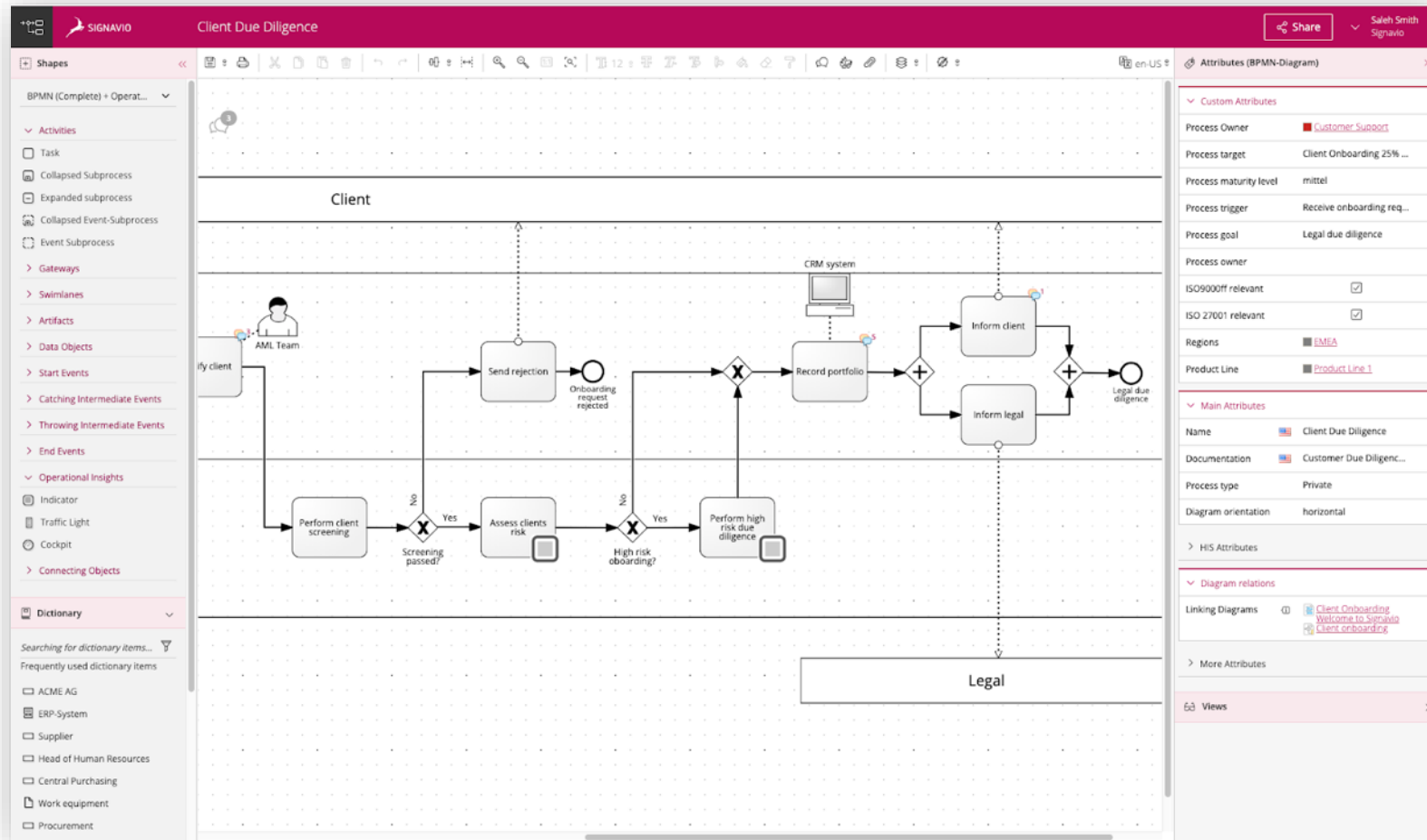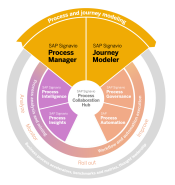
Process modeling
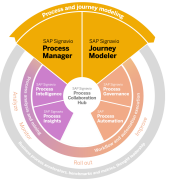Design and model your business processes collaboratively.

Analysis and simulation
Analyze your processes and mitigate business risks using reports. Simulate the impact of changes prior to implementation.
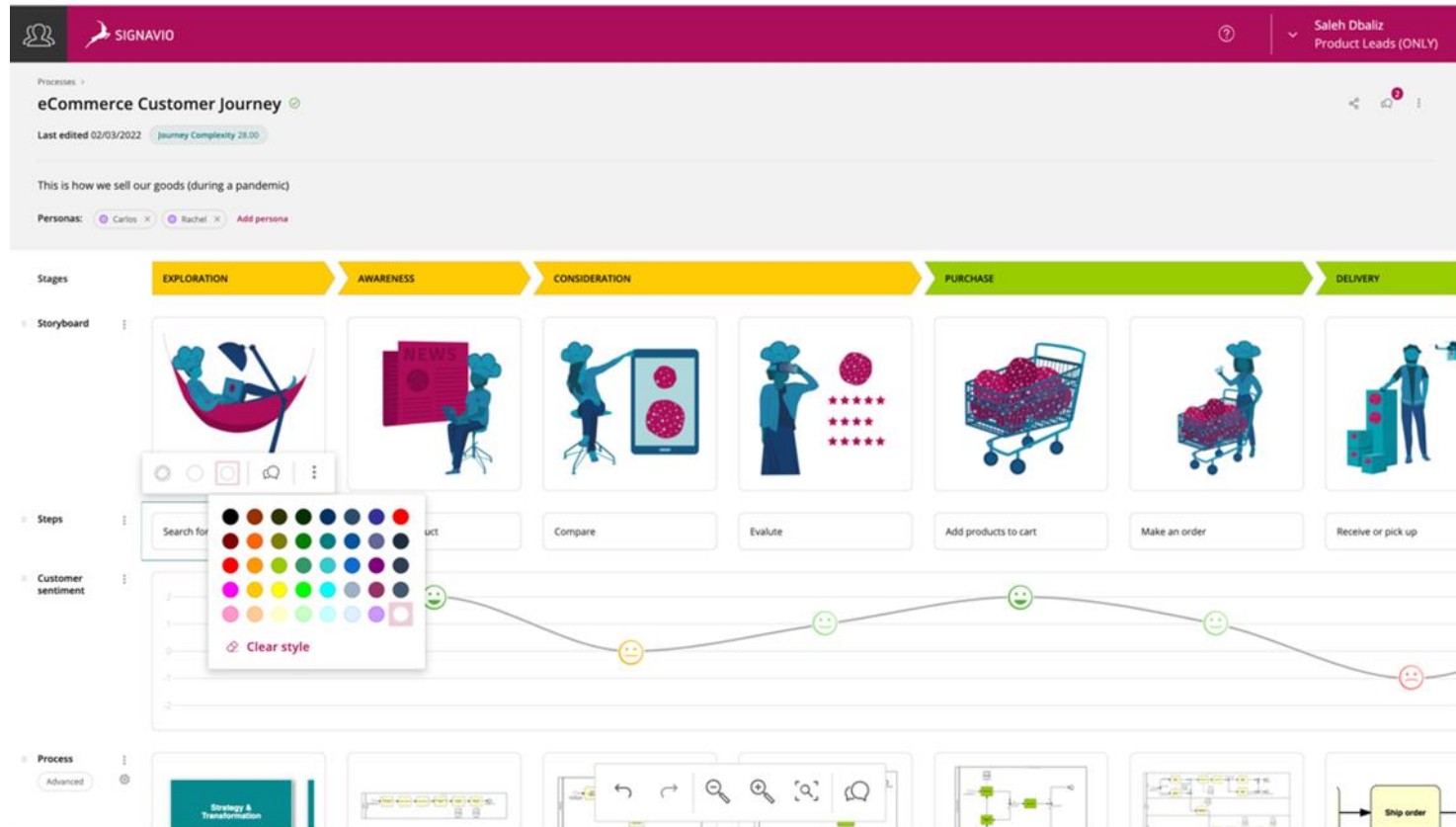
Transparency
Provide a transparent overview of the process landscape

SAP Signavio Journey Modeler

Enabling you to operationalize customer experiences

Connecting journeys and processes, metrics, systems, and 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, get feedback on your journeys, and comment on a single step, a stage, or the whole journey.

SAP Signavio

Process governance and automated execution

Challenges

- Definition of overall guidelines of the process management and process control model
- Compliance with internal and external governance requirements and regulatory needs
- Transparency into the maturity of a documented business process and the associated risks
- Error-prone and repetitive manually executed processes

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 process reviews
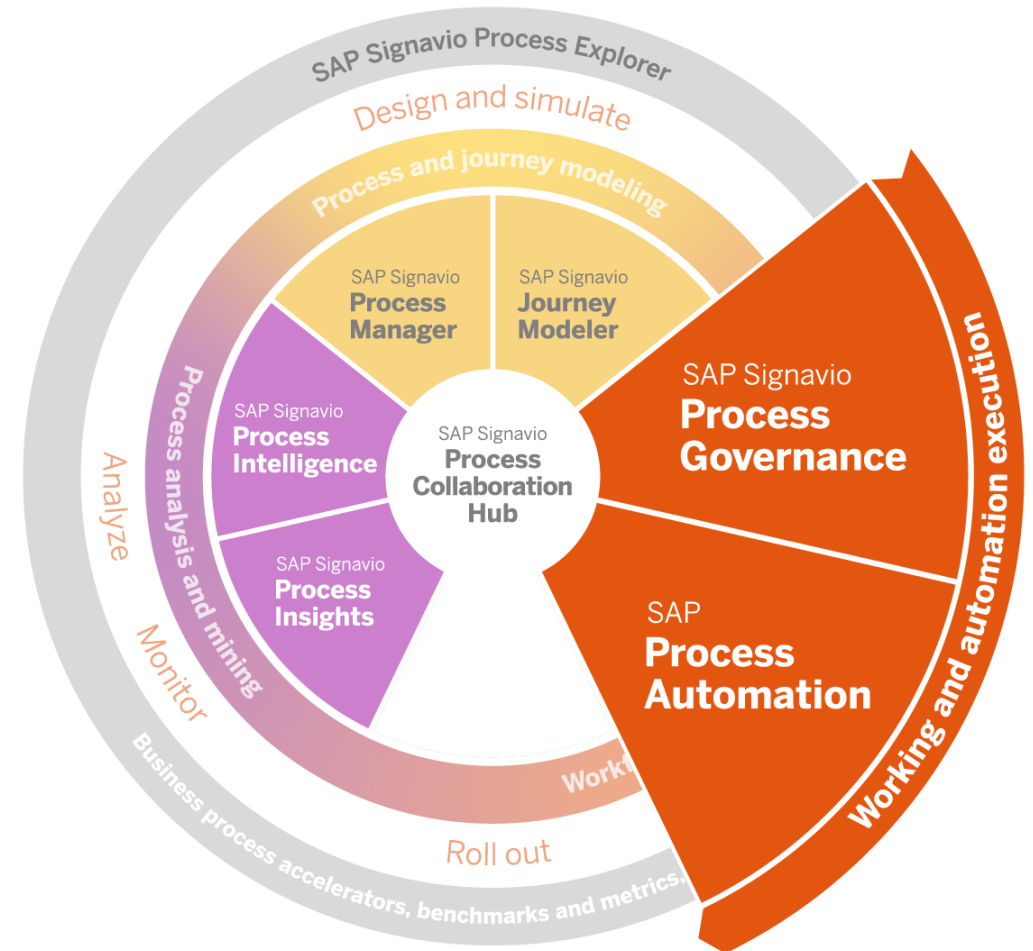
SAP Signavio Process Governance

Lower the cost of change for regulatory requirements

Allowing you to manage and govern the processes and associated content

Process review
Review the critical processes for auditing and compliance.

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

Process release management
Maintain a compliant and approved process content repository.

Process collaboration

Challenges:

- Lack of visibility into and understanding of company-wide and locally defined processes and best practices

- Misalignment on crucial transformation activities in the organization

- Disjointed analysis and identification of local inefficiencies

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 – such as functions and departments.

- Have full visibility on your entire process landscape.

- Single source of truth for process knowledge
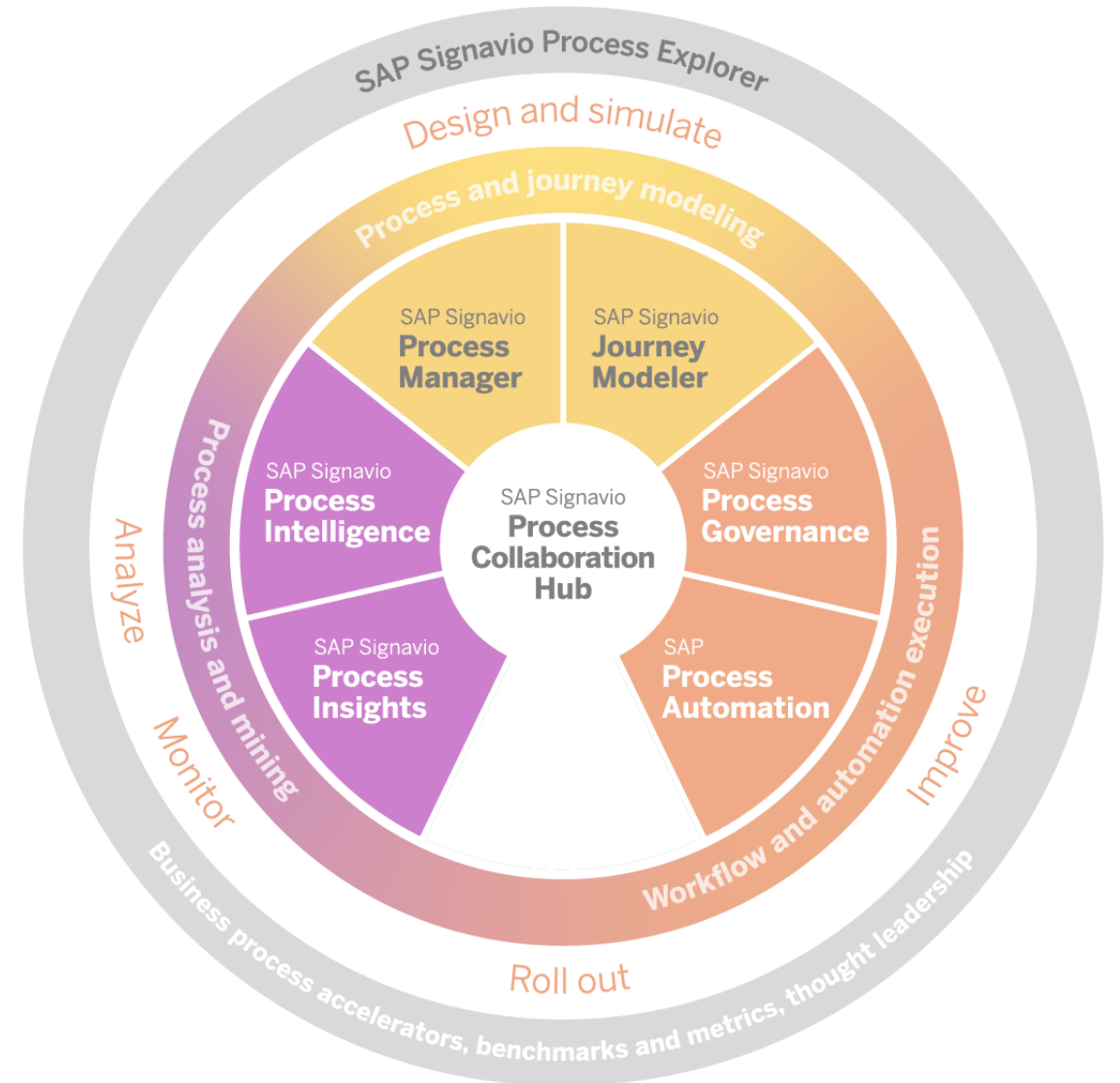
SAP Signavio

SAP Signavio Process Collaboration Hub

Involve your entire organization in transformation and process excellence initiatives
Harnessing the wisdom of the crowd in a cloud-native collaboration environment

Collaboartion
Get a 360 View of your process landscape – documented processes with 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
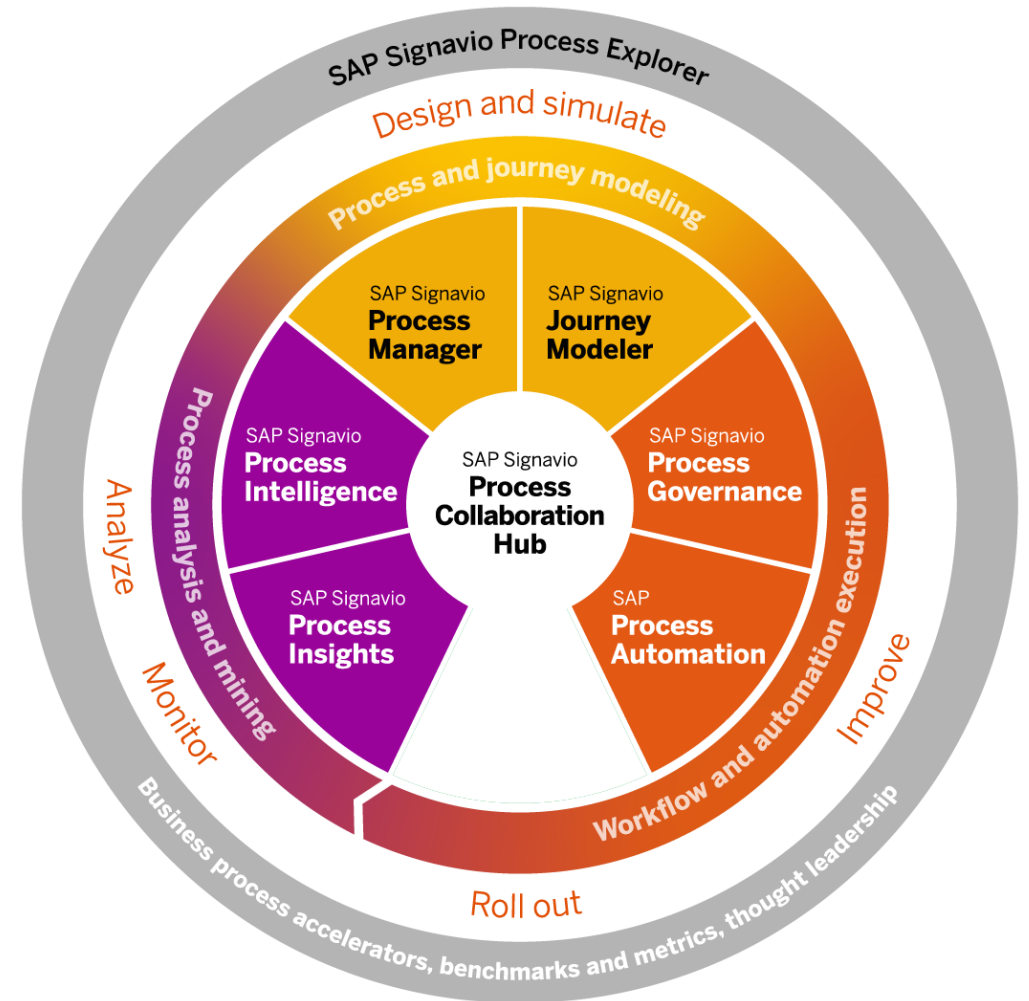
SAP Signavio

Augmenting SAP Signavio Process Transformation Suite

One Process Acceleration Layer (OPAL)

SAP Signavio solutions offer customers both the most powerful technology to do process-driven transformation and, at the same time, receive **guidance, ideas, and recommendations.**

One Process Acceleration Layer is a practice for better and faster transformations and represents the **collective knowledge** from thousands of transformation projects delivered.

All knowledge is readily accessed and consumed through the **SAP Signavio Process Explorer** solution.

SAP Signavio Process Transformation Suite

for Intelligent Enterprise process excellence

Discover	**Prepare**	**Design**	**Realize**	**Deploy**	**Run**
Discover process status and identify areas of improvement	**Prepare the process excellence initiative**	**Model and collaborate on future state**	**Implement process improvements**	**Govern the rollout**	**Monitor and continuously improve**
• Analyze the status quo	• Benchmark and run analytics	• Align on future state	• Document variants	• Publish process updates	• Monitor process and business performance
• Understand and document	• Document the processes in detail	• Standardize processes	• Generate system requirements	• Educate on the new state	
• Identify opportunities and validate	• Check process conformance	• Simplify where necessary	• Automate using workflows and intelligent RPA	• Check performance	
	• Assess time, cost, and effort	• Simulate changes		• Govern processes	
	• Identify key KPIs				

SAP Signavio

SAP Signavio Business Process Transformation Suite
Customers

DHL

- Driving process knowledge dissemination throughout the organization

- Developing a process-first culture and ensuring operational excellence

Seagate

- Establishing operational excellence and achieving straightforward onboarding and job rotation

- Keeping business excellence as strategic focus for the CEO

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 **SAP**

SAP Signavio ⤴

SAP Signavio Business Process Transformation Suite
Final Thoughts

Business Process Transformation
Direct your transformation to S/4HANA with SAP Signavio

Steer your project	Identify opportunities	Continuously innovate
• Profit from a collaborative framework to bring IT and business together.	• Identify which capabilities address existing business problems.	• Establish a process-first mind-set in your company.
• Get visibility of as-is status and what needs to be migrated from a business perspective.	• Simplify and standardize your processes.	• Establish a data-driven mind-set in your company.
• Model processes and journeys collaboratively.	• Identify opportunities for automation to achieve efficiency and save costs.	• Establish a coherent and aligned approach to processes, company-wide.
• Improve budget and timeline adherence in your transformation project.	• Get recommendations on best practices from SAP and the modules of SAP S/4HANA.	• Foster a continuous improvement approach after a first transformation.
		• Maintain process compliance.

SAP Signavio Business Process Transformation Starter Pack
is included in your RISE with SAP Subscriptions

Identify and implement business process improvements through process analysis!

SAP Signavio Process Manager

Single source of truth to **model, redesign, store and collaborate** on your future business processes

`3 users`

SAP Signavio Process Insights

- **Instant insights** into your current process performance[1] to understand where to transform
- **Individual recommendations** to understand how to improve

`50 GB data volume and one time data load`

SAP Signavio Process Collaboration Hub

Provide transparency and engage all stakeholders to continuously improve processes together

`10 users`

[1] Managed ERP System Requirements, see here

SAP Signavio

Thank you!

For more information

Business Process Transformation * **SAP Signavio** * **SAP Signavio Community**

ASUG RECORDINGS

ASUG Executive Exchange - Business Process Transformation with SAP Signavio, Aug 10, 2022

SAP Signavio Fundamentals Series Part 1: Manifest Your Competitive Advantage with SAP Signavio Process Transformation Suite, Aug 16, 2022

SAP Signavio Fundamentals Series Part 2: Empower Your Business with Process Analysis and Mining, Aug 30, 2022

SAP Signavio Fundamentals Series Part 3: Transform Your Business with Enterprise Processes and Journey Modeling, Sep 29, 2022

SAP Signavio Fundamentals Series Part 4: Achieving Process Excellence Through Continuous Process Improvement and Automation, Oct 26, 2022

Lane Leskela

lane.leskela@sap.com

SAP Signavio

THE BEST RUN SAP

Follow us

www.sap.com/contactsap

THE BEST RUN **SAP**