Realize Your Intelligent Enterprise with SAP Signavio

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ASUG New Jersey Chapter **October 19 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**

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A Short Overview of Business Process Transformation

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

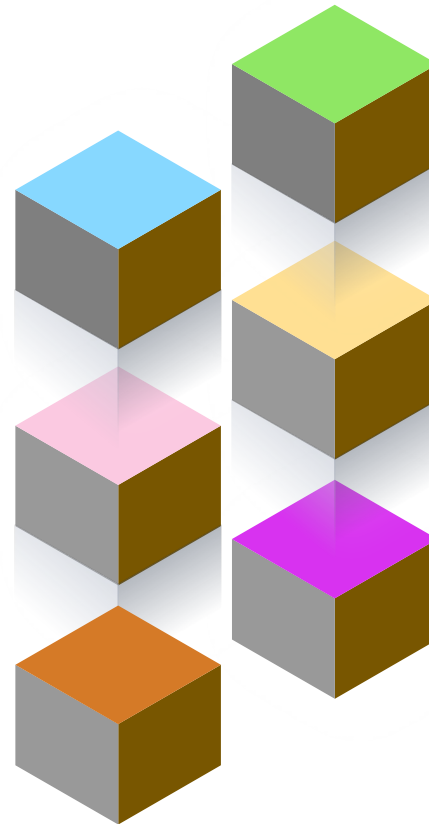This is most often due to the lack of…

…**clear goals and objectives**

Aug 26, 2020, 10:07am EDT | 7,048 views

Why Companies Cannot Innovate & Why They Will Keep Failing. Unless They End-Run Themselves.

…**strategic alignment**

54% of innovating companies struggle to bridge the gap between innovation strategy and business strategy

…**organizational buy-in**

…**communication**

Lean Apps

No risk, no reward: Why teams are being punished for high-stakes innovation

…**data visibility**

MITSloan

MAGAZINE SPRING 2022 ISSUE · RESEARCH FEATURE

Why So Many Data Science Projects Fail to Deliver

Organizations can gain more business value from advanced analytics by recognizing and overcoming five common obstacles.

…**people focus (technology for technology's sake)**

ASUG Pulse, Oct. 27 2022: Why do customers take on business transformations, and where do they get off track?

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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

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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
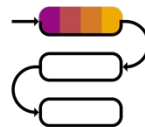- Return to standard code
- ERP consolidation
- Digital foundation

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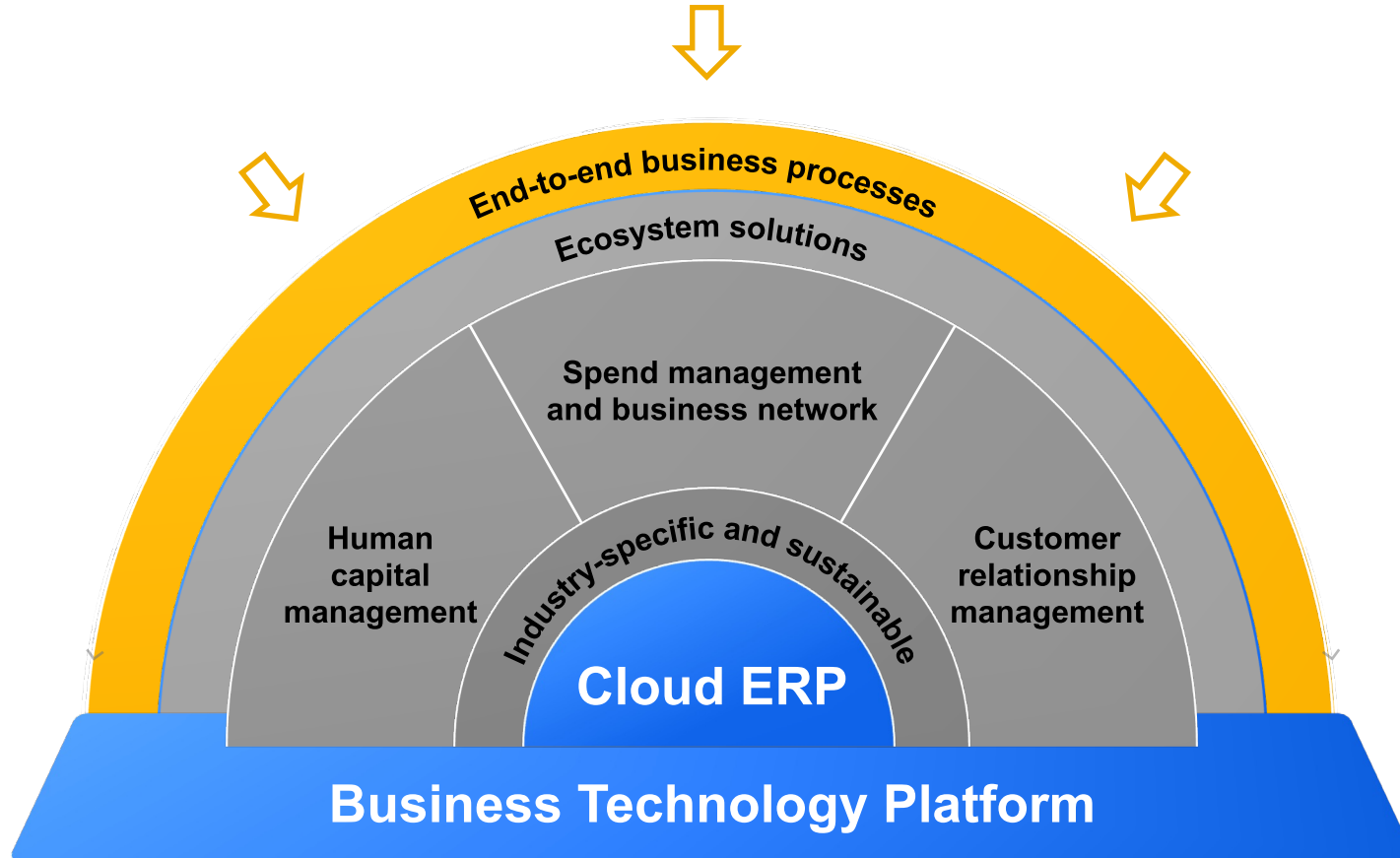
SAP's cloud-based process transformation suite gives organizations the ability to understand, improve, and transform their business processes *fast* and at *scale*
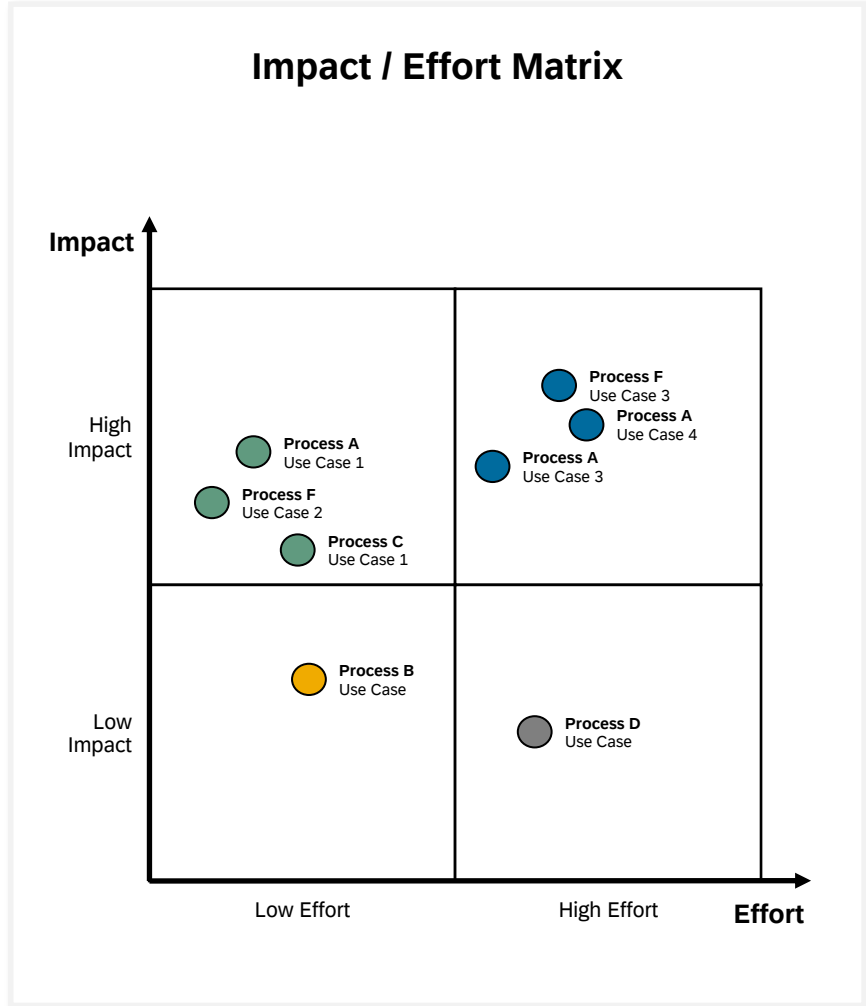
The SAP Signavio Business Process Transformation Suite

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SAP Signavio Value Pathways

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

Impact / Effort Matrix

Impact

High Impact

- Process A
  Use Case 1
- Process F
  Use Case 2
- Process C
  Use Case 1
- Process F
  Use Case 3
- Process A
  Use Case 4
- Process A
  Use Case 3

Low Impact

- Process B
  Use Case
- Process D
  Use Case

Low Effort   High Effort   **Effort**

Get the very best out of your system…

- Fix your most pressuring issues now

- Reduce complexity and learn how to govern your S/4 journey

- Benchmark and mature your SAP usage

Guide your S/4HANA journey…

- Ensure a smooth S/4 journey and manage the risk

- Keep the project within quality & timelines

- Identify and Deliver true ROI from the transition

S/4HANA Initiative

Continuously Improve at your pace…

| Value Initiative |
| Value Initiative | Value Initiative |
| Value Initiative | Value Initiative | Value Initiative |

| Value Initiative 3 |
| Value Initiative 2 | Value Initiative 2 |
| Value Initiative 1 | Value Initiative 1 | Value Initiative 1 |

Time

◆ S/4 Project Start   ◆ S/4 Go-Live
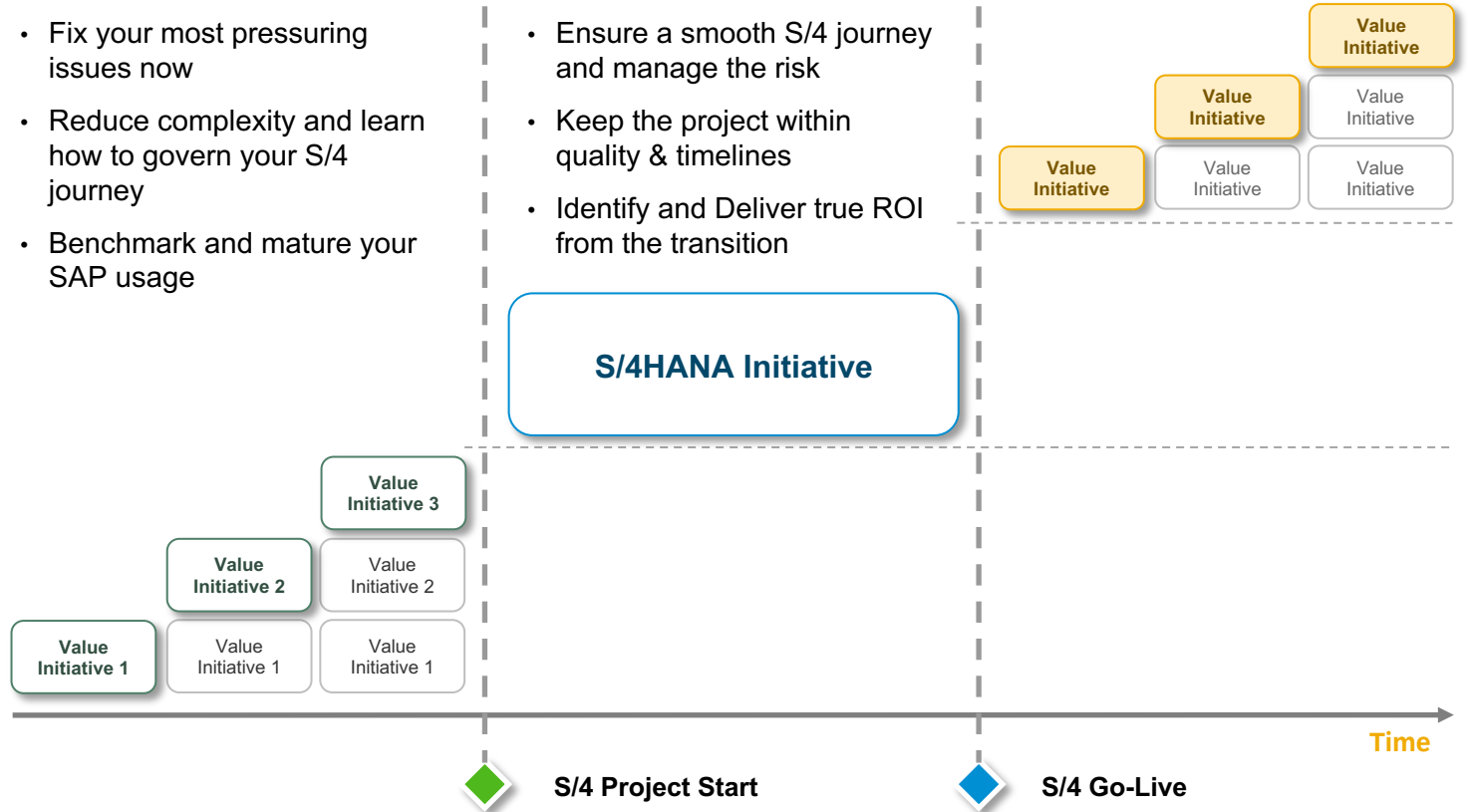
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SAP Signavio Business Process Transformation Suite

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

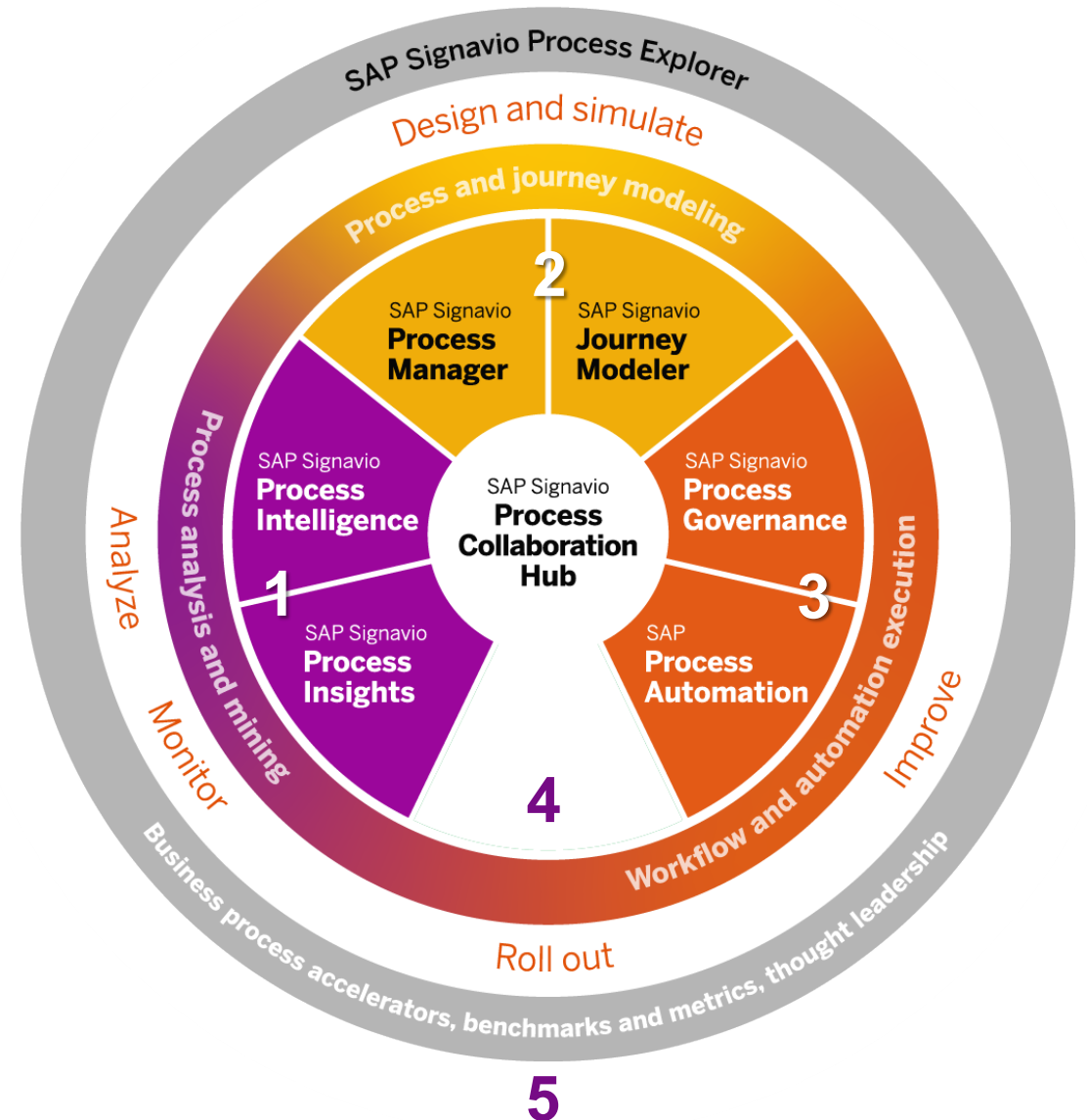3. **Process governance & automated execution**
   Maintaining organizational and regulatory compliance for all documented processes

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
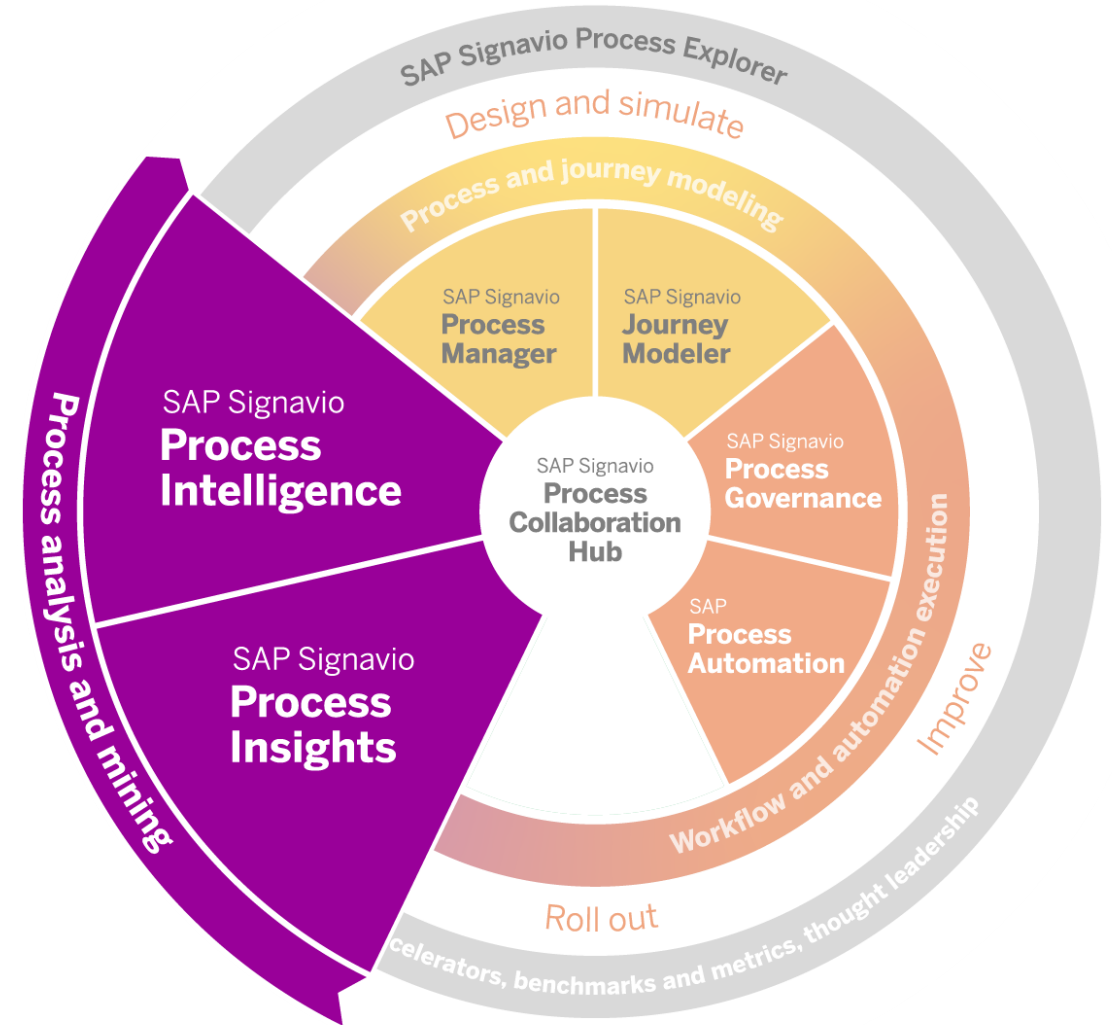
SAP Process Insights - Understand your process performance

Using 50+ delivered process flows and 1000+ typical issues and inefficiencies
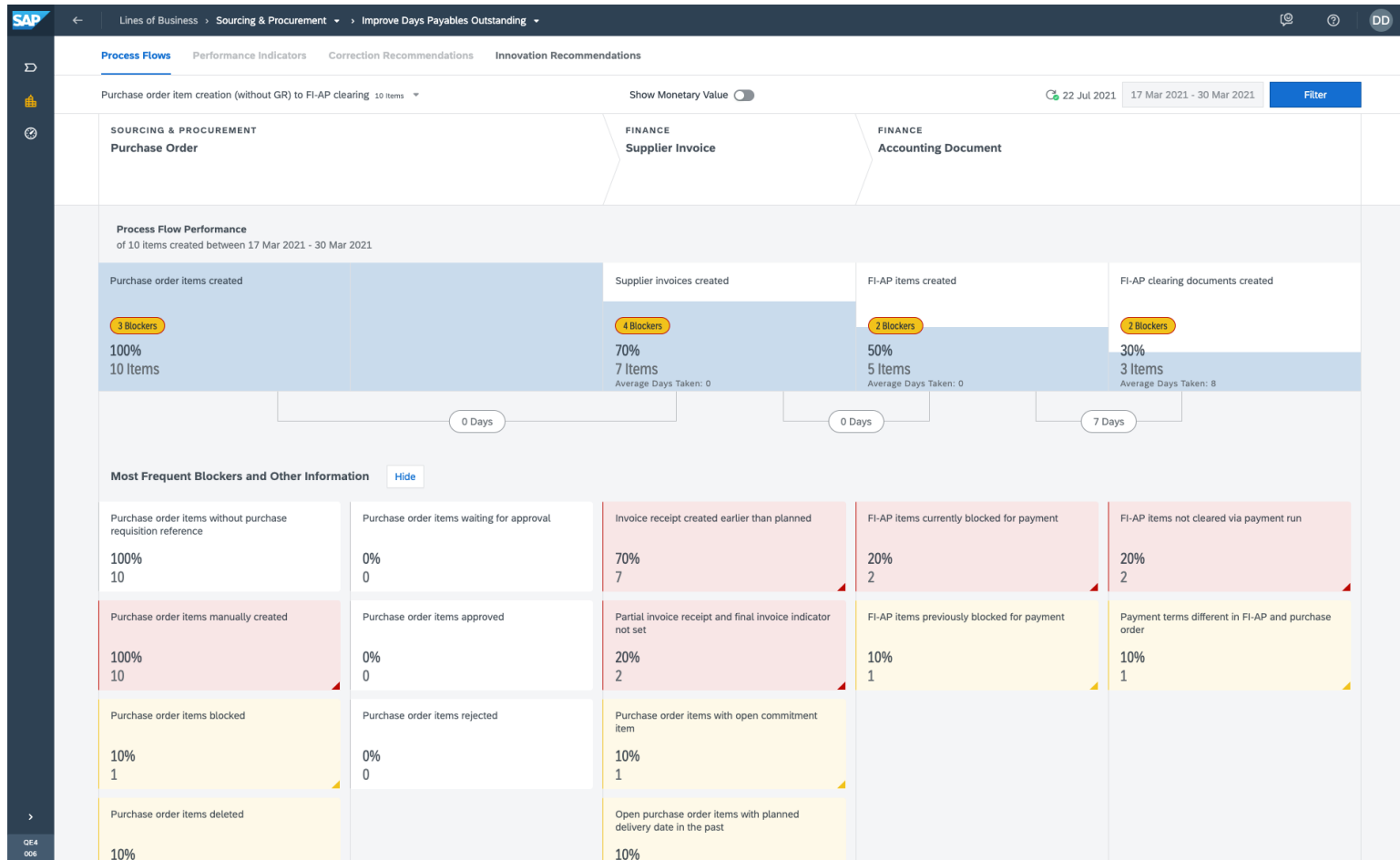
Leverage data
Make data-driven decisions about which business areas to prioritize for improvement.

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.

Introducing Joule

Operational
Buyer
Supplier
Accountant
Joule
Robot
Accountant

Data Storage

SAP

100101110

SAP ECC or
SAP S/4HANA

Reading the data

Plug & Play

SAP SAP Process Insights

Business Analyst
& Data Analyst
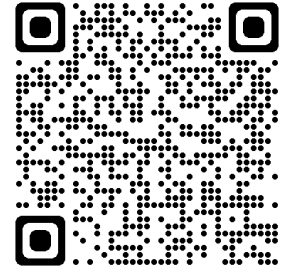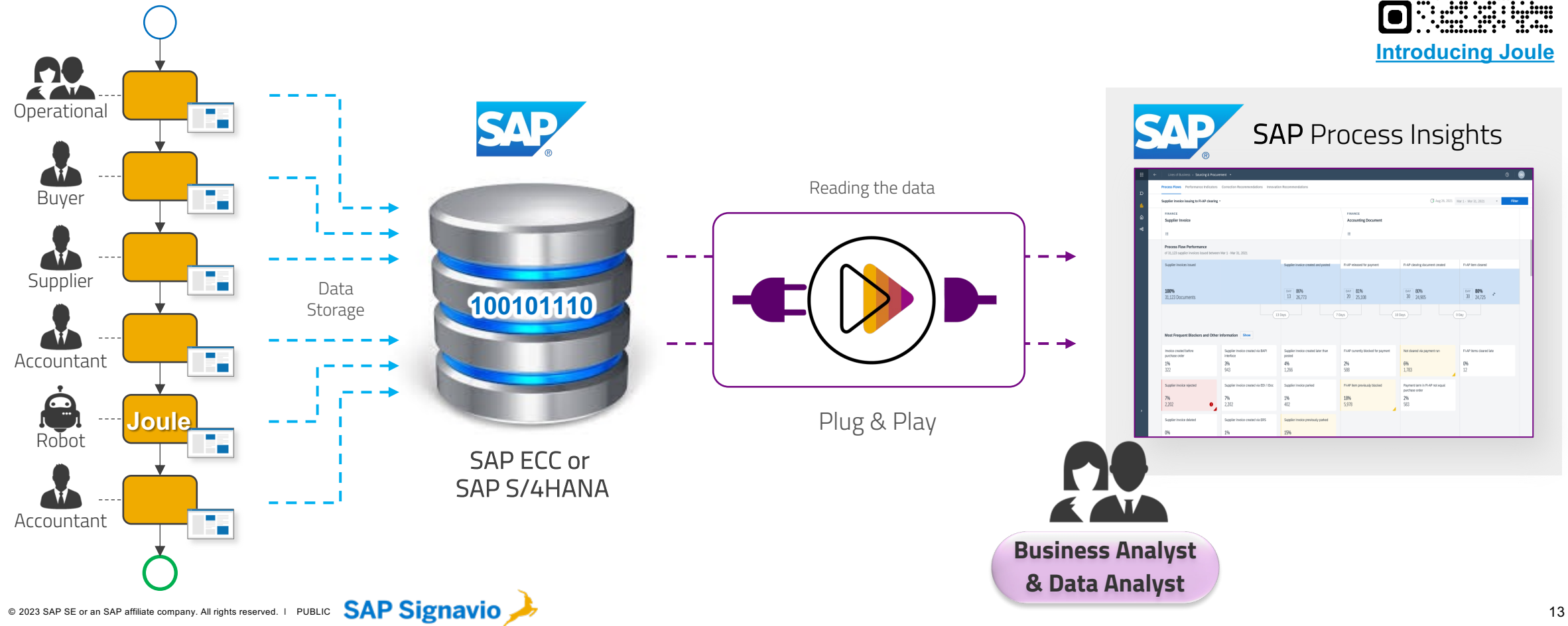
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SAP Signavio Process Intelligence - Unleash the potential of your process data
Reduce time to insights and identify levers to improve outcomes
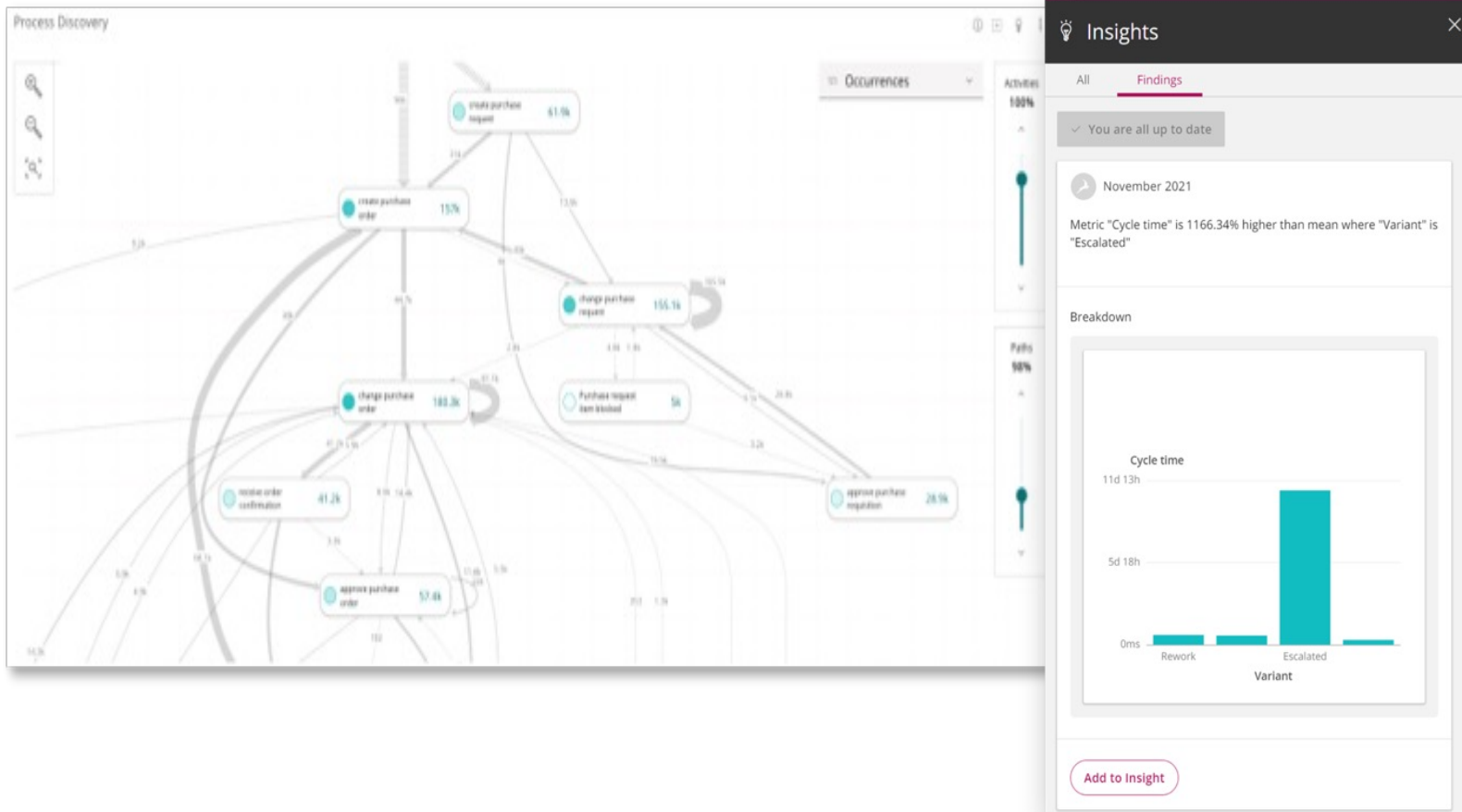
Get full visibility into your process reality
Support internal efficiency programs. Improve the way you operate.

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.
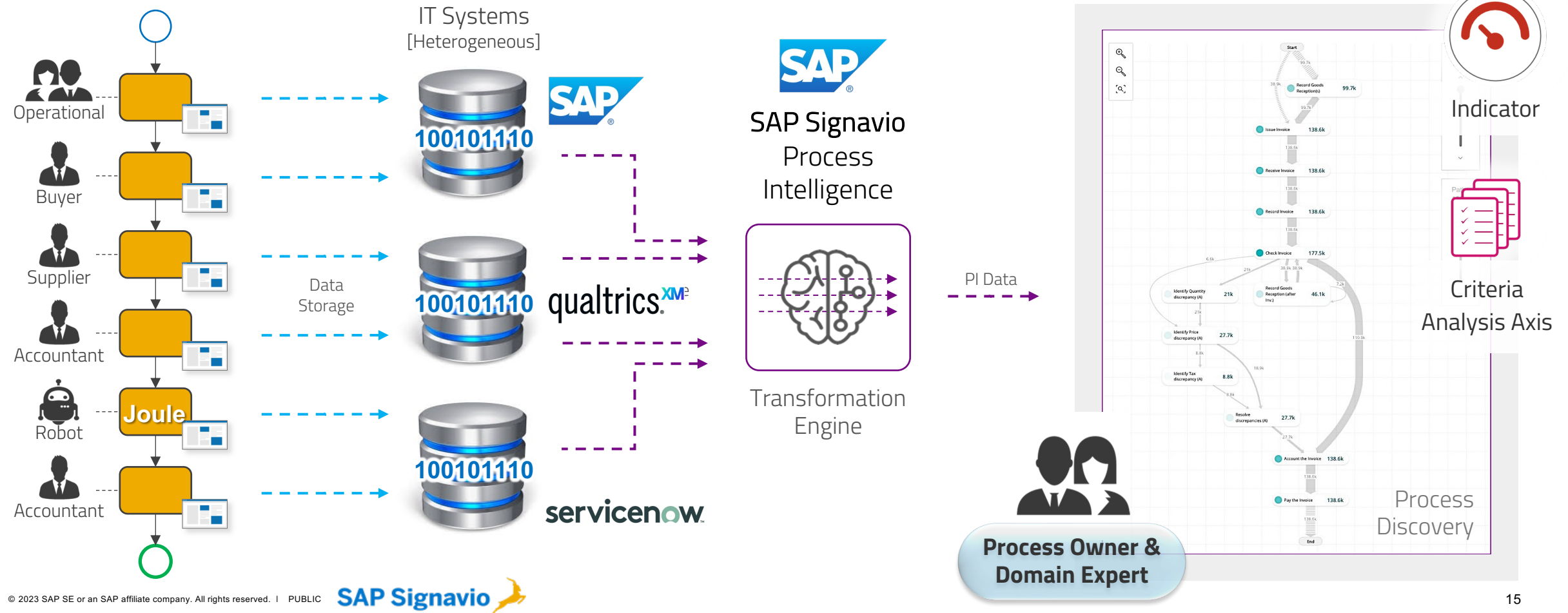
Process and journey modeling
Combining *X* and *O* data

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
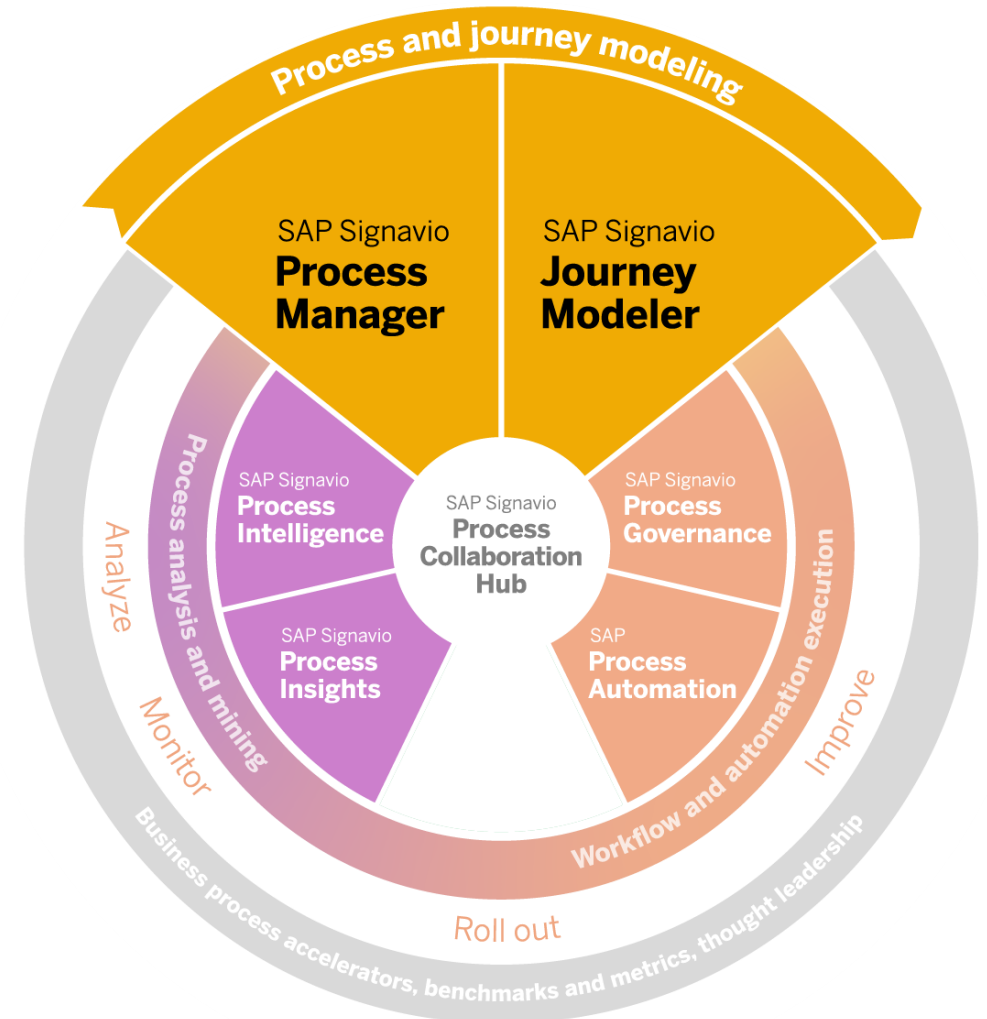
SAP Signavio Process Manager - Visualize, standardize & optimize your processes
Using a cloud-native modeling and workflow tool
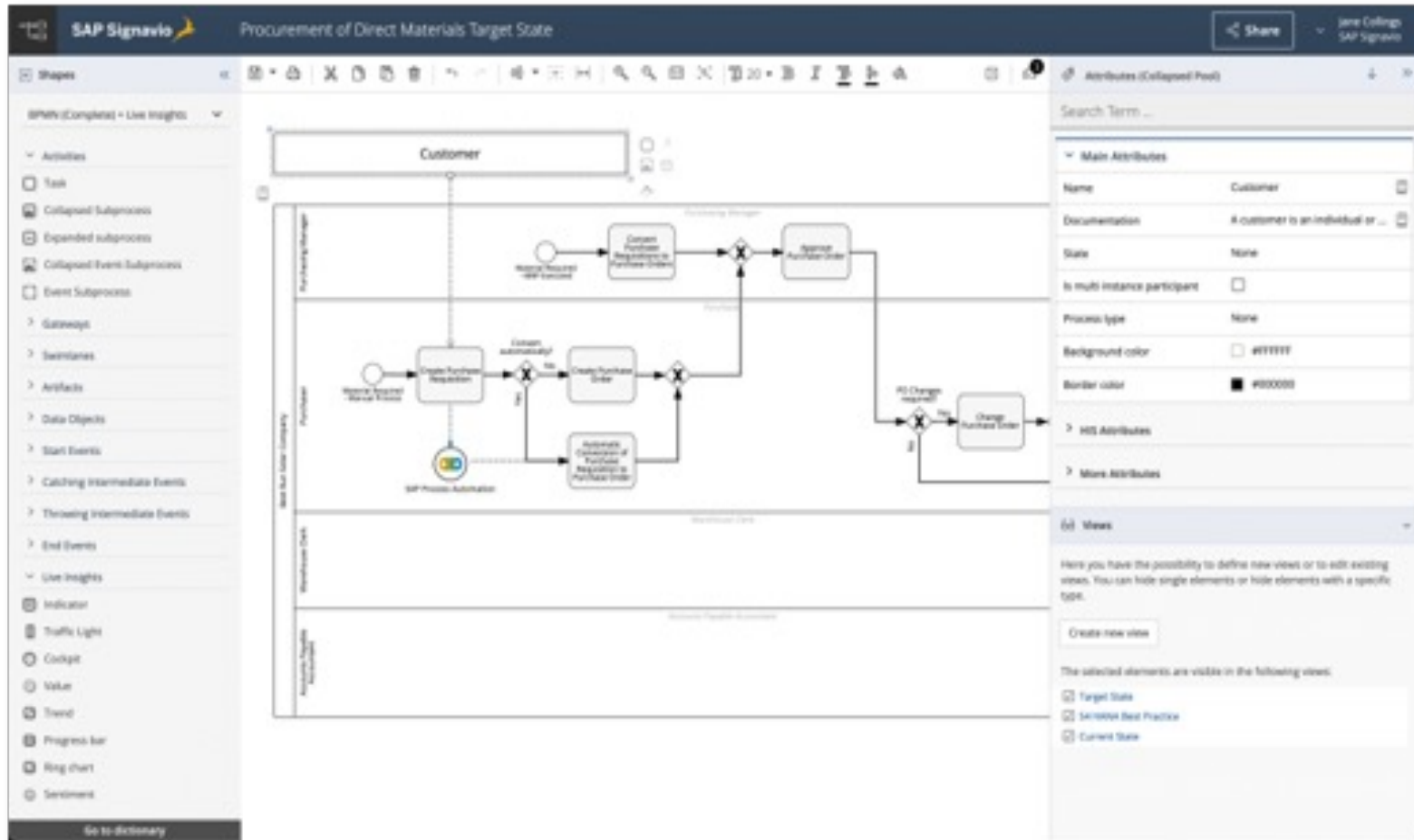
Process modeling
Design and model your business processes collaboratively.

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

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SAP Signavio Journey Modeler - Operationalize human experiences
Connect journeys with processes, metrics, systems & roles
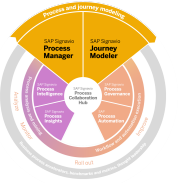
Connect processes with journeys
Integrate operational and experience data with journeys.

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
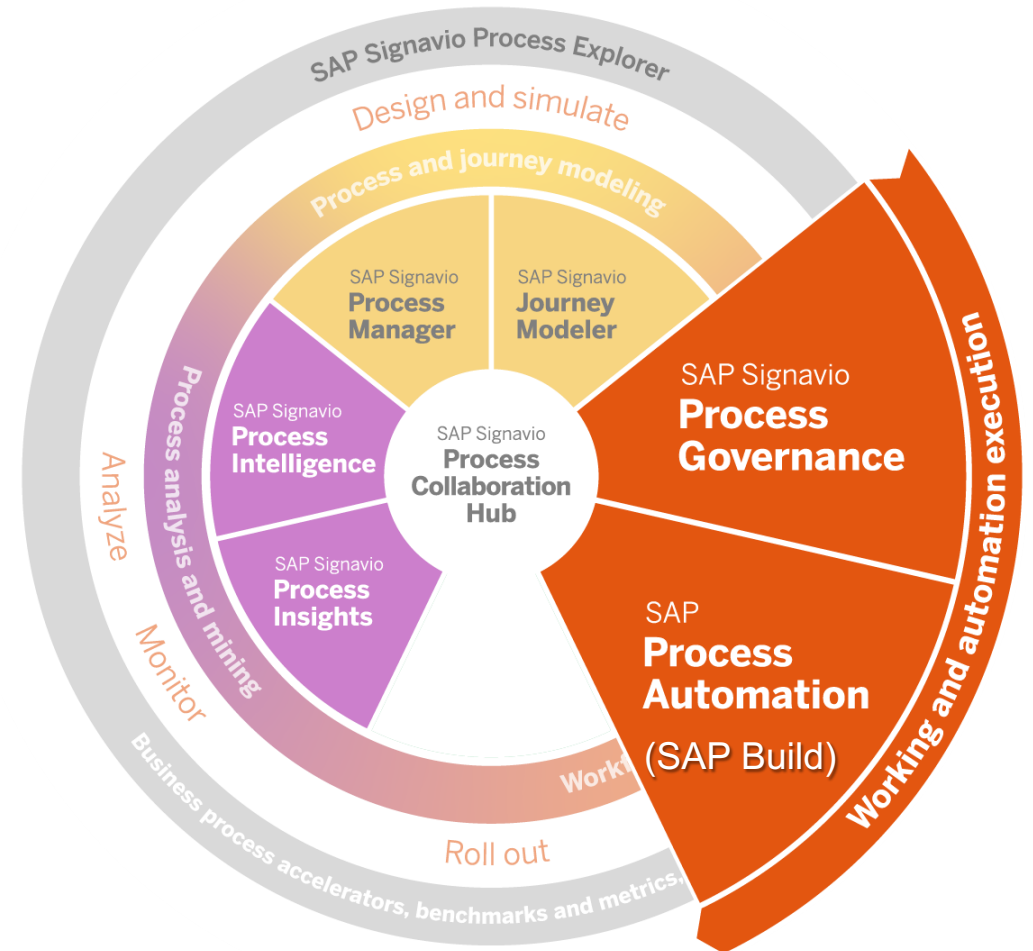
SAP Signavio Process Governance - Lower the cost of regulatory change

Manage and govern compliant processes, approvals & associated content
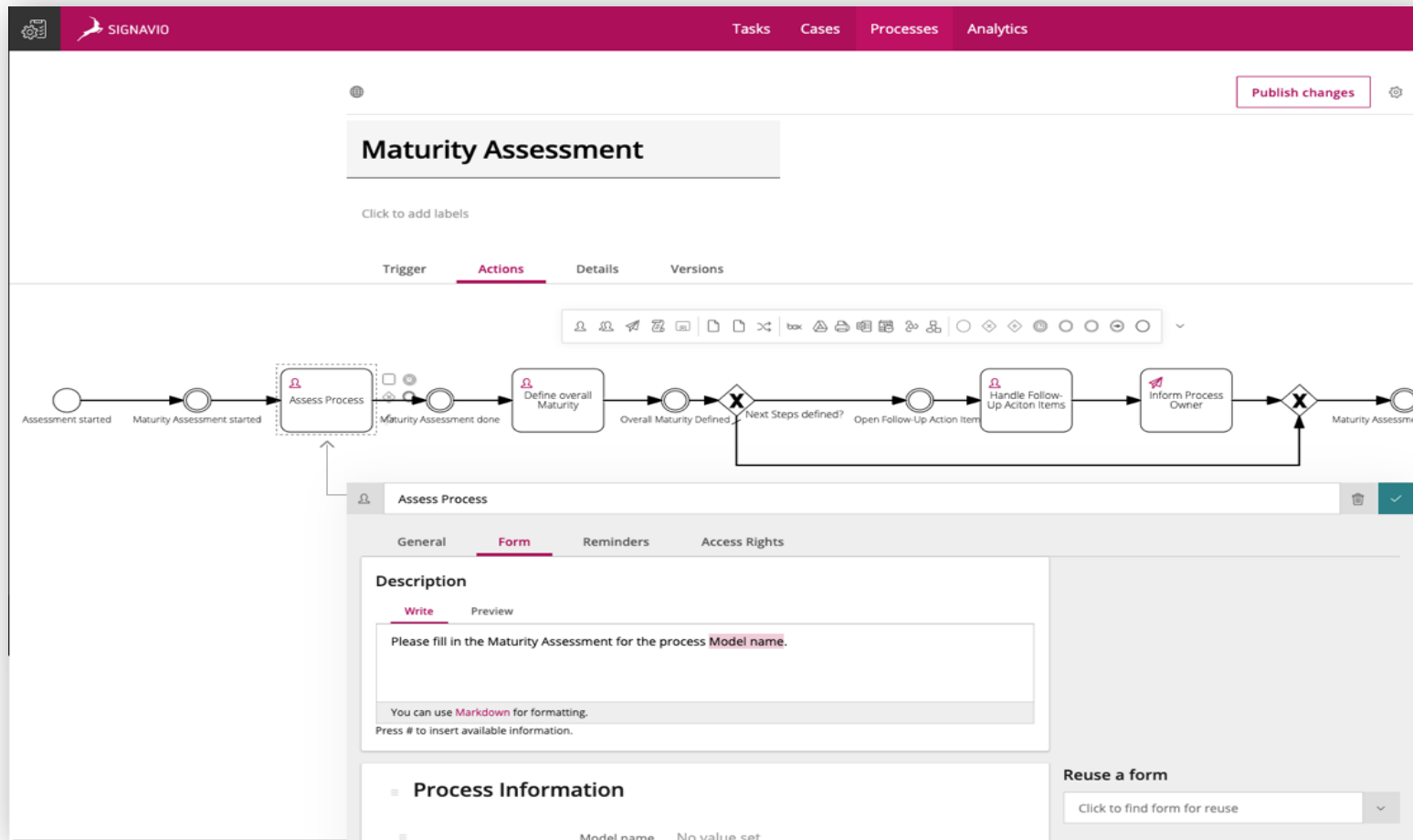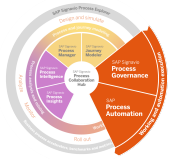
Process review
Review the critical processes for auditing and compliance.

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
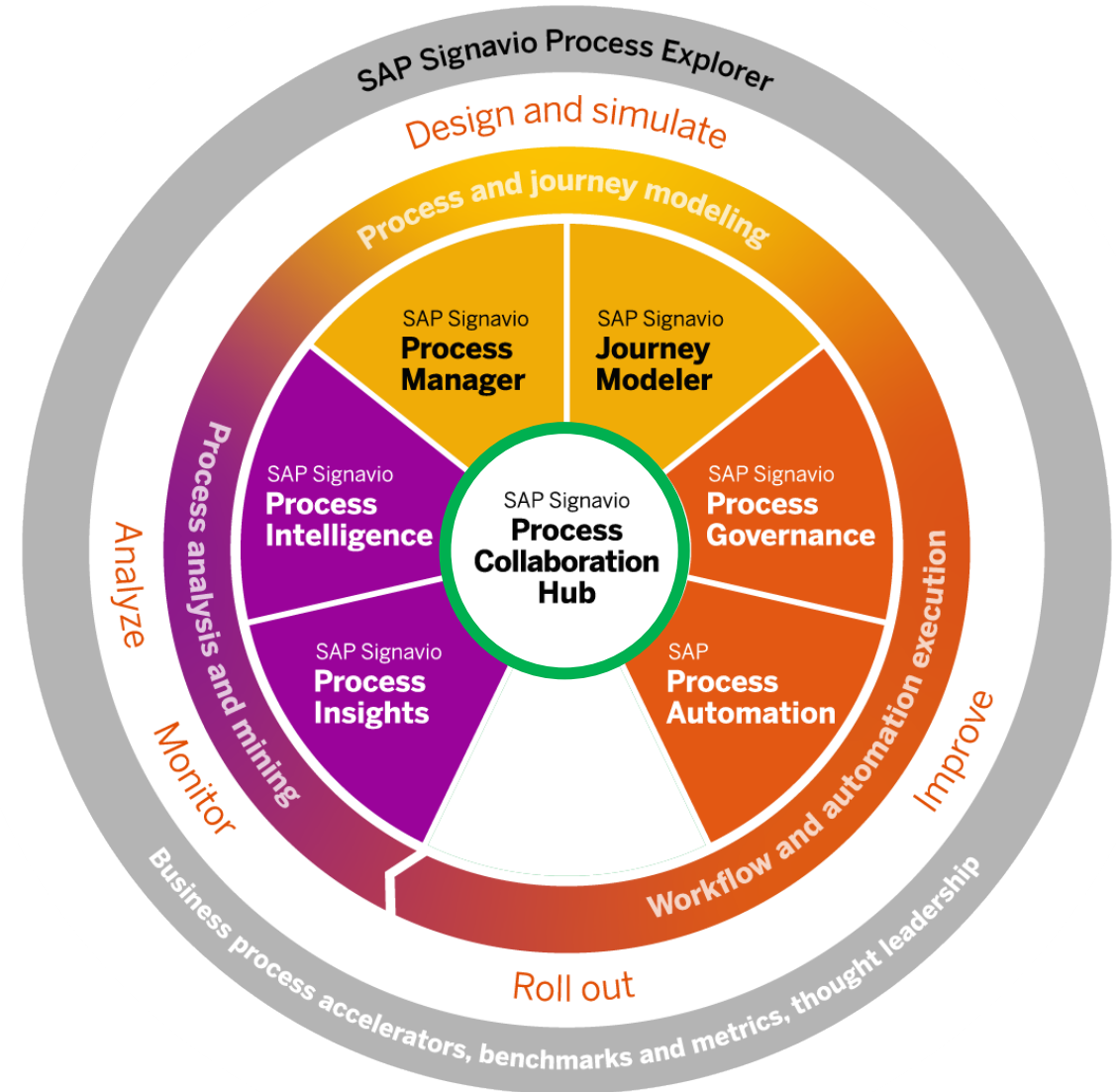
SAP Signavio Process Collaboration Hub

Involve your entire organization in process transformation & optimization
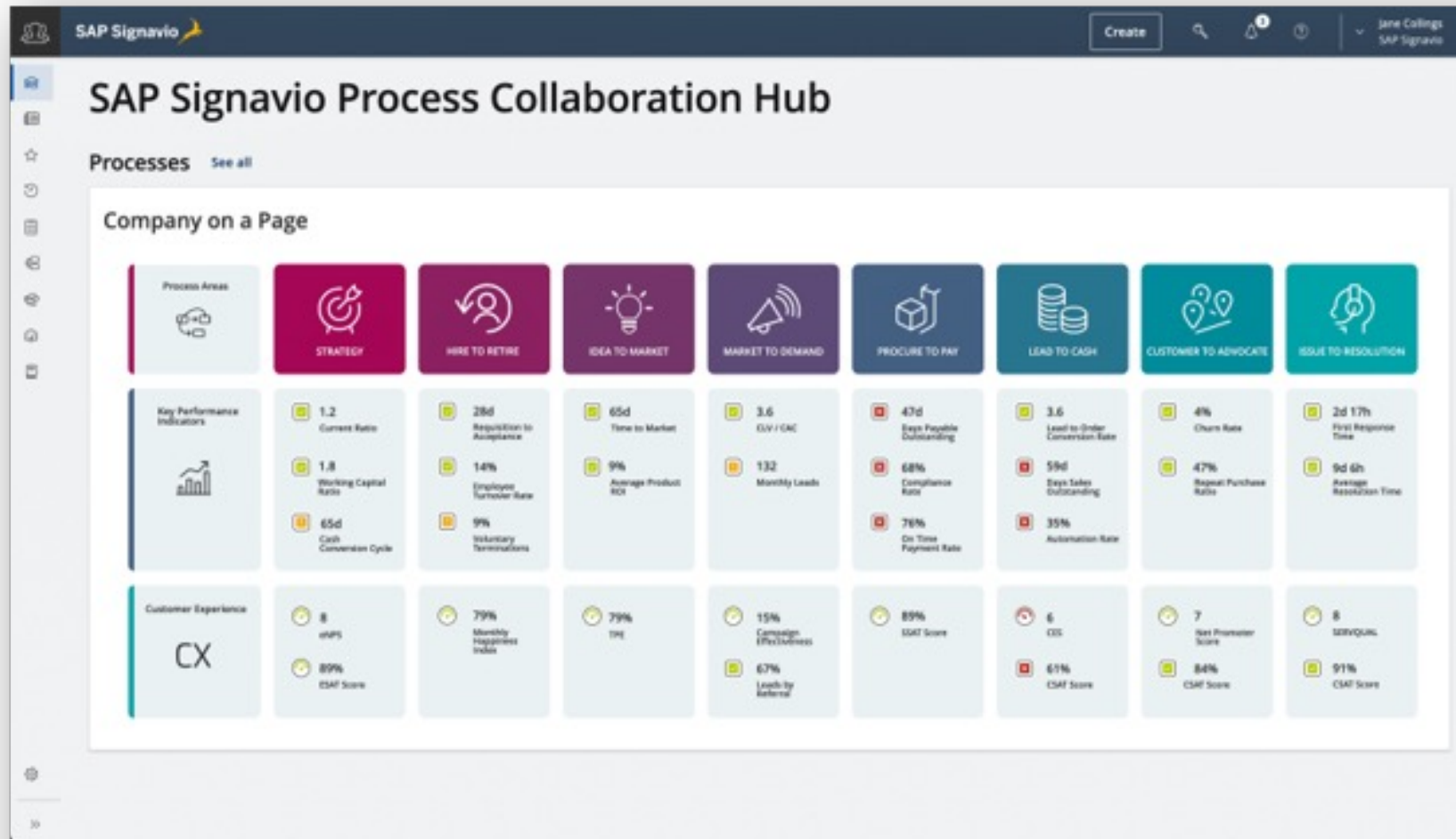
Collaboartion
Get a 360-degree view of your process landscape, related analysis and key metrics

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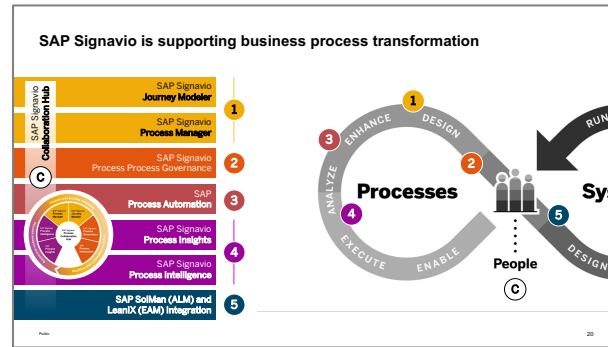
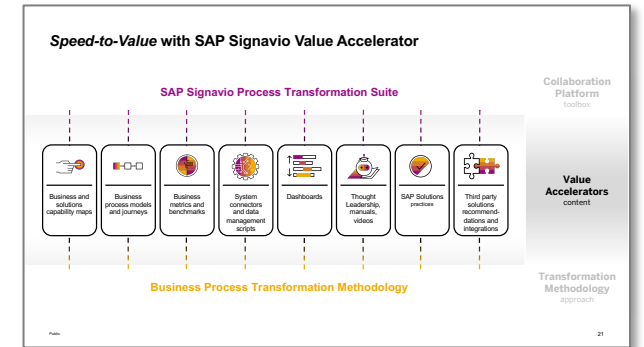This knowledge includes industry-specific and LoB best practice models from SAP and partners.

The SAP Signavio Success Formula
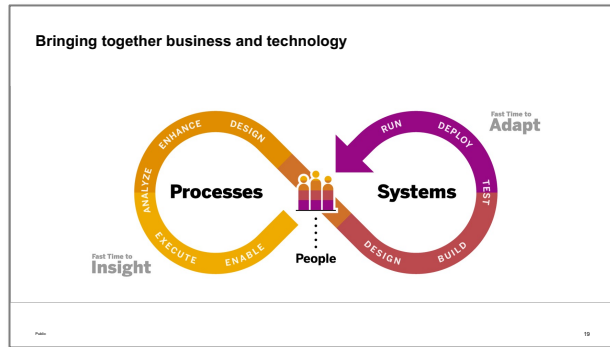
Transformation Methodology *approach* + **Process Transformation Suite** *toolbox* + **Value Accelerators** *content*

SAP Signavio Customers and Some Final Thoughts

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An Industrial Manufacturing company drives ERP transformation with SAP Signavio

Why did they need SAP Signavio?

- The customer needed to accelerate the migration and rollout of S/4HANA to make their business operations future proof on latest SAP technologies.
- The customers' global SAP transformation teams wanted a platform allowing them to leverage and combine SAP Best practices together with own developed practices to provide best-in-class rollout templates for their S/4HANA end users.
- They lacked a modern process management platform which reflects business realities in the applications.

Who was the competition?

- Celonis

Why were they convinced?

- The rich SAP Best Practice Libraries in SAP Signavio Process Explorer allowing to kickstart future process design workshops.
- The ease of use and collaboration capabilities enabling the customer to establish a central global portal where everyone working on ERP transformation can contribute.
- The seamless handover from the business process modelling capabilities into the technical deployment environments (Process Manager Integration with SAP Solution Manager).

Key Use Case

- **SAP S/4HANA Transformation**

Solutions

- **SAP Signavio Process Insights**
- **SAP Signavio Process Manager**
- **SAP Signavio Process Governance**
- **SAP Signavio Process Collaboration Hub**

Services

- **SAP**

Industry

Industrial Manufacturing

Market Segment

Industry Led

Region

North America

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Anonymized SAP Signavio Customer Use Case Examples

Use Case	Description	Business Value (Example Calculation)
Working Capital, Cash Flow Optimization	✓ Automatic Analysis & Monitoring of day payables outstanding (DPO), day sales outstanding (DSO), payment & discount management (AR/AP), payments in-time/on-time	• **5 Mio. €** annual saving through optimization of payment behaviour and discounts
Extended Warehouse Management Optimization	✓ Automatic Analysis & Monitoring of warehouse management, material availability, inventory management, days inventory outstanding (DIO), deployment in-time/on-time	• **23 %** reduction of order cancellations due to improvements on material availability
Supply Chain Management Optimization	✓ 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)	• **51 %** OTIF improvement
Product Lifecycle Management Optimization	✓ 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	• **28 %** reduction on time-to-market
Talent Management Optimization	✓ Automatic Analysis & Monitoring of time-to-signature, time-to-hire, hiring quality measures, vacancy periods, critical vacancies, onboarding and further education, succession planning	• **> 67 %** hiring right-first-time (no additional hiring cycles, shorter vacancies)
Performance Management Optimization	✓ Automatic Analysis & Monitoring of agile target setting, mentoring touchpoints, performance reviews and adoption of the performance management approach	• **> 90 %** adoption of a new performance management and target setting process
Compliance & Risk Management Optimization	✓ Automatic Analysis & Monitoring of business risks, internal controls and compliance to external regulations and internal policies	• **38 Mio. €** sales risk mitigated, due to the analysis and monitoring of un-allocated cash
Ticketing (Shared Services, Customer Services, ITSM) Optimization	✓ Automatic Analysis & Monitoring of ticket resolution times, service level agreements, priority 1 ticket resolution, customer experience/ happiness and service efficiency	• **+ 26 pp NPS** increased customer happiness and delivery quality
IT Flow Measurements & IT Delivery Optimization	✓ Automatic Analysis & Monitoring of IT impact, cost and efficiency, prioritization, budget and timelines, delivered story points and created business value	• **+ 58 Mio €** added business value, due to smart incentivation and prioritization of resources
Digital Process Management & Intelligent Automation	✓ Automatic Analysis and Monitoring of automation rates and automation potentials, plus AI driven process discovery for low-code automation (BPMS/WFA, RPA)	• **30 + FTE resource** savings through AP invoice automation
ERP/System Transition (S/4 HANA)	✓ Semi-Automatic process template evaluation and AI driven Monitoring of the system behaviour	• **1.2 years** time saving for a global S/4 Hana implementation due to automated testing, process behaviour monitoring and risk mitigation

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Start Your SAP Signavio Journey Today

[Signavio Process Insights, Discovery Edition (ondemand.com)](ondemand.com)
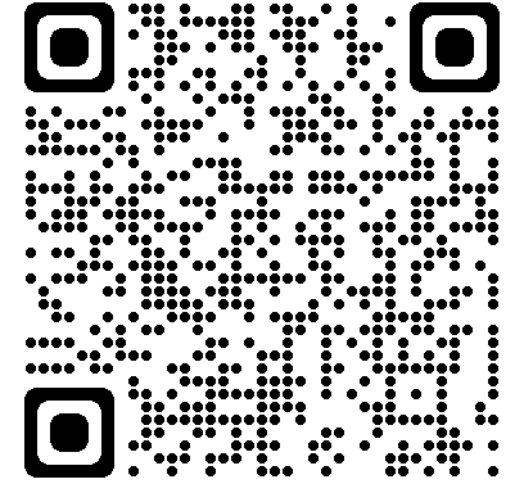
Start your Transformation Journey with SAP Signavio Process Insights, Discovery Edition

(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.

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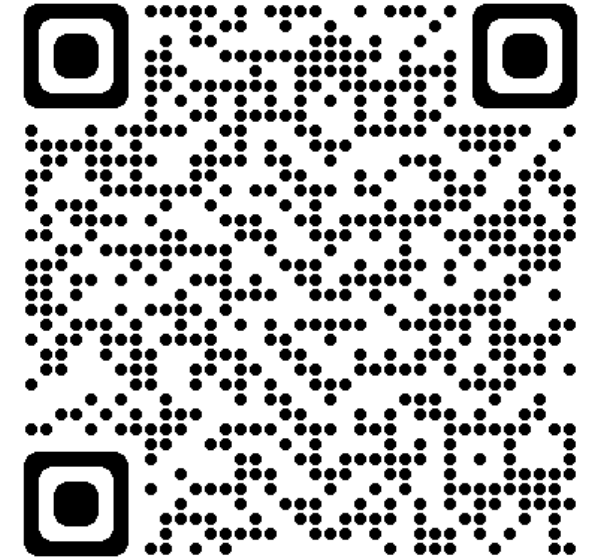
June 29: SAP Signavio Foundations #5: Why Does Every Organization Need a Business Process Center of Excellence?

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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