



**SAP Signavio**

# Next-Generation Business Process Management (BPM) for Best Run Companies

**Chet Harter**

SAP Signavio Center of Excellence

June 2023

# Key Take-Aways

- **Signavio is for managing business processes**
  - **Data-driven analysis**
  - **Collaborative design**
- **Signavio will “equip” a change management organization**
  - **Why not make “Change Management” a core competency?**
- **Signavio can help reduce S/4HANA implementation risk and costs during “phase 0” of your implementation**

# Agenda

- **The importance of business process management**
- **Signavio for continuous improvement - overview**
- **Signavio for S/4HANA implementation**
- **Signavio implementation accelerators**

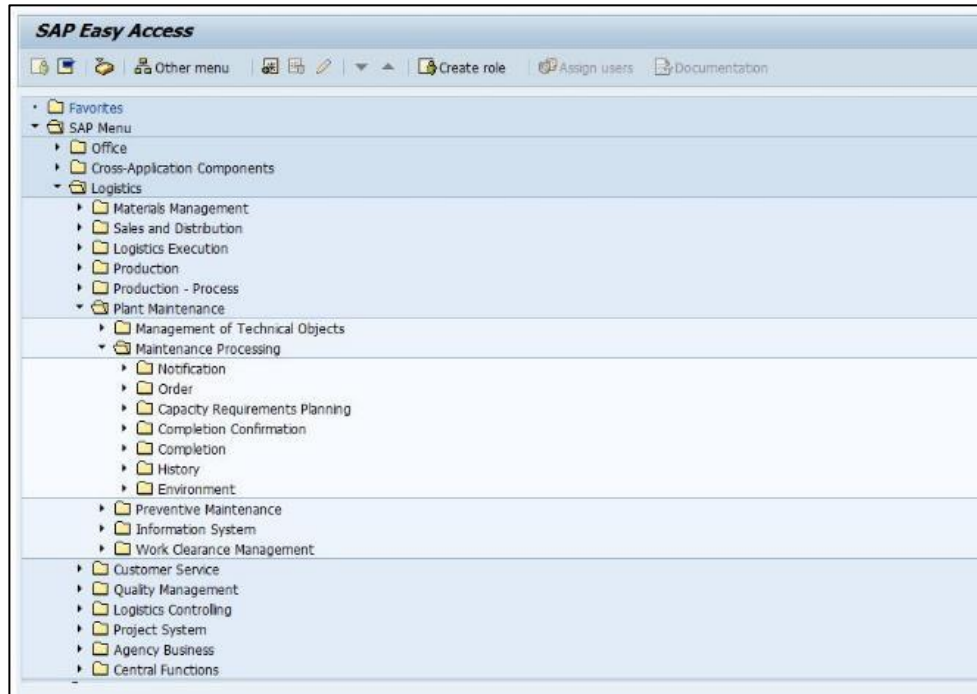
***But first.....***

# Public Service Announcement

**What stands in the way of using and getting value from BTP?**

**Your mindset**

## Business Technology Platform Enabling the Interactive Use Experience



### SAP ECC

- Access to tools

### ECC enabled for “Live Processes” with DPA

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

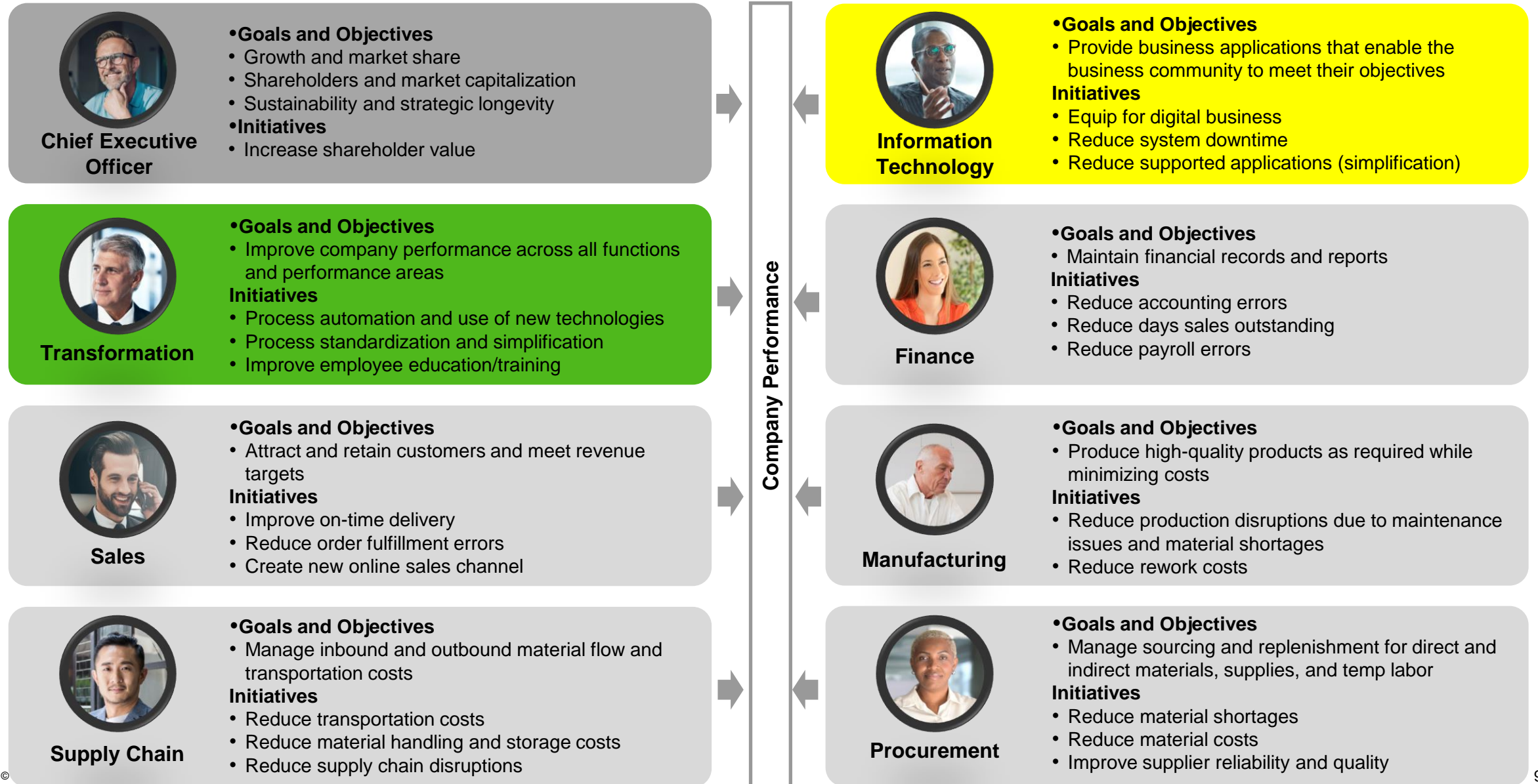
# Process Improvement – 5 Capabilities to Know About

- SAP Build Process Automation      Combination of Workflow, RPA, and LCNC
- Fiori apps library      100's of apps available
- Event mesh      Convert from “system of record” to “Proactive system of interaction”
- SAP ERP process analysis      Analyze, benchmark, recommend
- EnableNow      User training

# Who cares about Business Process Management?



# Business Transformation: What and Why



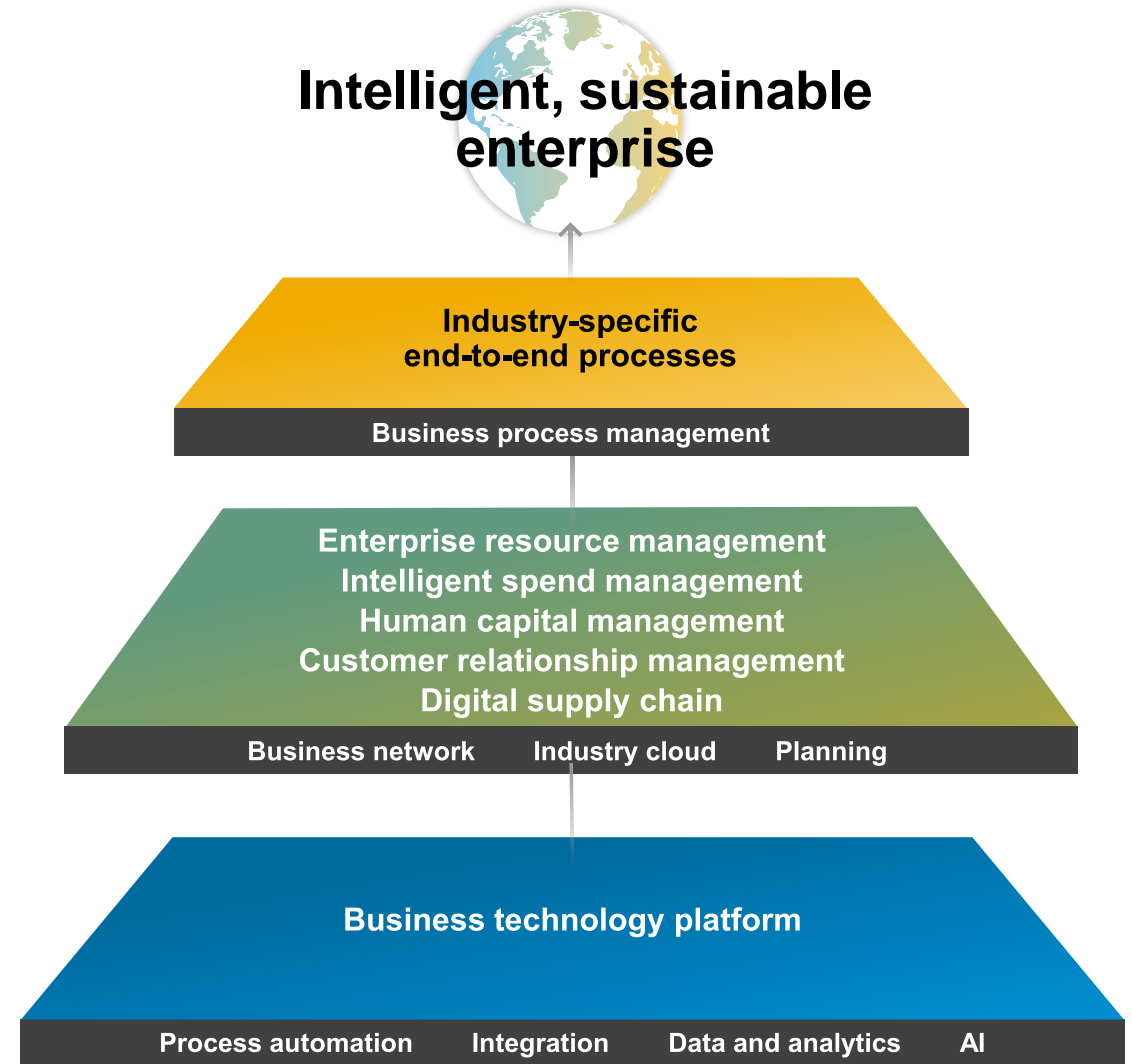
# **SAP Signavio for Business Process Management**

## What is SAP Signavio?

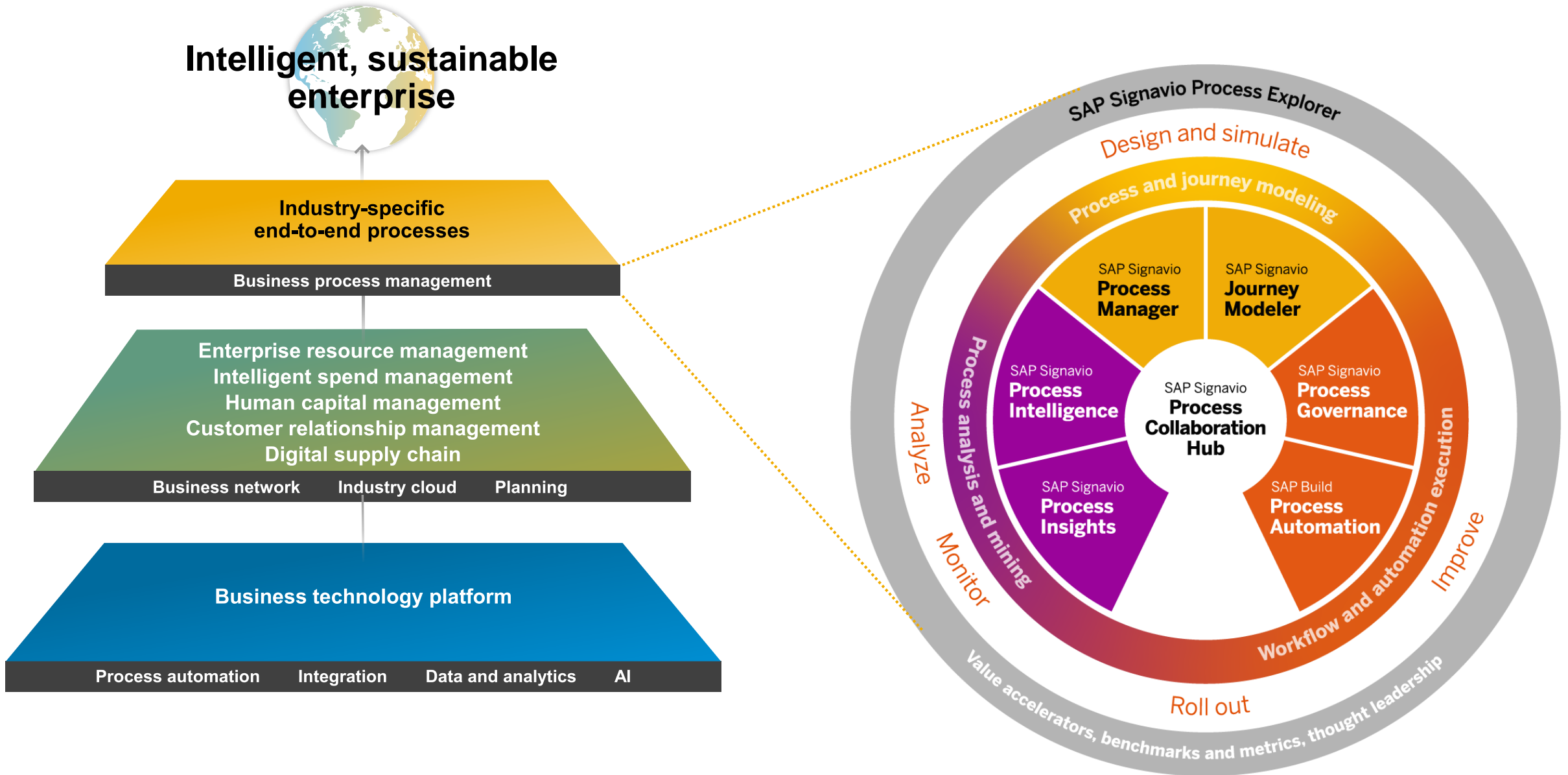
- ✓ **Platform for Process Management** - SAP Signavio is SAP's application suite for **Business Process Management** and enables a consistent, structured, company-wide “**process for managing processes**”

## What is “Business Process Management” and why is it important?

- ✓ **Business Processes** – Comprised of **people, tools, and data**, provide the **blueprint** for how a company will achieve its objectives by defining how work is to be executed
- ✓ **Common Examples** –
  - ✓ Sales order processing
  - ✓ Production scheduling
  - ✓ Supplier replenishment processes
  - ✓ Invoice processing
  - ✓ Inventory replenishment
  - ✓ Maintenance scheduling
  - ✓ Purchase requisition processing
  - ✓ Employee onboarding processes
  - ✓ Warranty claims processing



# SAP Signavio is SAP's Application Suite for Business Process Management



# SAP Signavio

## Processes for Managing Processes



### Process Improvement and Governance

- Fix, automate, streamline, and enhance processes with SAP Process Automation and other technologies
- Configure and reconfigure S/4HANA using native functionality and other available process options
- Convert traditional system-of-record systems to proactive systems-of-interaction

### SAP Build Process Automation



# Process Assessment – Opinions versus Facts

My team follows the company standard processes, but we always seem to be running out of our most popular products.

My customer service team is doing the best they can with the old system they have..

Our customers are complaining about our poor service.

Our system needs replaced.

We can't improve our performance if we don't hire more people.

We follow a very well-defined process for how we evaluate and hire new employees.

Opinions

Facts



Customer feedback indicates acceptable customer sentiment score of 9.2, but it's trending downward.

18% of sales orders required special handling in April. Primary root cause was resolution of pricing issues. Average cycle time was 4.3 days (goal: 2.0 days).

\$1,344,520 (8%) of our direct procurement invoices paid were manually entered.

Our standard process for hiring new employees was used for 72% of our new employees in April, including 92% of our non-managerial hires.

Premium freight usage increased \$55,611 in April, and employee conformance for premium freight approvals was 54%.

# SAP Signavio Processes for Managing Processes

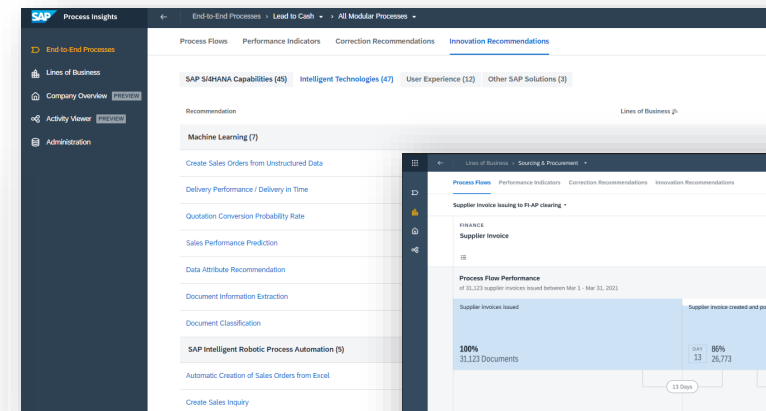
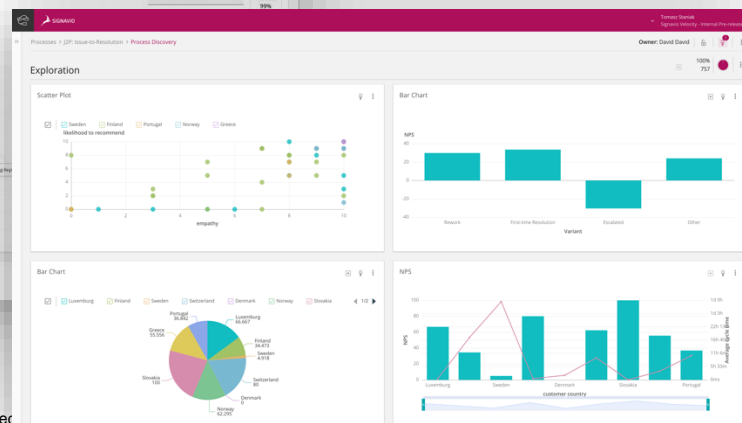
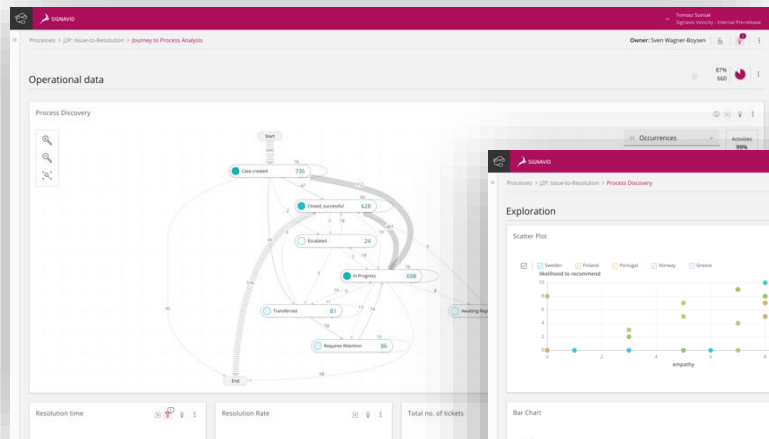
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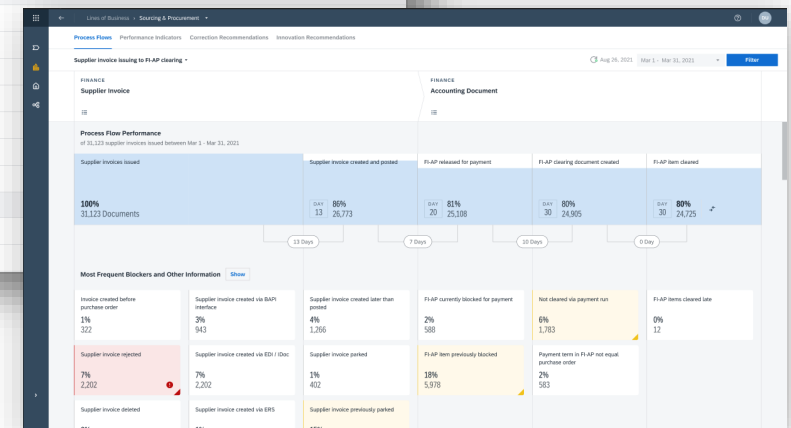
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## SAP Signavio Process Intelligence



## SAP Signavio Process Insights



Supplier Invoice issuing to FI-AP clearing -

Aug 26, 2021

Mar 1 - Mar 31, 2021

Filter

FINANCE  
Supplier Invoice



FINANCE  
Accounting Document



Process Flow Performance

of 31,123 supplier invoices issued between Mar 1 - Mar 31, 2021

Supplier Invoices issued

100%  
31,123 Documents

Supplier invoice created and posted

DAY 13  
86%  
26,773

FI-AP released for payment

DAY 20  
81%  
25,108

FI-AP clearing document created

DAY 30  
80%  
24,905

FI-AP item cleared

DAY 30  
80%  
24,725

13 Days

7 Days

10 Days

0 Day

Most Frequent Blockers and Other Information [Show](#)

Invoice created before purchase order

1%  
322

Supplier Invoice created via BAPI interface

3%  
943

Supplier invoice created later than posted

4%  
1,266

FI-AP currently blocked for payment

2%  
588

Not cleared via payment run

6%  
1,783

FI-AP Items cleared late

0%  
12

Supplier invoice rejected

7%  
2,202

Supplier invoice created via EDI / IDoc

7%  
2,202

Supplier invoice parked

1%  
402

FI-AP item previously blocked

18%  
5,978

Payment term in FI-AP not equal purchase order

2%  
583

Supplier invoice deleted

0%

Supplier invoice created via ERS

1%

Supplier invoice previously parked

15%



# SAP Signavio Processes for Managing Processes

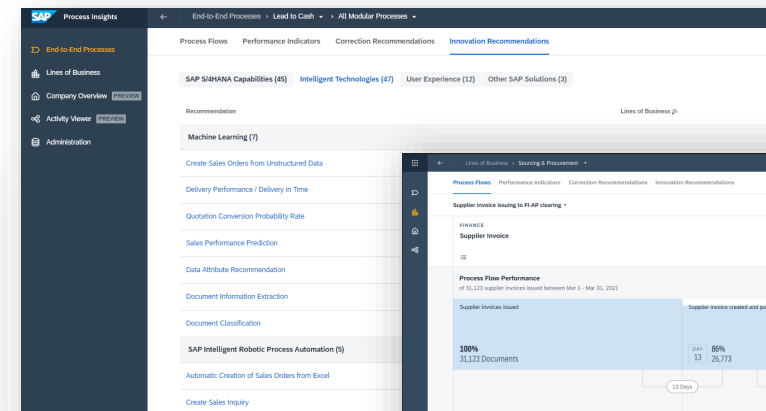
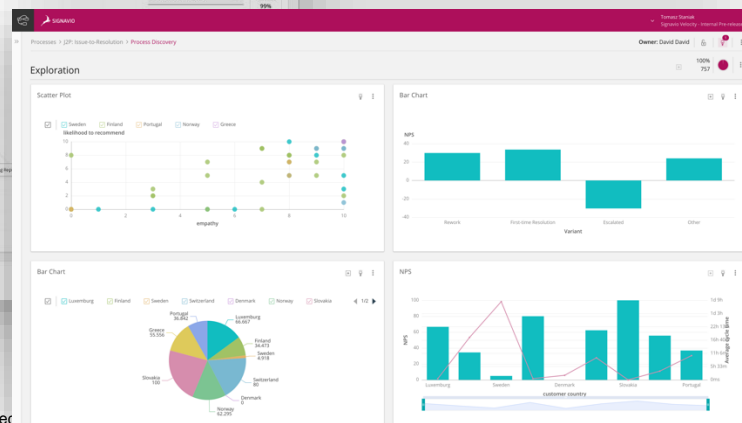
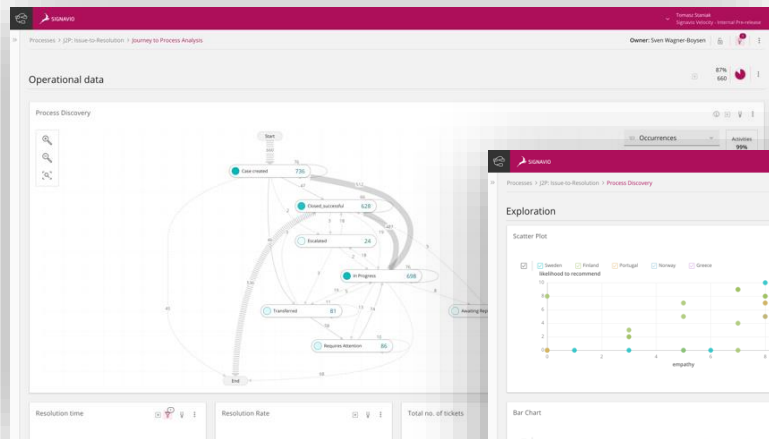
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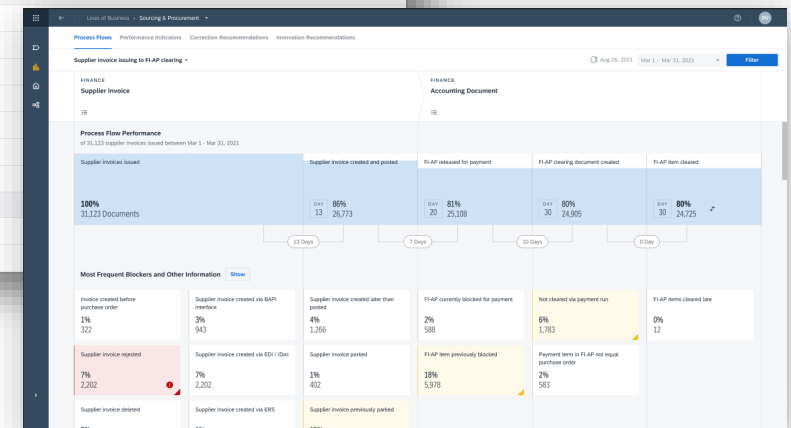
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## SAP Signavio Process Intelligence



## SAP Signavio Process Insights



End-to-End Processes

Lines of Business

Company Overview PREVIEW

Activity Viewer PREVIEW

Administration

SAP S/4HANA Capabilities (45)   **Intelligent Technologies (47)**   User Experience (12)   Other SAP Solutions (3)

Recommendation

Lines of Business

**Machine Learning (7)**

Create Sales Orders from Unstructured Data

Sales

Delivery Performance / Delivery in Time

Sales

Quotation Conversion Probability Rate

Sales

Sales Performance Prediction

Sales

Data Attribute Recommendation

Sales   Finance

Document Information Extraction

Sales   Finance

Document Classification

Sales   Finance   Sourcing & Procurement

**SAP Intelligent Robotic Process Automation (5)**

Automatic Creation of Sales Orders from Excel

Sales

Create Sales Inquiry

Sales

# SAP Signavio Processes for Managing Processes

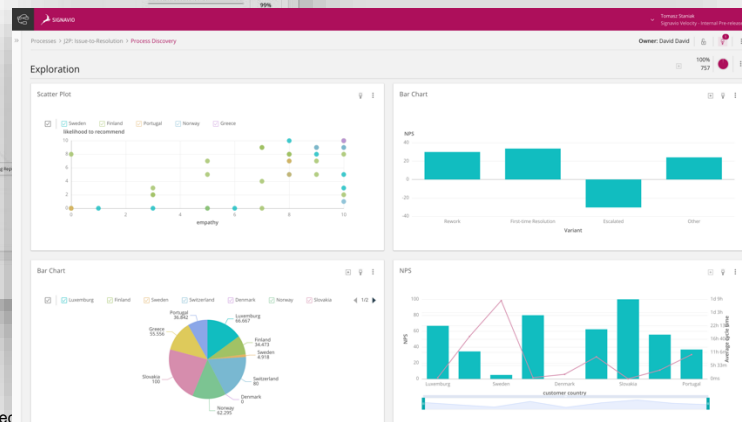
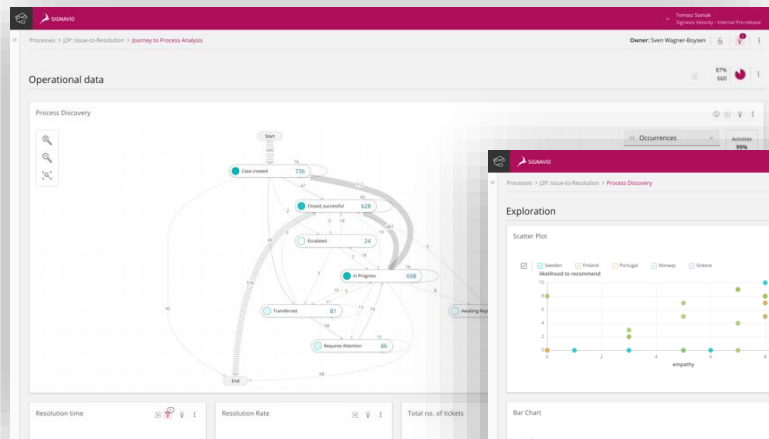
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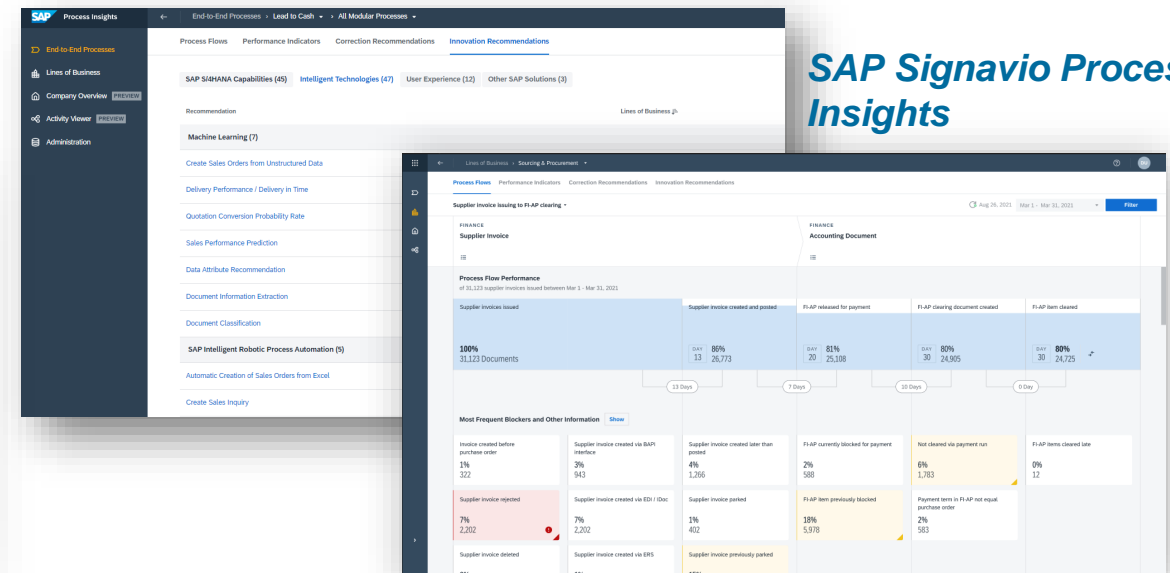
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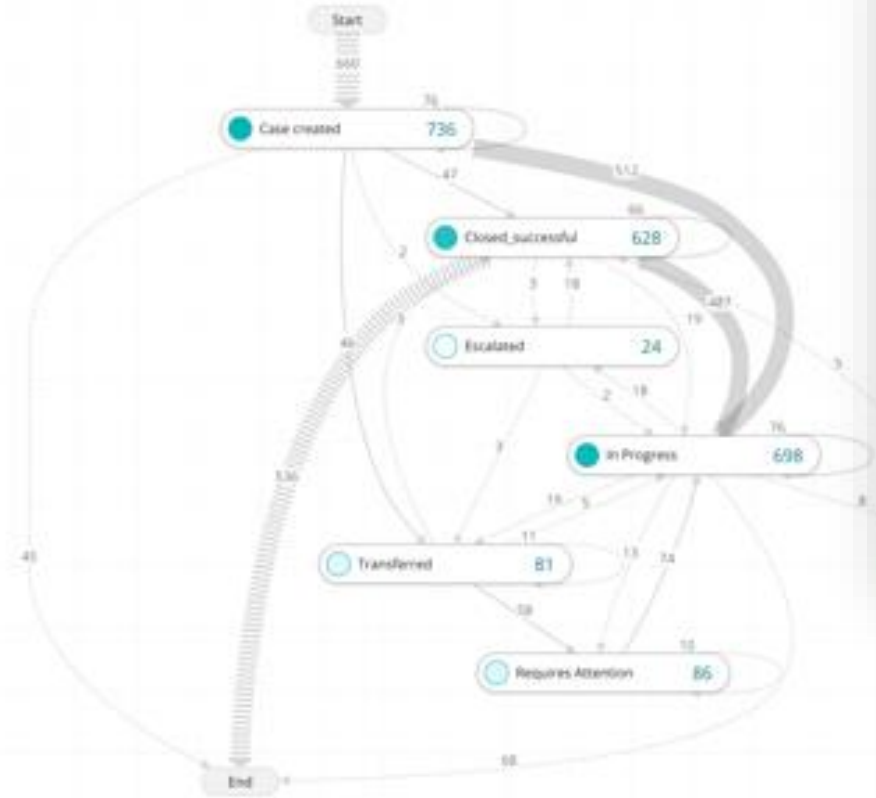
## SAP Signavio Process Insights



### Operational data

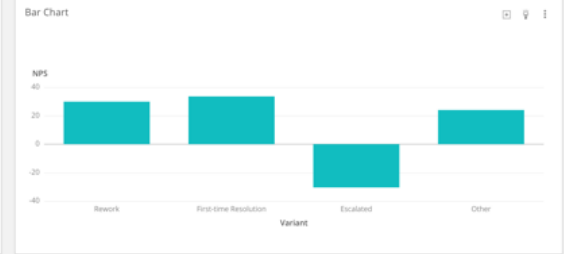
87%  
660

#### Process Discovery



100%  
757

#### Exploration



Resolution time



Resolution Rate



Total no. of tickets



Average response time



# SAP Signavio Processes for Managing Processes

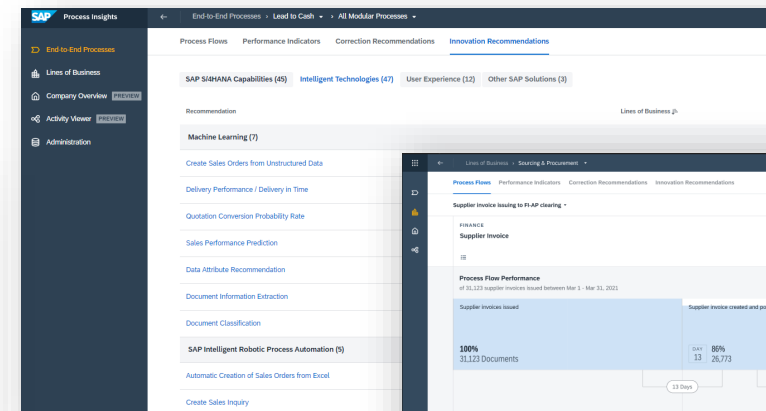
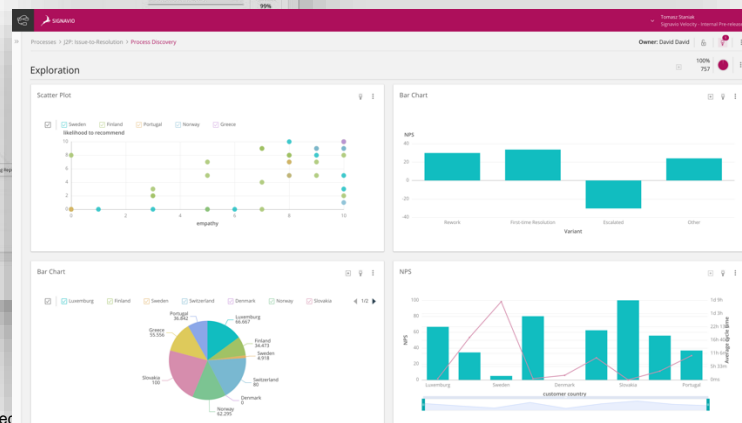
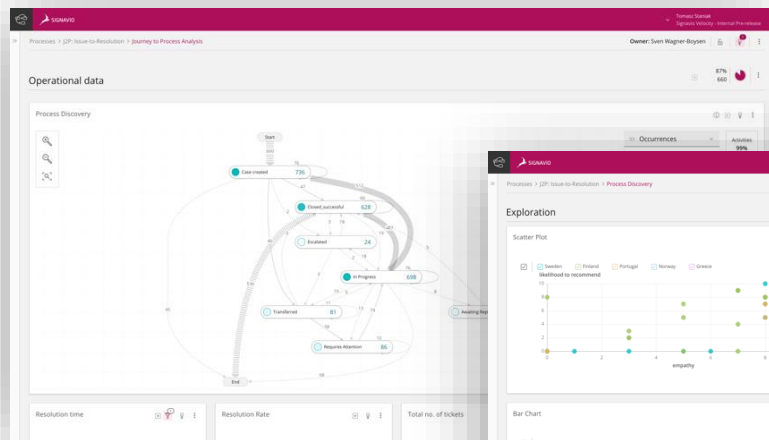
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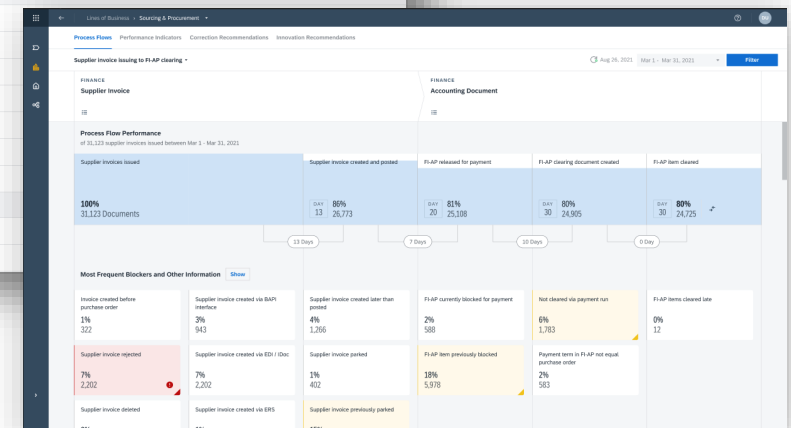
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# SAP Signavio Processes for Managing Processes

## Process Analysis and Opportunity Identification

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## Collaborative Process Design and Documentation

- Work virtually between IT, business users, and leadership to find the best solutions
- Maintain a central enterprise-wide repository of all business processes with rev control
- Use pre-built connections to SAP Best Practices, EnableNow, and Solution Manager
- Communicate process changes to all stakeholders

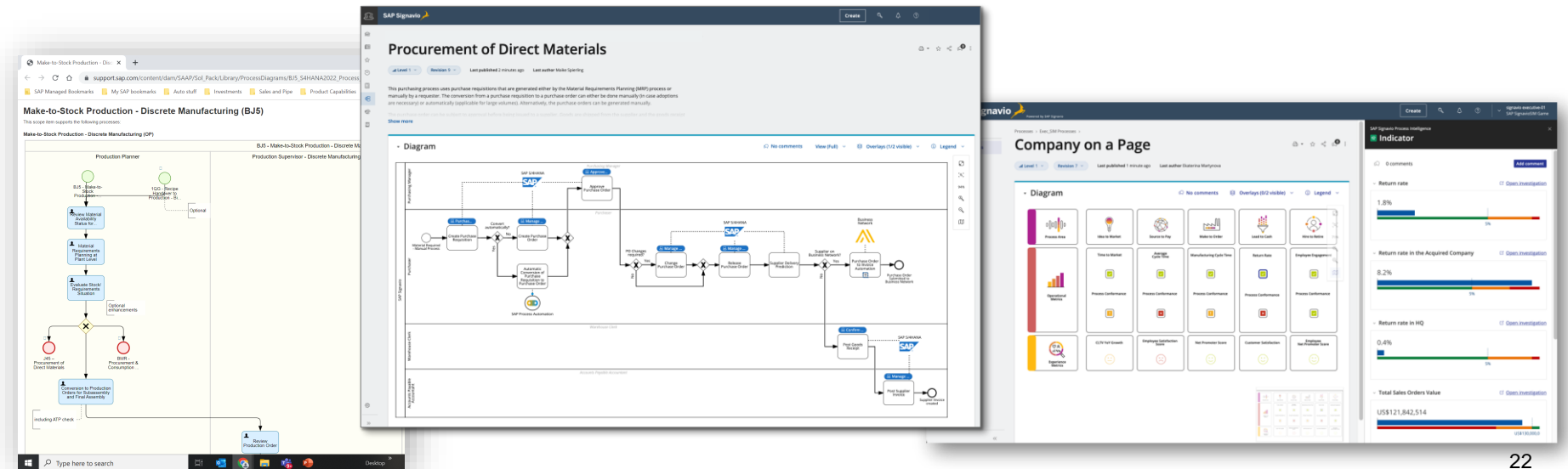
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**SAP Signavio Process Manager**

**SAP Signavio Collaboration Hub**

**SAP Signavio Process Explorer**



# SAP Signavio Procurement

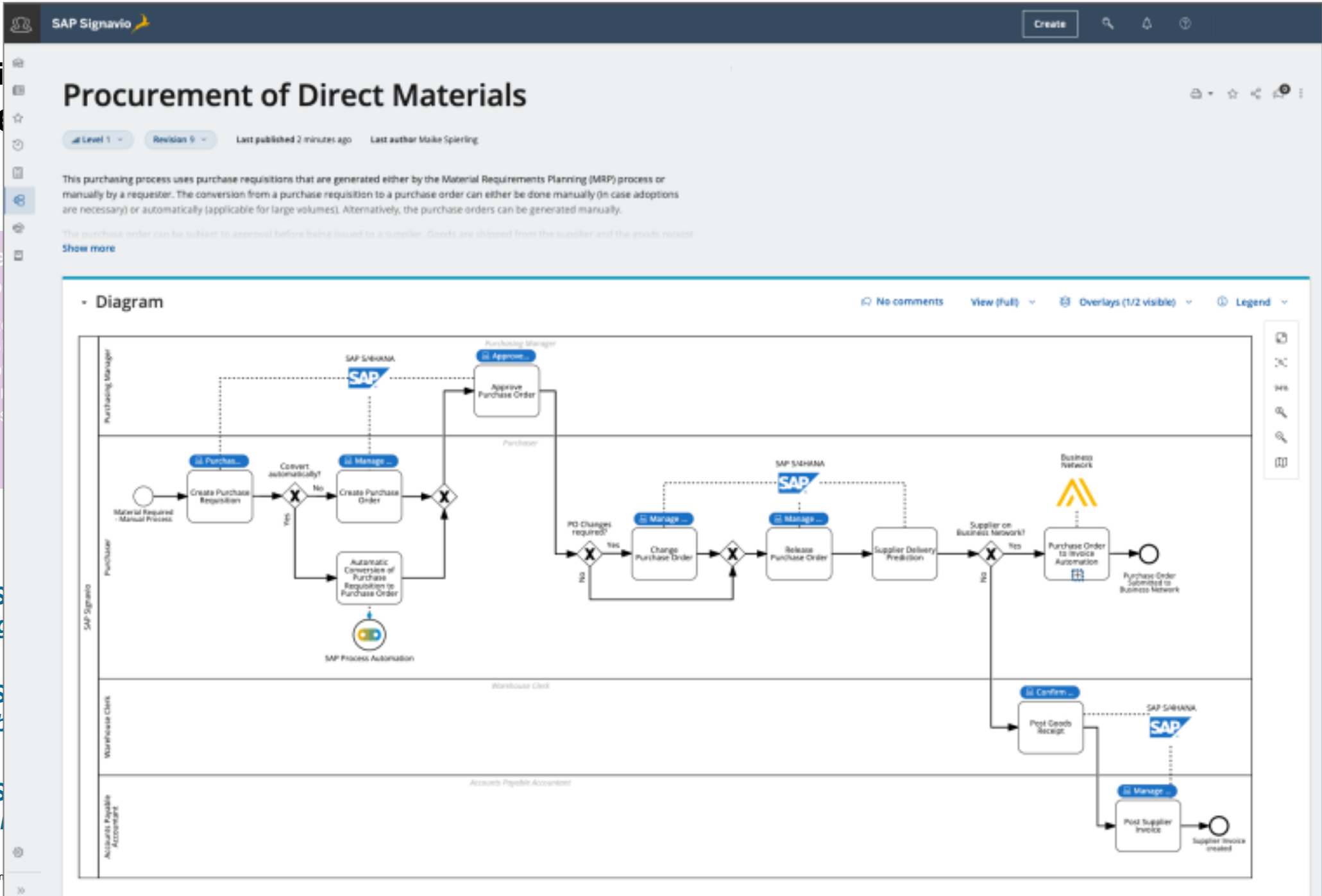
## Process Overview

- Monitor procurement processes
- Discover bottlenecks
- Understand process analysis

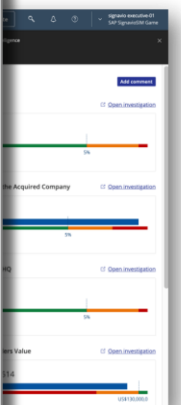
## SAP Signavio Management

## SAP Signavio Collaboration

## SAP Signavio Exploration



Processes  
 Digital native options  
 Systems to



# SAP Signavio Processes for Managing Processes

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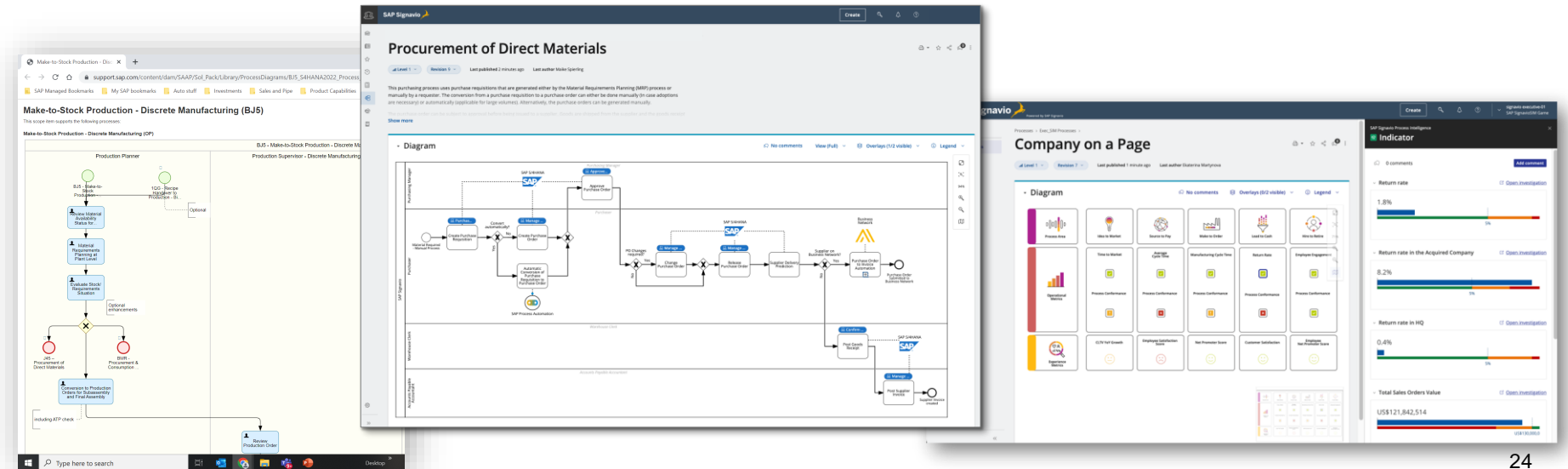
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# SAP Signavio Processes for

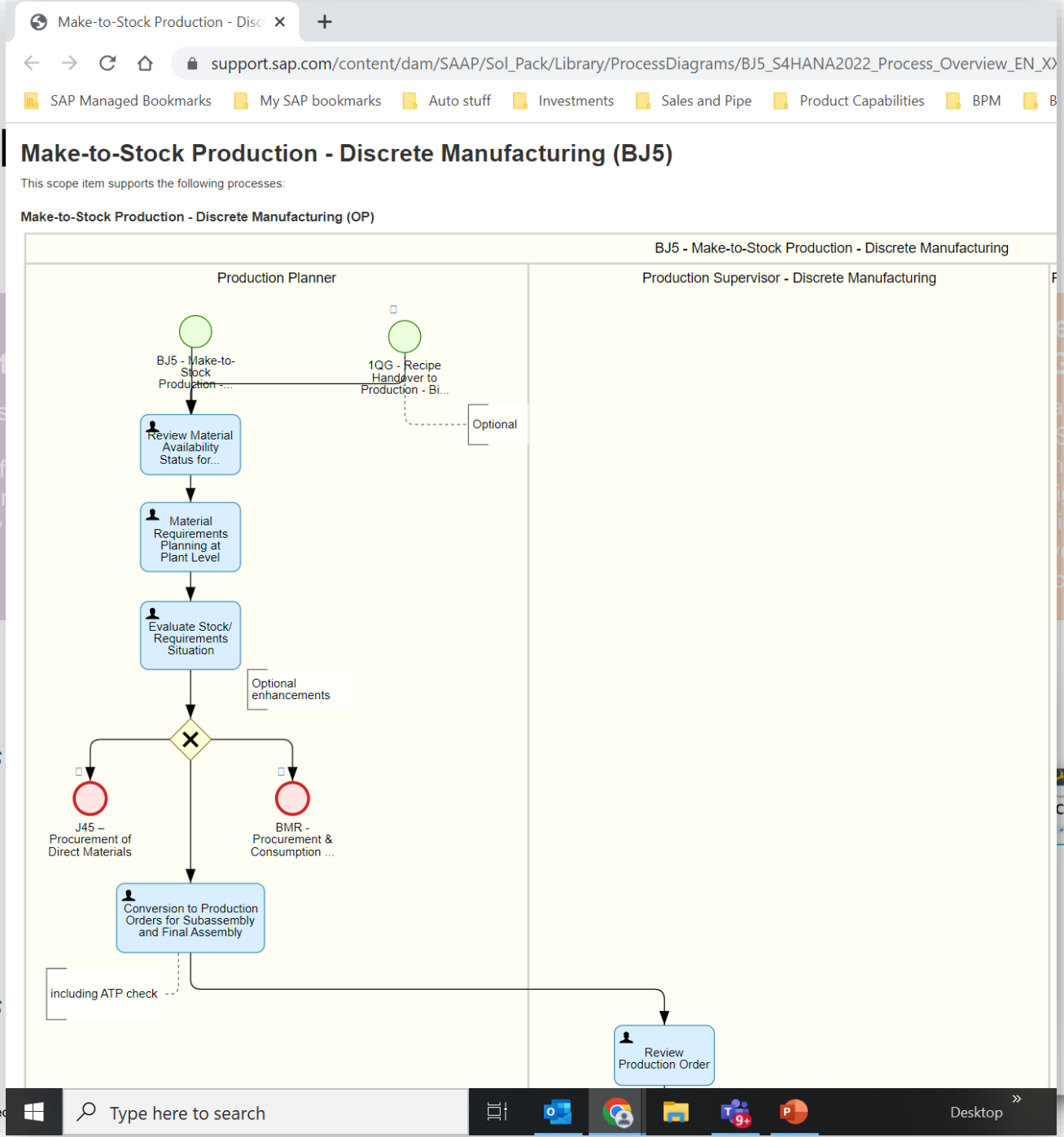
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- Discover recommendations for process improvement
- Understand process variations through process analysis, assess opportunity

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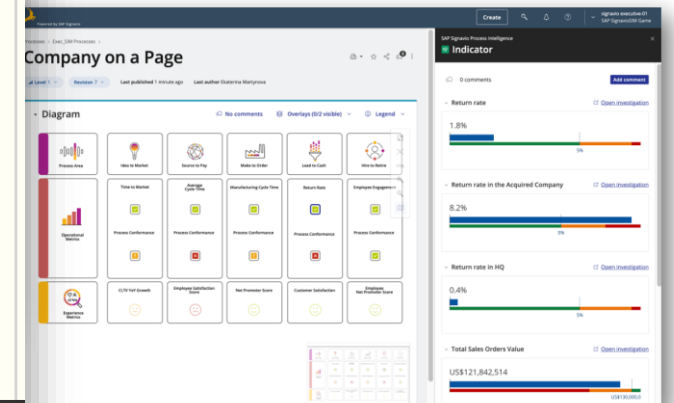
## SAP Signavio Collaboration Hub

## SAP Signavio Process Explorer



## Process Improvement Governance

automate, streamline, and enhance processes using SAP Process Automation and other technologies  
 configure and reconfigure S/4HANA using native functionality and other available process options  
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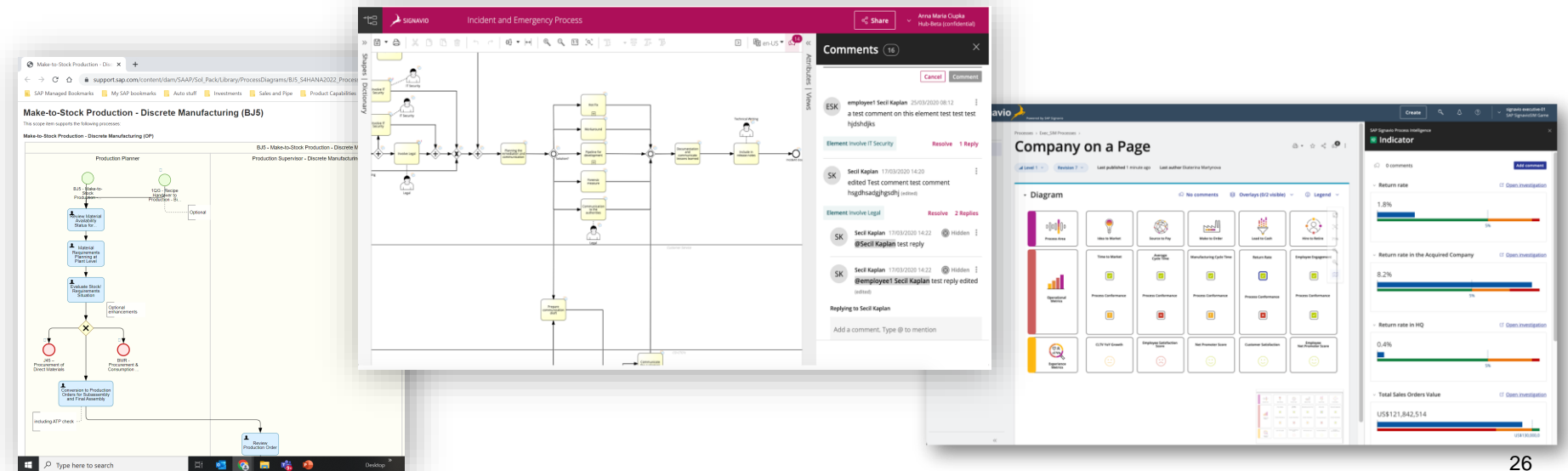
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## SAP Signavio Process Manager

## SAP Signavio Collaboration Hub

## SAP Signavio Process Explorer



- < Back
- Exec\_SIM Processes
- Source-to-Pay

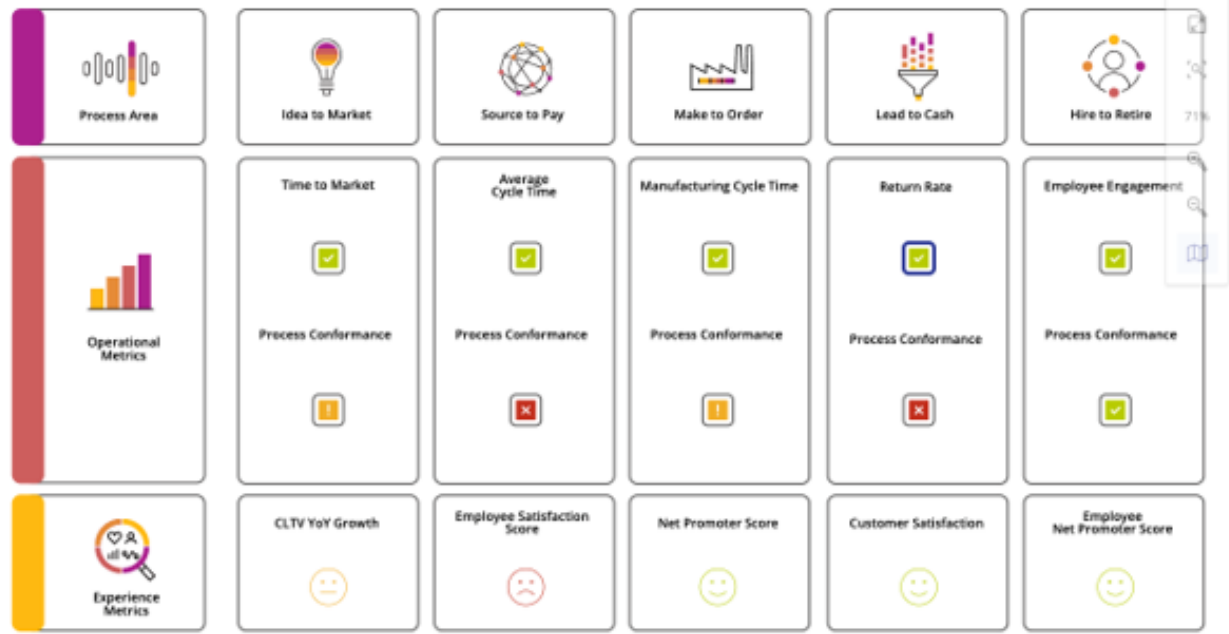
Processes > Exec\_SIM Processes >

# Company on a Page

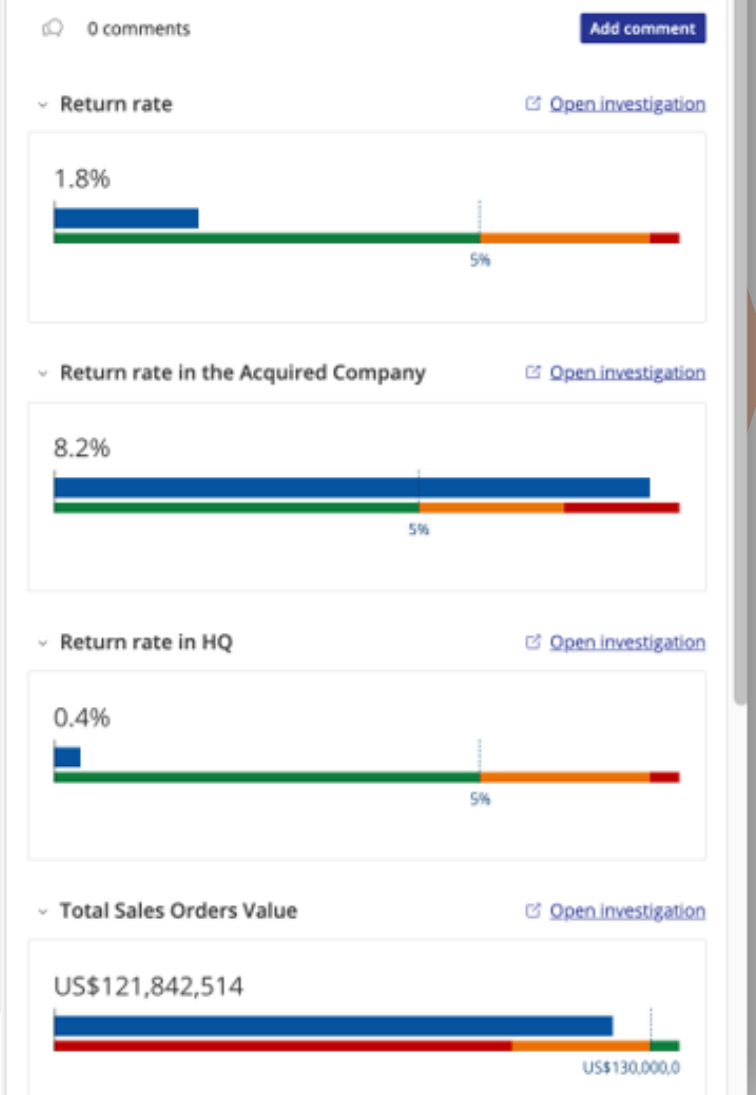
Level 1 Revision 7 Last published 1 minute ago Last author Ekaterina Martynova

## Diagram

No comments Overlays (0/2 visible) Legend



## SAP Signavio Process Intelligence Indicator



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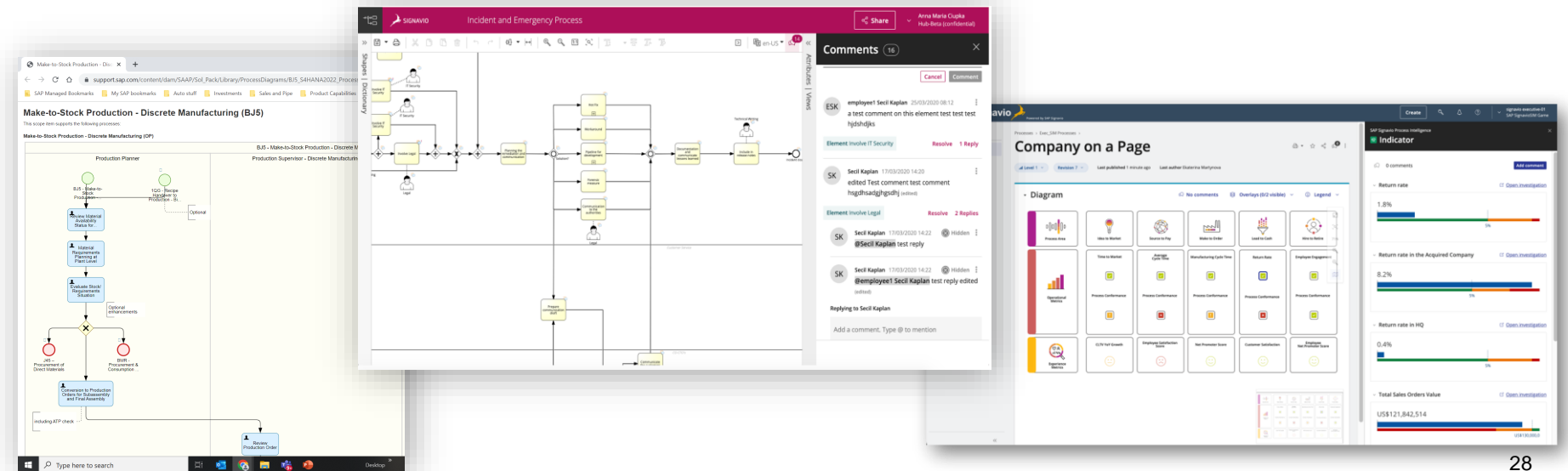
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# SAP Signavio

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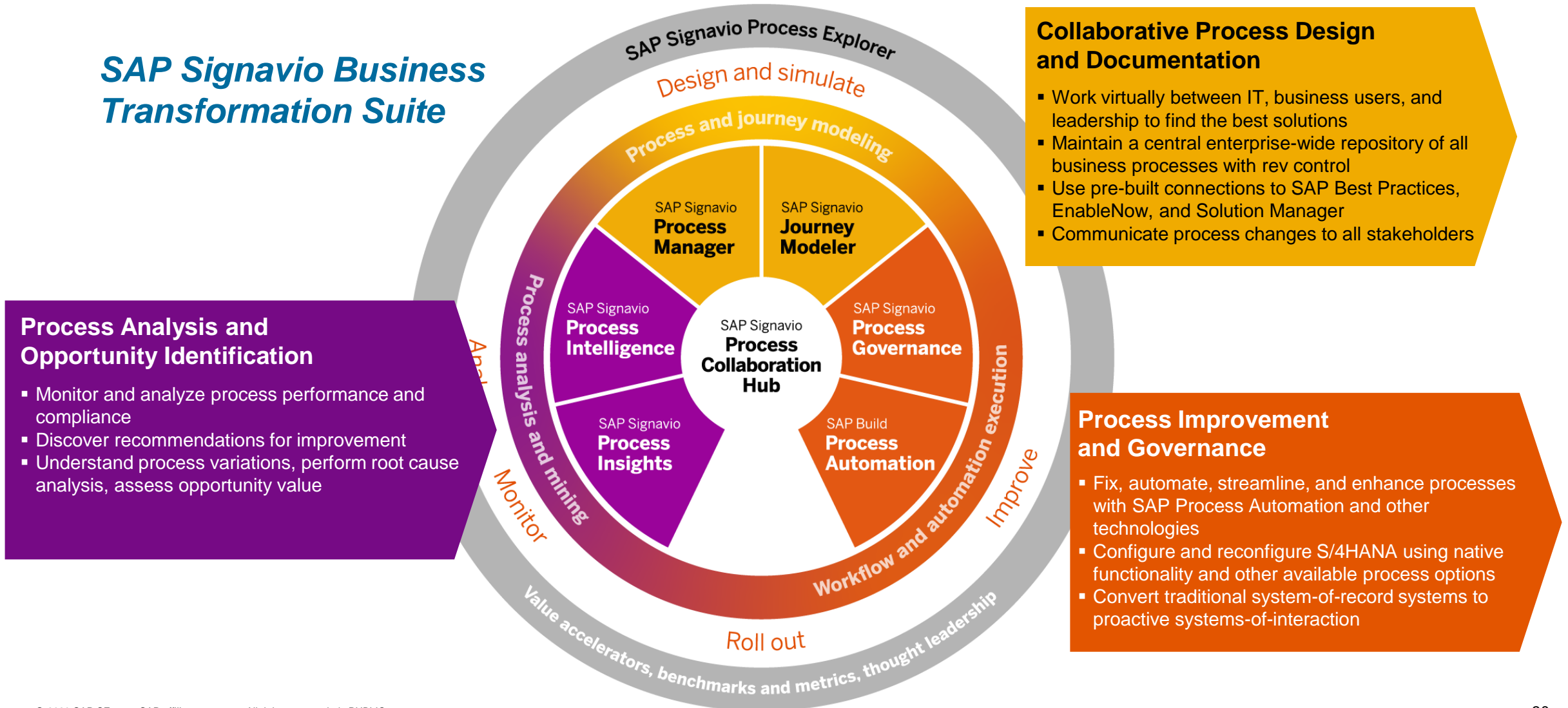
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- **Data-Driven Process Analysis** – To uncover the biggest, best, and hidden improvement opportunities
- **Collaborative Design** - Tap into the skills, experiences, and creativity of your entire workforce
- **Monitor Performance and Conformance** – To identify deficiencies in change management

➤ **Enterprise Strategy** - *Build and maintain a company culture of continuous improvement*

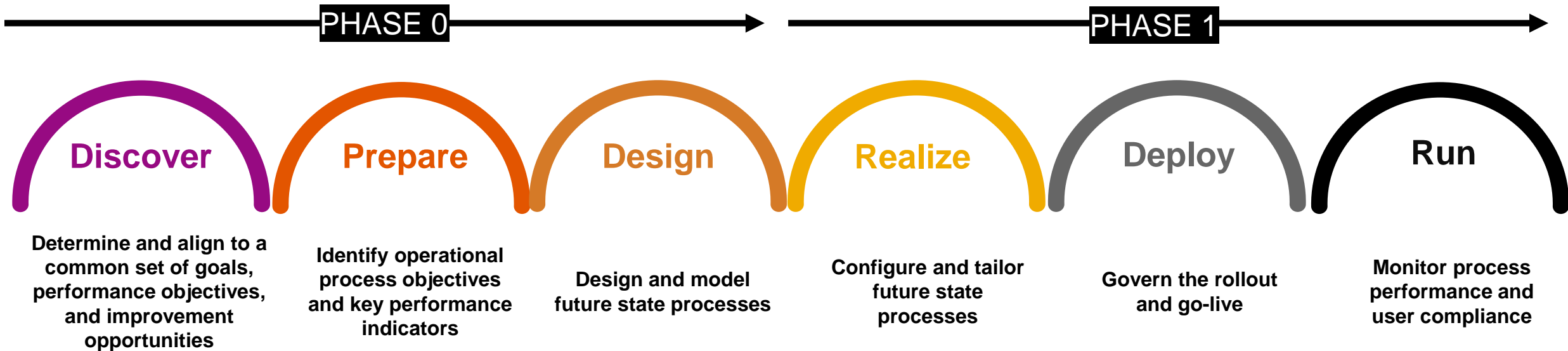
# SAP Signavio Processes for Managing Processes

## SAP Signavio Business Transformation Suite



**Is digital BPM relevant to my S/4HANA implementation?**

# SAP Signavio Process Transformation Suite for transformations to SAP S/4HANA



## Phase 0 Activities – Risk Mitigation

- **Enterprise-wide alignment** – To a common set of company goals/objectives
- **Business process management** – Collaborative, data-driven, and structured
- **Organizational change management** – Communicate early and often with everyone



# SAP Signavio Process Transformation Suite for transformations to SAP S/4HANA



**PHASE 0**

Recommendations

**Discover**

Determine and align to a common set of goals, performance objectives, and improvement opportunities

1 Understand current processes and improvement recommendations

**Prepare**

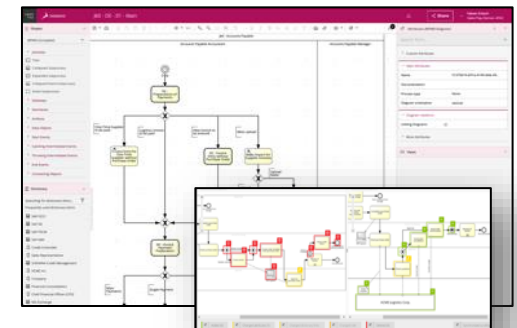
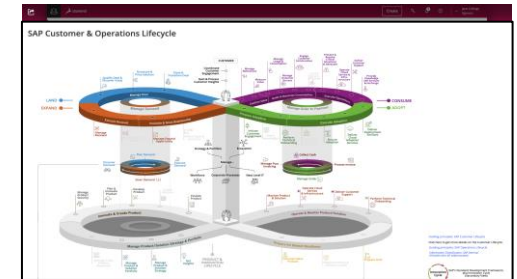
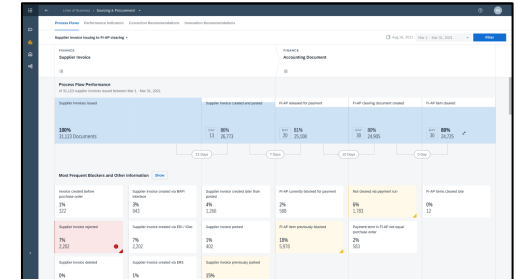
Identify operational process objectives and key performance indicators

2 Establish company-wide strategic objectives for alignment across leadership, business users, and IT

**Design**

Design and model future state processes

3 Design, evaluate, agree, and approve “to be” processes prior to implementation



# 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

## Company Alignment

- ❑ Identify the strategic goals and objectives to be shared across all business leaders, user communities, and IT
- ❑ Determine improvement objectives and performance targets

## Future-State Process Design

- ❑ Establish baseline process flows using SAP Best Practices (greenfield) and/or previous system processes (brownfield)
- ❑ Collaboratively finalize and approve 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

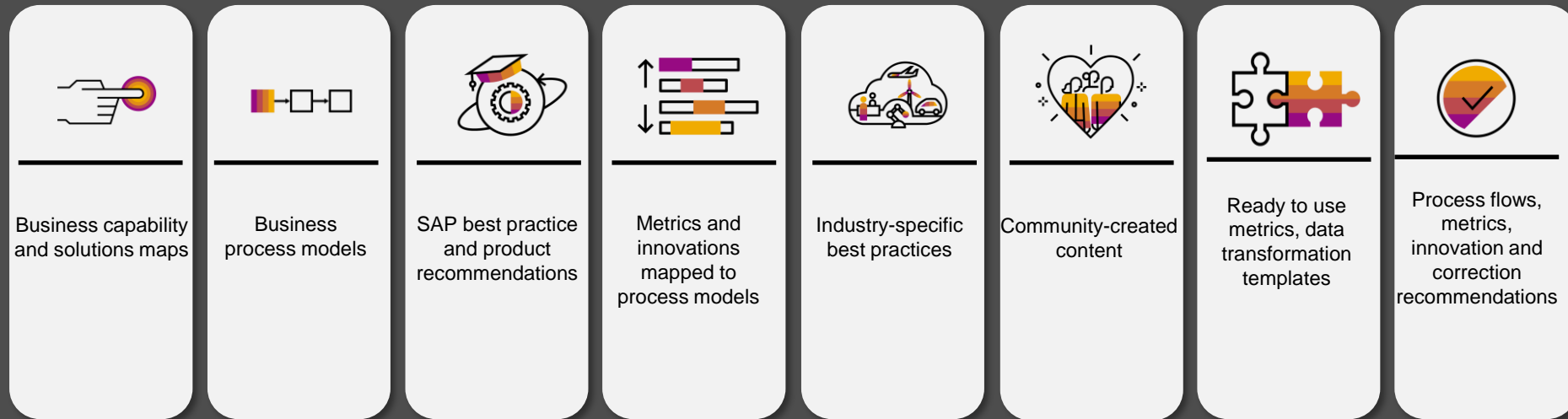
202X

**How can we speed up our use of digital BPM?**

# SAP Signavio Value Accelerators



**SAP Signavio Process Explorer** provides access and exploration capabilities to the vast majority of SAP Signavio Value Accelerators



**Value Accelerators**  
**content**

Available within SAP Signavio Process Explorer

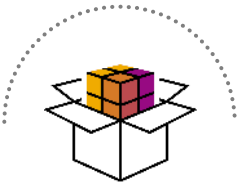
Available within SAP Signavio Process Intelligence and Process Insights

Mapped to process models in SAP Signavio Process Explorer\*

# Industry-Specific Accelerators (examples)

Addressing an Industry's Most Beneficial Improvement Opportunities

Currently available on a limited basis



| SAP Industry solution  | Process area                                 | Sub processes   | Pre-built DTT & Industry specific metrics (KPIs/PPIs)           | Pre-built SAP Process Automation solution   |
|--|--|---|---|---|
| <b>SAP ECC IS-OIL</b><br><br><b>SAP S/4HANA for Oil, Gas &amp; Energy</b>                | Primary Logistics Operations                 | <ul style="list-style-type: none"> <li>• Sales of Refined Products by Pipeline / by Marine</li> <li>• Procurement of Crude by Marine</li> <li>• Supply refined products by Barge - intercompany STO DES/ FOB</li> <li>• Supply refined products by Pipeline - intercompany STO</li> <li>• Supply refined products by Rail - intracompany reservation</li> </ul> | <ul style="list-style-type: none"> <li>• 25+ Metrics</li> </ul> | <b>SAP iRPA Solution:</b><br>Nomination creation using iRPA   |
| <b>SAP ECC IS-AUTO</b><br><br><b>SAP S/4HANA for Automotive</b>                          | Manufacturing & Logistics                    | <ul style="list-style-type: none"> <li>• Make to Order Manufacturing</li> <li>• Make to Stock Production</li> </ul>   | <ul style="list-style-type: none"> <li>• 25+ Metrics</li> </ul> | <b>SAP iRPA Solution:</b><br>Error handling & resolution in Automatic goods movements during confirmation entries |
| <b>SAP ECC IS-RETAIL</b><br><br><b>SAP S/4HANA for Retail for Merchandise Management</b> | Retail Order Management & Physical Inventory | <ul style="list-style-type: none"> <li>• Manage Sales Order</li> <li>• Physical Inventory DC</li> <li>• In-store Adjust Stock</li> <li>• In-store Look Up Retail Products</li> <li>• Manage Customer Returns</li> </ul>   | <ul style="list-style-type: none"> <li>• 20+ Metrics</li> </ul> | <b>SAP iRPA Solution:</b><br>Recommendation Bot to Optimize Inventory Count / Cycle Count at Store.               |
| <b>SAP ECC IS-UTIL</b><br><br><b>SAP S/4HANA for Utilities</b>                           | Meter 2 Cash scenario                        | <ul style="list-style-type: none"> <li>• Create Meter reading order</li> <li>• Obtain Meter reading data</li> <li>• Perform data plausibility check</li> <li>• Create billing document</li> <li>• Create invoice</li> <li>• Receive payment</li> </ul>  | <ul style="list-style-type: none"> <li>• 40+ Metrics</li> </ul> | Ideation in progress  |

**Does “digital” BPM present an opportunity to your company?**

# SAP Signavio Process Transformation Suite - Capabilities

## End-to-End Business Process Management

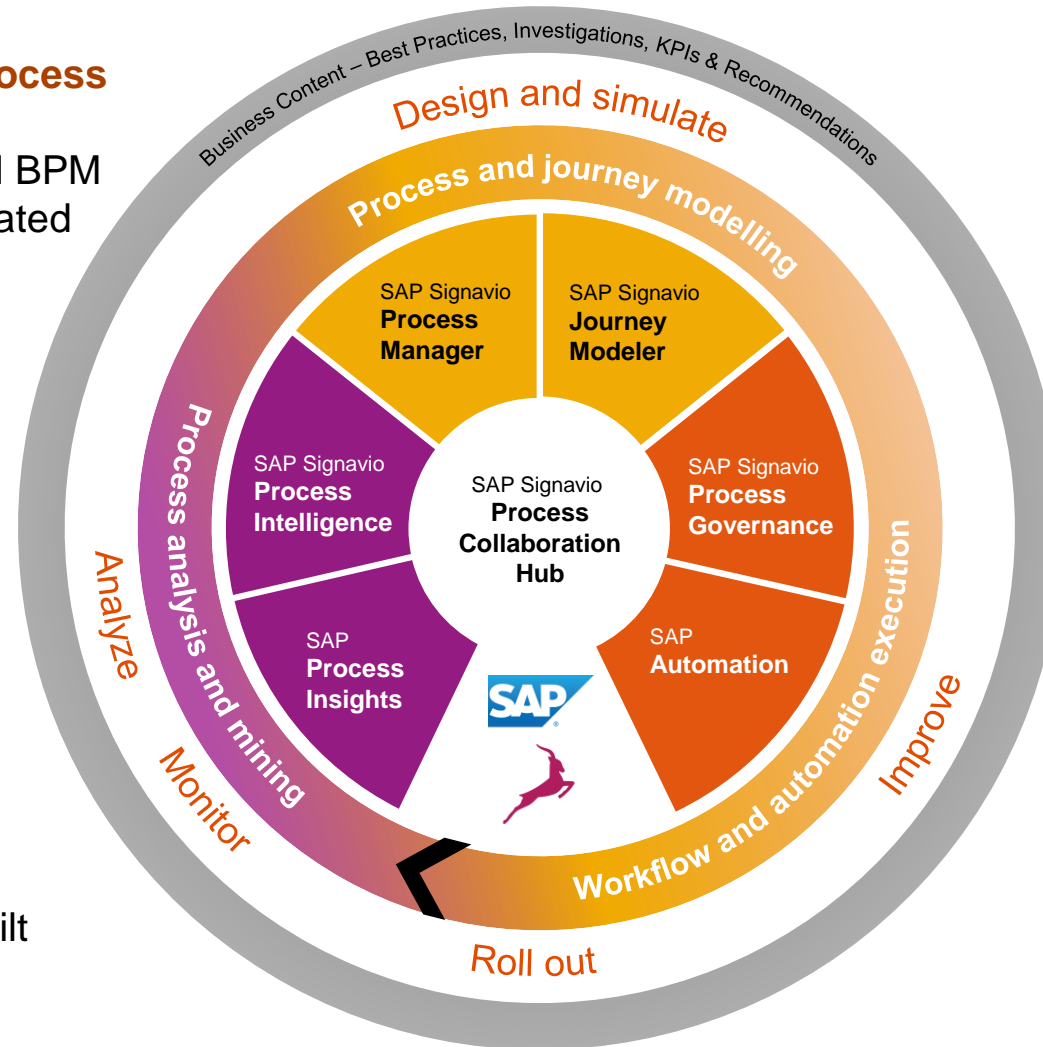
Includes capabilities for all BPM activities in a single integrated package

## 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

SAP Signavio not only supports process improvement, but *drives* process improvement across the entire enterprise



# Business Process Transformation Forum 2023

Scottsdale, AZ | Sept. 11-13

Scan to register





# Where to Find More Information

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[www.Signavio.com](http://www.signavio.com)

<https://www.sap.com/products/business-process-transformation.html>

Recorded demo videos

<https://www.signavio.com/video/featured-videos/>

Customer stories

<https://www.signavio.com/success-stories/>

EnableNow

<https://www.sap.com/products/hcm/enable-now.html>



# Feedback Please!





**SAP Signavio**

# Next-Generation Business Process Management (BPM) for Best Run Companies

**Chet Harter**

SAP Signavio Center of Excellence

June 2023