



SAP MaxAttention Innovation Workshop

SAP Signavio Transformation Suite

September 26, 2023

PUBLIC

Agenda

- [Welcome & Introduction by Mamatha Santhapuri](#)
- [Value Realization with SAP Signavio Process Transformation Suite by Gia-Thi Nguyen](#)
- [Process Mining using SAP Signavio Process Intelligence tool by Mamatha Santhapuri](#)
- [Increase Business Development Agility using SAP Signavio Process Manager by Arpan Pramanick](#)
- [Start Your Business Process Improvement Journey by Maloy Dasgupta and Deepthi Prakasan](#)
- Q&A and Closing Remarks Mamatha Santhapuri and Gia-Thi Nguyen



Welcome & Introduction

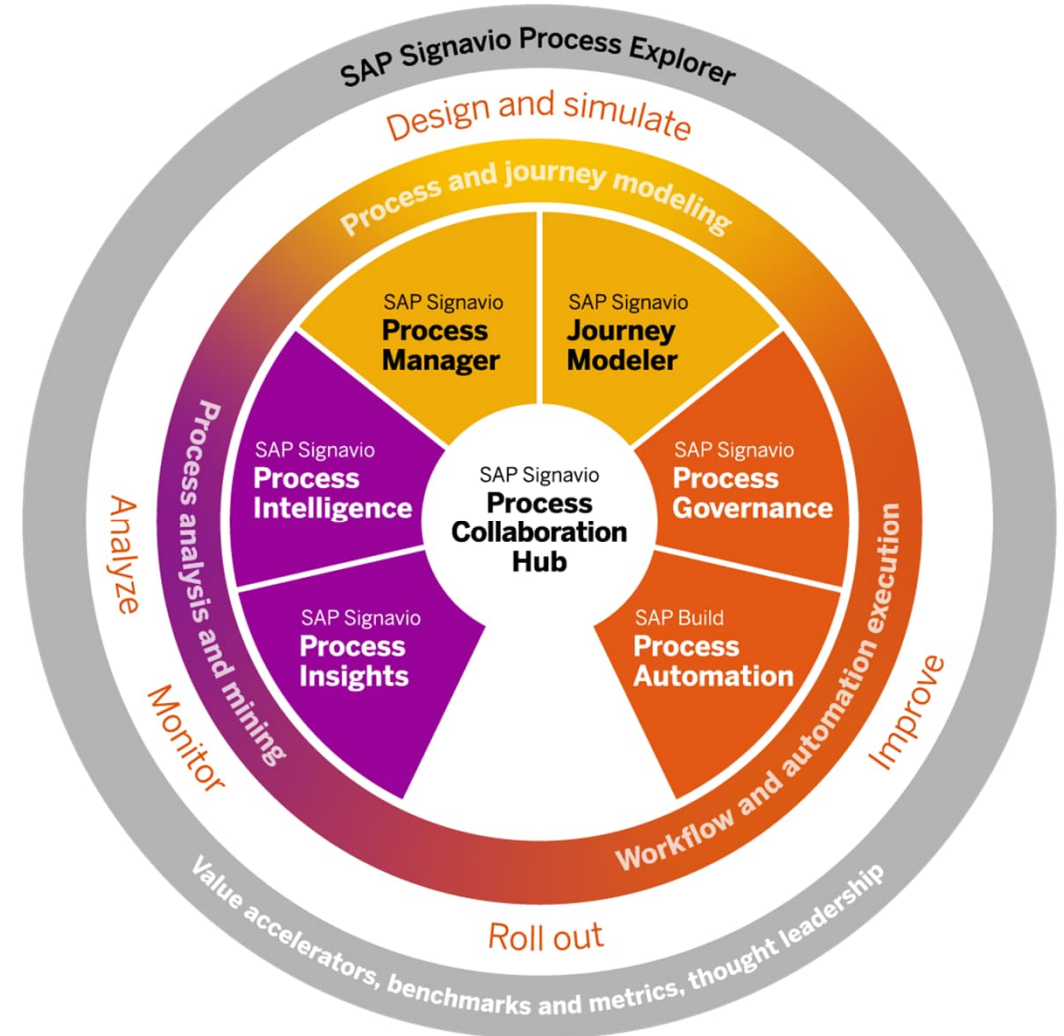
SAP® MaxAttention™ Innovation Workshop : SAP Signavio Transformation Suite

Mamatha Santhapuri, SAP
September, 2023

PUBLIC

SAP Signavio Process Transformation Suite

A cloud-based
process management platform
that gives companies
the ability to understand, improve, and transform all their business processes,
fast and at scale



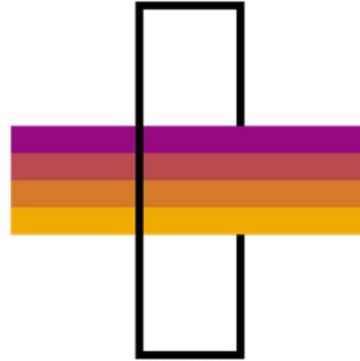
Ingredients for success

Make experience count

Single **source of truth**
of your process landscape

Accelerate your transformation

Powerful **integrations**
to put decisions into actions



Identify where to start

Data based **insights**
to decide with confidence

Make your transformation people driven

A **collaborative framework**
that fosters a change mindset

Agenda - SAP® MaxAttention™ Innovation Workshop : SAP Signavio Transformation Suite

Start Time	Duration	Session Name and Speakers
9:00 a.m. IST 11:30 p.m. SGT	0:15	Welcome & Introduction Mamatha Santhapuri, Sr. Director, Premium Hub Centre of Expertise India, Customer Success, SAP
9:15 a.m. IST 11:45 p.m. SGT	1:00	Value Realization with SAP Signavio Process Transformation Suite Gia-Thi Nguyen, VP, Center of Excellence APJ, SAP Signavio, Customer Success, SAP
10:15 a.m. IST 12:45 p.m. SGT	1:00	Process Mining using SAP Signavio Process Intelligence tool Mamatha Santhapuri and Krishnan Kumar Karthikeyan, Premium Hub Centre of Expertise India, Customer Success, SAP
11:15 a.m. IST 1:45 p.m. SGT	0:15	Break
11:30 p.m. IST 2:00 p.m. SGT	0:45	Increase Business Development Agility using SAP Signavio Process Manager Arpan Pramanick, Centre of Expertise India, Customer Success, SAP
12:15 p.m. IST 2:45 p.m. SGT	0:45	Start Your Business Process Improvement Journey <ul style="list-style-type: none"> - Business Process Assessment without Involving SAP Signavio Products - Premium Engagement Services & RISE with SAP Offering for SAP Signavio Transformation Suite Maloy Dasgupta, Premium Hub Centre of Expertise India, Customer Success, SAP Deepthi Prakasan, Premium Hub Centre of Expertise India, Customer Success, SAP
1:00 p.m. IST 3:30 p.m. SGT	0:15	Q&A and Closing Remarks Mamatha Santhapuri, Premium Hub Centre of Expertise India, Customer Success, SAP Gia-Thi Nguyen, VP, Center of Excellence APJ, SAP Signavio, Customer Success, SAP
1:15 p.m. IST 3:45 p.m. SGT		End of Workshop

Next Session

Value Realization with SAP Signavio Process Transformation Suite

Gia-Thi Nguyen, VP, Center of Excellence APJ, SAP Signavio, Customer Success, SAP

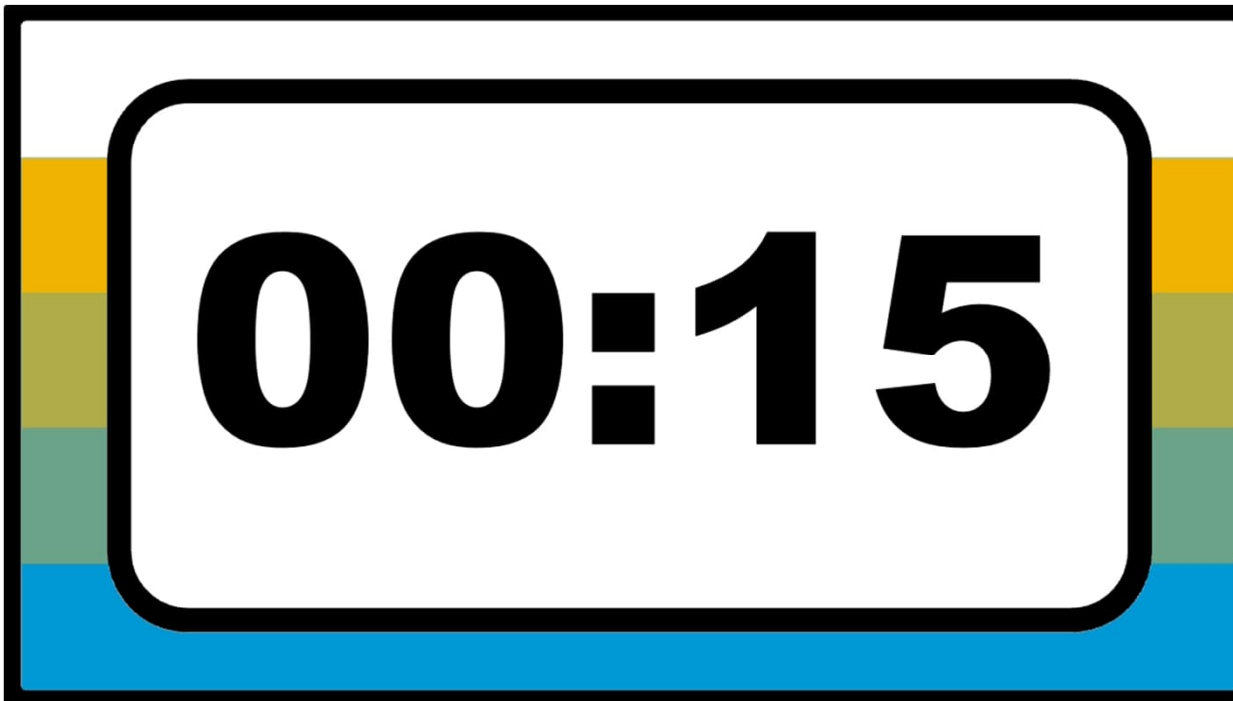


Value Realization with SAP Signavio Process Transformation Suite

Gia-Thi Nguyen, VP, Market Impact APJ (formerly Center of Excellence), SAP Signavio
September 26, 2023

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What constitutes a good process?



No right or wrong answers!

Which keywords come to mind?

Think about your best process!

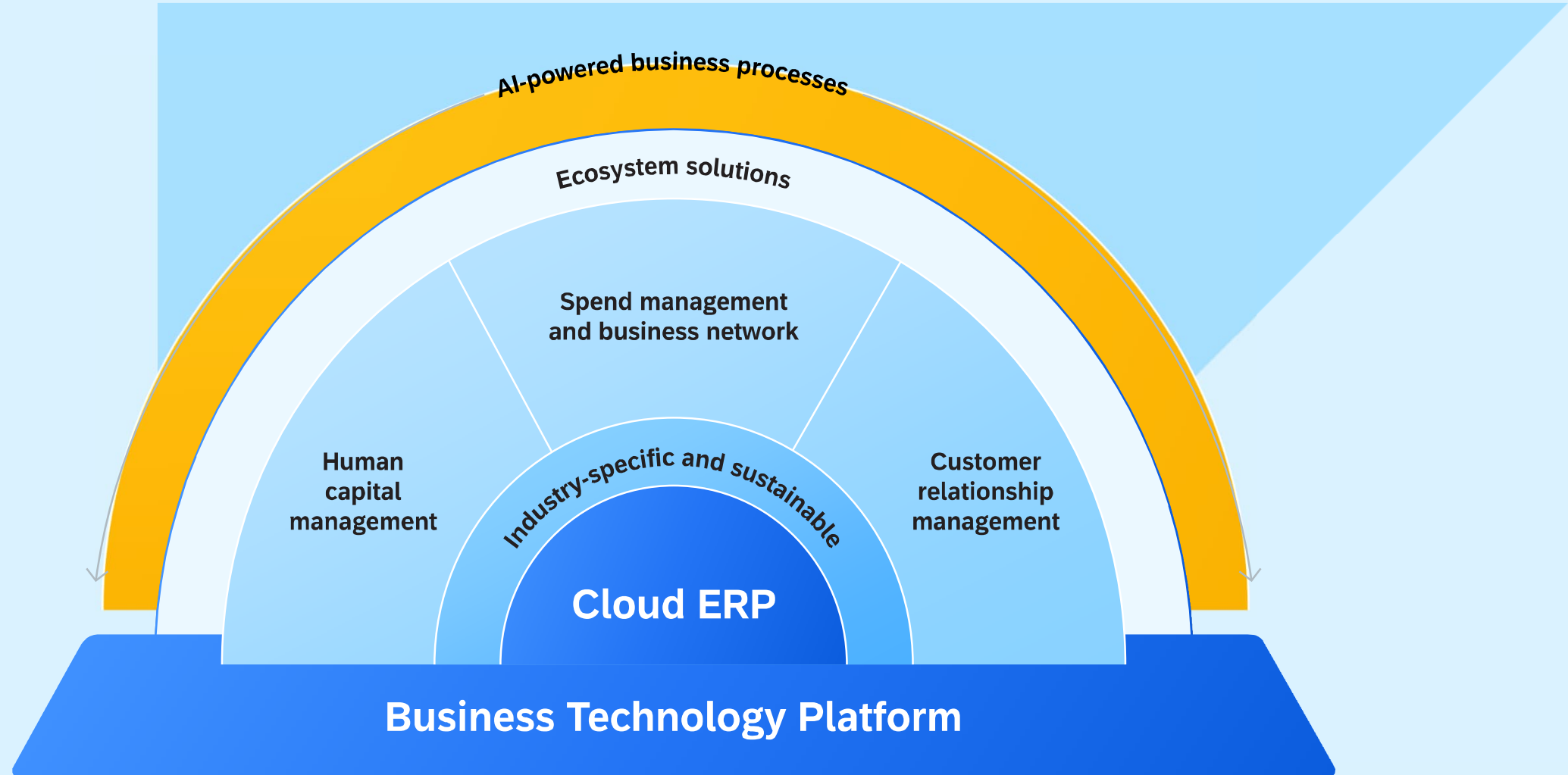
More important follow up questions...



How do you ensure it already **today**?

How do you know that **everyone** knows?

How do you improve effectiveness and efficiency – but with the right **effort**?



Why do Transformations fail so often?

How to make transformations successful?

➤ **Identify where to start**

Data based insights to decide with confidence

➤ **Make your transformation people driven**

A collaborative framework that fosters a change mindset

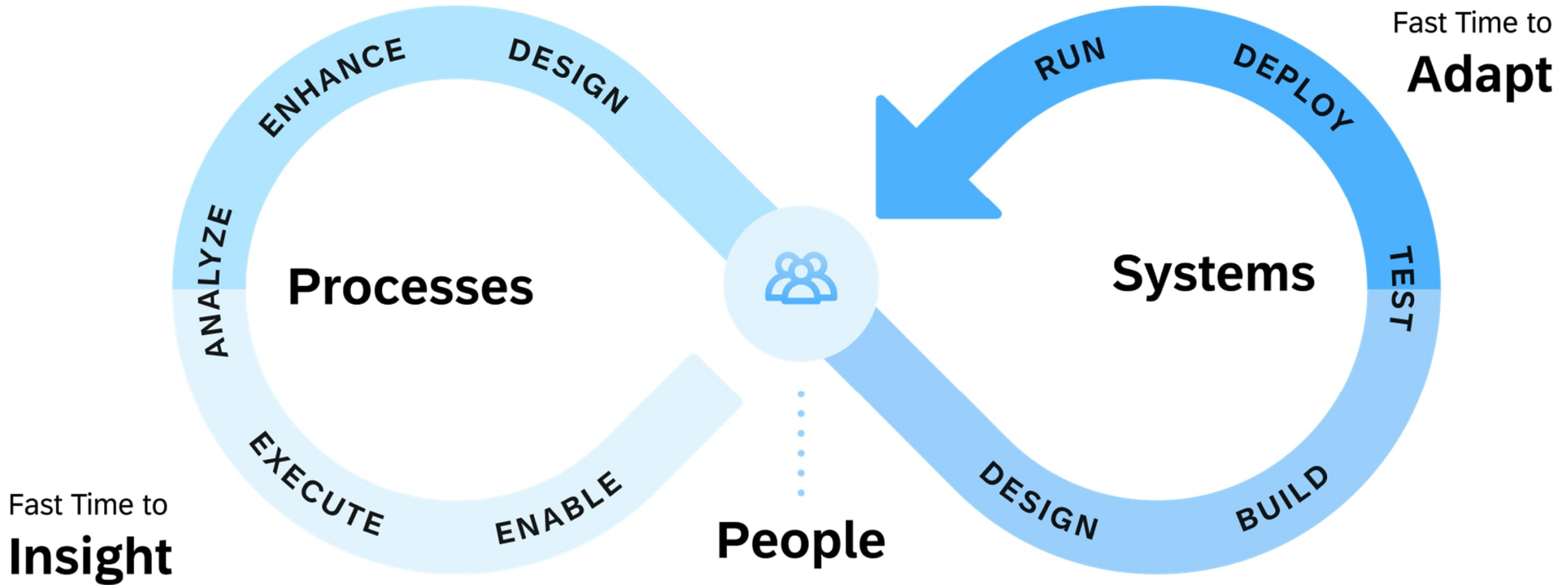
➤ **Accelerate your transformation**

Build momentum through early wins, leverage best practice content, prebuilt accelerators and integrations

➤ **Make experience count**

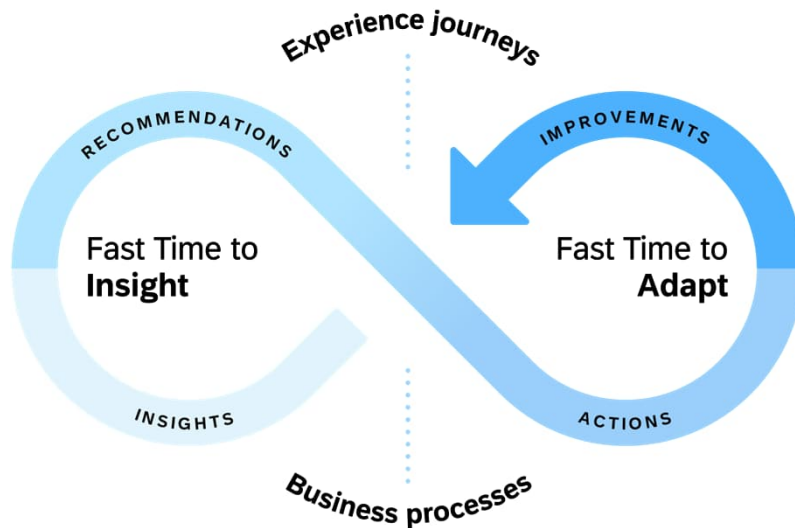
Align operational excellence with the experience of your business partners and people

How to make transformations successful

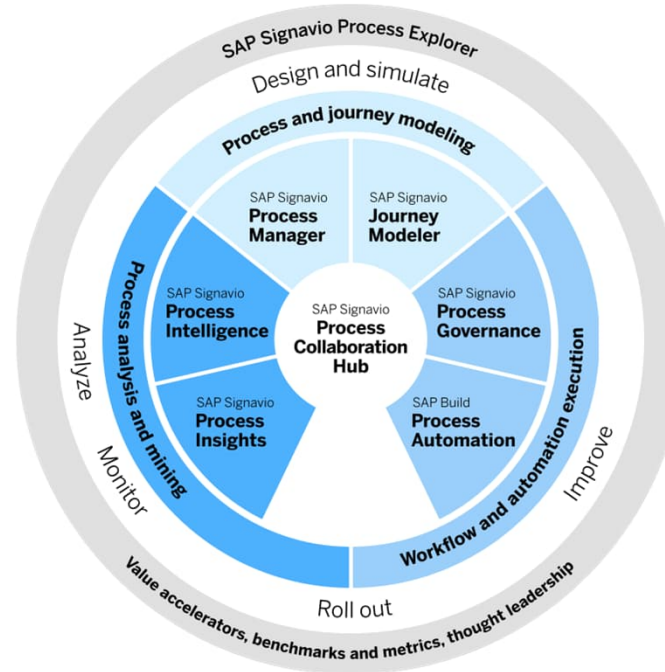


SAP Signavio: Enabling People to bring Process and Systems/Tools together

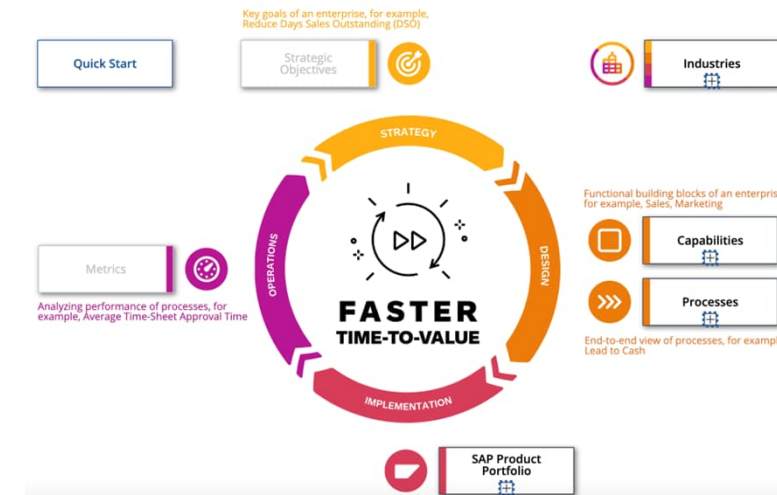
“The Cook Book Recipes”



“Fully equipped kitchen”



“Prepared ingredients”



Transformation
Methodology
approach

+

SAP Signavio Process
Transformation Suite
toolbox

+

Value
Accelerators
content

Agenda

01

Why does SAP Signavio matter?

02

Context: SAP Signavio in an ERP transformation

03

Context: SAP Signavio in Supply Chain Disruptions

Agenda



- Former CIO, CFO, Head of Service and Head of Operational Excellence at Siemens AG and Siemens Healthineers
- Restructuring, Social Plan, Divestment, Management buy out
- New business segment, new company setups

Gia-Thi Nguyen

VP, Market Impact APJ, SAP Signavio



Publication samples:

[Prototyping a business process improvement plan. An evidence-based approach](#)

[Siemens: Driving Global Change with the Digital Fit Rate in Order2Cash](#)

Why does SAP Signavio matter?



Topic areas why customers have chosen SAP Signavio



Cost Reduction



Risk Mitigation



New Business Models



Standardisation



Harmonisation



Shared Services



Customer Experience



Regulatory environment



Sustainability



M&A, Carve outs



Cont. Process Improvement



Digitalization / DX

Customer Success Stories



ONE

Ocean Network Express: Unifying Disparate Business Processes into a Single Intelligent Platform

Cargo, Transportation and Logistics
Operational Excellence



Resolution Life

Resolution Life: Embedding Process Management into the DNA of the Organization

Insurance



How Can Standardized, Automated, Processes Propel Global Growth and Business Transformation?

Other
Operational Excellence



Revenue NSW Success Story

Public Sector



Wernsing Food Family: Agility Through Process-based ERP Transformation

Consumer Products
Transformation to SAP S/4HANA*



Aristocrat: Shaping the Future of Fun with Business Process Management Technology

Sports and Entertainment



Hochland: How can a focus on processes and Users help teams contribute to a vital ERP transformation?

Consumer Products
ERP transformation, Transformation to SAP S/4HANA*



Hirslanden: Improving Patient Well-Being Through Business Process Transformation

Healthcare



iwb

IWB: Using Process Management as a Strategic Tool for Digital Transformation

Utilities



HELLER

HELLER: How Can a Better Understanding of Business Processes Drive Digital Transformation and Innovation?

Aerospace and Defense



nab

National Australia Bank: Enabling Enterprise-Wide Strategic Transformation

Banking
Operational Excellence



GFG Alliance: Raising Performance in Critical Business Areas by Mining Business Processes and Data

Fabricated Metal Products

SAP Signavio Process Transformation Suite in various contexts

SAP Signavio

How to Capture Value in an ERP implementation transformation

Public



SAP Signavio Process Transformation Suite Mastering Supply Chain Disruption

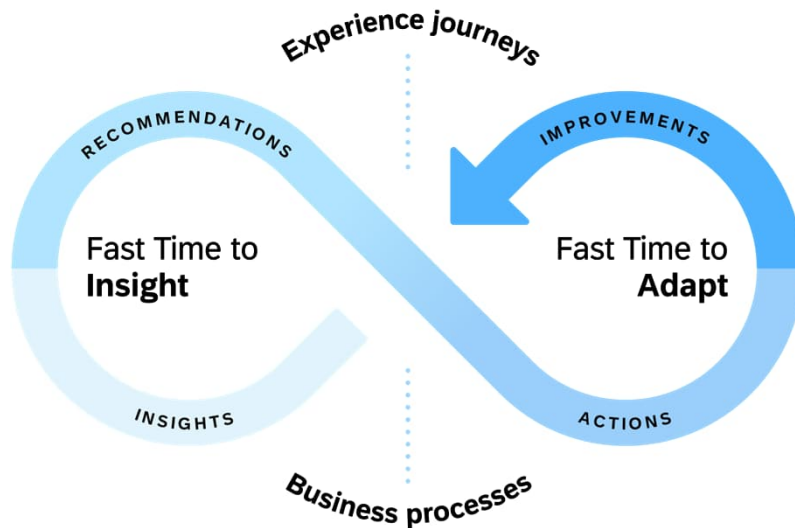


SAP Signavio

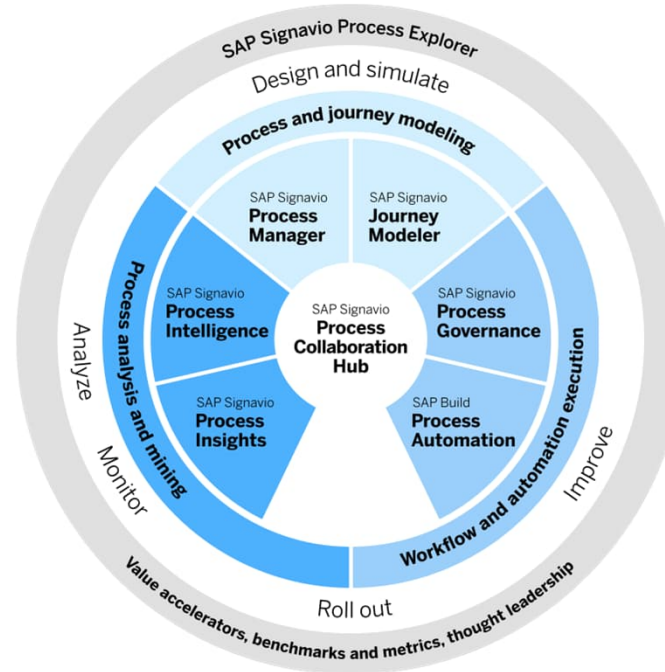
How to Capture Value in an ERP implementation transformation

SAP Signavio: Enabling People to bring Process and Systems/Tools together

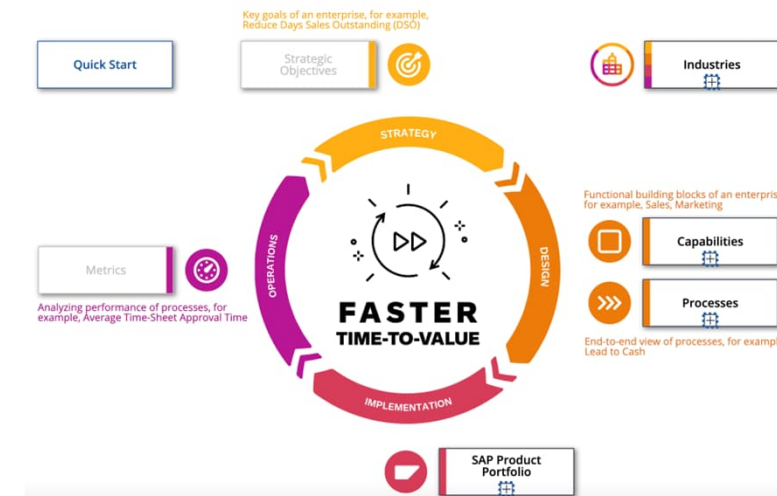
“The Cook Book Recipes”



“Fully equipped kitchen”



“Prepared ingredients”



Transformation
Methodology
approach

+

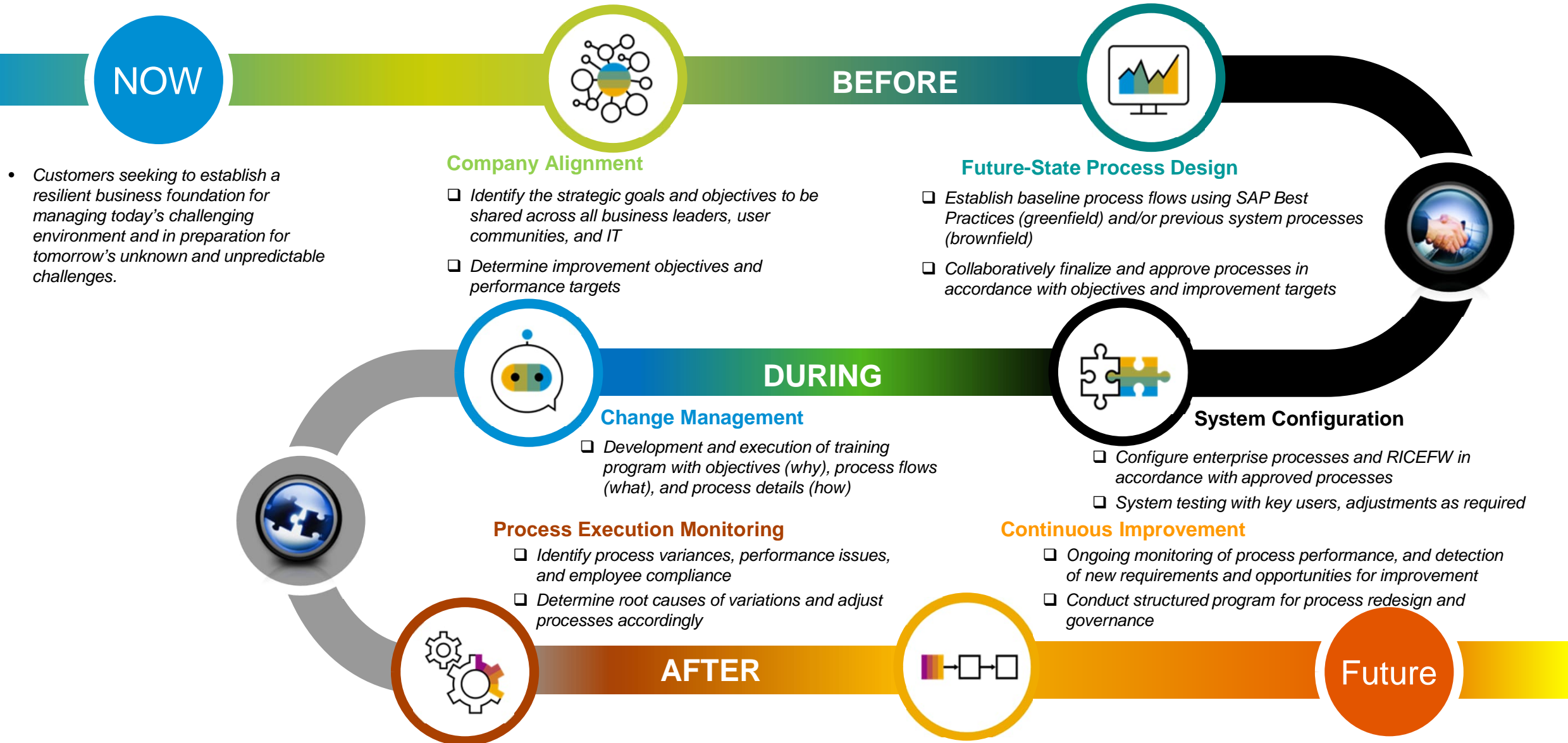
SAP Signavio Process
Transformation Suite
toolbox

+

Value
Accelerators
content

Where and how to start?

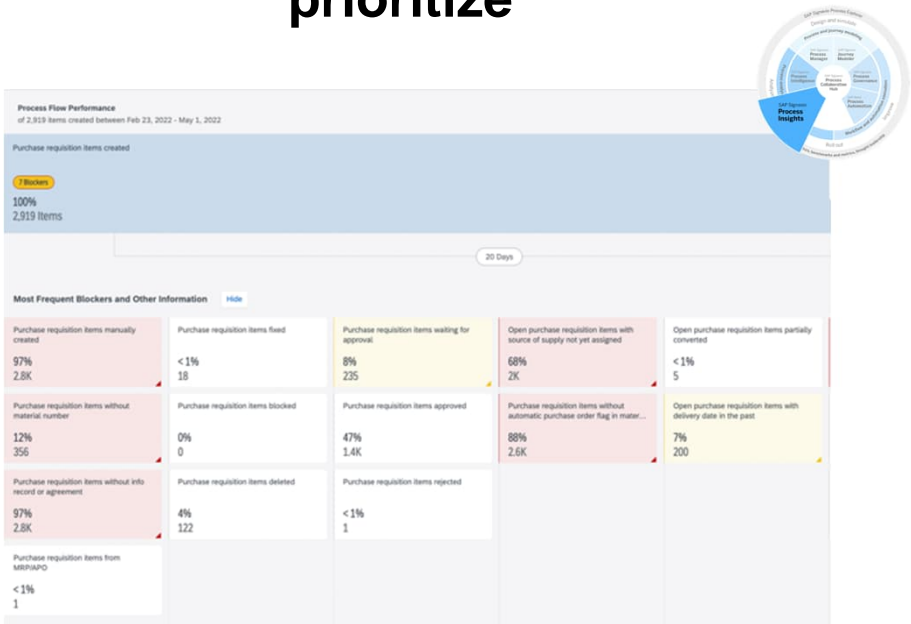
SAP Signavio for Business Process Management Before, During, and After ERP Transformation



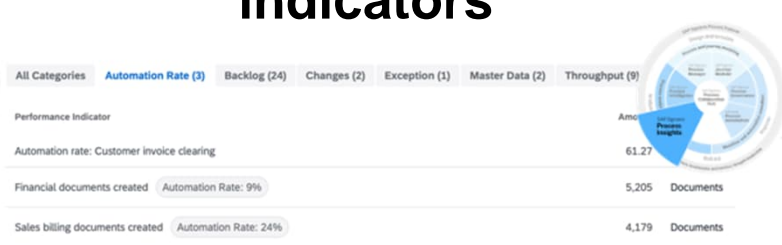
SAP Signavio for Business Process Management Before ERP Transformation



Quick insights to prioritize



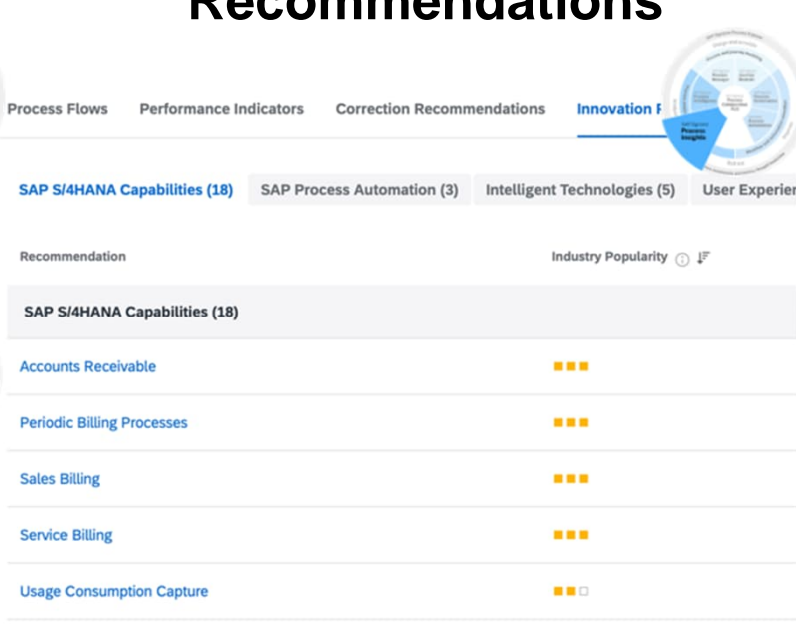
Process Performance indicators



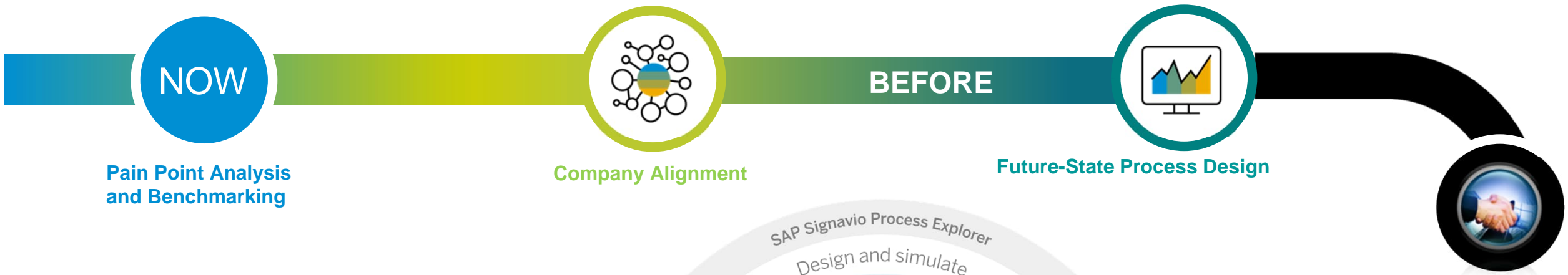
Correction Recommendations

Finding	Recommendation	No. of Affected
Less than 30% of new sales invoices created were created automatically.	Increase rate of automatic invoice creation	4055
8 promise to pay cases were found with the state "Kept" where the system status of the case is still open or in process.	Schedule ABAP program FDM_P2P_AUTO_CONFIRM regularly	8

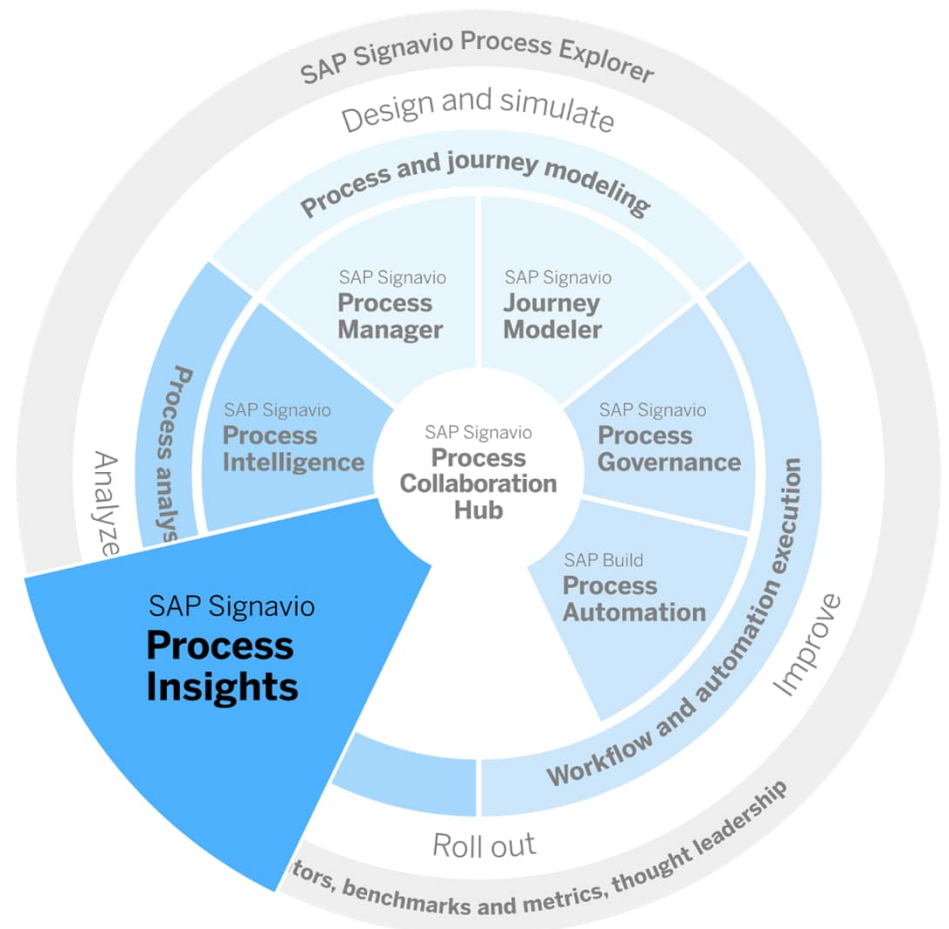
Innovation Recommendations



SAP Signavio for Business Process Management Before ERP Transformation



DEMO



SAP Signavio for Business Process Management Before ERP Transformation

NOW

Pain Point Analysis and Benchmarking

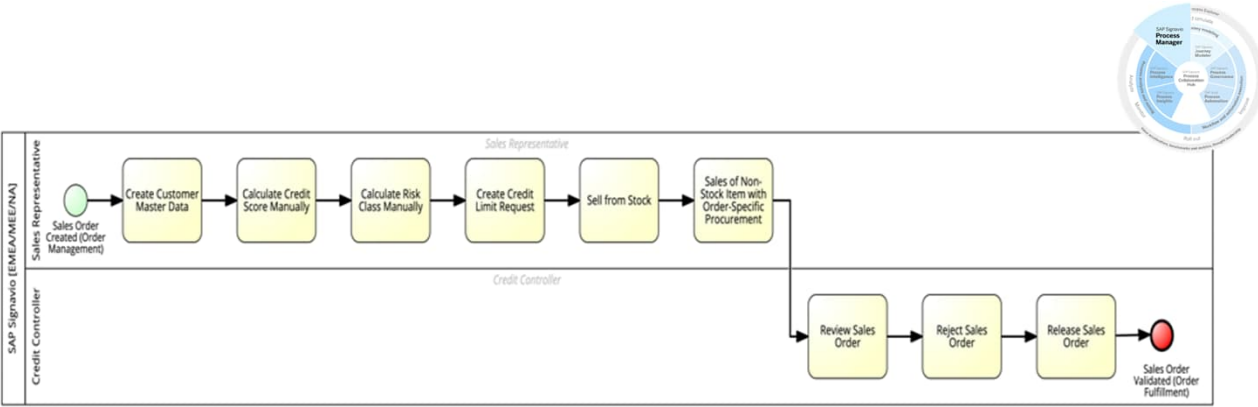
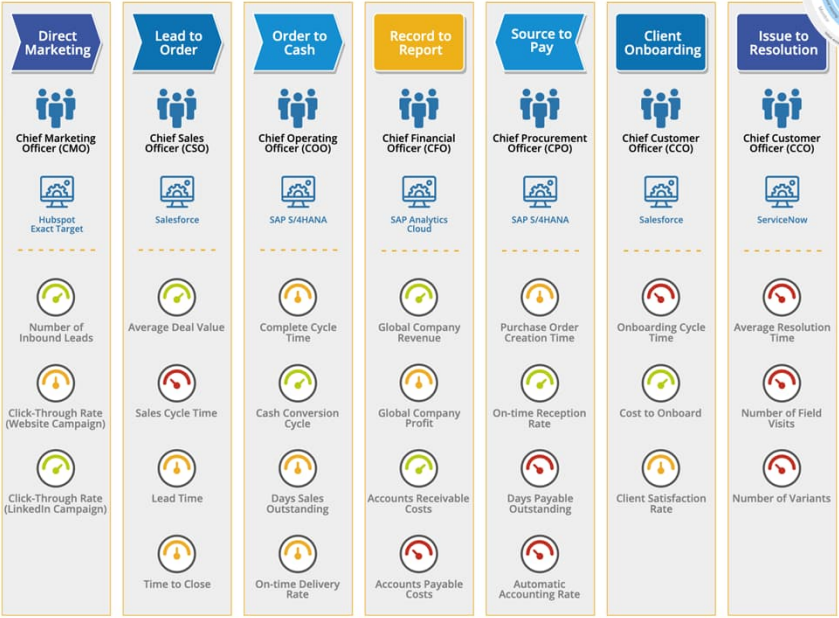
Company Alignment

BEFORE

Future-State Process Design

Set the tone and share across organization

Create collaborative transparency – easy to use



SAP Signavio for Business Process Management Before ERP Transformation

NOW

Pain Point Analysis
and Benchmarking



Company Alignment

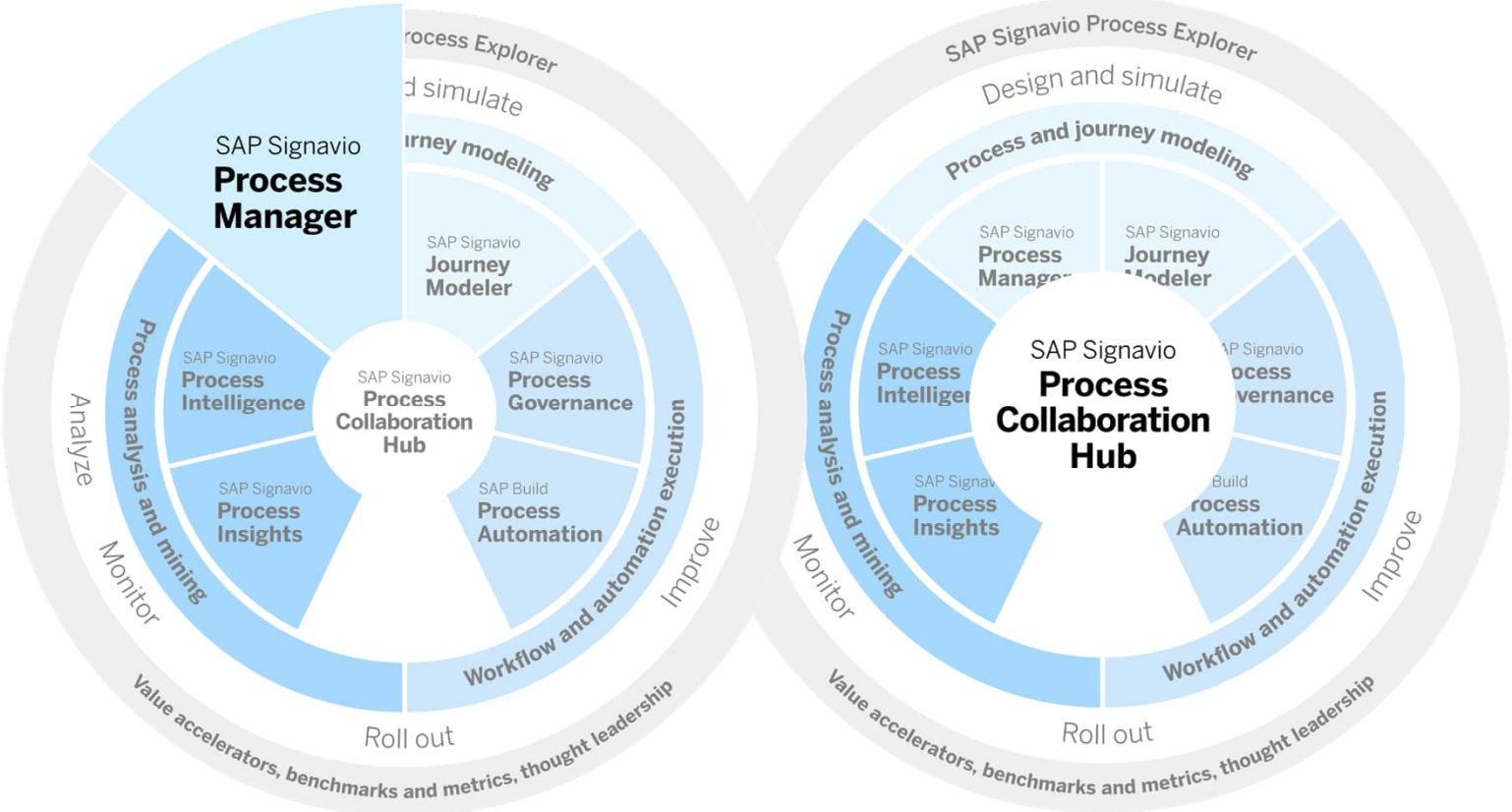
BEFORE



Future-State Process Design

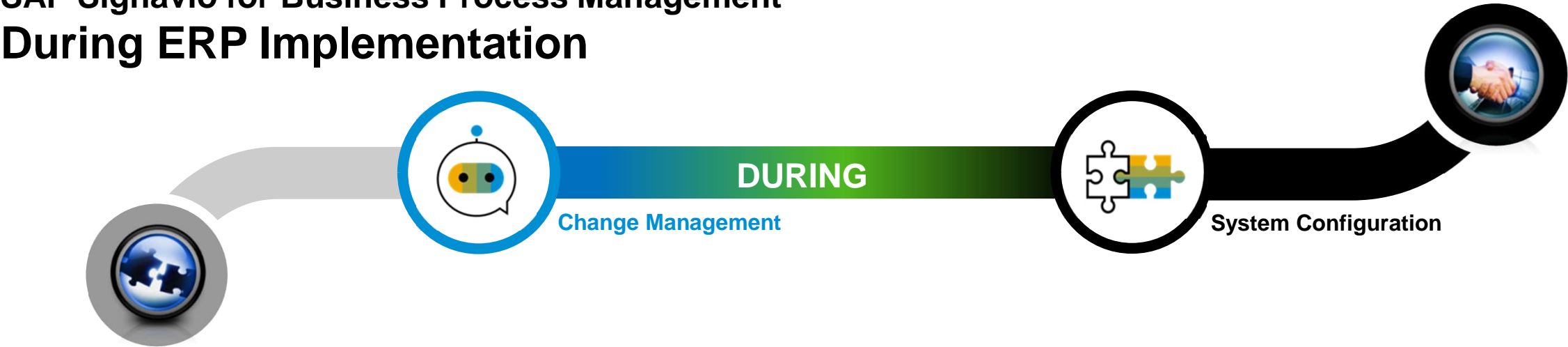


DEMO
(Process Manager and
Collaboration Hub)

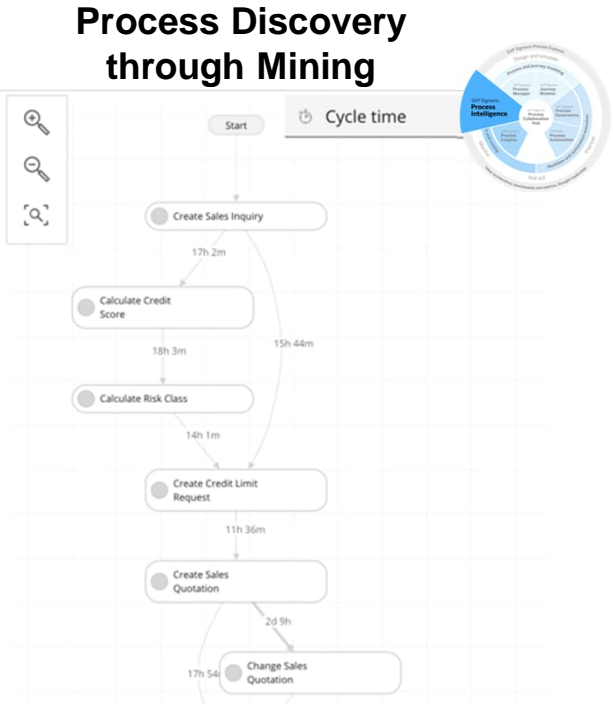


How to accelerate transformation and lower the resistance to change during the implementation?

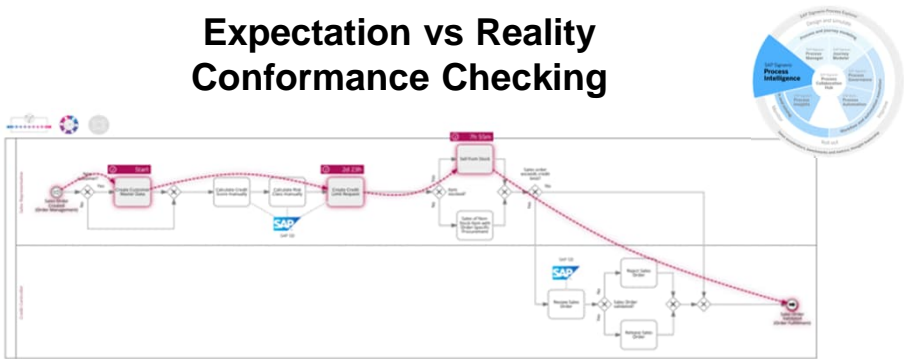
SAP Signavio for Business Process Management During ERP Implementation



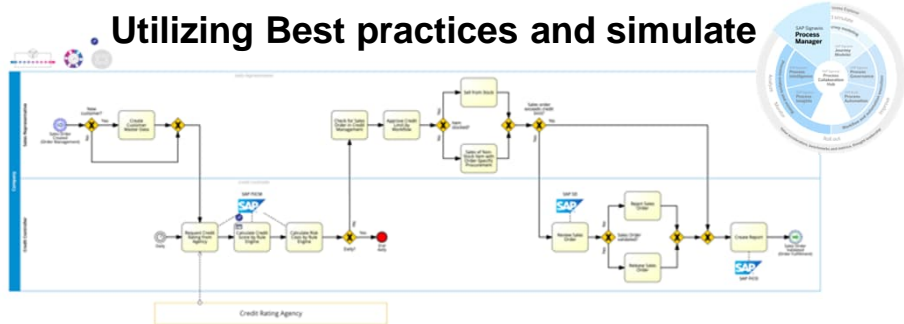
Process Discovery through Mining



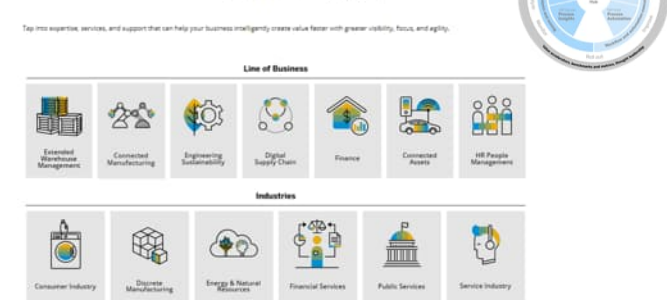
Expectation vs Reality Conformance Checking



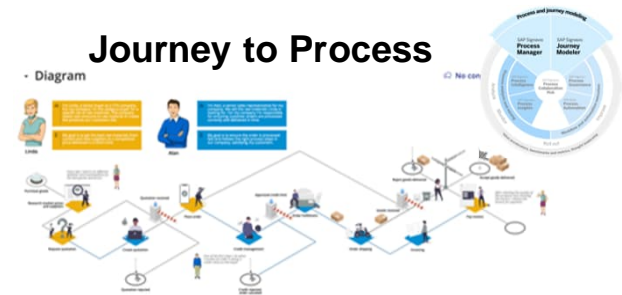
Utilizing Best practices and simulate



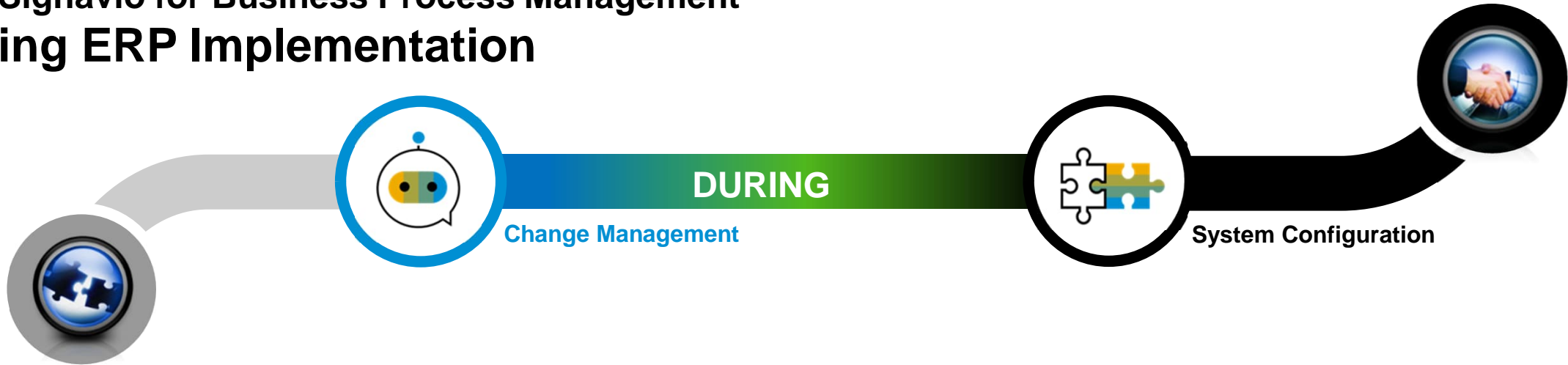
Best Practice Content to use



Journey to Process

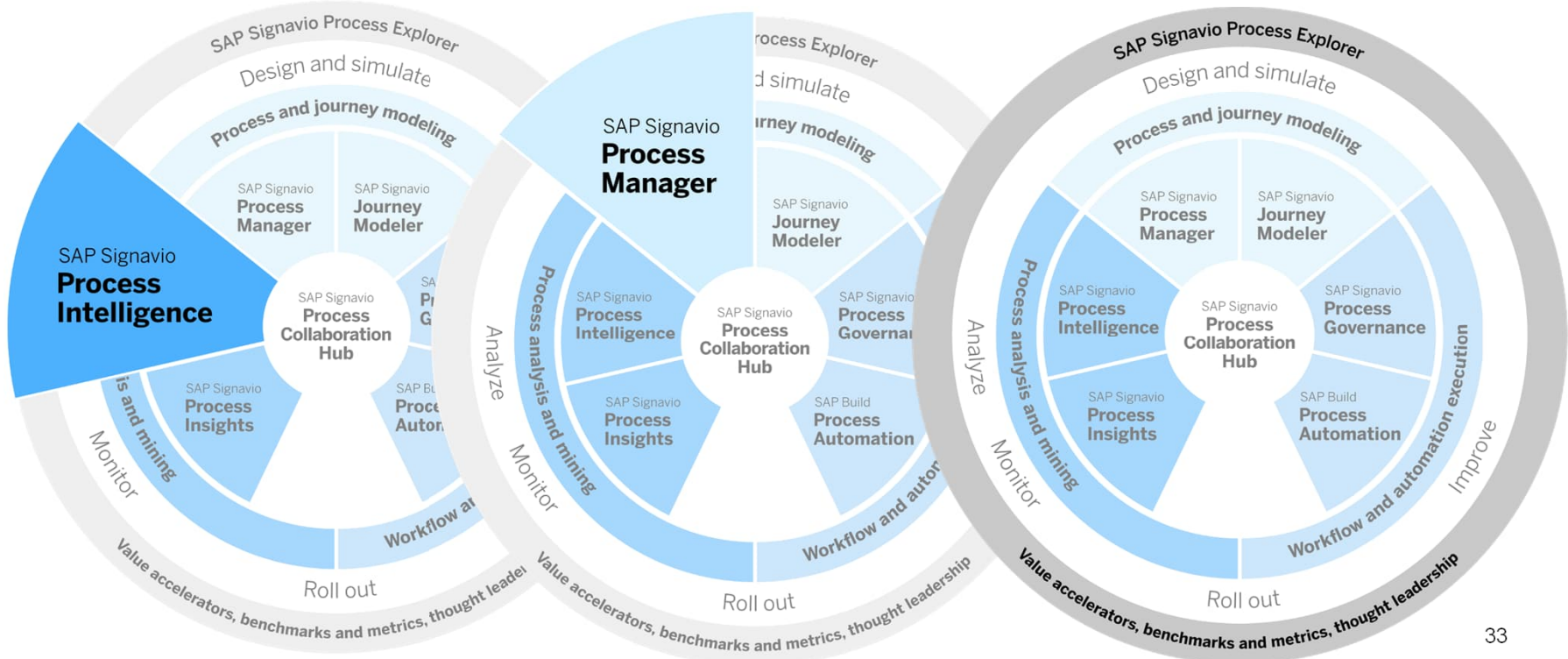


SAP Signavio for Business Process Management During ERP Implementation



DEMO

Process Intelligence,
Collaboration Hub,
Process Explorer

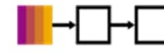


How to continuously improve and
derive additional value?

SAP Signavio for Business Process Management After ERP Implementation



AFTER

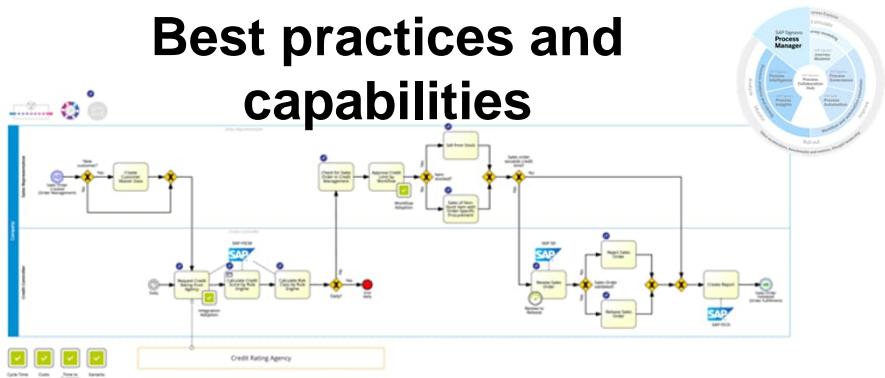


Future

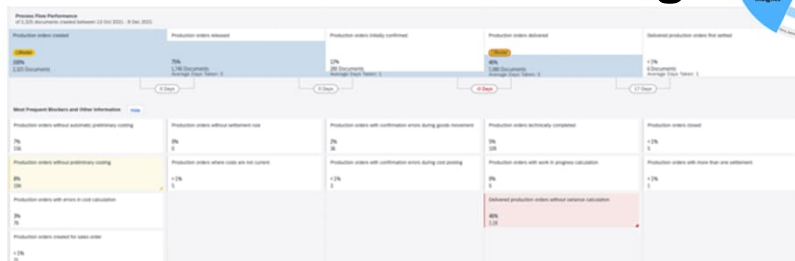
Process Execution Monitoring

Continuous Improvement

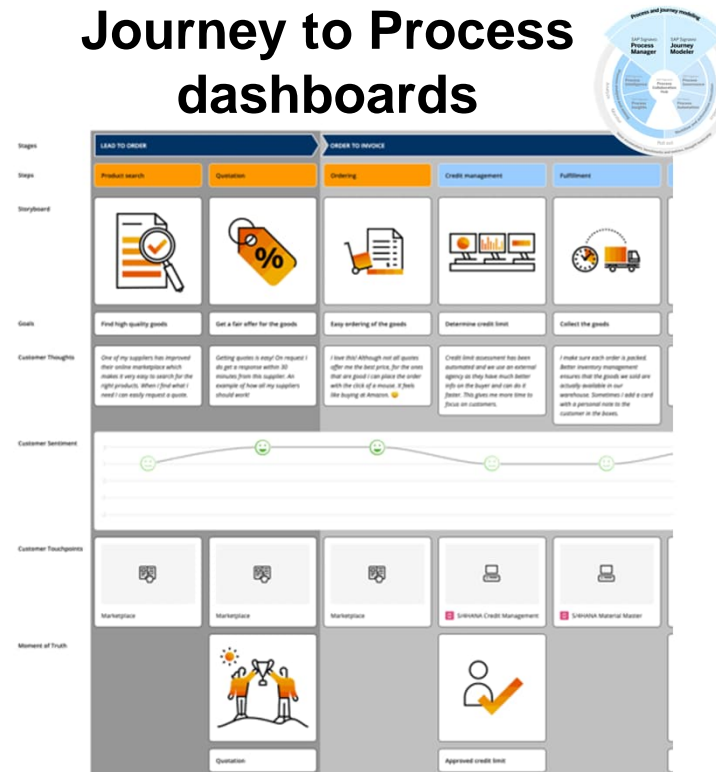
Best practices and capabilities



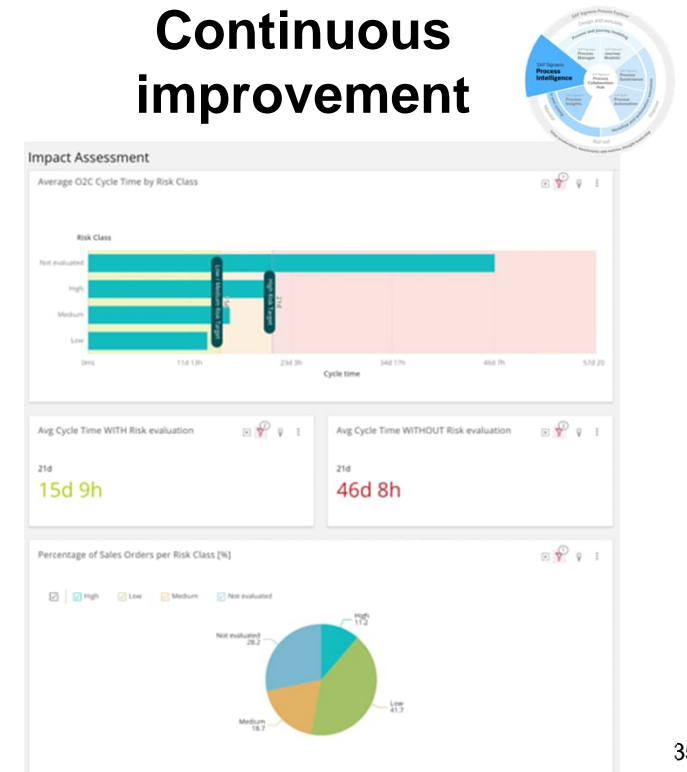
Continuous monitoring



Journey to Process dashboards

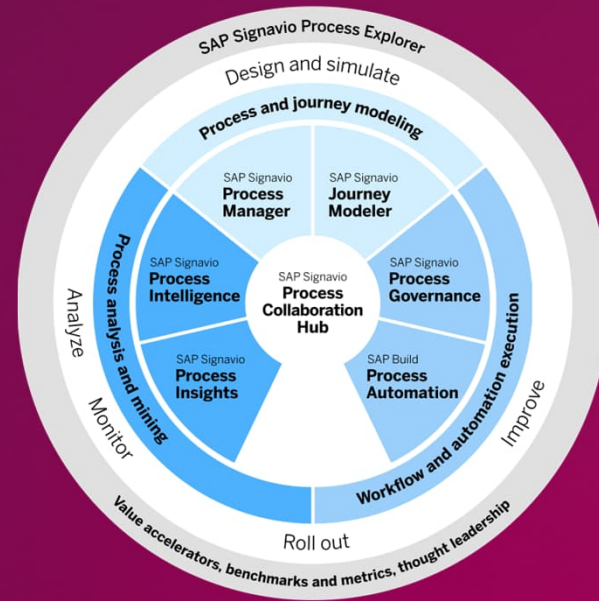


Continuous improvement



Why choose SAP Signavio Process Transformation Suite

- **Establish a complete, integrated business process management solution**
by combining process analysis and mining with collaborative process and journey modeling and process governance.
- **Significantly reduce time spent**
with automated insights, deep-dive process analysis, and full process transparency paired with simulation and quick modeling benefits
- **Increase efficiency**
by cutting down on e-mail traffic and unnecessary meetings for approval processes and schedule process governance assessments
- **Reduce cost spent**
by running SAP Signavio Process Transformation Suite to shorten and automate business transformations
- **Align process specialists and business users**
with a single, user-friendly application and user experience



SAP Signavio Process Transformation Suite Mastering Supply Chain Disruption



Use Case: Supply Chain Disruptions



BUSINESS
OWNER



PROCESS
OWNER



PROCESS
CONSULTANT



ENTERPRISE
ARCHITECT



PROCESS
OPERATOR

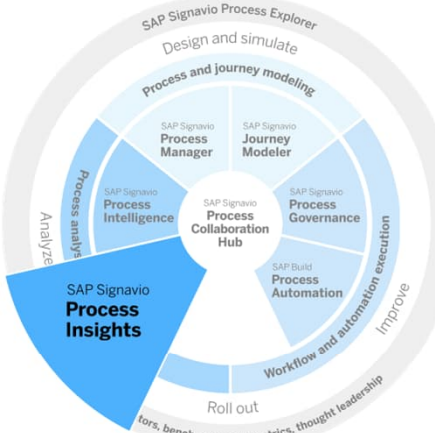


TRANSFORMATION
LEAD

Not mere bystanders of change.



Use Case: Supply Chain Disruptions

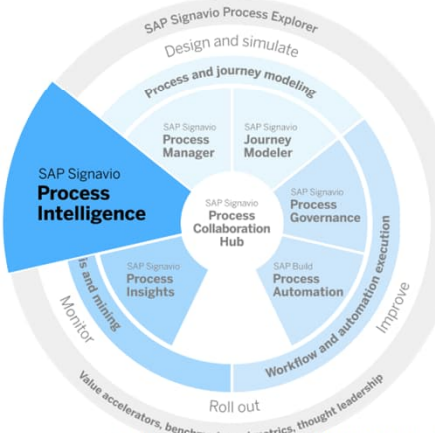
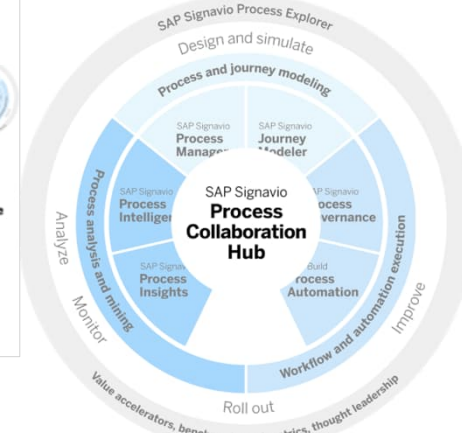


Use Case: Supply Chain x Process Insights

- >80+ Process flows available at once
- Context of 3 specific blockers
- Impact by # of occurrence and EUR
- Recommendation to clean up
- Recommendation where to go from here

Use Case: Supply Chain x Collaboration Hub

- Meanwhile: Map and Compass for all
- Value drivers for each while being able to glimpse
- Systems, processes, people, objectives
- Linkages and impact
- Moving in all directions

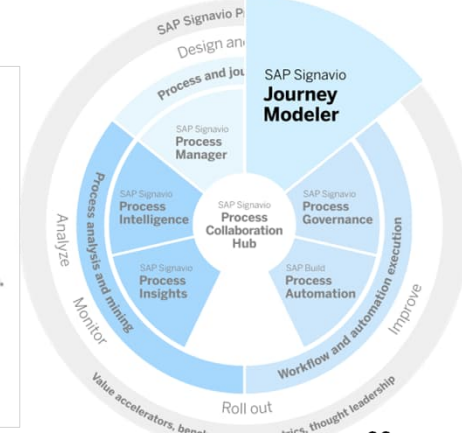


Use Case: Supply Chain x Process Intelligence

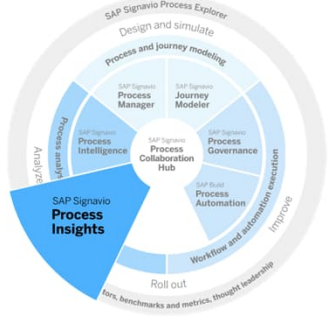
- From most common path to details
- Link between Customer-facing and internal O2C
- Cycle Time due to manual PO price change
- Move on but experts can continue
- Variants hint at further areas to focus

Use Case: Supply Chain x Journey Modeler

- Experience metrics to complete the view
- How is the interrelation of different metrics?
- My O2C is my customer's P2P
- Understanding experience, metrics in conjunction
- Accelerated change through collaboration



Use Case: Supply Chain x Process Insights



- >80+ Process flows available at once
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SAP Signavio Process Insights End-to-End Processes

End-to-End Processes

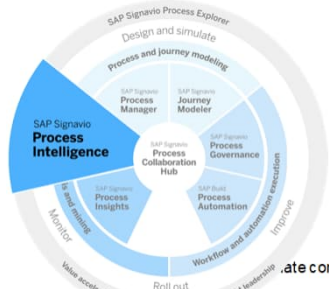
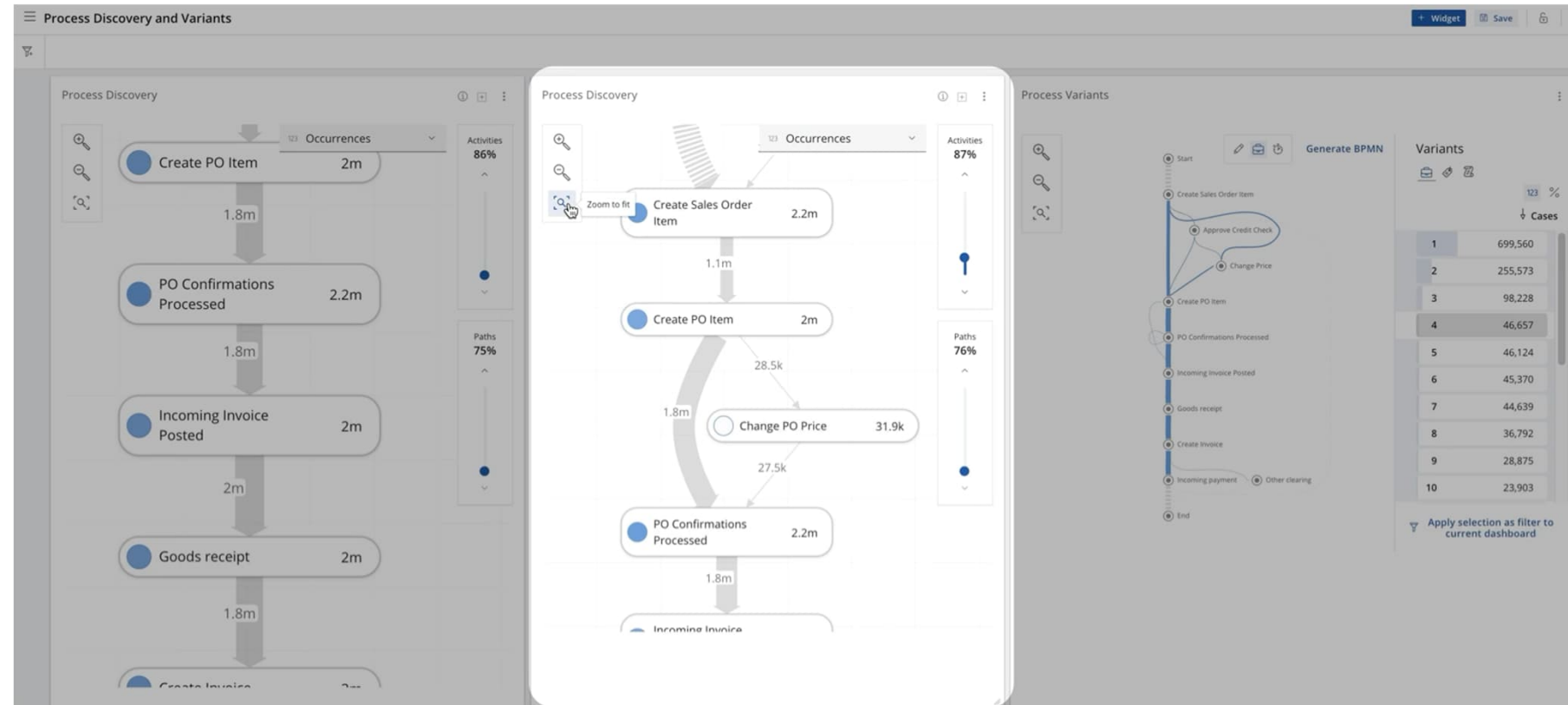
- Acquire to Decommission**
 - Acquire to Onboard
 - Operate to Maintain
- Finance**
 - Plan to Optimize Financials
 - Invoice to Pay
 - Invoice to Cash
 - Record to Report
 - Manage Treasury
- Governance**
 - Manage Portfolio and Projects
 - Manage Governance, Risk, and Compliance
- Lead to Cash**
 - Opportunity to Quote
 - Order to Fulfill
 - Invoice to Cash
 - Manage Customers and Channels
 - Request to Service
- Plan to Fulfill**
 - Plan to Optimize Fulfillment
 - Procure to Receipt
 - Make to Inspect
 - Deliver Product to Fulfill
 - Deliver Service to Fulfill
 - Manage Fulfillment
- Source to Pay**
 - Source to Contract
 - Plan to Optimize Fulfillment
 - Procure to Receipt
 - Invoice to Pay
 - Manage Suppliers and Collaboration

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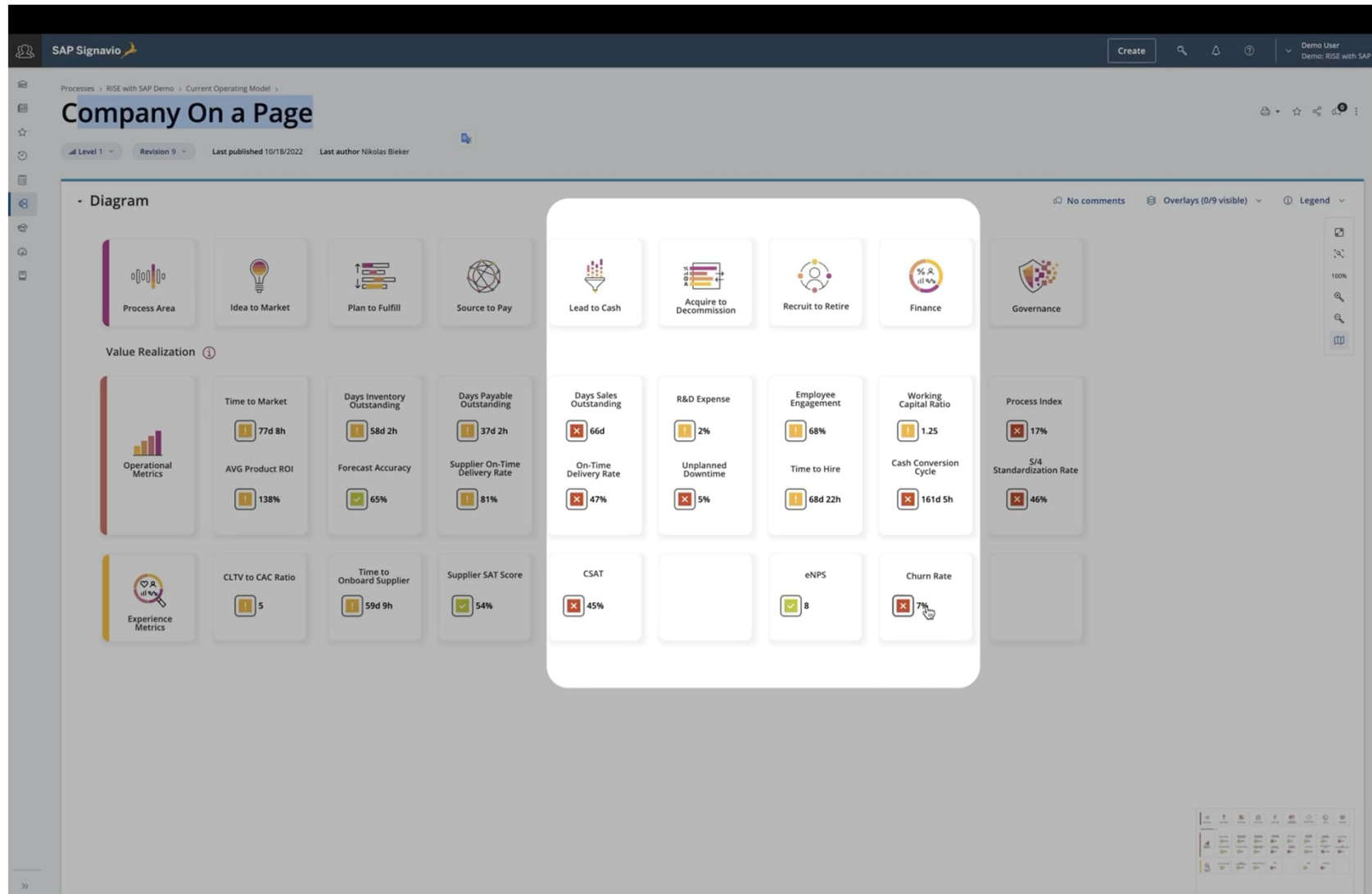
bestruncompany.eu11.process-insights.cloud.sap/reports/system/.../e2eProcess

Use Case: Supply Chain x Process Intelligence

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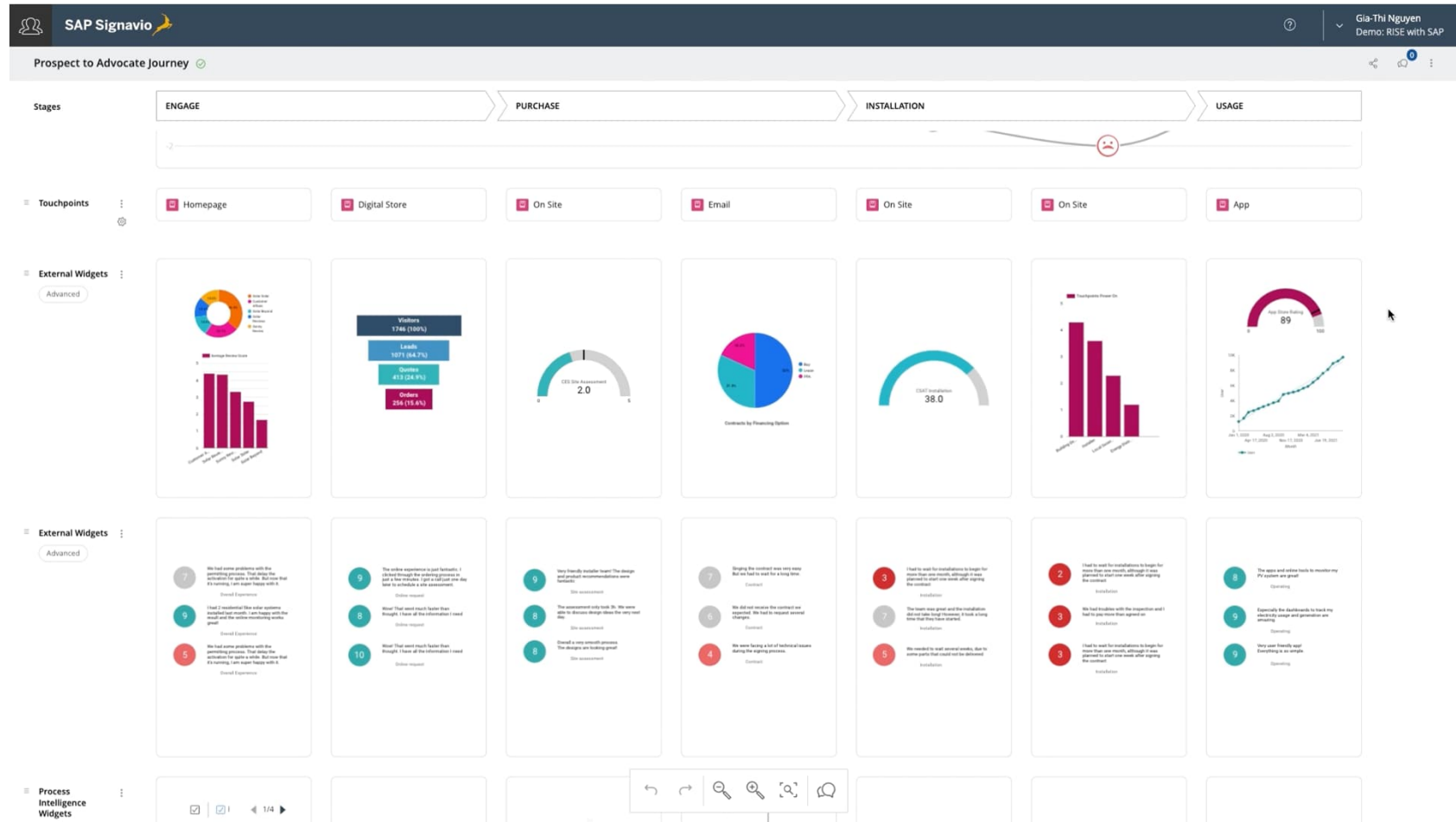


Use Case: Supply Chain x Collaboration Hub

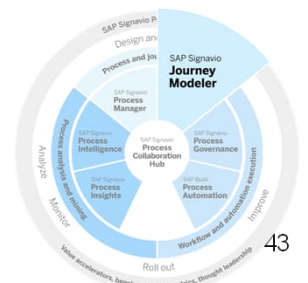


- Meanwhile: Map and Compass for all
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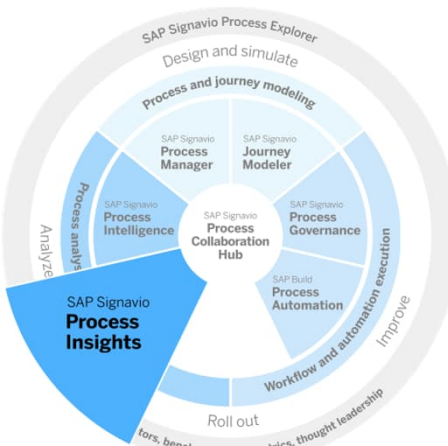
Use Case: Supply Chain x Journey Modeler



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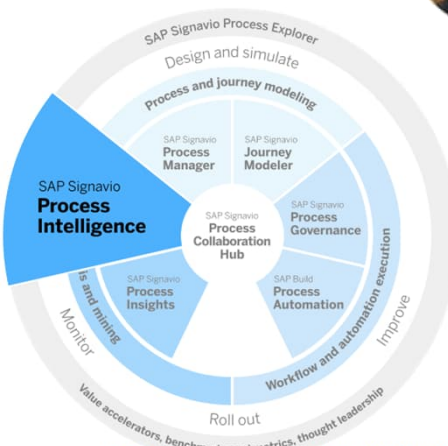
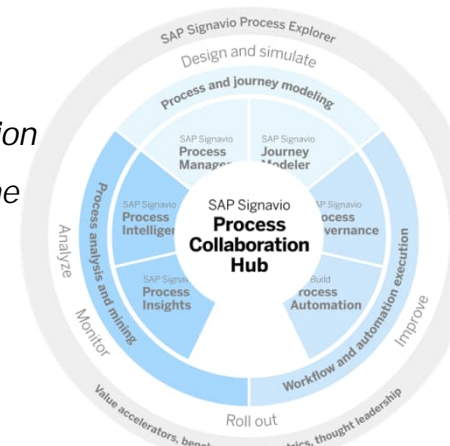
Use Case: Supply Chain Disruptions



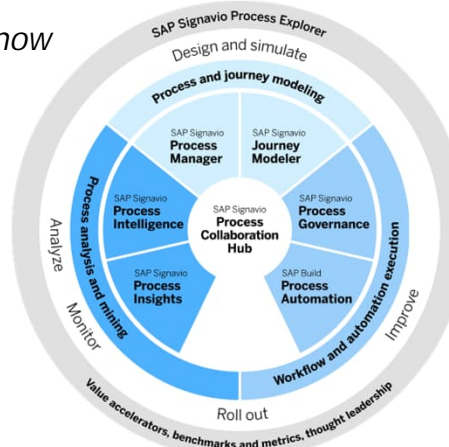
"Going from a high level view to Lead to Cash to Sales Order to Invoice to see 1.8mio EUR in unconfirmed orders, but not correlated to the main Sales Orgs. Contextualized the priorities. Able to know where to go from here"



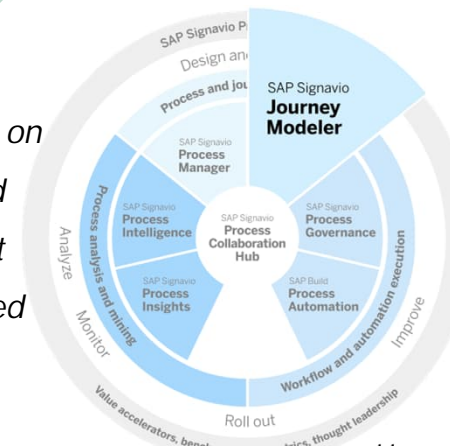
"Understood the current "Company on a page" operating model, can pull information who is responsible, what are the goals, the progress and how the processes are interlinked. Accelerating the learning organization."



"Over proportionately longer cycle times. Need to investigate internal O2C as well! Learned that variants frequency is not always interrelated to longest cycle time but that internal O2C has cash relevant impact on customer facing O2C."



"Brought in the data and experience view on a working level where and how CSAT and NPS are derived and status against target thresholds. Low sentiment is directly linked to internal and external Order to Cash performance."



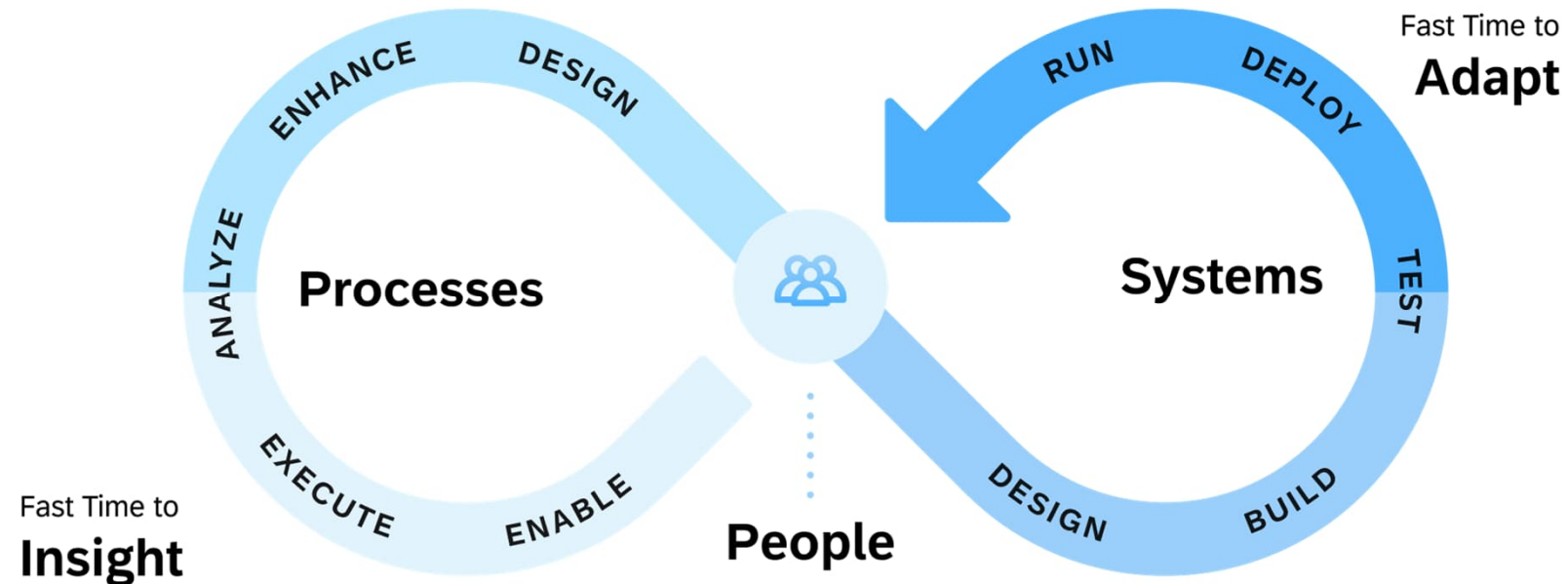
SAP Signavio

Summary in a Nutshell



Holistic means complete.

People first.
Process centric.
Data Driven.



Your opportunity: **improve how you shape the future** of your company with the SAP Signavio Process Transformation Suite

SAP Signavio is a cloud-based **process management suite**

that gives your company **the ability to discover, understand, improve, and transform all your business processes** – fast and at scale.

As a result, you **accelerate your speed of transformation** (in terms of time-to-insights & time-to-adapt)

SAP Signavio Key Differentiators

1

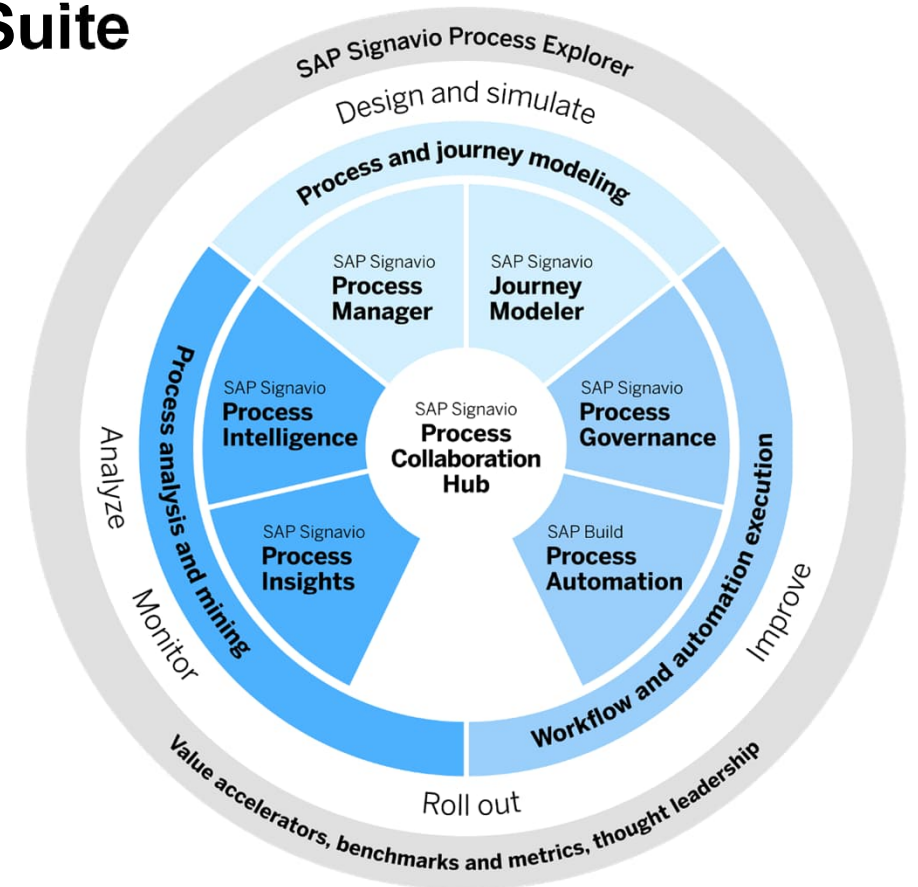
Holistic Process Transformation Suite

2

Experience Driven Process Management (J2P)

3

Best Time to Insights & Adapt for SAP



Thank you.

Gia-Thi Nguyen

Vice President
Market Impact, APJ

SAP Signavio

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Process Mining using SAP Signavio Process Intelligence tool

Mamatha Santhapuri and Krishnan Kumar Karthikeyan, SAP
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PUBLIC

Agenda

Why Process Mining?

Main Capabilities of SAP Signavio Process Intelligence & Demo

Accelerators

Use Cases

Customer Quote

Why Process Mining?



A blurred truck is crossing a large steel arch bridge. The bridge's structure is a complex lattice of steel beams, and its arch spans across the frame. The background is a soft, hazy sky with a gradient from light blue to pale yellow, suggesting a sunset or sunrise. The truck is in motion, creating a horizontal blur that contrasts with the static structure of the bridge.

To stay ahead, companies must **adapt faster** to changing market conditions and customer demands **with more flexibility.**



**Yet evolving operations and
processes fast and at scale ...**



... can be challenging due
to **lack of visibility** and control.

Typical problems **due to lack of visibility and control**

Low standardization and poor visibility on actual operations

Need to increase visibility into actual operations to start discovering and monitoring potential improvement areas and standardization opportunities.

Process inefficiencies and unhappy customers

Need to identify long cycle times, bottlenecks or other process issues leading to high costs and poor customer experience.

Waste in processes

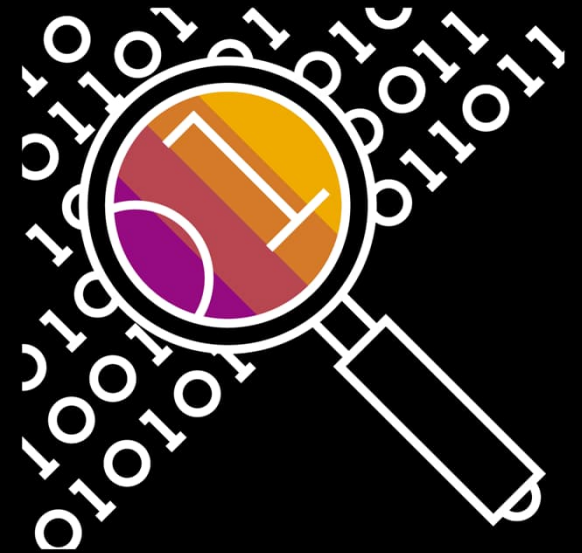
Need to identify areas of improvement such as hidden activities in your processes, idle time, duplication or high variation that increase your costs.

No visibility on related dynamics and why issues occur

Need to identify and understand the underlying root causes to start improvements and change.

Poor process compliance

Need to identify deviations to ensure compliance within the organization.



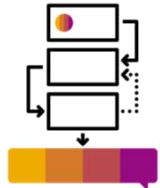
Process mining

helps you gain visibility over your transformation

PROCESS MINING



All your business processes and stakeholder interactions leave **digital traces** ...



... which enable you to create a **process digital twin** of your business operations and user behaviour ...



... to identify execution bottlenecks and inefficiencies and drive **intelligent end-to-end process improvements**.

Your benefits with **process mining**

Improve how you operate

with visibility into the real process execution, improved data-driven decision-making, standard processes, and performance management.

Change where it matters with increased visibility

by starting improvements and changes once you identify and understand the underlying root causes of issues and inefficiencies.

Improve process compliance

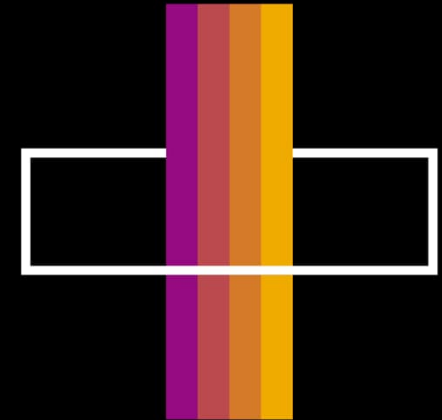
with faster identification of noncompliant processes.

Reduce costs

by eliminating problems and inefficiencies in your processes and through identification of automation potential.

Improve service levels and customer experience

with visibility into process dynamics that lead to negative customer experiences, shorter cycle times, fewer bottlenecks, and greater process harmonization.



SAP Signavio process analysis and mining

Unique offering for SAP customers

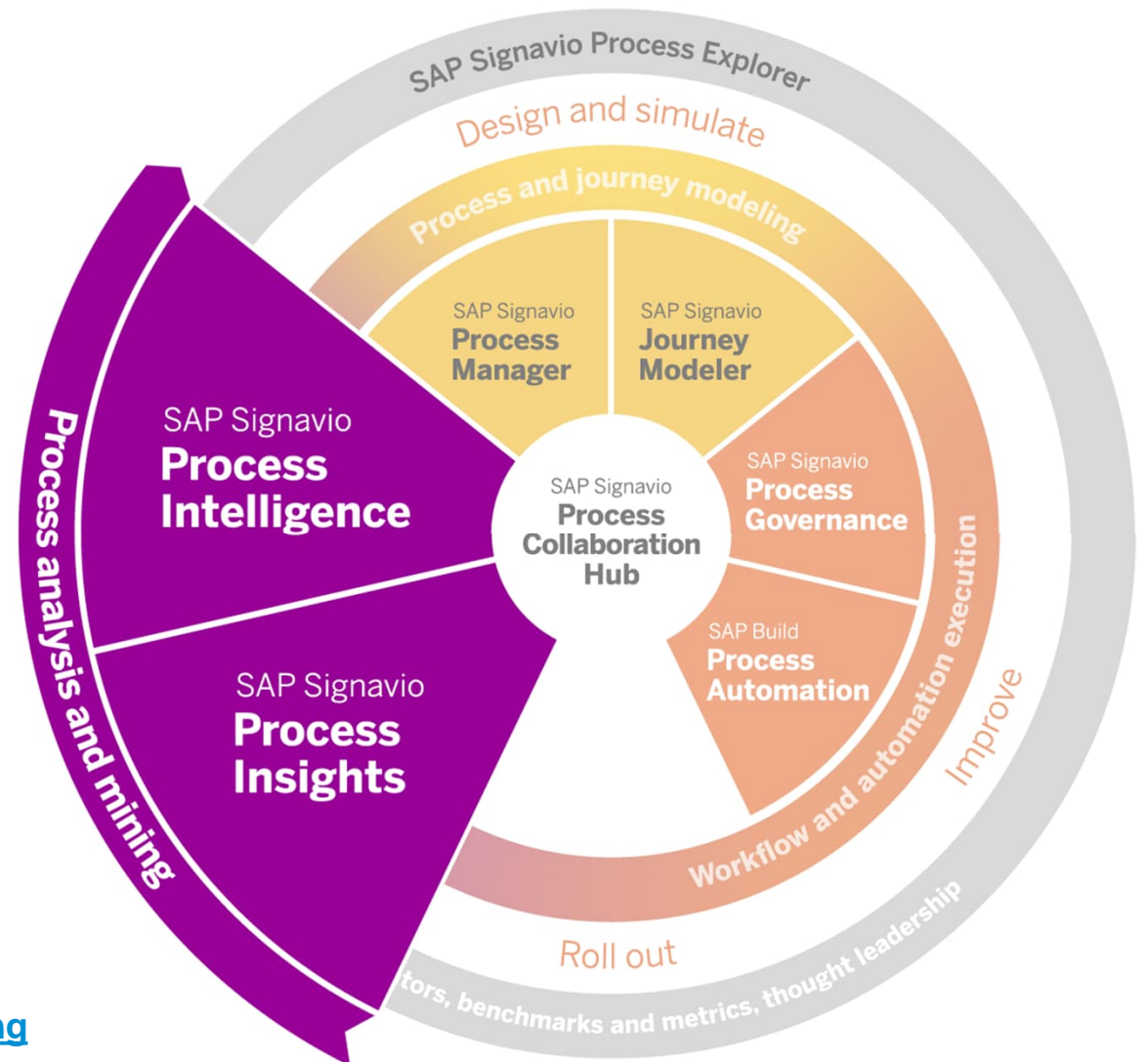
SAP Signavio Process Insights

- Start right away, locate, benchmark, correct and prioritize
- Fast overview across many SAP processes

SAP Signavio Process Intelligence

- Focus your process mining efforts to discover your complete, end-to-end process reality over several systems
- Identification of unexpected paths and in-depth analysis

See our [complementary solutions for process analysis and mining](#)



SAP Signavio positioned as a Leader for Process Mining

2023 Gartner® Magic Quadrant™ for Process Mining Tools

Figure 1: Magic Quadrant for Process Mining Tools



SAP Signavio was recognized as a Leader in Process Mining Tools by Gartner for its Completeness of Vision and Ability to Execute.

SAP Signavio believes this placement in the Leaders quadrant is a testament to its continued commitment to providing customers with innovative world-class process mining solutions.

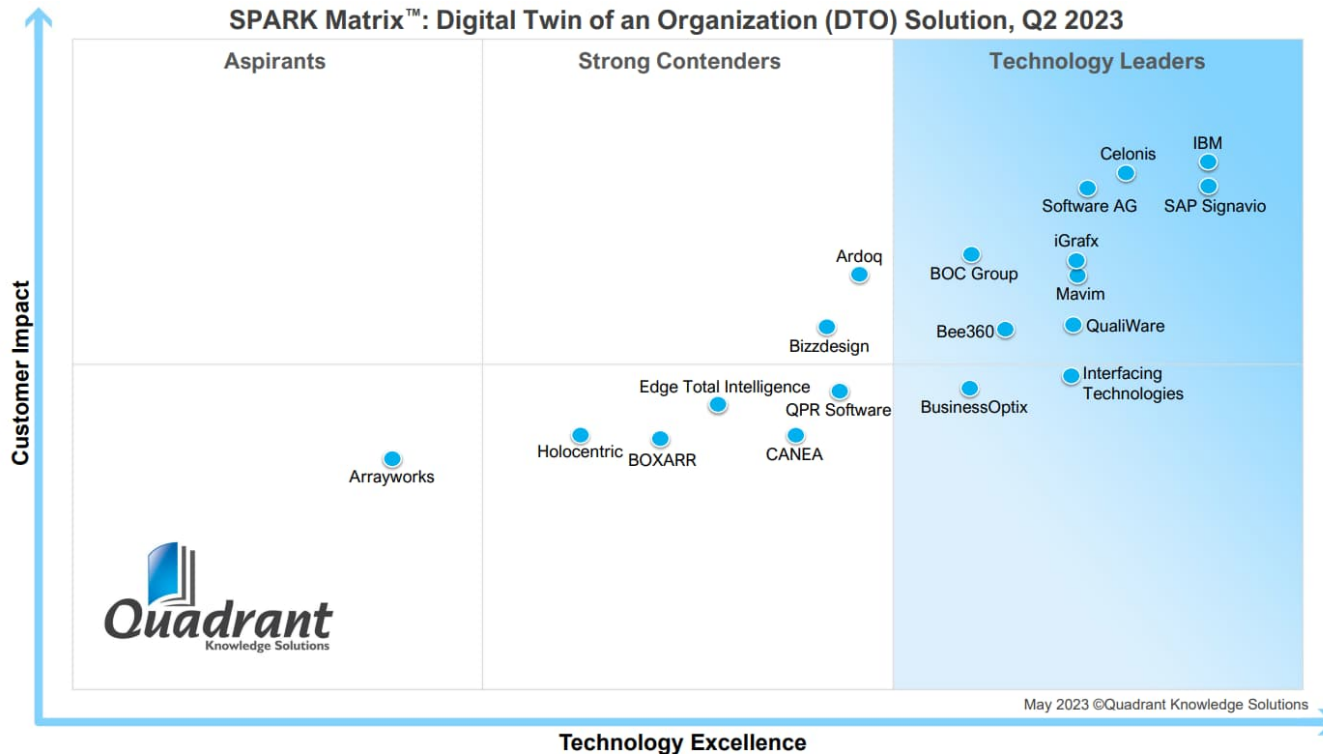
[Full Report](#) / [Newsbyte](#) / [Blog](#)

Gartner, Magic Quadrant for Process Mining Tools, Marc Kerremans, Kimihiko Iijima, et al., 20 March 2023.

* This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from SAP. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally, and MAGIC QUADRANT is a registered trademark of Gartner, Inc. and/or its affiliates and are used herein with permission. All rights reserved.

SAP Signavio: A Leader for Digital Twin of an Organization (DTO)

2023 SPARK Matrix™ Digital Twin of an Organization by Quadrant Knowledge Solutions



SAP Signavio has been named a Leader in the 2023 SPARK Matrix for DTO and rated the highest for Technology Excellence.

According to the report: **“SAP Signavio’s approach to digital twins serves the concept of process observability allowing companies to visualize processes as they should happen, but also provides a visual of how processes are deployed and their impact on customers, employees, and suppliers’ experiences.”**

Quadrant Knowledge Solutions, SPARK Matrix™ Digital Twin of an Organization, Q2 2023

[Full Report / Blog](#)

SAP Signavio Process Intelligence

Our offering

SAP Signavio Process Intelligence is a process mining solution for analysts, process owners, process organizations, IT leaders and transformation centers that allows organizations to achieve operational and experience excellence



SAP Signavio Process Intelligence

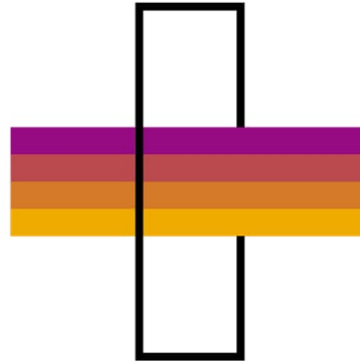
Unleash the power in your process data

Get full visibility into your process reality

Support internal transformations and efficiency programs. Leverage **standard connectors and integration options** and improve the way you operate by getting a **clear understanding of your actual process execution**.

Create a process-first, data-driven mind-set

Empower your teams with insights. Create a process-first, data-driven mindset in your organization, **democratizing process analytics** and fostering collaboration.



Uncover opportunities with process mining

Leverage **ready-to-consume insights**, powerful data querying capabilities and standard metrics and templates to **uncover and monitor 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.

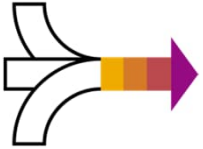
SAP Signavio Process Intelligence

Main capabilities in detail



SAP Signavio Process Intelligence

Main capabilities



Process data management

Integrate and prepare data from different sources.



Process analysis engine

Query process and experience data at scale.

Reduce your time to insight and get automatically generated insights, quickly discovering existing **correlations and anomalies**.



Analytics and visualizations

Perform **business and analyst investigations**.

Get **visibility into your real process execution**.

Analyze and monitor your data, performance and compliance.



Insights management and collaboration

Share your insights with your peers and increase collaboration

Embed your analysis results in process and journeys models.



Actionability

Enabling faster improvement and time savings with automation and workflows

Better data-driven decision making in the organization



Leverage **accelerators** as a starting set of data transformations, metrics and more to speed up your data analysis and your time to value.

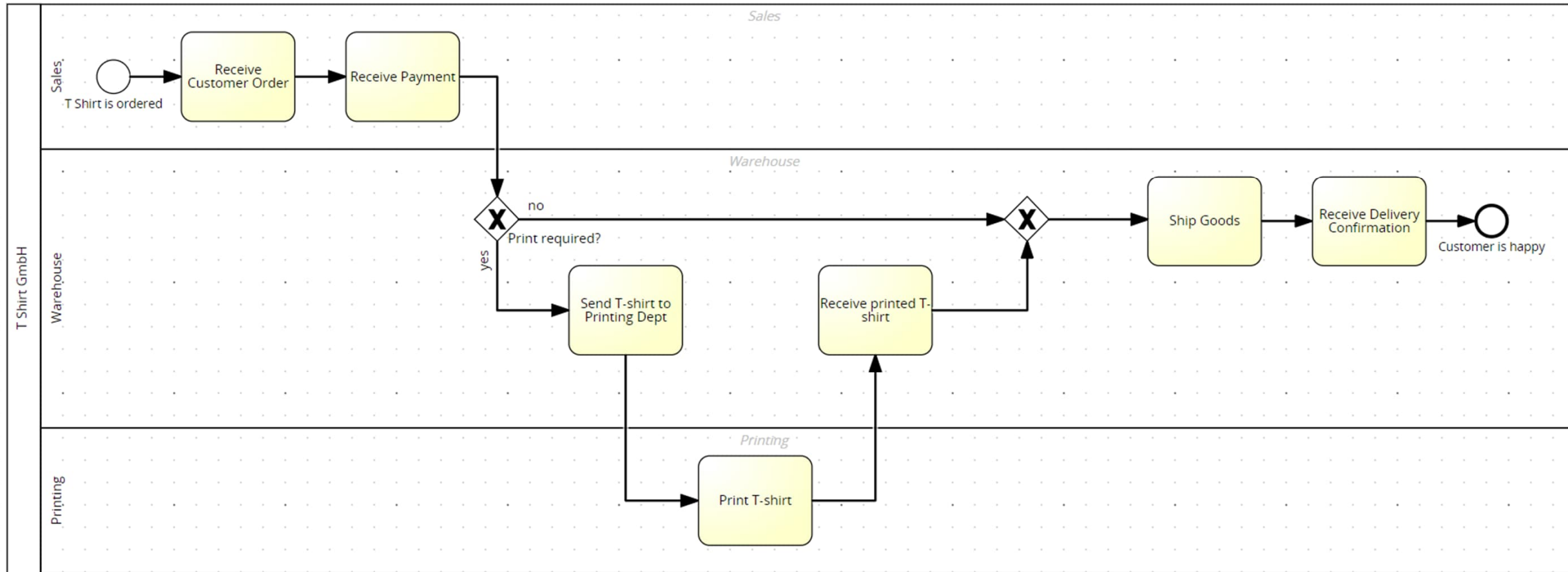
*Through partnership with selected partners or "bring your own" task mining solution

Analyze your data at a deeper level with task mining*

System Demo

SAP Signavio Process Intelligence

O2C – T-Shirt Order Process (Documented in Process Manager)

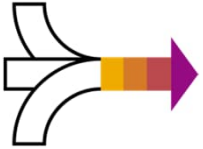


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SAP Signavio Process Intelligence

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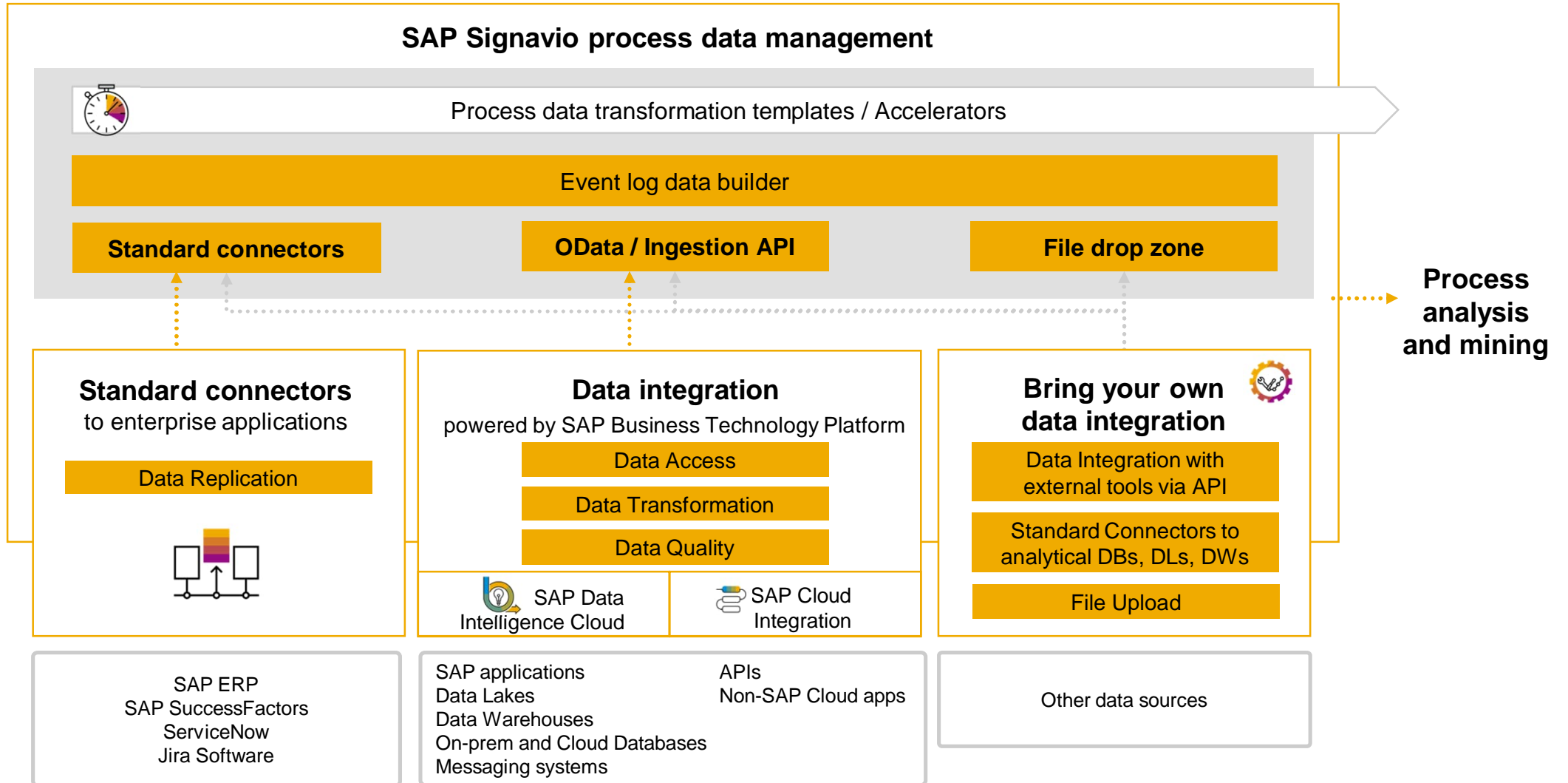
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SAP Signavio Process Intelligence

Data integration options



SAP Signavio Process Intelligence

Multiple data integration options

SAP Signavio Process Intelligence

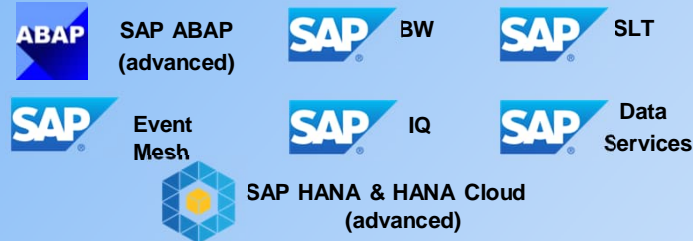
Standard connectors
to enterprise applications



Jira Software
ServiceNow
Amazon S3 and Athena
Snowflake
ElasticSearch
Microsoft SQL Server
PostgreSQL
Google BigQuery
SAP Datasphere
[...]

Link: [SAP Signavio connectors](#)

SAP Data Intelligence Cloud



Oracle
Amazon Redshift
Azure SQL Database,
Azure Data Lake
Alibaba OSS
IBM DB2, Teradata
Google Cloud
Storage
Kafka, MQTT , NATS
OpenAPI, SFTP

Data Processing
(Python, R, JS, Go)
Data Quality
SAP Cloud Connector
SAP open connectors
Build Your Own
Connector
[...]

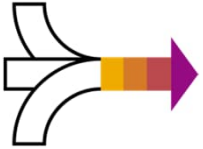
Link:
[Data Intelligence connection types](#)

SAP Cloud Integration

Dynamics 365
SalesForce
Workday
Oracle Netsuite
API-based cloud applications

SAP Signavio Process Intelligence

Main capabilities



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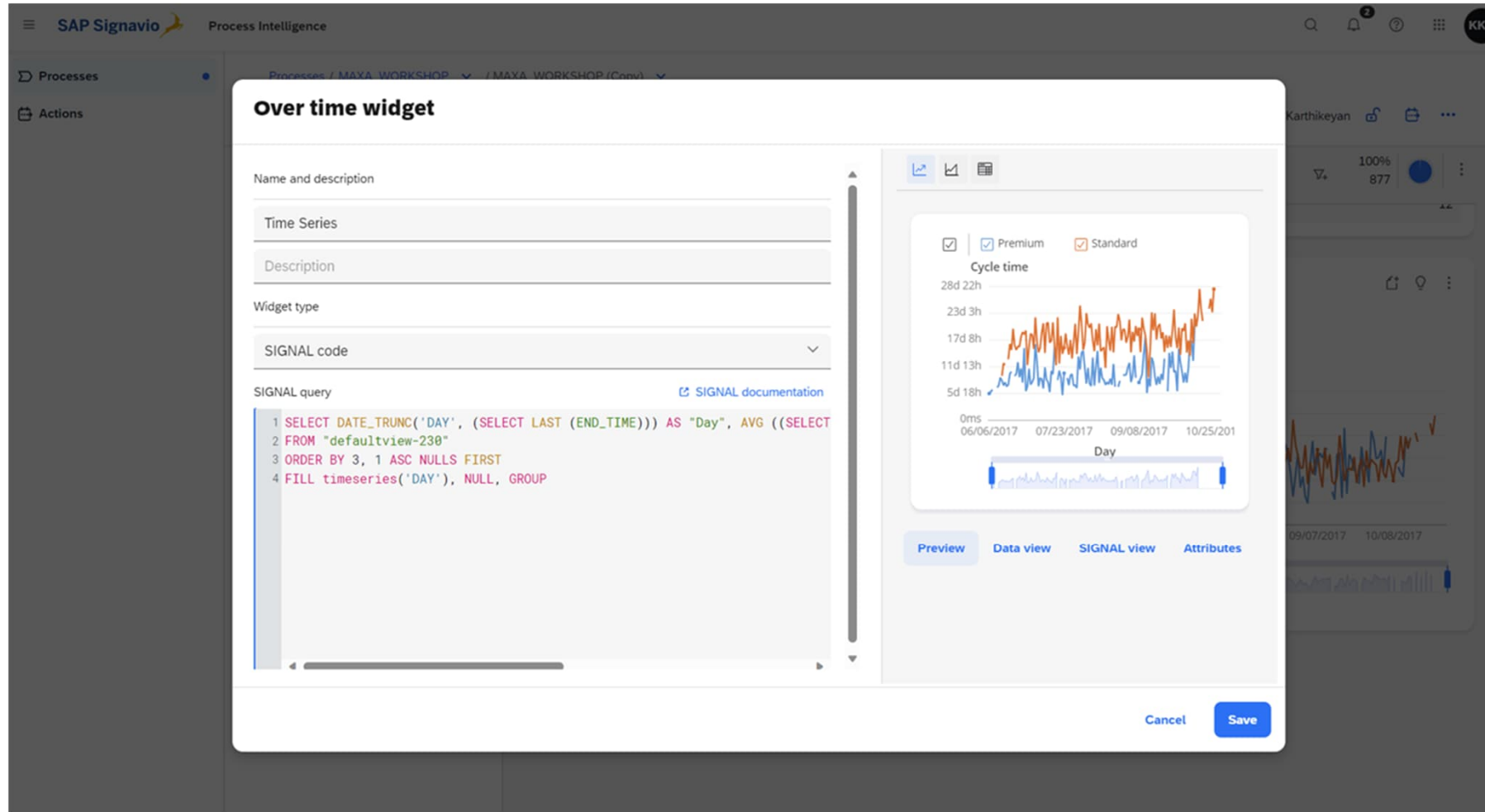
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*Through partnership with selected partners or "bring your own" task mining solution

Analyze your data at a deeper level with task mining*

SAP Signavio Process Intelligence

SIGNAL: Query process and experience data at scale

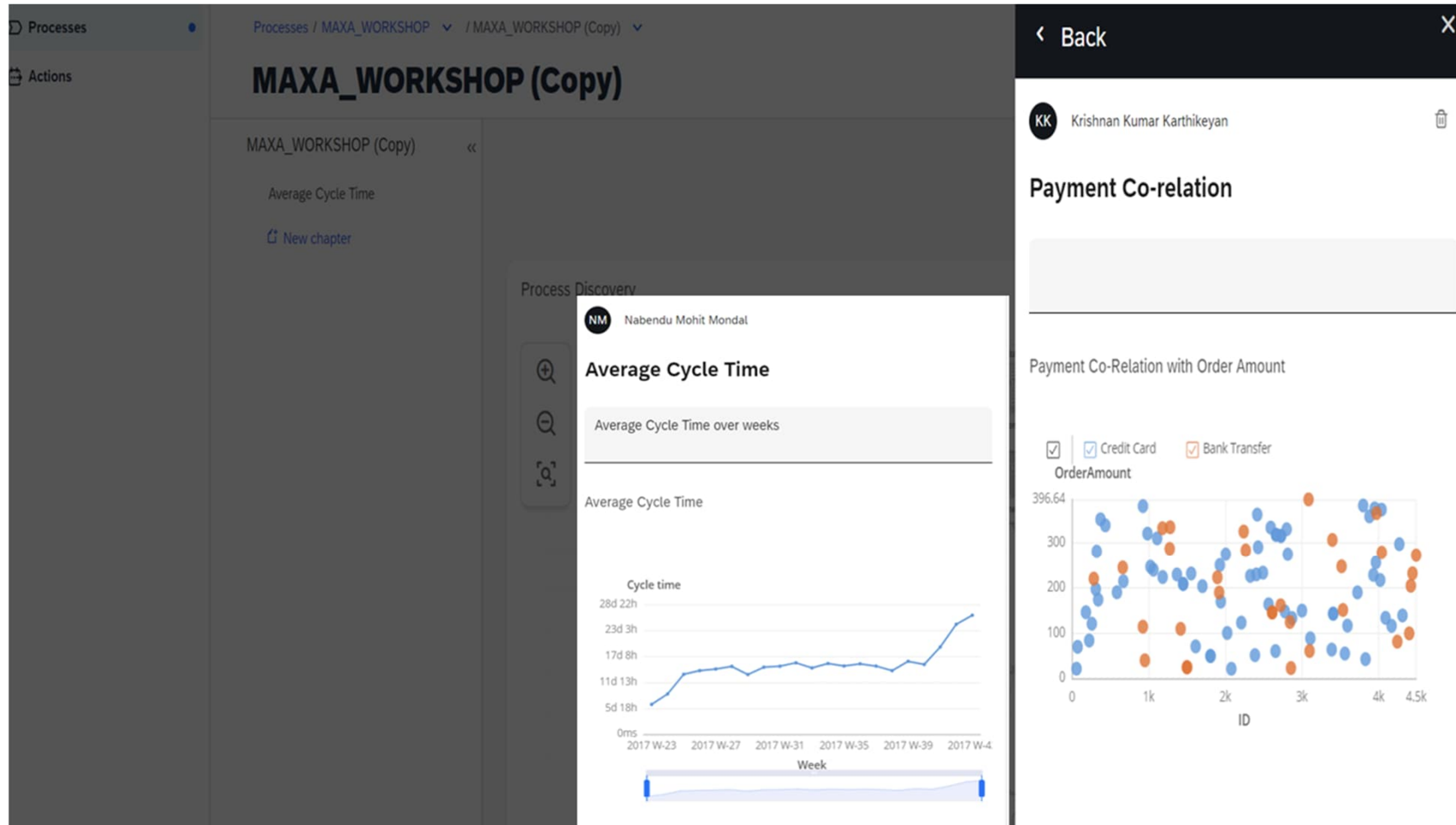


Perform detailed process data analysis with a specialized query language for process mining.

- Investigate and query data with SIGNAL (SAP Signavio analytics language), a language based on SQL, but specific for querying process data
- Optimized for process mining, e.g. to determine conformance, cycle times or rework
- Tailored to your own needs
- Define metrics in SIGNAL and add them to the metrics library
- Personalize your visualizations based on your queries results

SAP Signavio Process Intelligence

Automated insights: Reduce your time to insight



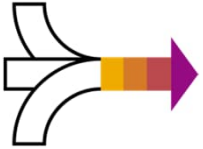
Reduce your time to insight and analysis efforts with automated insights, a set of ready-to-consume advanced statistics.

- **Identify correlations:** Visualize and understand correlations in your data – for example, identify correlation that, how payment type is made for case id with Order Amount
- **Identify anomalies:** Visualize and understand automatically calculated statistics – for example, quickly identify the Average cycle times which is higher than previous calendar week

Add all automated insights to your investigations, saving time in identifying insights as well as in creating widgets to analyze and monitor them.

SAP Signavio Process Intelligence

Main capabilities



Process data management

Integrate and prepare data from different sources.



Process analysis engine

Query process and experience data at scale.

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*Through partnership with selected partners or "bring your own" task mining solution

Analyze your data at a deeper level with task mining*

Analytics and visualizations

Perform business and analyst investigations. Get visibility into your process reality.

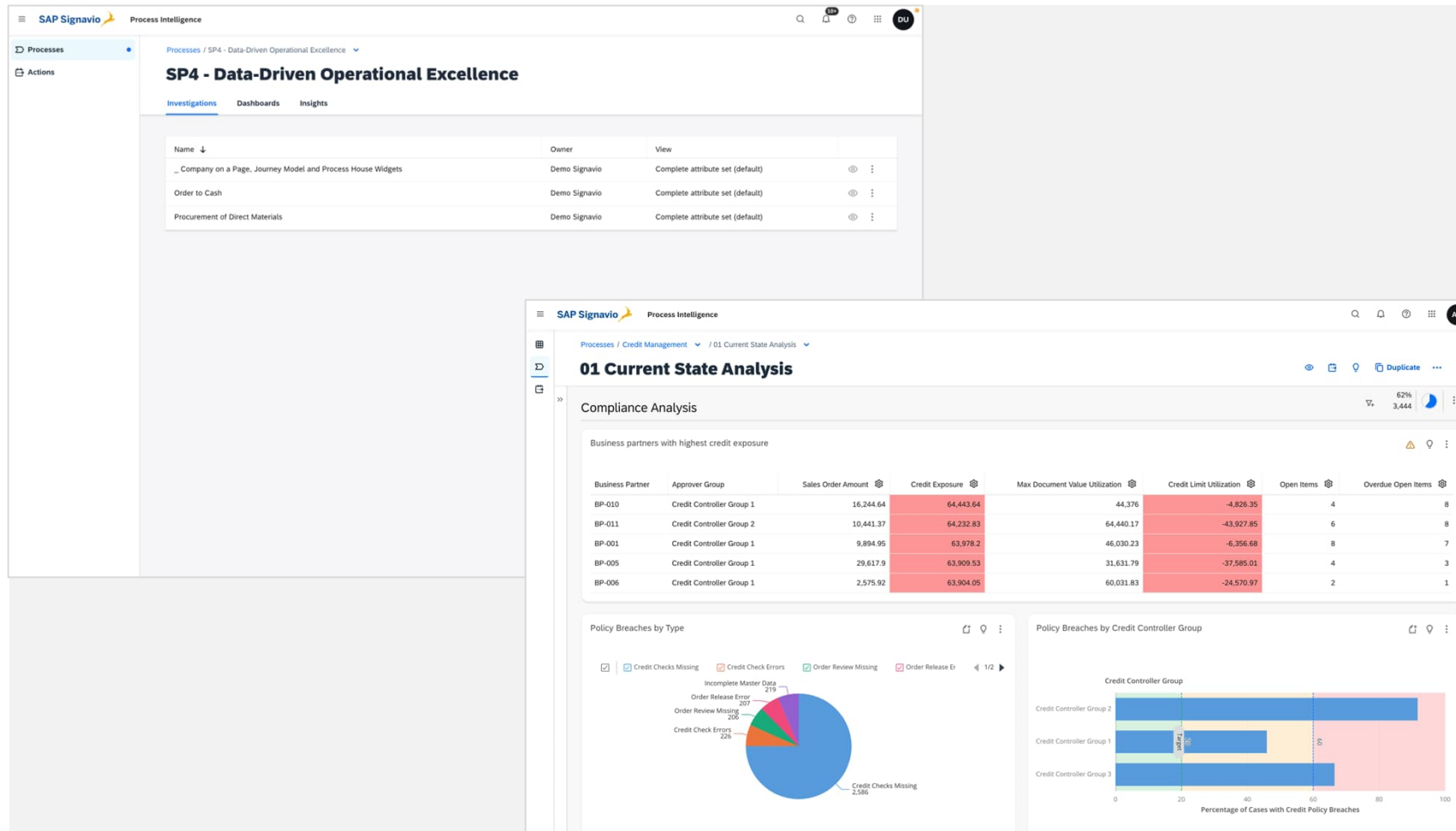
- Investigations
 - Process discovery
 - Process variants analysis
 - Process conformance
 - Visualization widgets
- Dashboards
- Metrics library

*General Availability from Q2/2022



SAP Signavio Process Intelligence

Investigations: Analyze and represent a story flow of your analysis

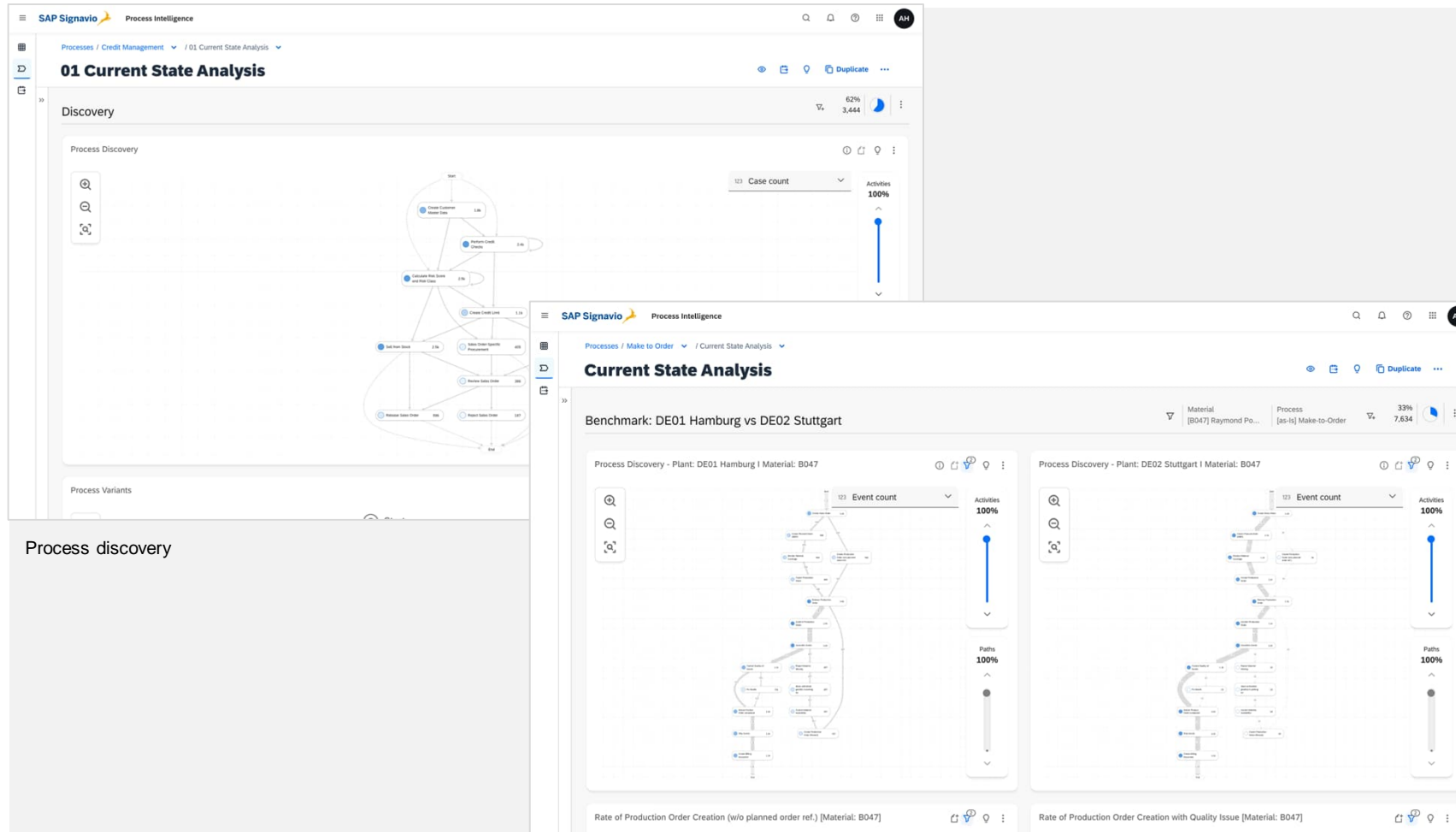


Leverage process investigations to perform process mining analyses.

- **Easy setup of your process analyses in a white canvas**, allowing you to represent a story flow of your analysis
- Store your widgets in **chapters** to keep information organized
- **Analyze and monitor your process reality** with process mining widgets
- **Monitor** your performance against business outcomes
- **Filter down** your results, tailored to your needs
- **Manage the access**, providing users with view or edit rights
- **Share** investigations with other SAP Signavio Process Intelligence users SAP Signavio Collaboration Hub users

SAP Signavio Process Intelligence

Process discovery: Discover your process reality



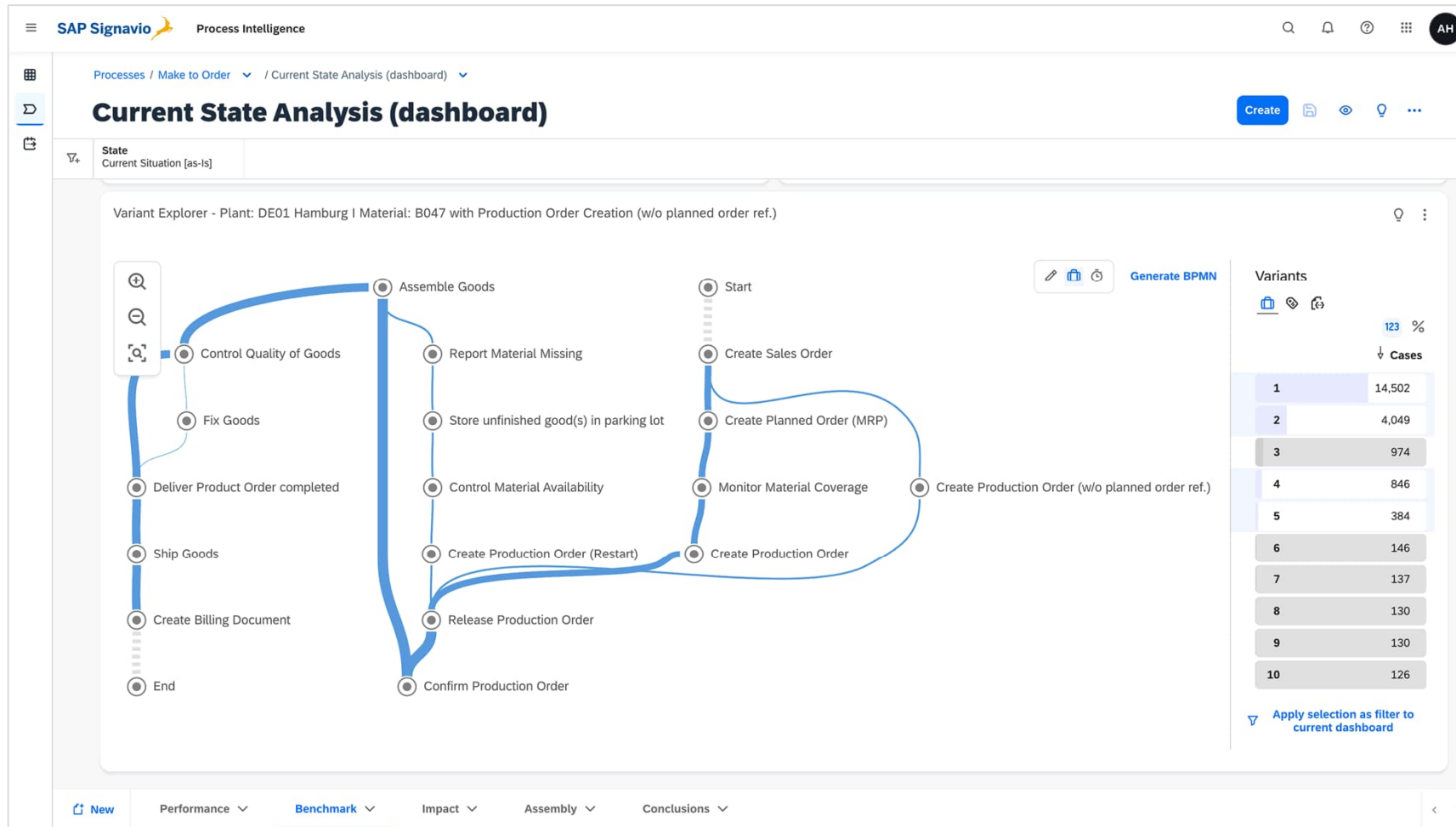
Compare process paths from different areas in your organization

Get full visibility on how your processes are executed

- Visualize and understand your **process reality** with a process diagram directly generated from your event log data
- Rapidly **identify most common process paths** and **how often each path occurs**
- **Identify main activities and behaviors** in your organization
- **Identify long cycle times, loops, issues and main inefficiencies** for each path, including a metric overlay
- **Observe differences in your organization** by placing two widgets next to each other and compare different ways your process is executed

SAP Signavio Process Intelligence

Process variant analysis: Rapidly identify issues in your processes



Rapidly identify issues and get a deep analysis of your process variants.

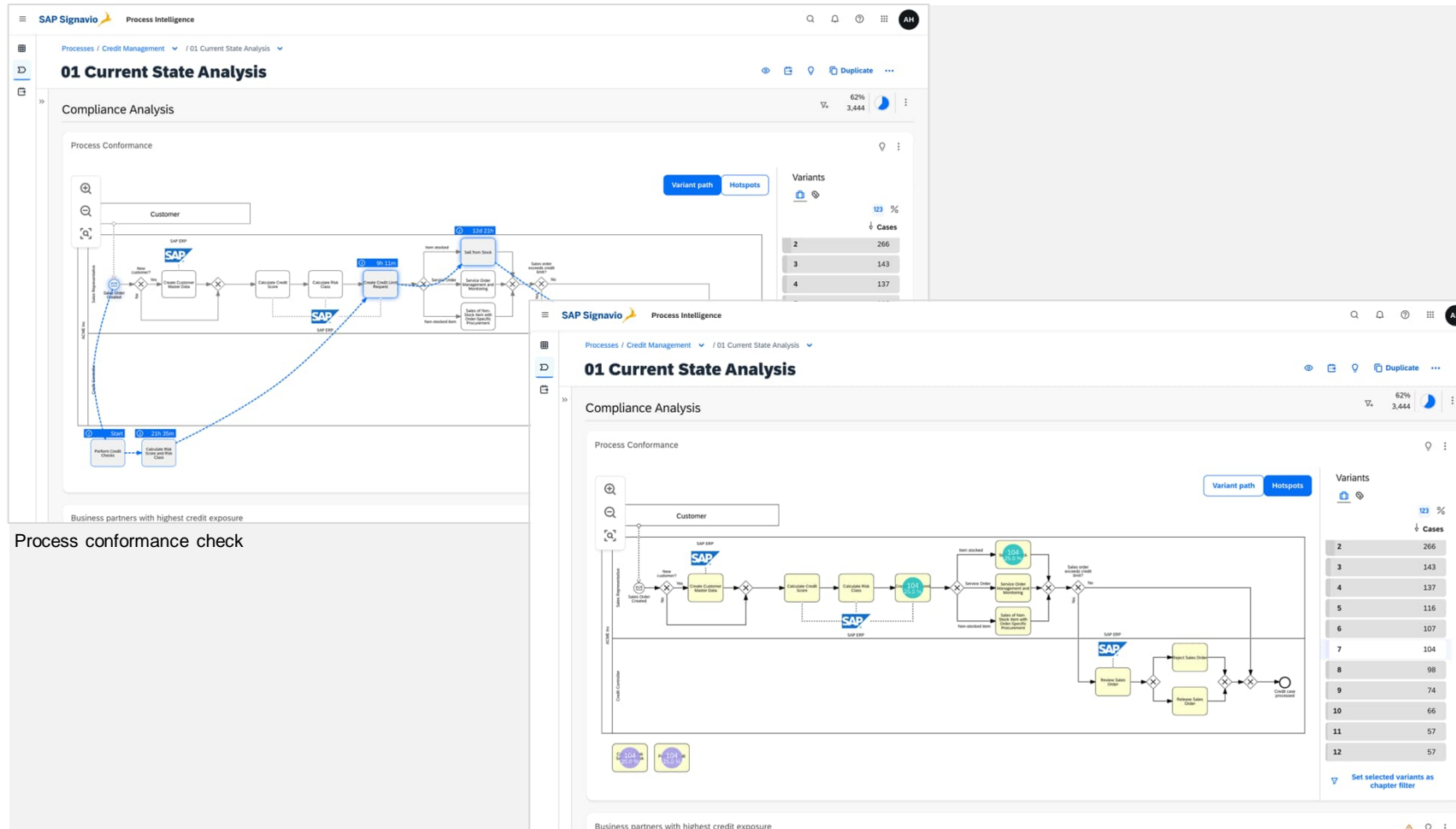
- **Validate gut feelings** with real data points and understand your process dynamics
- **Visualize all paths** of process variants and see how often these occur
- **Identify cases with potential cycle time issues** by ranking them by cycle time
- **Select the best variants and generate BPMN* models in SAP Signavio Process Manager:** auto-generate BPMN models out of one of multiple process variants

SAP Signavio Process Intelligence

Process conformance: Identify non-compliant processes

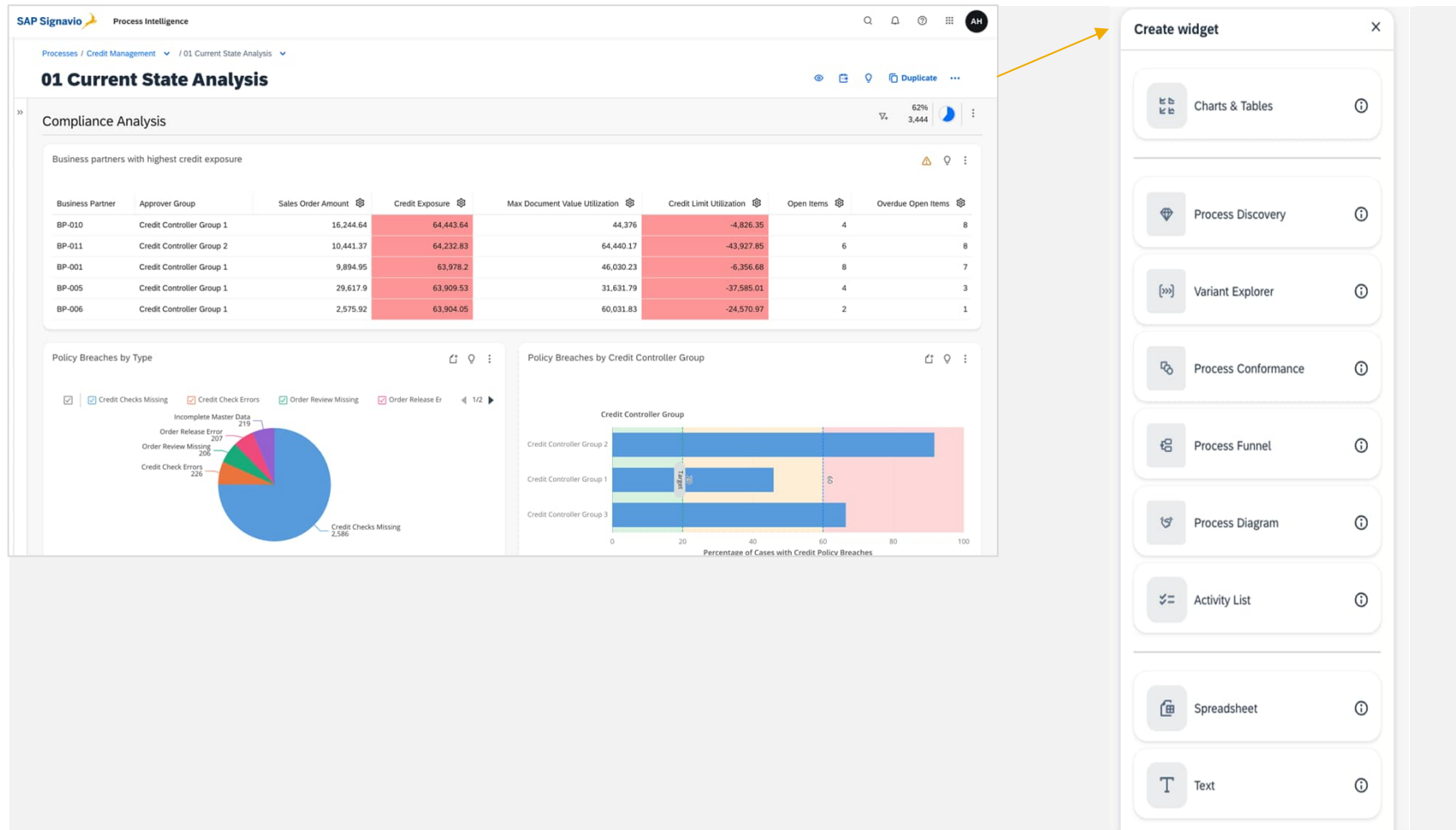
Identify potential process **compliance issues** by comparing process variants against your designed process models.

- **Check process conformance** by linking your investigation to a BPMN model and mapping it against your real process execution
- **Visualize individual process paths**
- **Get a better understanding if the behaviors are compliant** with guidelines in your organization or legal regulations in your industry.
- **Sort variants** by cases, duration or other attributes
- **Group process instances** and understand differences in different teams your organization.



SAP Signavio Process Intelligence

Visualization widgets: Analyze and monitor your process improvement efforts



Visualize your experience and process reality with an extensive set of dynamic analytical components.

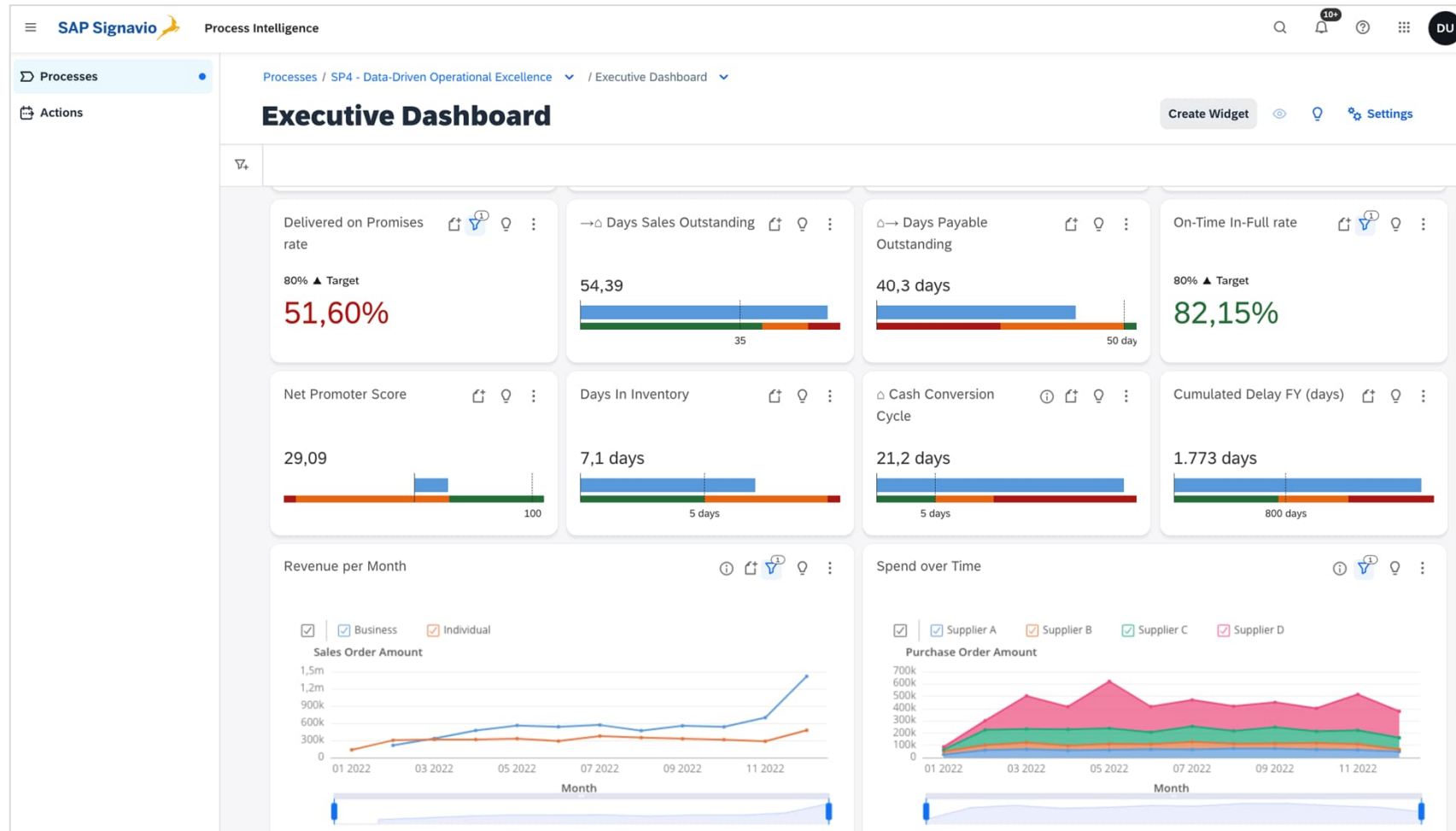
– Ready-to-use analytics and visualization widgets for process and experience data

- Activity list
- Breakdown
- Case Table
- Diagrams
- Distribution
- Funnel view
- Over time
- Tables
- ...

(see full list in [documentation](#))

SAP Signavio Process Intelligence

Dashboards: A more interactive way to analyze, visualize and monitor data



Analyze, visualize and monitor insights in a much more interactive way with dashboards.

- **Profit from an additional interactive** way of analyzing your data, resizing, moving and drag and dropping your widgets as you need while you are conducting your analyses
- **Profit from the benefits of investigations** to monitor your process reality, measure and monitor your performance, and filter down your results according to your needs
- Work alongside your colleagues thanks to a **multi-user access**

SAP Signavio Process Intelligence

Metrics library: Define your main performance indicators

Process view ⓘ Complete attribute set (default) Search

<input type="checkbox"/>	Name ↓	Aggregation Type ⓘ	Status	Widgets ⓘ	
<input type="checkbox"/>	Automation rate Percentage of automated events	Over cases	Valid	3	⋮
<input type="checkbox"/>	Average Cycle Time Average cycle time calculated from the first to the last event	Over cases	Valid	2	⋮
<input type="checkbox"/>	Net average cycle time spent on rework Difference between the average cycle time of the cases that have any rework and the average cycle time of the whole process	Over cases	Valid	-	⋮
<input type="checkbox"/>	Number of Credit Checks Count events on credit check task	Over cases	Valid	-	⋮
<input type="checkbox"/>	Percent of cases affected by rework Number of cases affected by rework divided by the total number of cases	Over cases	Valid	3	⋮

Monitor your performance with defined metrics.

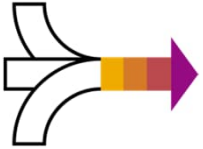
- Define metrics and add them to the **metrics library**
- The values of metrics are determined with **preconfigured queries**
- Assign metrics to a process**
- Copy to different processes and workspaces**
- Use the metrics to **create easy-to-consume widgets** such as dashboards or tables for your process analyst and business users

Save time by using and reusing metrics from a central repository.

– Even without SQL knowledge

SAP Signavio Process Intelligence

Main capabilities



Process data management

Integrate and prepare data from different sources.



Process analysis engine

Query process and experience data at scale.

Reduce your time to insight and get automatically generated insights, quickly discovering existing **correlations and anomalies**.



Analytics and visualizations

Perform **business and analyst investigations**.

Get **visibility into your real process execution**.

Analyze and monitor your data, performance and compliance.



Insights management and collaboration

Share your insights with your peers and increase collaboration

Embed your analysis results in process and journeys models.



Actionability

Enabling faster improvement and time savings with automation and workflows

Better data-driven decision making in the organization



Leverage **accelerators** as a starting set of data transformations, metrics and more to speed up your data analysis and your time to value.

*Through partnership with selected partners or "bring your own" task mining solution

Analyze your data at a deeper level with task mining*

Insights management and collaboration

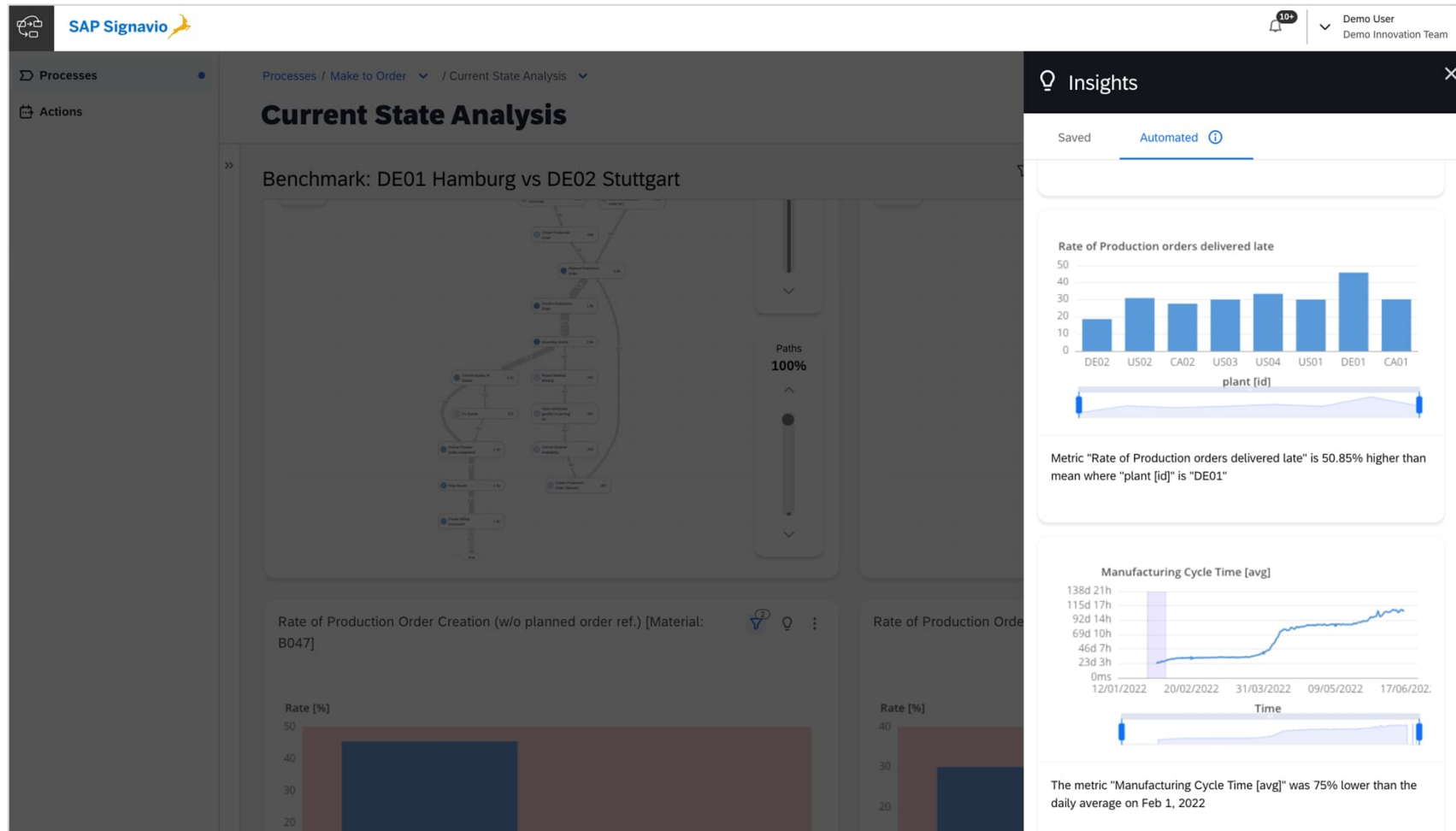
Collaborate with other stakeholders and embed your analysis results in process and journey models

- Automated insights, manual insights and insights management
- Live insights: Embedding insights into journey and process models



SAP Signavio Process Intelligence

Automated and manual insights: Discover, record and share your insights



Speed up your analyses and problem identification by recording, managing, and collaboratively sharing your insights and findings with your peers.

- **Automated insights** reduce your effort and time to find insights in your process and experience data (correlations, anomalies)
- **Manual insights** allow you to record your own insights and assign them your peers.

Discover automated insights and add them insights to your investigations, saving time in identifying insights as well as in creating widgets to analyze and monitor them.

SAP Signavio Process Intelligence

Insights management: Improve team collaboration

The screenshot displays the SAP Signavio Process Intelligence interface, specifically the 'Insights' section for 'SP4 - Data-Driven Operational Excellence'. The interface is divided into 'Investigations', 'Dashboards', and 'Insights' tabs. The 'Insights' tab is active, showing a grid of insight cards. Each card has a title, a date, a description, and an 'Open' button. The insights are categorized into 'Saved' and 'Automated' sections. The 'Saved' section contains three insights, and the 'Automated' section contains six insights. The insights are: 1. 'Anomaly in Average cycle time' (Aug 21, 2023), 2. 'Extra Delay' (Jul 14, 2023), 3. 'Extra Cost due to missing Material Code' (Jul 14, 2023), 4. 'SEN2B 10000W is provided by Supplier D ONLY' (Jul 14, 2023), 5. 'Anomaly in Average cycle time' (Jun 30, 2023), 6. 'Anomaly in Automation rate' (Jun 30, 2023), 7. 'Mitigate Churn' (Jun 29, 2023), 8. 'Revenue Analysis' (Jun 29, 2023), and 9. 'DSO too long' (Jun 29, 2023).

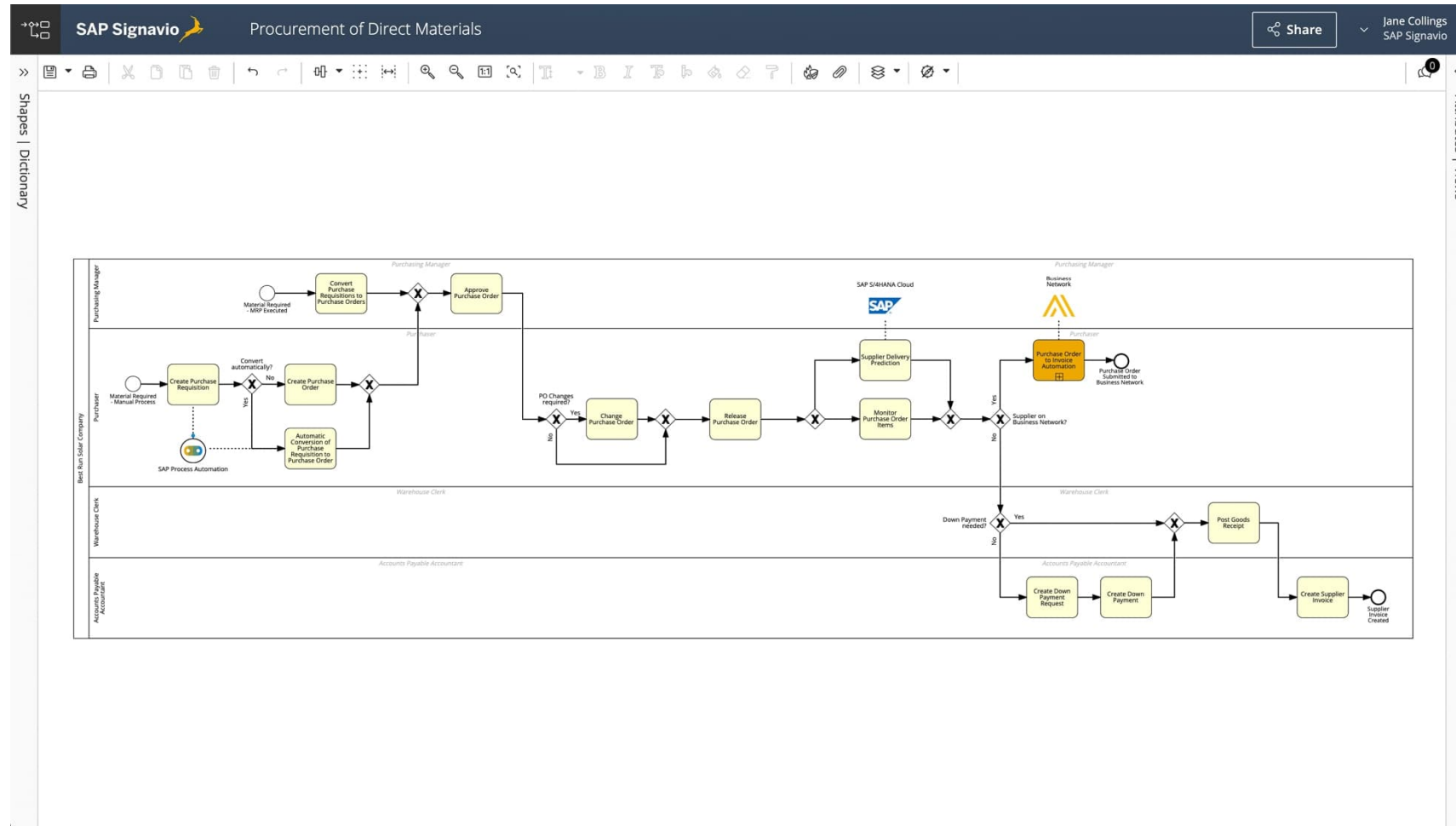
Assign saved automated and manual insights to your colleagues, and track the progress of the analysis in a single central space.

Improve your team collaboration and shorten time to insights with a central space for insights management.

- **Comment:** Add your comments to the automated insights or manual insights identified, tag your colleagues and respond to their comments.
- **Get notified:** Receive notifications when you are assigned with a new insight by your peers.

SAP Signavio Process Intelligence

Live insights: Embedding your analysis results in process models



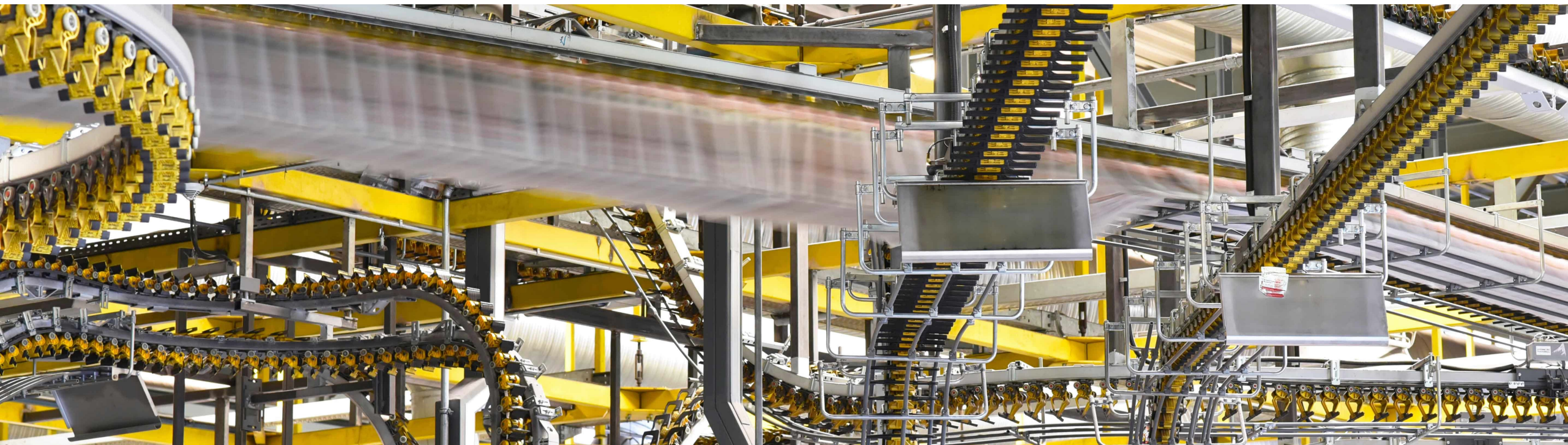
Monitor process and business performance by exposing your analysis results in your process models.

- Full control and updates over **key process performance and compliance indicators**

Gain visibility on the process performance in the context of the processes.

Traffic-light insights in SAP Signavio Process Manager (header and UI will be adapted to the Fiori UX theme in 2024)

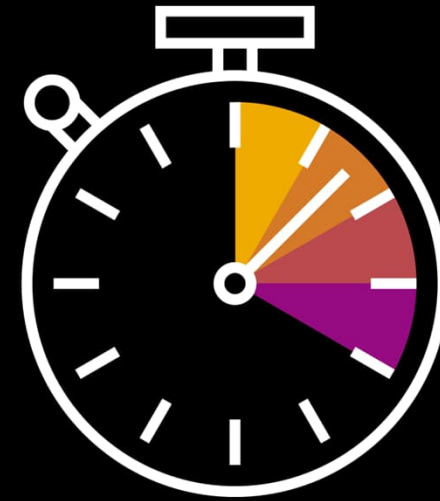
SAP Signavio Process Intelligence Accelerators



Accelerators

Use SAP Signavio Process Intelligence accelerators as a starting set of data transformations and metrics to speed up your data analysis and your time to value.

- SAP Signavio Process Intelligence accelerators
- Transformation templates
- Standard metrics



SAP Signavio Process Intelligence

Accelerators: Jump-start your analysis



SAP Signavio Process Intelligence accelerators are process and system specific content packages that provide a fast start to process analysis for all users, accelerating **time to insights** and **time to value**.

These packages contain:

- **Process data transformation templates**
- **Standard metrics**

[Industry Agnostic] - SAP Signavio PI-Accelerators

- Order-to-cash process in SAP ECC and SAP S/4HANA
- Procure-to-pay process in SAP ECC and SAP S/4HANA
- Invoice-to-cash process in SAP ECC and SAP S/4HANA
- Invoice-to-pay process in SAP ECC and SAP S/4HANA
- Operate-to-Maintain in SAP ECC and SAP S/4HANA

Operate-to-Maintain for SAP ECC and SAP S/4HANA

Business Domain
Manufacturing

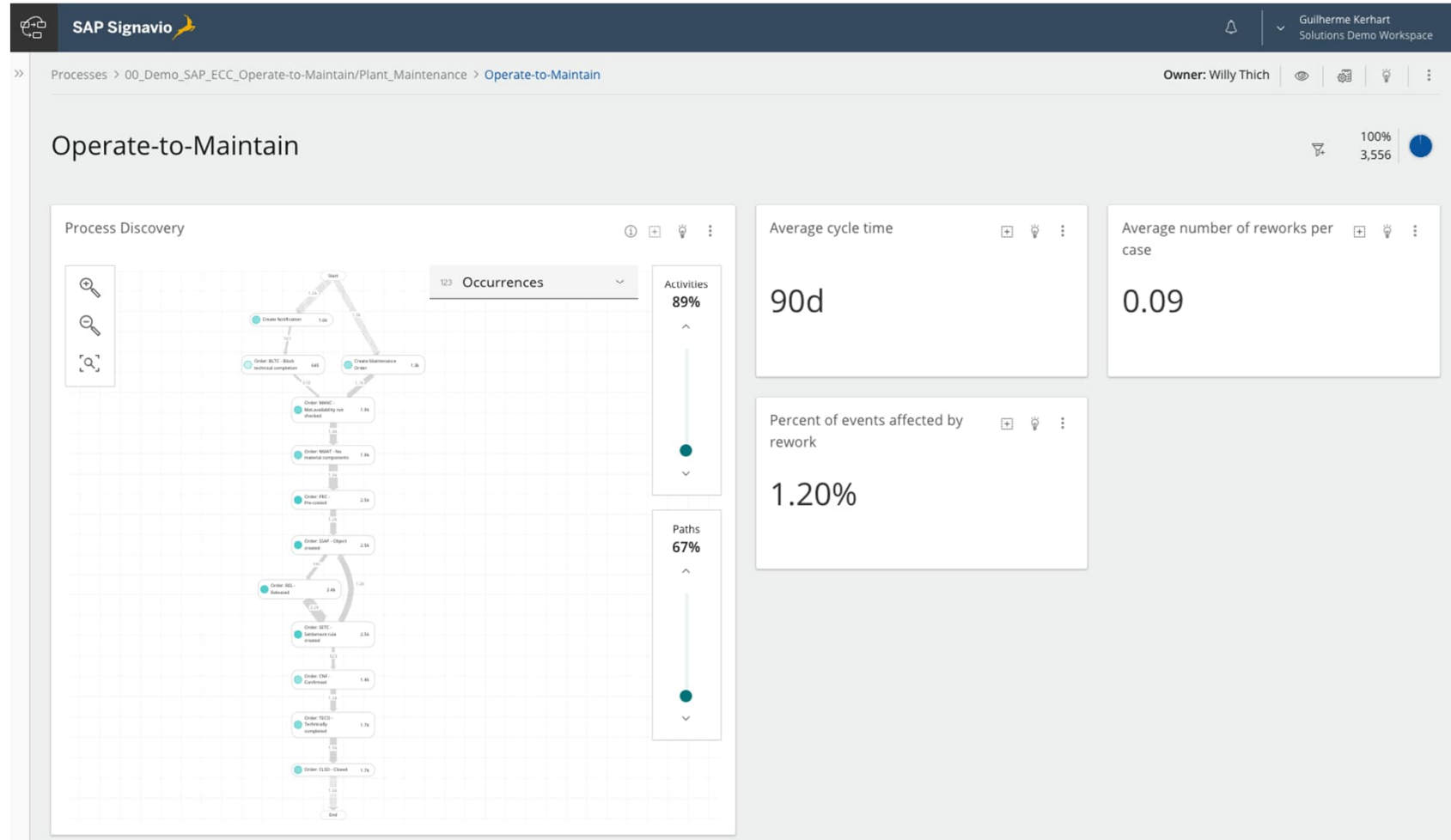
Use Cases
**Maintenance prioritization,
Settlement costs optimization,
Repair/Refurbishment planning**

Supported Processes
Operate-to-Maintain

Source System
SAP ECC & S/4HANA

Applicable Industry
Any Industry

Solution Content
**Live Connector for SAP ECC &
S/4HANA
Standard Data Model**



SAP Signavio Process Intelligence Accelerators

Available

Accelerator	System	Process domain	Industry	Availability
Process-agnostic analysis	all	all	all	available
Attract-to-Acquire-Talent in SAP SuccessFactors	SAP SuccessFactors	Recruit-to-Retire	all	available
Incident-to-Resolution in ServiceNow	ServiceNow	Service-to-Operation	all	available
Invoice-to-Cash in SAP ECC	SAP ECC	Finance	all	available
Invoice-to-Cash in SAP S/4HANA	SAP S/4HANA	Finance	all	available
Invoice-to-Pay in SAP ECC	SAP ECC	Finance	all	available
Invoice-to-Pay in SAP S/4HANA	SAP S/4HANA	Finance	all	available
Lead-to-Opportunity in Salesforce Sales Cloud	Salesforce Sales Cloud	Lead-to-Cash	all	available only for existing customers
Lead-to-Opportunity in SAP Sales Cloud	SAP Sales Cloud	Lead-to-Cash	all	available
Lead-to-Quote in Salesforce Sales Cloud	Salesforce Sales Cloud	Lead-to-Cash	all	available only for existing customers
Meter-to-Cash in SAP for Utilities (IS-U)	SAP for Utilities (IS-U)	Lead-to-Cash	utilities	available
Meter-to-Cash in SAP S/4HANA Utilities	SAP S/4HANA Utilities	Lead-to-Cash	utilities	available
Operate-to-Maintain in SAP ECC	SAP ECC	Plant maintenance	all	available
Operate-to-Maintain in SAP S/4HANA	SAP S/4HANA	Plant maintenance	all	available
Order-to-Cash in SAP ECC	SAP ECC	Lead-to-Cash	all	available
Order-to-Cash in SAP S/4HANA	SAP S/4HANA	Lead-to-Cash	all	available
Procure-to-Pay in SAP ECC	SAP ECC	Source-to-Pay	all	available
Procure-to-Pay in SAP S/4HANA	SAP S/4HANA	Source-to-Pay	all	available

Further details about all the accelerators available are available at <https://documentation.signavio.com>, including new releases*.

Plan-to-Fulfill in SAP ECC & S/4 HANA

Request-to-Service in SAP Service Cloud



Sourcing in SAP Ariba

[...]

Link :

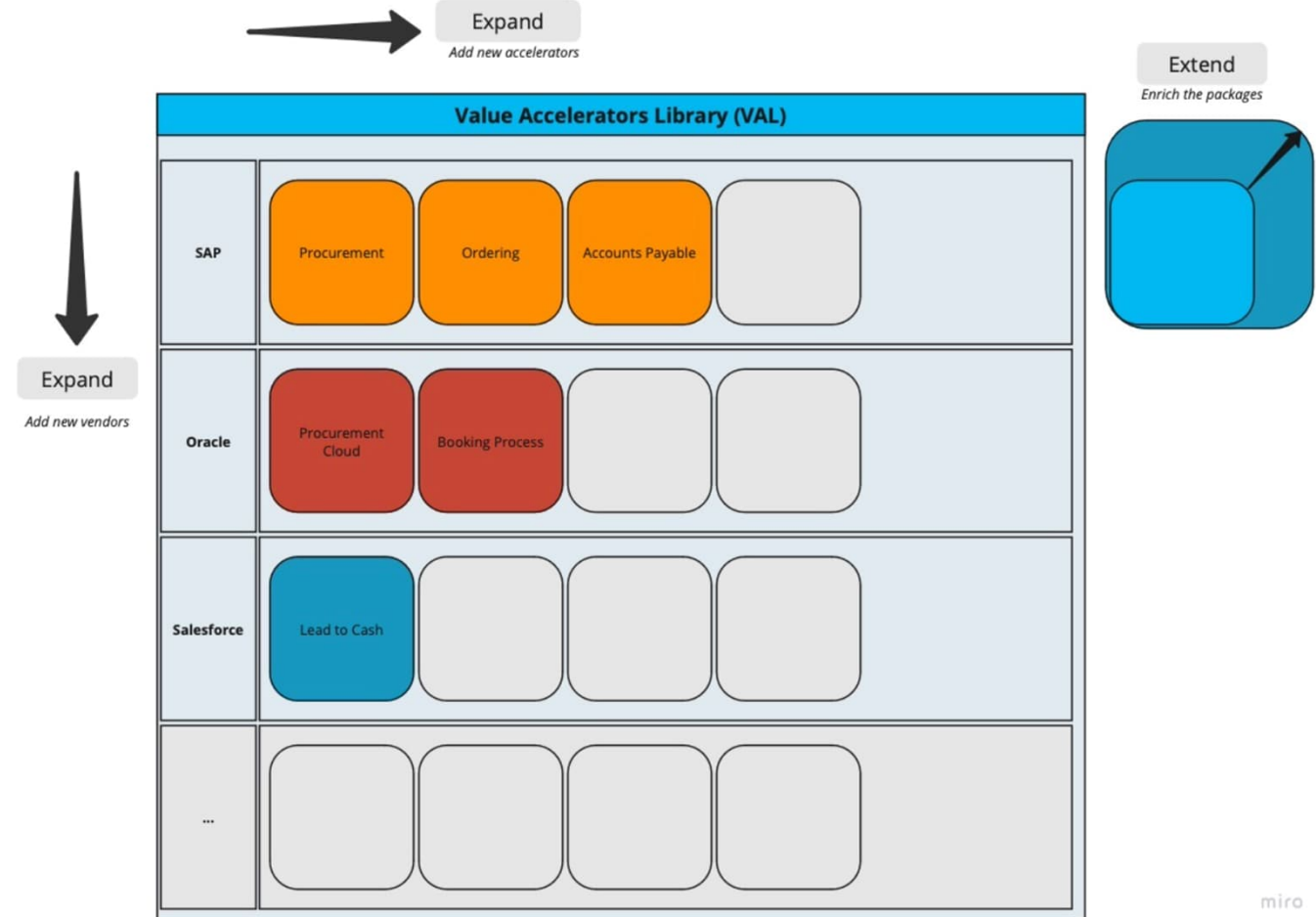
<https://documentation.signavio.com/suite/en-us/Content/process-intelligence/accelerators-intro.htm>

*Released on Jan 17th, 2023.

SAP Signavio Process Intelligence Accelerators

Aiming for...

- 1) **Expand** the current offering of accelerators for SAP and non- SAP scenarios.
- 2) **Extend**, e.g., with dashboards, manual insights, action trigger and etc.



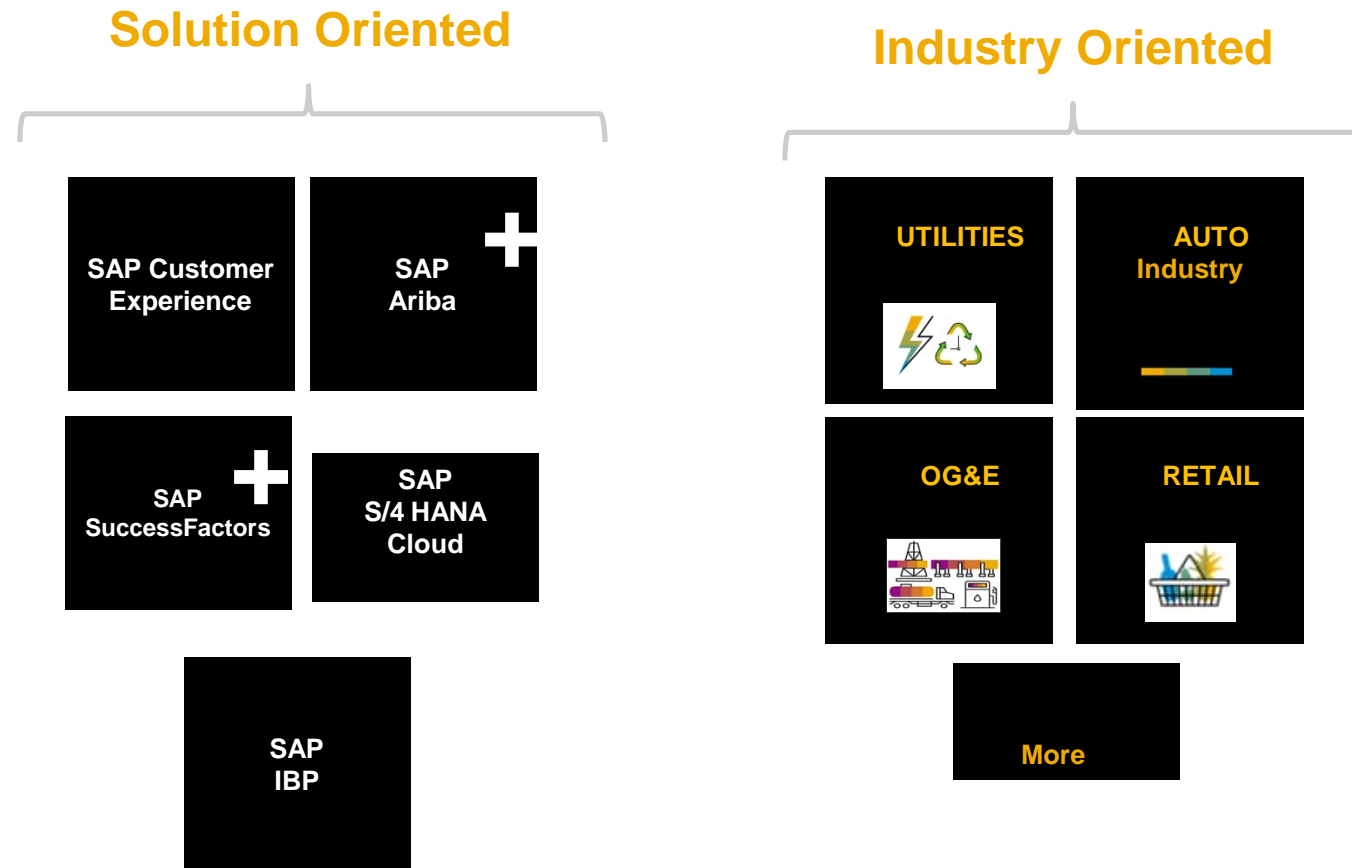
SAP Signavio Process Intelligence Accelerators

Brief (Expand) outlook*...

	Solution/Industry	Sub processes
Solution Oriented	SAP Ariba	<ul style="list-style-type: none"> • Procure-to-Pay • Contracts
	SAP SuccessFactors	<ul style="list-style-type: none"> • Employee Central
	SAP S/4 HANA Cloud	<ul style="list-style-type: none"> • Order-to-Cash
	SAP IBP	<ul style="list-style-type: none"> • To Be Confirmed
Industry Oriented	Retail (SAP ECC IS-RETAIL & SAP S/4 HANA)	<ul style="list-style-type: none"> • Retail Order Management & Physical Inventory (Manage Sales Order)
	Oil, Gas & Energy (SAP ECC IS-OIL & SAP S/4 HANA)	<ul style="list-style-type: none"> • Sales of Refined Products by Pipeline / by Marine • Procurement of Crude by Marine • Supply refined products by Barge - intercompany STO DES/ FOB • Supply refined products by Pipeline - intercompany STO • Supply refined products by Rail - intracompany reservation
	Automotive (SAP ECC IS-AUTO & SAP S/4 HANA)	<ul style="list-style-type: none"> • Make-to-Order • Make-to-Stock

SAP Signavio Process Intelligence Accelerators

Coming next...



Main use cases for SAP Signavio Process Intelligence

Transformation initiatives



Business transformation

Supporting a company's digital transformation by linking strategy to operations and creating a resilient organization



Process excellence

Improving processes by algorithmic process discovery and analysis



Audit and compliance

Improving auditing and compliance by algorithmic process comparison, analysis and validation



Automation

Improving process automation by discovering and validating automation opportunities

Process domains

Any process and system combination (SAP and non-SAP)

Order-to-Cash (O2C) - Procure-to-Pay (P2P) – Accounts Payable (AP) - Incident-to-Resolution (I2R) - Hire-to-Retire (H2R) - IT Service Management (ITSM) - etc.

...

Each transformation initiative can affect one or several process domains

Flexibly apply SAP Signavio Process Intelligence according to your needs

Transformation initiatives

Process domains		Business transformation	Process excellence	Audit and compliance	Automation
	Procure-to-Pay
	Order-to-Cash	Use Case #3
	Operate-to-Maintain	...	Use Case #2	Use Case #4 ...
	Invoice-to-Pay
	Invoice-to-Cash
	Lead-to-Opportunity
	Incident-to-Resolution	Use Case #1
	[...]

Use Case example #1: Holistic business transformation



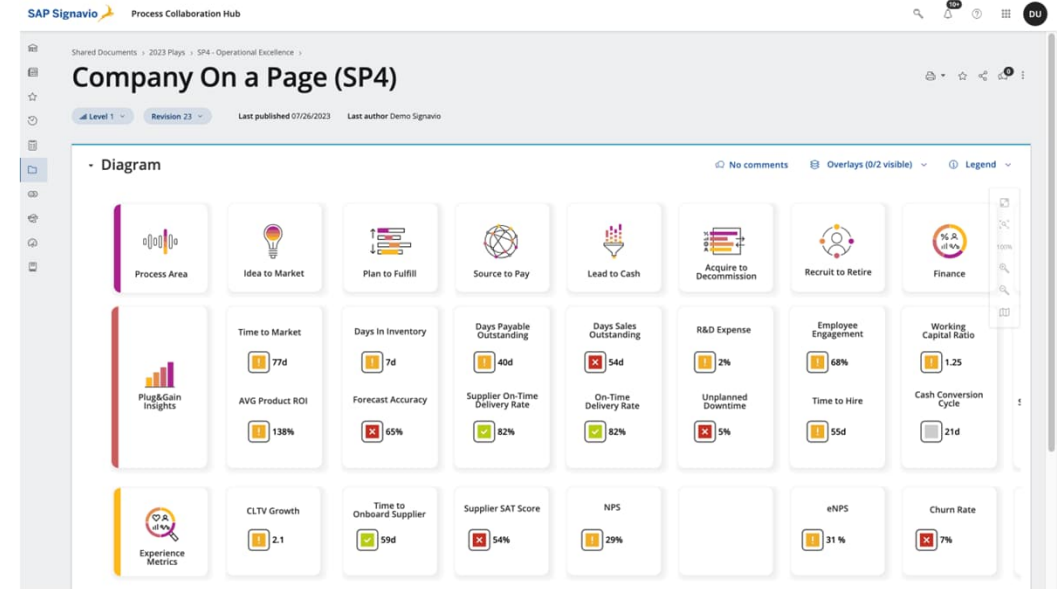
“I will undergo a significant business transformation, and I would like to get process data-driven insights to take the right decisions for my business, including an outside-in view on my activities...”

Challenges

- Upcoming or multiple business transformations
- New product lines
- Merger and/or acquisition
- Conversion to new revenue models
- Organizational alignment to bring transformative moments to success

Impact

- Increased visibility on process reality
- Identification of operations' impact on people experience
- Outside-in driven business model extension and improvement
- Identification of opportunities to create additional value
- Monitoring of combined top line, operational, and experience metrics



BENEFITS WITH PROCESS MINING (EXAMPLES)

Increased **customer satisfaction scores**

Better **internal alignment**

Link from **strategy to operations**

Elimination of **redundancies and efficiencies**

Business model improvement

Use Case example #2: Process excellence initiative for Order-to-Cash



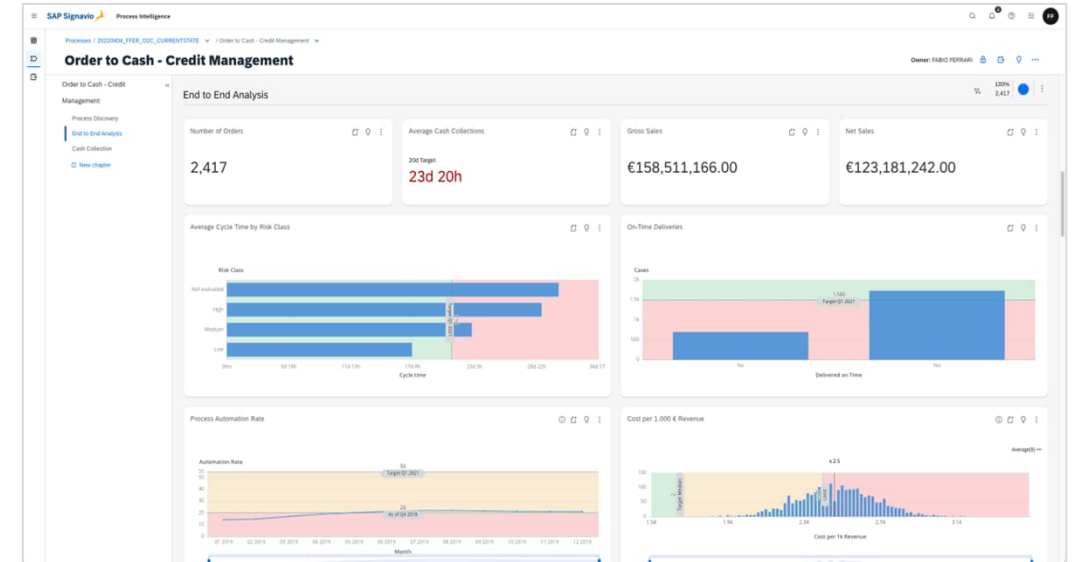
“I want to better increase efficiency and reduce costs in my Order-to-Cash process by understanding how processes are executed and analyzing the performance ...”

Challenges

- Heterogeneous Order-to-Cash process landscape
- Lack of visibility and transparency in the execution of processes
- Process issues and bottlenecks hampering efficiency
- Monitoring of process performance

Impact

- Overall cost reduction
- Increased process harmonization
- Increased process adherence
- Faster business-user buy-in
- Decreased late payments and missed procurement discounts
- Increased cash forecasting accuracy
- Increased visibility on performance



BENEFITS WITH PROCESS MINING (EXAMPLES)

Reduction of overall
cycle times

Reduction of **order**
rejection ratio

Faster **invoice**
processing

Reduction of
delivery blocks

Reduction of **long**
running orders

Use Case example #3: Audit and compliance in Procure-to-Pay

“I want to identify potential uncompliant process behaviors in my purchase process with suppliers to take corrective action and avoid risk ...”

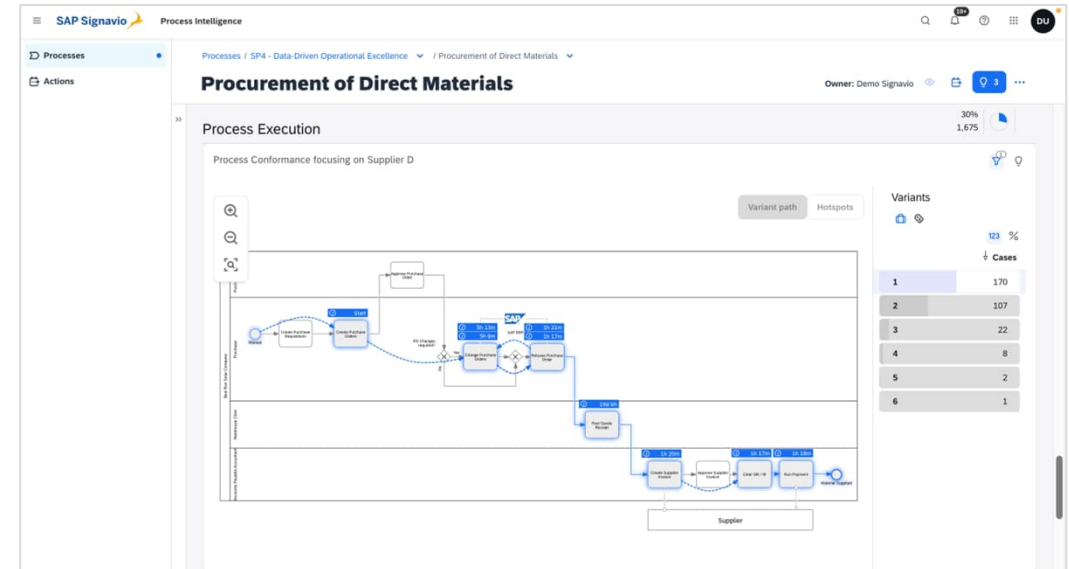


Challenges

- Unaligned processes across departments or business units
- Non-compliant processes according to company or legal regulations
- Unknown behaviors leading to non-compliance
- No data-driven approach to determine where and when to intervene

Impact

- Ensured compliance with regulations
- Increased process conformance
- Identification of fault behavior internally or from suppliers
- Identification of where, who, when to intervene
- Monitoring risk of non-compliance



BENEFITS WITH PROCESS MINING (EXAMPLES)

Uncompliant process identification

Reduction of undesired behavior (e.g. Maverick-Buying)

Reduction of fines and penalties

Simplified preparation for audit events

Improved risk monitoring

Use Case example #4: Automation for Order-to-Cash

“I want to reduce manual effort in my process to balance workload, and increase efficiency by unleashing untapped automation potential”

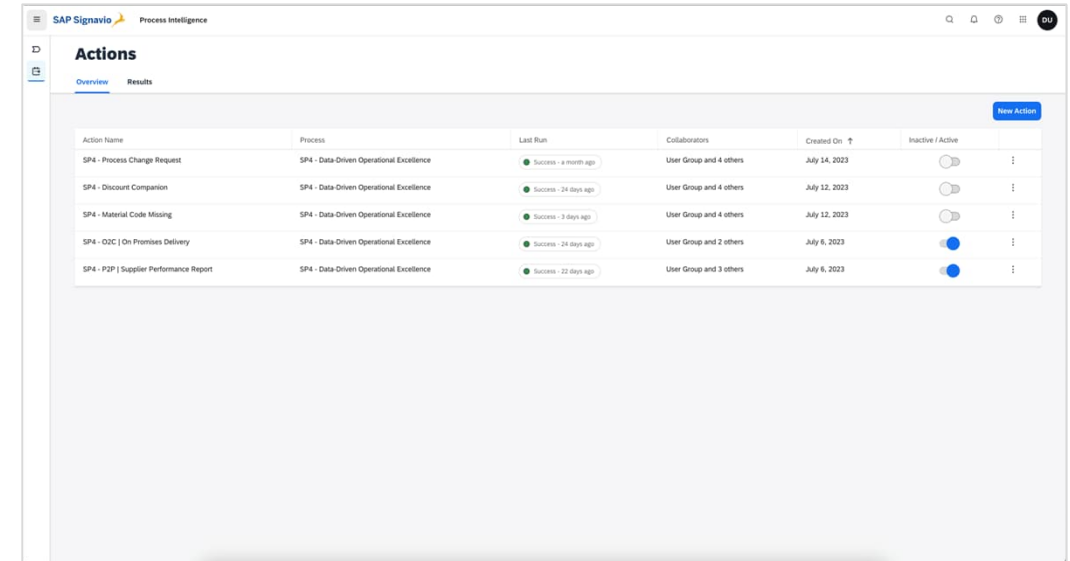


Challenges

- Unaligned best practices for automating process steps across departments or business units
- Lack of knowledge about automation tools and their implementation
- Heterogeneous configuration of system settings across the company
- Low master data quality preventing automation rules from being executed

Impact

- Increased visibility, tracking and benchmarking of end-to-end automation rates
- Understanding of the impact of upstream automation on downstream cycle times and process adherence
- Improved automation of outliers on the spot with intelligent action rules



The screenshot shows the SAP Signavio Process Intelligence 'Actions' interface. It features a table with columns for Action Name, Process, Last Run, Collaborators, Created On, and Inactive / Active. The table lists several actions related to SP4 - Data-Driven Operational Excellence, including Process Change Request, Discount Comparison, Material Code Missing, On Promises Delivery, and Supplier Performance Report. Each row shows the last run status (e.g., Success - 4 months ago) and the collaborators involved.

Action Name	Process	Last Run	Collaborators	Created On	Inactive / Active
SP4 - Process Change Request	SP4 - Data-Driven Operational Excellence	Success - 4 months ago	User Group and 4 others	July 14, 2023	<input type="checkbox"/>
SP4 - Discount Comparison	SP4 - Data-Driven Operational Excellence	Success - 24 days ago	User Group and 4 others	July 12, 2023	<input type="checkbox"/>
SP4 - Material Code Missing	SP4 - Data-Driven Operational Excellence	Success - 3 days ago	User Group and 4 others	July 12, 2023	<input type="checkbox"/>
SP4 - ODC On Promises Delivery	SP4 - Data-Driven Operational Excellence	Success - 24 days ago	User Group and 2 others	July 6, 2023	<input checked="" type="checkbox"/>
SP4 - PDP Supplier Performance Report	SP4 - Data-Driven Operational Excellence	Success - 22 days ago	User Group and 3 others	July 6, 2023	<input checked="" type="checkbox"/>

BENEFITS WITH PROCESS MINING (EXAMPLES)

Identification of **manual process steps**

Comparison of **automation rates** across the organization

Identification of **root causes for low automation**

Impact discovery on **end-to-end process objectives**

Increased end-to-end **automation across departments**



“SAP Signavio solutions enable more meaningful discussion on business processes with less ambiguity, because we have processes visualized and backed by system data.”

Stefan Szupper, GFG Way Program Director, GFG Alliance

Thank you.



Increase Business Development Agility using SAP Signavio Process Manager

Arpan Pramanick, SAP
09, 2023

PUBLIC

Business Agility

Business Agility is the ability to compete and thrive in the digital age by quickly responding to market changes and emerging opportunities with innovative, digitally-enabled business solutions.

Everything moves fast in the digital age. Customer desires, competitive threats, technology choices, business expectations, revenue opportunities, and workforce demands now happen at blistering speeds.

Today, achieving customer delight at the speed of the market requires validating innovations with customers and then ‘pivoting without mercy or guilt’ when the hypothesis needs to change. Moreover, significant technological advances are unlocking new ways to create this value.

Agenda

SAP Signavio Process Manager

- Collaborative process modeling
- Configurable modeling conventions
- Process Documentation and Reporting
- Quick modeling
- Process Simulation

SAP Signavio Process Journey Modeler

SAP Signavio Value Accelerators

SAP Signavio Process Manager

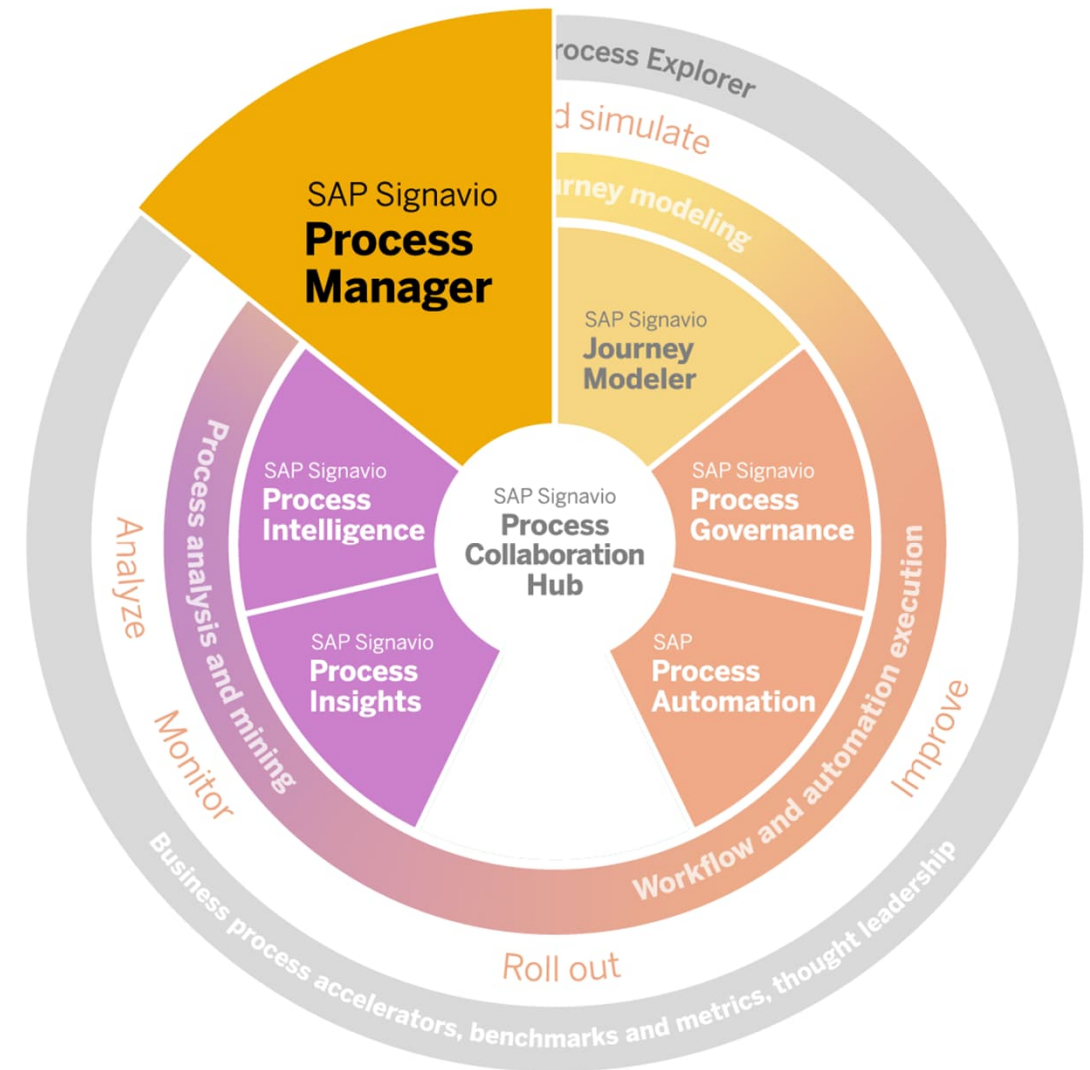
Main Capabilities



SAP Signavio Process Manager within SAP Signavio solutions

SAP Signavio Process Manager is the process modeling solution within SAP Signavio Process Transformation Suite to:

- Model running processes
- Design any process: as-is, to-be, variants
- Detect process issues, patterns, and change opportunities by analytics and reports
- Provide an environment in which employees can work collaboratively on processes.



Process modeling

Market overview

The SAP Signavio Process Manager solution supports process-driven organizations in any applicable industry.

Prominent use cases:

- Operational excellence
- Change management
- Risk and compliance
- Customer experience
- Digital and IT transformation

Companies around the world have a growing need for process management

Growth drivers are



Enterprise transformation



Customer experience



Process excellence

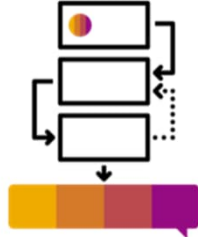
SAP Signavio Process Manager

Main capabilities overview



Collaborative process modeling

Provide multiple process modeling notations (for example, business process model and notation, or BPMN) and a variety of process attributes (owner, IT system) that organizations can use collaboratively to design their business processes.



Configurable modeling conventions

Utilize highly configurable process modeling conventions and provide detailed information on modeling errors and warnings.



Process documentation and reporting

Provide a range of reports to gain an overview of the repository along with usage, analytics, and compliance reports.



Quick modeling

Benefit from fast and simple process discovery and creation. Allow modeling BPMN 2.0 without previous knowledge.

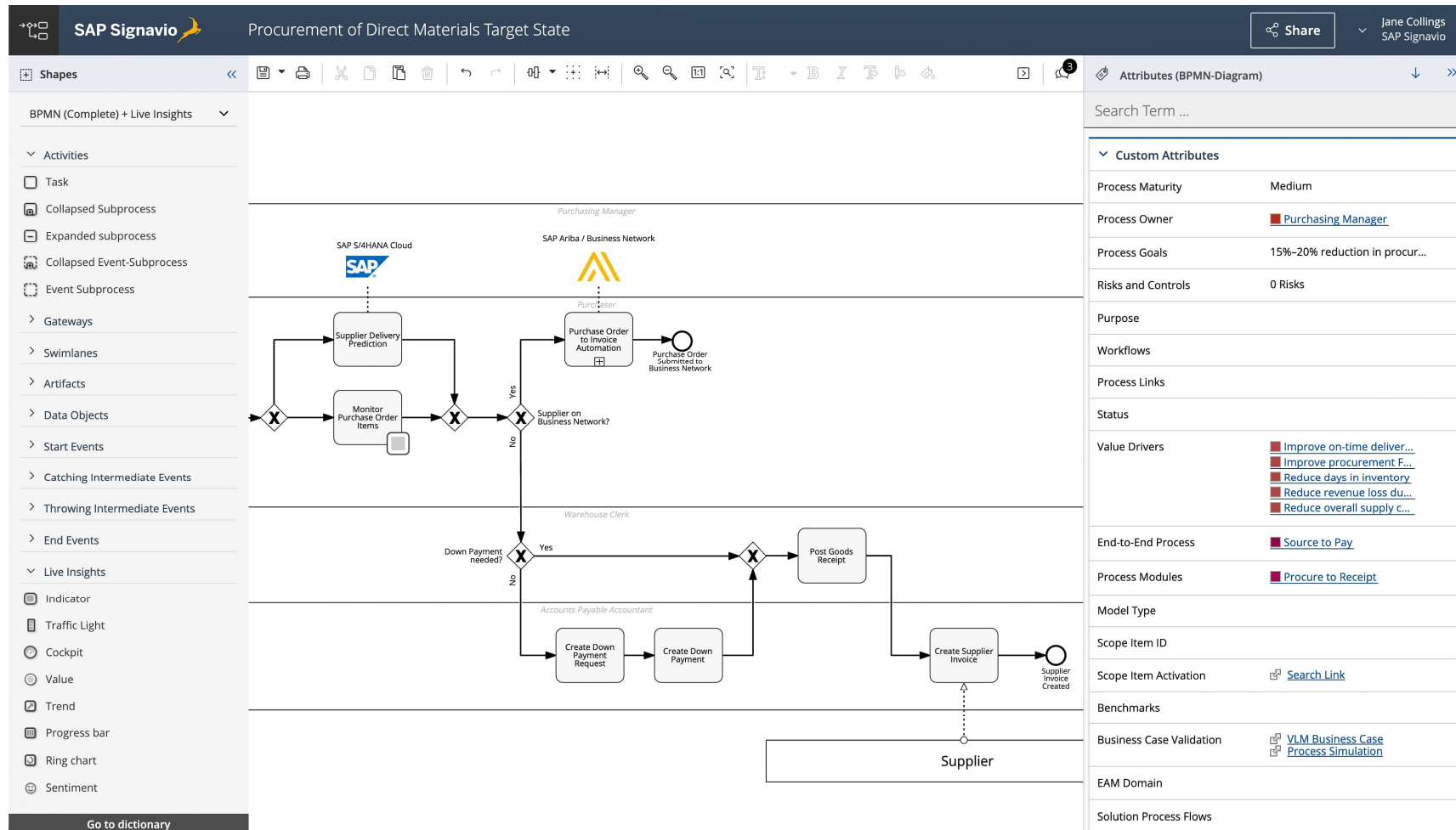


Process simulation

Determine if and how a given change would impact process outcomes using process simulation capabilities.

SAP Signavio Process Manager

Overall modeling environment – editor

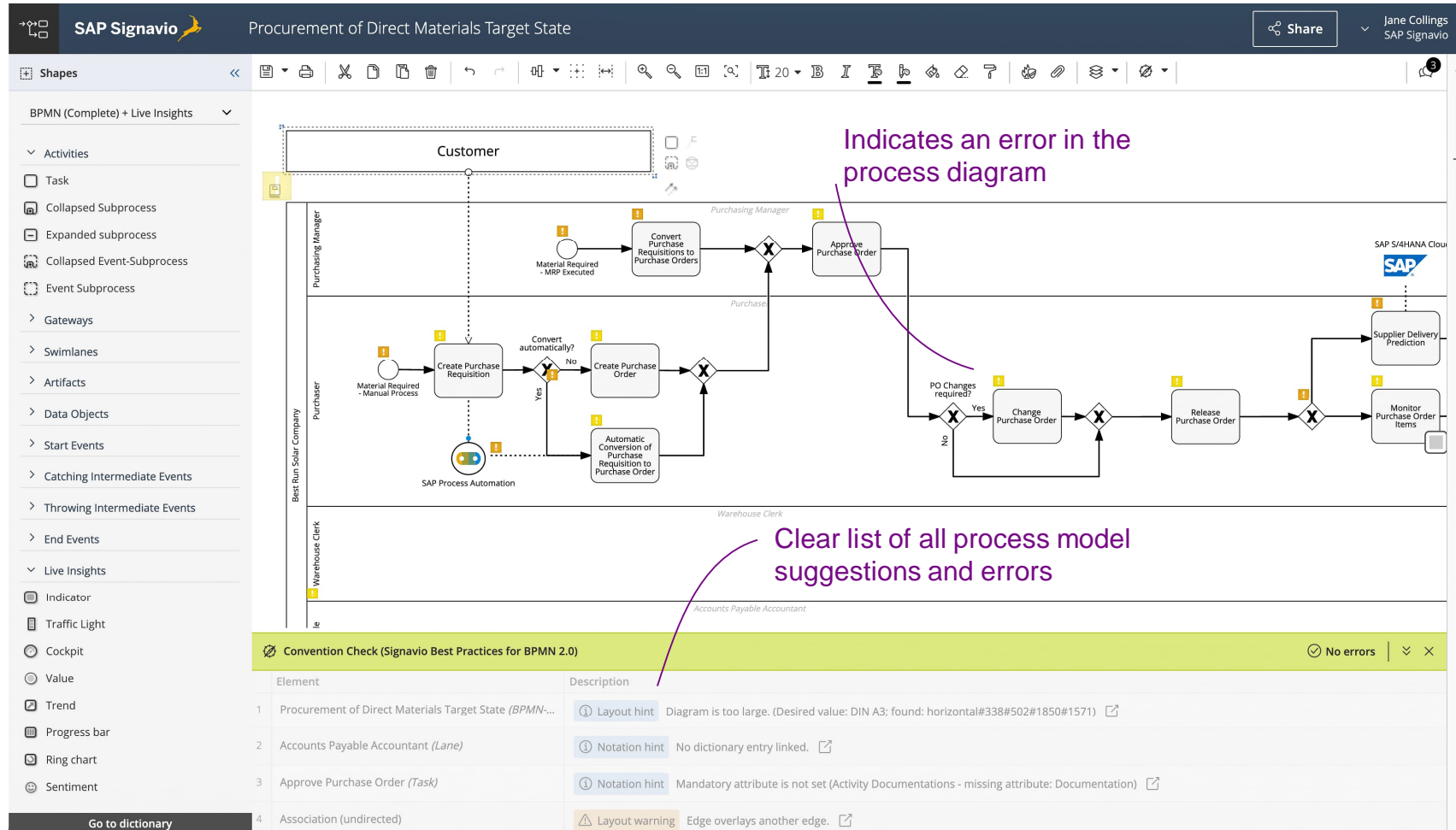


Easy, comprehensive process modeling within the editor for SAP Signavio Process Manager

- **Model** processes by utilizing drag-and-drop features for elements, automatically positioning elements, and reusing items from a central repository
- **Build** comprehensive process modeling standards choosing from multiple modeling languages (such as BPMN or value chains) along with creating and maintaining process attributes (owner, IT system, linked processes, and more)
- **Achieve** process transparency and orchestration by supporting process standardization and documenting company-wide process models

SAP Signavio Process Manager

Model syntax check



Get a **clear list** of all modeling syntax suggestions and errors to help to improve the quality and ease of consumption of process models

- **Validate** modeling regulations with real-time warnings, hints, and error messages to help improve the quality and understandability of models
- **Design** your processes based on best practices and modeling standards
- **Follow** the hints to improve model's accuracy and reliability

SAP Signavio Process Manager

Reporting

The screenshot shows the SAP Signavio Process Manager interface. On the left is a navigation pane with categories like 'Shared documents', 'Business Process Transform...', 'Make to Order Optimization', 'Process Area', 'Current Operating Model', 'Business Processes', 'Lead to Cash', 'Accounts Receivable', 'Cash Collection', 'Credit Management', 'Customer Journey', 'Invoicing', 'Order Fulfillment', 'Order Management', 'Shipping', 'Source to Pay', 'Reference Content', 'SAP Signavio Process Explorer...', 'Team Playground', 'User Sandbox', 'Trash', and 'Dictionary'. The main area displays a report titled 'Processes > Source to Pay' with a table of process revisions.

Description	Revision	Last change	Last author
This purchasing process uses purchase requisitions that are generated either by the Material Req...	5	5 months ago	JP Ascenci
This purchasing process uses purchase requisitions that are generated either by the Material Req...	11	3 months ago	Nikolas Bieker
This purchasing process uses purchase requisitions that are generated either by the Material Req...	14	7 days ago	Jane Collings

A dropdown menu for 'Reporting' is open, showing various report templates:

- Process documentation (PDF)
- Process documentation (Word)
- Governance report
- Process cost analysis
- Resource consumption analysis
- Modeling conventions
- Responsibility assignment matrix / RACI
- Responsibility handovers matrix
- Documents usage matrix
- IT system usage matrix (by diagrams)
- IT system usage matrix (by roles)
- Process characteristics with element details
- Process model metrics
- Risks & controls report
- User/Group assignment

Below the menu, a process diagram titled 'Procurement of...' is visible, showing a flowchart with steps like 'Create Purchase Requisition', 'Convert Purchase Requisition to Purchase Order', 'Approve Purchase Order', 'Supplier Delivery Prediction', 'Purchase Order Release Automation', 'Supplier on Business Network?', 'Down Payment Request?', 'Post Goods Receipt', and 'Create Supplier Invoice'. The diagram is divided into swimlanes for 'Purchasing Manager', 'Purchaser', 'SAP Signavio Cloud', 'SAP Arriba / Business Network', 'Warehouse Clerk', and 'Accounts Payable Assistant'.

Leverage report templates and define what to include in the templates based on your reporting and documentation needs

- **Gain** an overview of the process repository by the user/group assignment report, overall process documentation, and process governance reports

Understand usage better including document usage matrix, IT system usage, process characteristics, RACI, responsibility handover matrix, and process model metrics

- **Analyze** process costs, resource consumption, and overview of risks and controls
- **Help ensure** compliance to the modeling standards such as BPMN 2.0

SAP Signavio Process Manager

Automatically generated BPMN diagrams

SAP Signavio Jane Collings SAP Signavio

Save Undo Redo

Procurement of Direct Materials Target State

Organization:

Start: Material Required - Manual Process, Material Required - MRP Executed

End: Purchase Order Submitted to Business Network, Supplier Invoice Created

Show more process attributes >

Documentation:

This purchasing process uses purchase requisitions that are generated either by the Material Requirements Planning (MRP) process or manually by a requester. The conversion from a purchase requisition to a purchase order can either be done manually (in case adoptions are necessary) or automatically (applicable for large volumes). Alternatively, the purchase orders can be generated manually.

The purchase order can be subject to approval before being issued to a supplier. Goods are shipped from the supplier and the goods receipt is created with reference to the corresponding purchase order. Subsequently the invoicing process is triggered. The user can monitor the progress throughout the entire procurement process and can initiate reactive actions if needed.

Activities

Here you can view and edit activity attributes.

	What?	Who?*	How?	IT Systems	Input documents	Output documents
1	Create Purchase Requisition	Purchaser		SAP Process Automation		
2	Create Purchase Order	Purchaser				
3	Automatic Conversion of Purchase Requisition...	Purchaser		SAP Process Automation		

Diagram preview

BPMN 2.0 Models are automatically generated based on table content

- Automatically generated BPMN diagrams

Create visual models just using text without required knowledge of BPMN standards

- Assign** process attributes in a column to define detailed attributes of processes

Specify which activities are required to be done by which roles in table columns

Process Simulation

Determine if and how a given change would impact process outcomes.

- Overview
- Simulation scenario creation
- Simulation types
- Simulation execution
- Simulation results

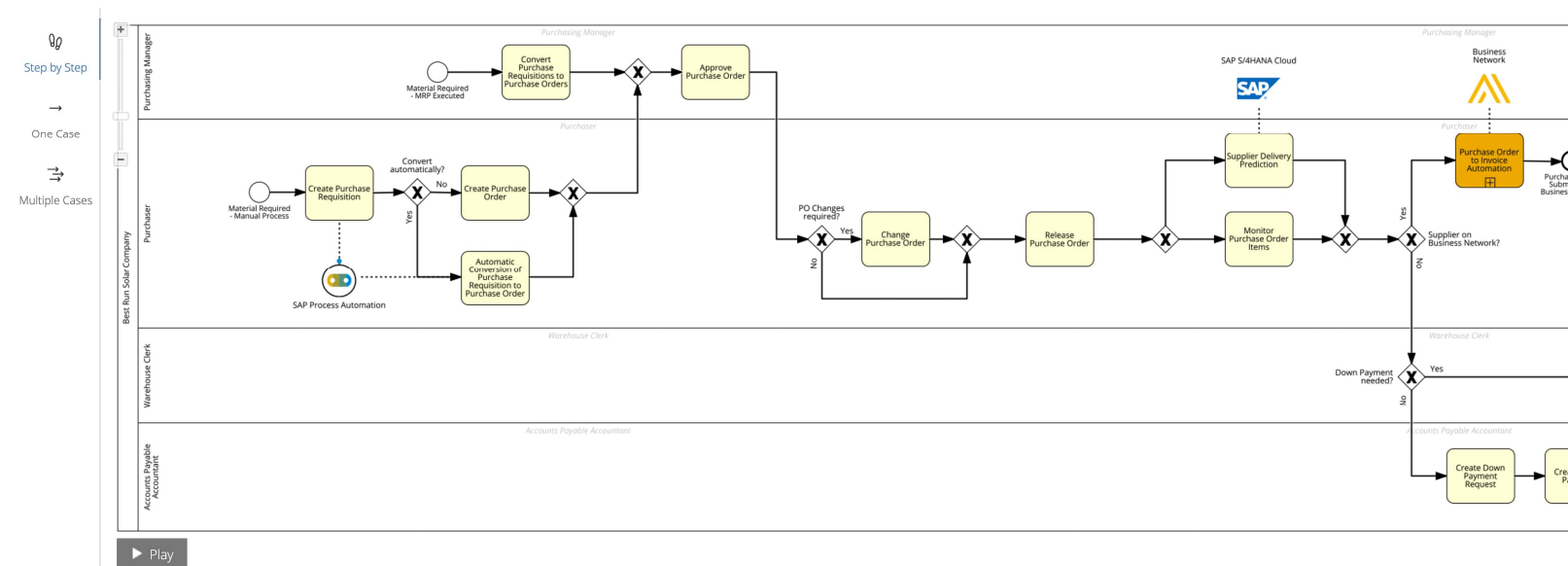


SAP Signavio Process Manager

Process simulation – overview



Procurement of Direct Materials



Scenarios

Current State	Automation	+
---------------	------------	---

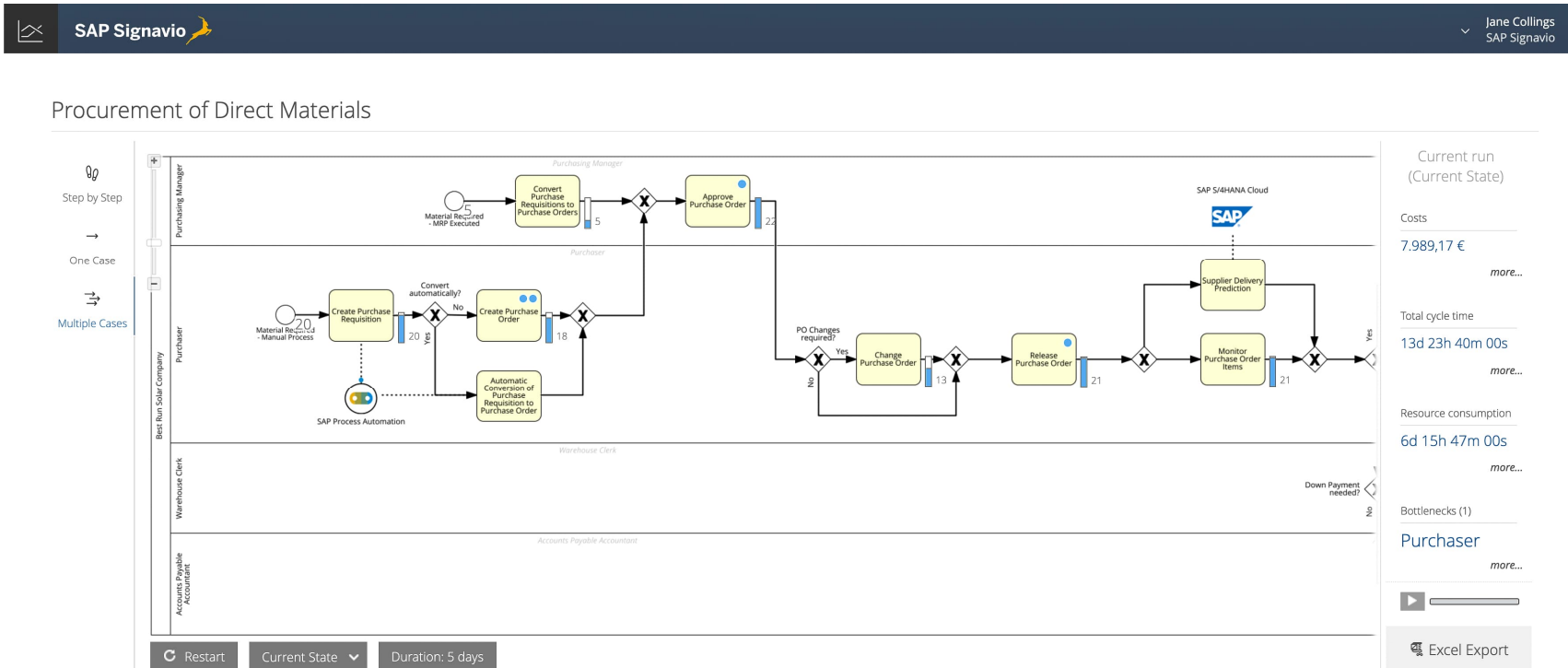
Task	Execution costs
1. Create Purchase Requisition	0,00 €
2. Create Purchase Order	0,00 €

Determine if and how a given change would impact process outcomes

- **Compare** simulation scenarios to understand the impact of potential changes and further improvements. Support decision-making for process-change implementation.
- **Calculate** cycle times, resources, and costs to get in-depth information expected process performance and bottlenecks in simulation scenarios

SAP Signavio Process Manager

Simulation scenario creation



Multiple simulation scenarios can be identified as potential changes of a process model.

- Specify process simulation parameters and variables regarding costs, durations, frequencies, and resources to define simulation scenarios

Scenarios

Current State	Automation	+
---------------	------------	---

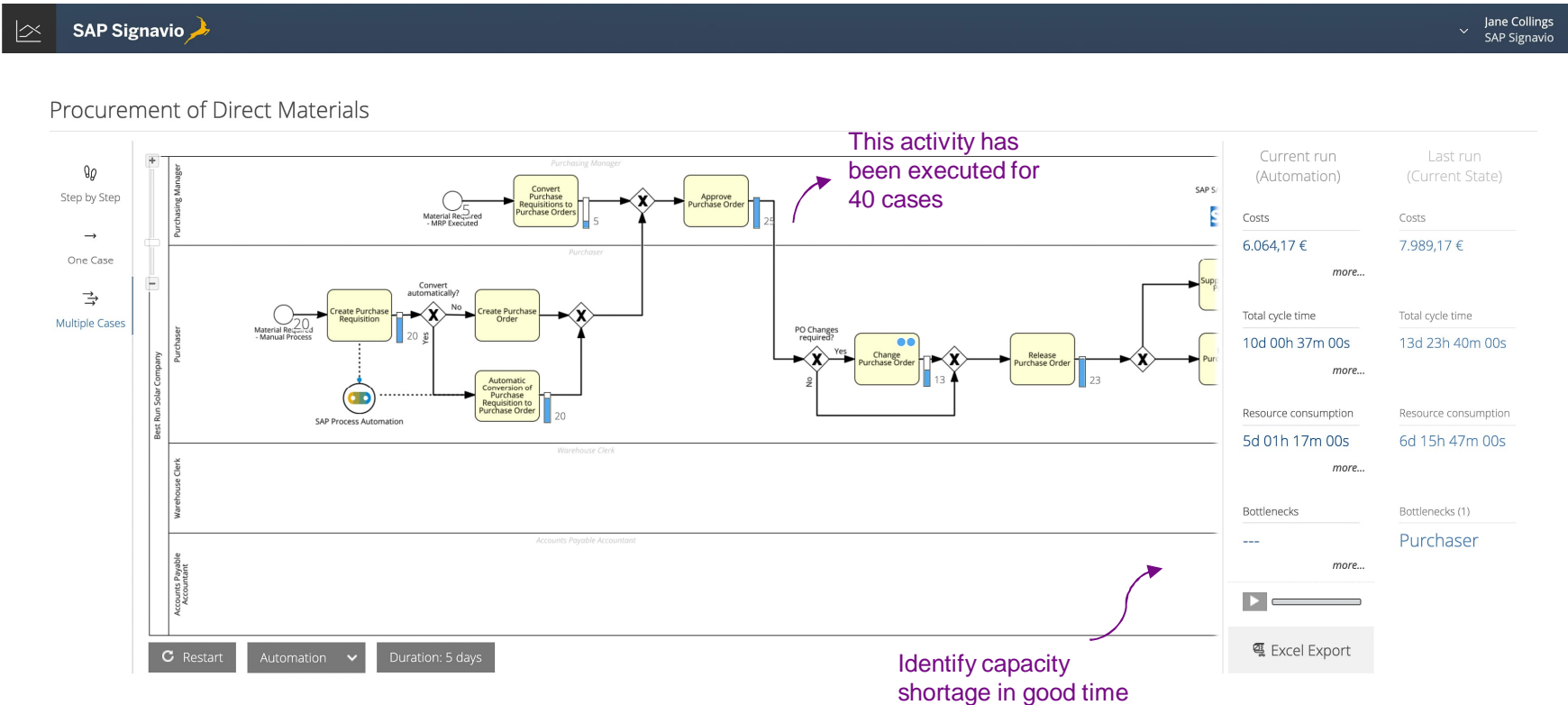
Task	Execution costs
1. Create Purchase Requisition	0,00 €
2. Create Purchase Order	0,00 €

Costs

Remove scenario Save scenario

SAP Signavio Process Manager

Simulation execution



Benefit from calculations and compare simulations

- **Calculate** automatically the amount of time between start and completion of a process
- **Calculate** automatically the overall time that resources are committed to process execution
- **Compare** simulation scenarios on costs, total cycle time, resource consumption, and bottlenecks

Scenarios

Current State	Automation	+
---------------	------------	---

Task	Execution costs
1. Create Purchase Requisition	0,00 €
2. Create Purchase Order	0,00 €

Remove scenario	Save scenario
-----------------	---------------

SAP Signavio Process Journey Modeler

Bring your Customer Journey to the Next Level

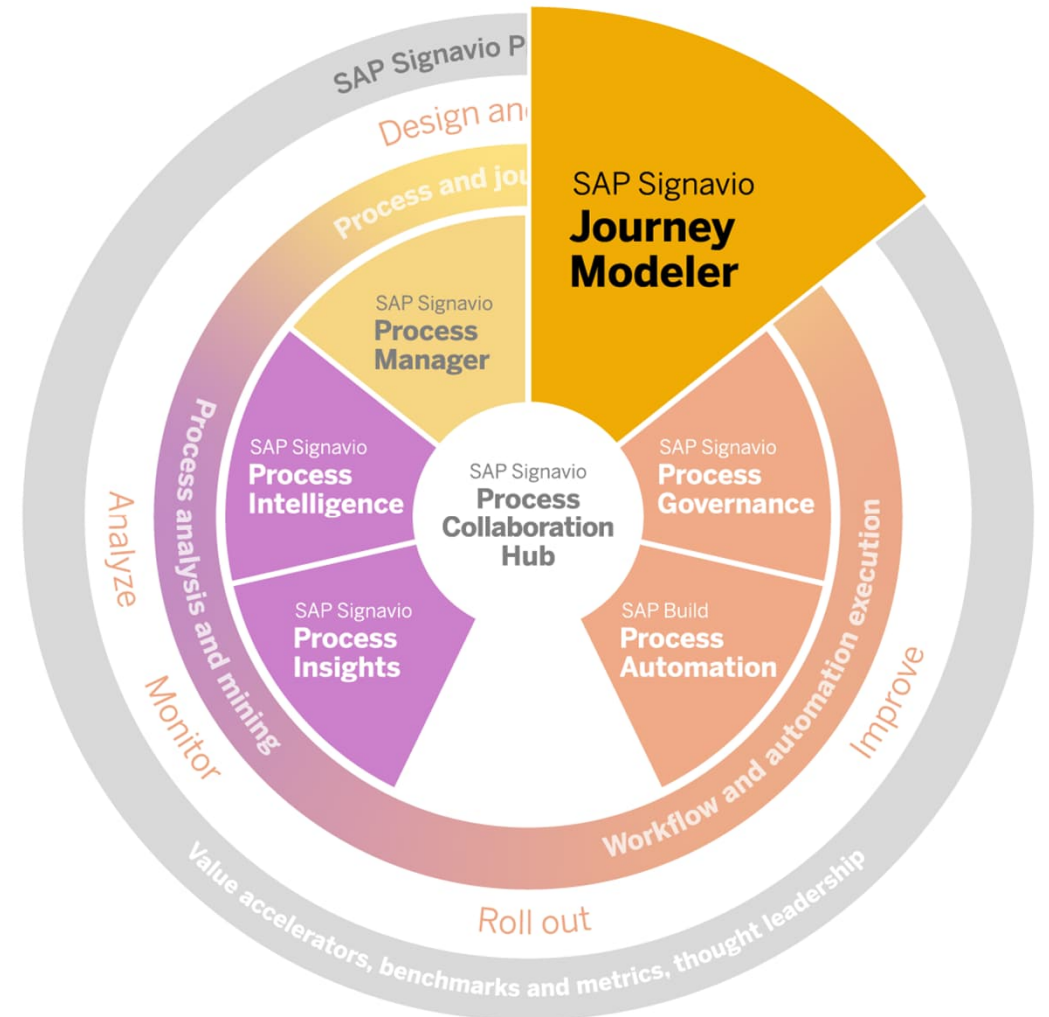


SAP Signavio Journey Modeler

within SAP Signavio solutions

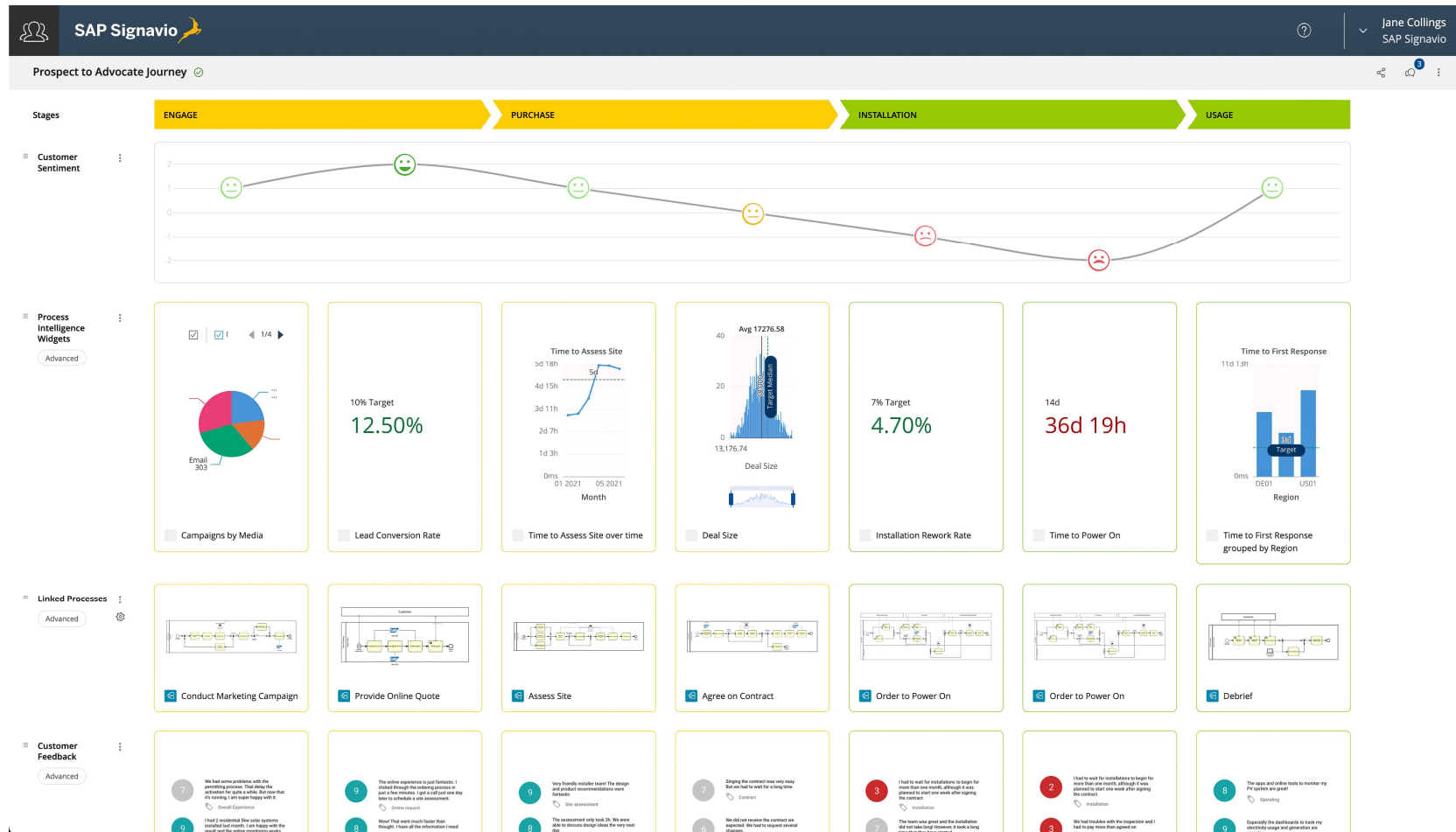
SAP Signavio Journey Modeler is the journey modeling solution within SAP Signavio solutions

- Build a centralized, real-time view of customer experience
- Align your entire organization along critical customer and employee outcomes
- Understand the interdependencies between customer sentiment, moments of truth, and underlying process operations
- Identify critical customer and employee interaction points
- Investigate on journey complexity and journey model dimensions



SAP Signavio Journey Modeler

Internal and external widget integration



Make data-driven decisions to improve customer experience

Bring customer experience or operational data from external systems to a specific journey step and show it in one place

Combine a data-driven with a human-driven approach by manually setting up the actual or desired state of customer sentiment per step using predefined smileys

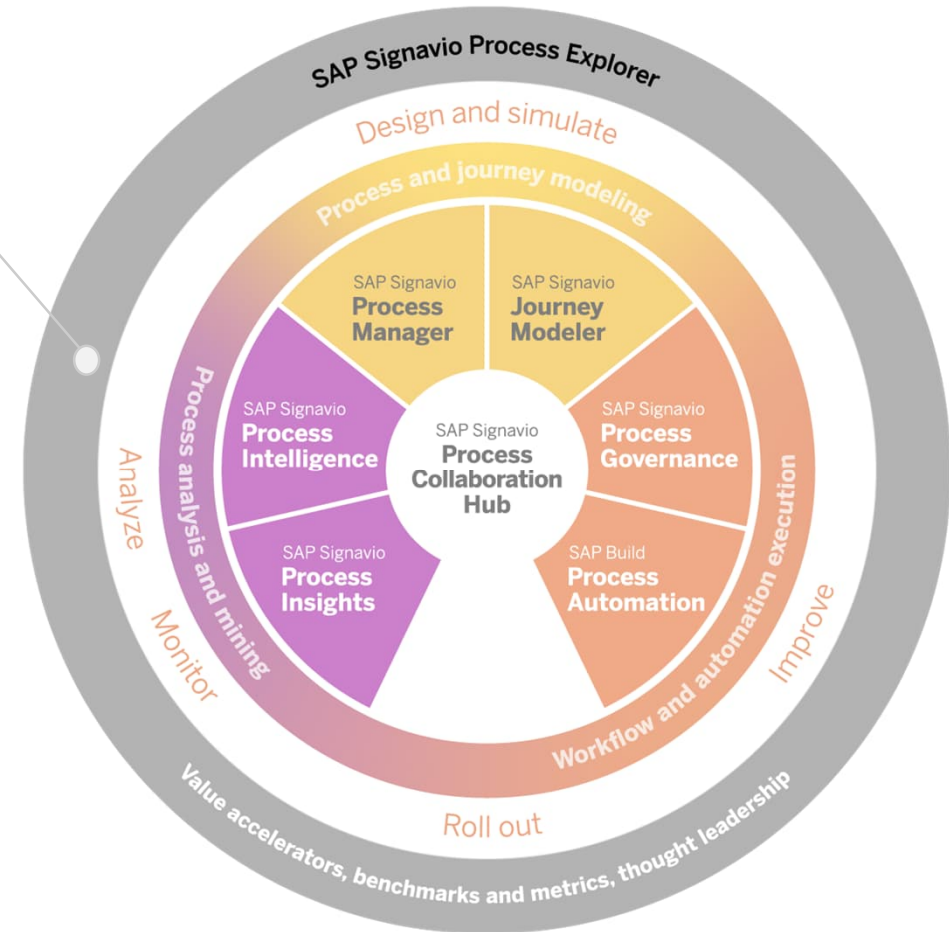
SAP Signavio Value Accelerators

Put you in the fast lane



SAP Signavio Process Explorer: your gateway to value

SAP Signavio Process Explorer is your gateway to accessing and exploring a myriad of value accelerators and resources that can help you speed up the time to value of your projects



Thank you.

Contact information:

Arpan Pramanick
SAP Labs India



Start Your Business Process Improvement Journey - **Business Process Assessment service**

Mamatha Santhapuri & Maloy Dasgupta, SAP
September, 2023

PUBLIC

Agenda

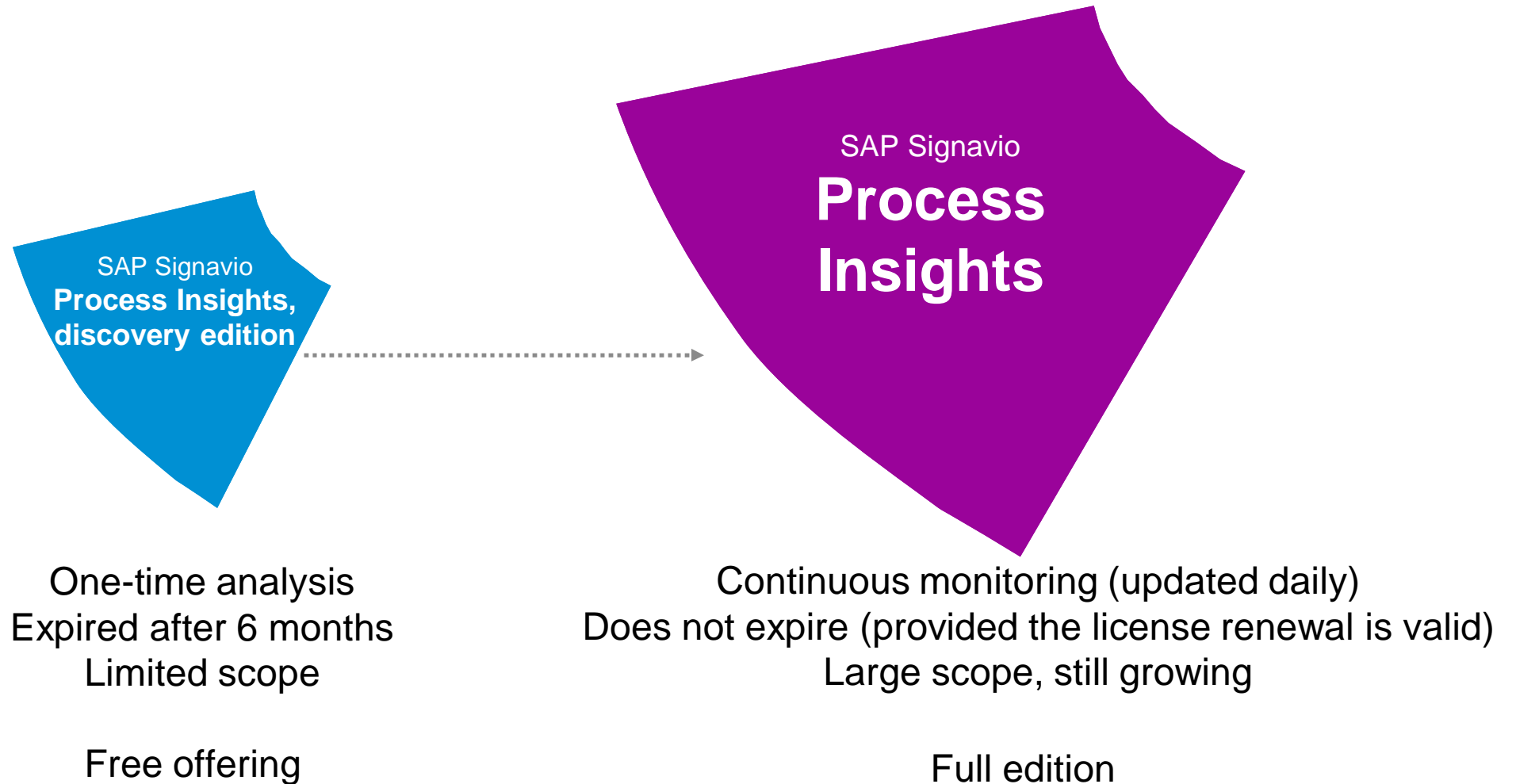
- ❑ SAP Signavio Process Insights, discovery edition value and structure
- ❑ Service deliverables for Business Process Assessment
- ❑ Sample Service details
 - ✓ Sample Process Performance Indicator (PPI):
 - Review Sales PPI – Missing Fields in Incomplete Sales Order Items**
 - ✓ Summary Findings & Recommendations
 - ✓ Service Roadmap & Next Steps
 - ✓ Results & Detailed Analysis
 - Analysis of Data (source: Business Process Assessment)
 - Key Analysis From System set up
 - Service Roadmap & Next Steps

SAP Signavio Process Insights, discovery edition value and structure



Introduction of a new solution

SAP Signavio Process Insights, discovery edition



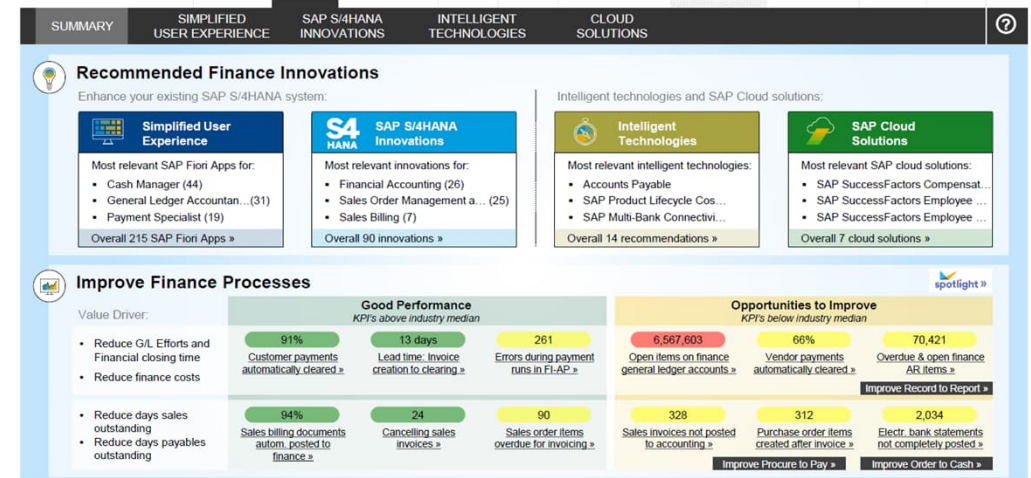
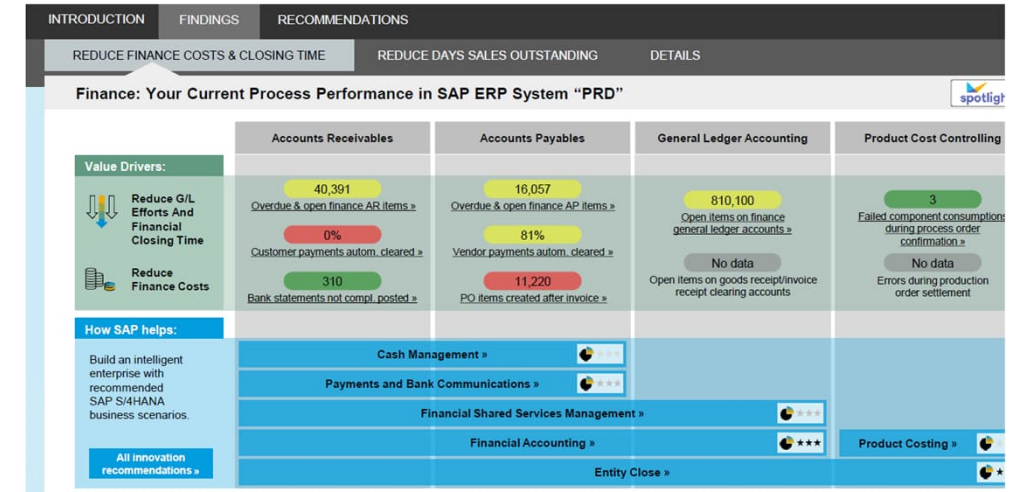
Process Discovery, Path Finder and Spotlight

Process Discovery

- (evolution of SAP Business Scenario Recommendations on Spotlight) Understand current business process performance. Identify new functionalities from SAP S/4HANA, SAP Fiori apps, automation and intelligent technologies to support your business goals.

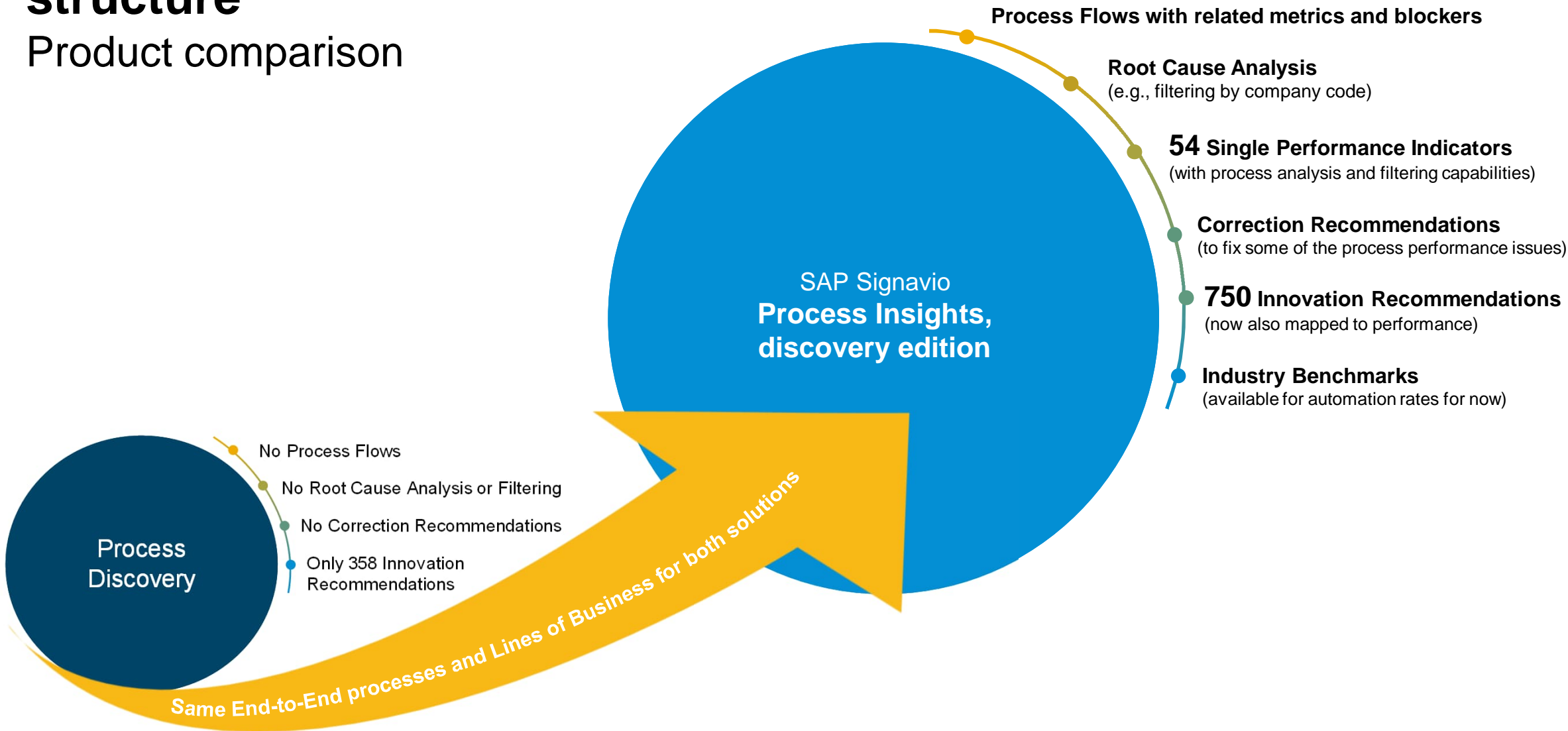
PathFinder

- Get tailor-made recommendations on areas of relevant SAP innovations, business process improvements and IT optimization potentials for your core SAP system (SAP ERP or SAP S/4HANA).



SAP Signavio Process Insights, discovery edition value and structure

Product comparison



Start Your journey using Business Process Assessment service:

Service Objectives

The **Business Process Assessment (BPA)** service is a discovery service to identify improvement and innovation potential for a Business Process Intelligence project.

The BPA service performs a remote assessment and analysis of your business processes along with the provision of high level recommendations and innovation proposals for further improvement and transformation under the following focus topics:

- Optimization of Business/Value Drivers (Days Sales Outstanding, Days Payable Outstanding and Fast Close)
- Increase Process Efficiency/Reduce Total Cost of Ownership (TCO)
- Support Digital Transition to S/4 HANA or Value and Optimization Discovery within SAP S/4HANA*
- Reduce Complexity

***Tailor Focus Topic 3 to suit customer scenario**

Business Process Assessment

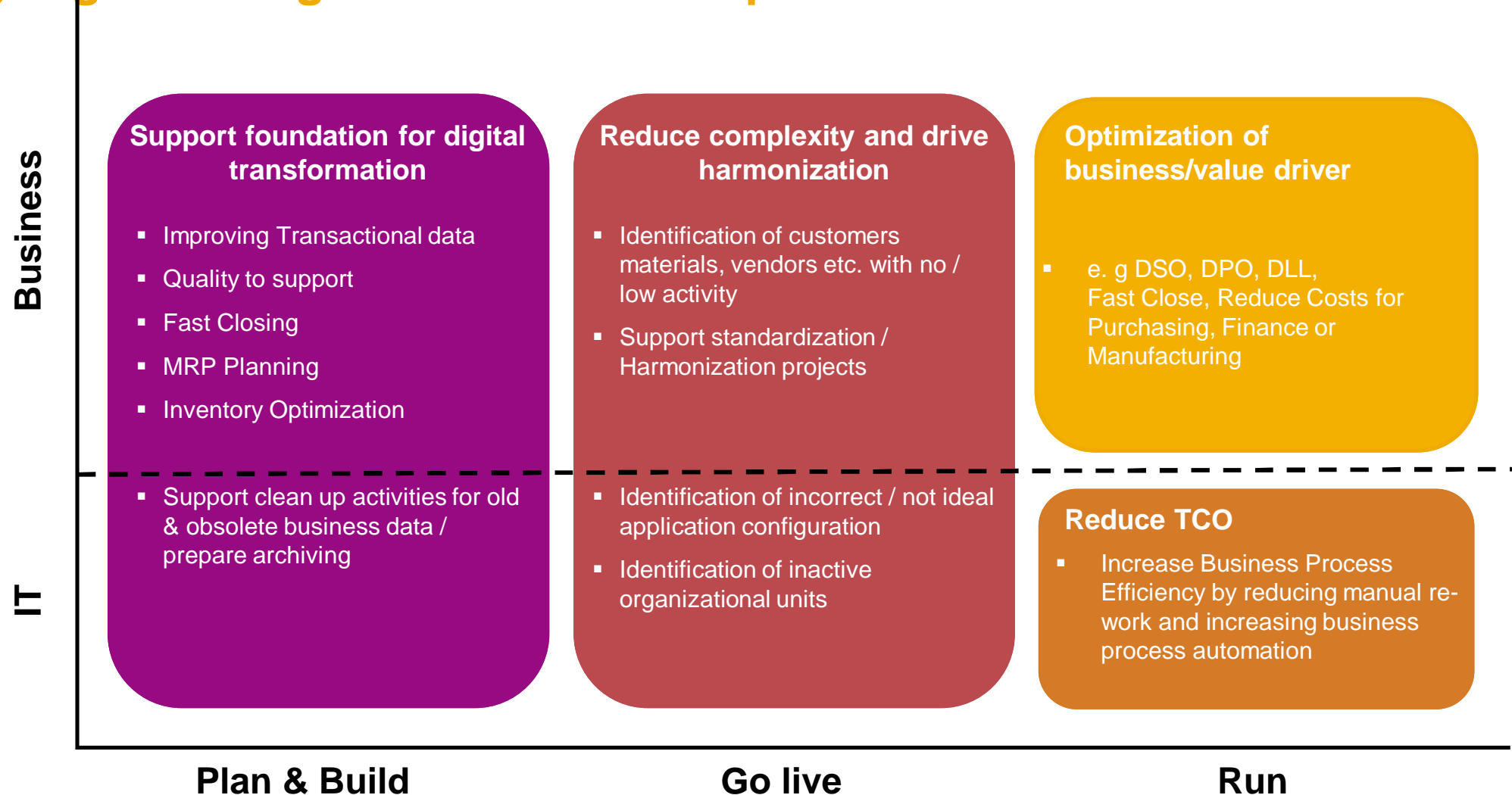
Delivery Approach

Preparation	Remote Assessment	Remote Workshop
<ul style="list-style-type: none">▪ Optional: request “SAP Process Insights, Discovery Edition” report▪ Kickoff meeting▪ Provide system access and technical prerequisites	<ul style="list-style-type: none">▪ SAP performs remote assessment of as-is processes▪ High level analysis and recommendations including mapping of innovations to key figures/processes	<ul style="list-style-type: none">▪ Discussion of Findings▪ Review and prioritization of Recommendations/Innovations for one LOB (e.g. Finance)▪ Creation of roadmap for follow-up engagement▪ Thereafter: Results presented in Final Report

<ul style="list-style-type: none">▪ The report provides an as-is analysis on and findings & recommendations including new innovations related to:<ul style="list-style-type: none">▪ Working capital KPIs: DSO and DPO▪ Re-processing efforts during Period End Closing▪ Degree of automatic document creation▪ Clean-up potential for old and open business documents▪ Use of (custom) configured document types and selected master data▪ The workshop provides prioritization of the findings, an overview of innovations and a roadmap for follow-up services including Business Process Insights Starter-Pack, Process Insights and Improvement, Signavio Starter-Pack and Explore the Intelligent Enterprise

Business Process Assessment







Key Figure Categories and their respective use cases



Business Process Assessment

Key figures

Categories used in the analysis and their respective use cases

	Backlog	Exception	Lead Time	Automation Rate	Usage	Changes
						
Measure	No. of documents/ items not completely processed until expected date	No. of error messages (incl. msg. texts) raised in selected time frame	Avg. processing time for completed process instances	How many documents were processed manually vs. automatically	Configuration / master data not much used	All (dialog) changes per master data / business document
Use Cases	Go live support Process Excellence / Improvements Process Compliance & audits Data archiving support Migration prep	Integration tests Go Live support Process excellence / improvements Process compliance & audits Root cause analysis	Process excellence / improvements	Go Live support Process efficiency increase/process cost reduction Process harmonization / standardization	Use better Reduce complexity Process harmonization / standardization	Process excellence / improvements Process efficiency increase / process cost reduction Reduce Complexity

Sample Analysis of a Process Performance Indicator: Missing Fields in Sales Order Items

PPI Technical Name: KPSD000306

This PPI measures all sales document items older than 1 day which have missing fields in the incompleteness log according to customer's incompleteness rules (similar to transaction V.02). The missing fields per item are explicitly shown. The identified sales document items with missing fields indicate situations where you could run into delays in your order management and subsequent logistic and billing processes because important and required information is missing (e.g. missing shipping point, missing scheduling dates, missing pricing information, missing net value)



Data Collections & Summary

Missing fields in incomplete sales document items for orders created between 1st Jan and 12th June 2023

PPI		Measurement	Remarks
		SID	
<div>SID System</div> <div>Missing fields in incomplete sales document items for orders created between 1st Jan 2023 and 12th June 2023</div>	Quantity (Items)	~34K (Jan – Jun 23)	<p>Large volumes of incomplete document items with missing in the year 2023 (Jan to June) for the SID system– sales document items with required fields accumulating again (5,000 in January 2023).</p> <p>It is observed that majority of items missing net value.</p> <p>Clean up actions required for these backlog documents where the final processing status has not been completed yet, in order to make them eligible for archiving</p> <p>Master data records not maintained properly e.g. important information such as net weight, gross weight, plant and shipping points missing from material records</p> <p>Very low usage for majority of Incompletion Procedures, ~88% (SID) of items with missing fields accounted for by the top three incompletion procedures, many incompletion procedures have not been used in several years. It also appears that some incompletion procedures no longer exist</p>
		~37K (Jan – Dec 22)	
	% Items older than 2021	Data will be available in SAP Signavio Process Insights	
	Top Sales Organization	MX02 (Jan – Jun 23) (~84%) : ABCD	
		MX02 (Jan – Dec 22) (~89%) : ABCD	
	Top Missing Field	Net Value (Jan – Jun 23) (~84%)	
		Net Value (Jan – Dec 22) (~46%)	

SID System (SID)

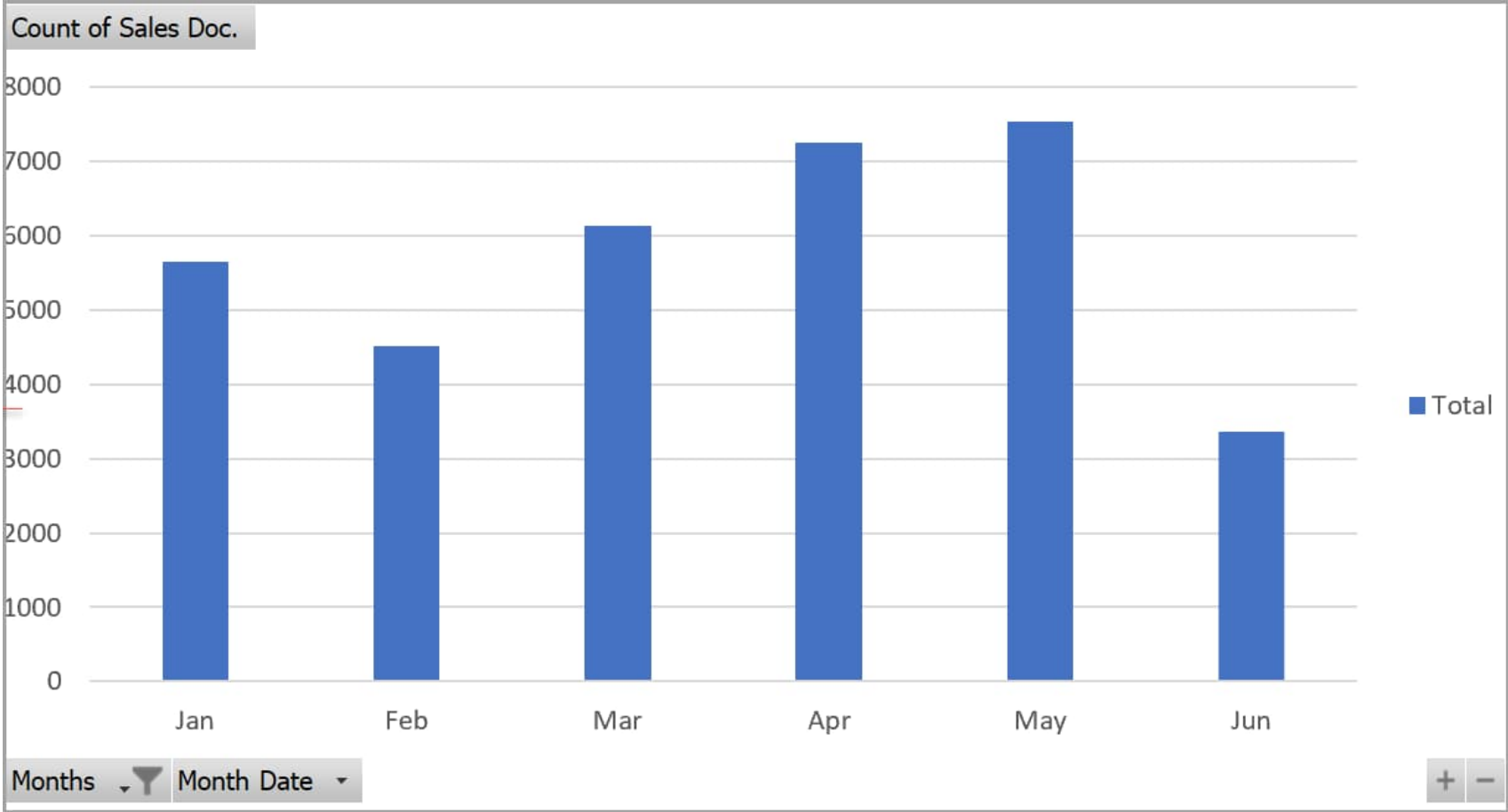
Missing fields in Incomplete sales document items



SID (SID)

Age Analysis: Missing fields in incomplete sales document items

Data distributed per Month Sales Document Item Created



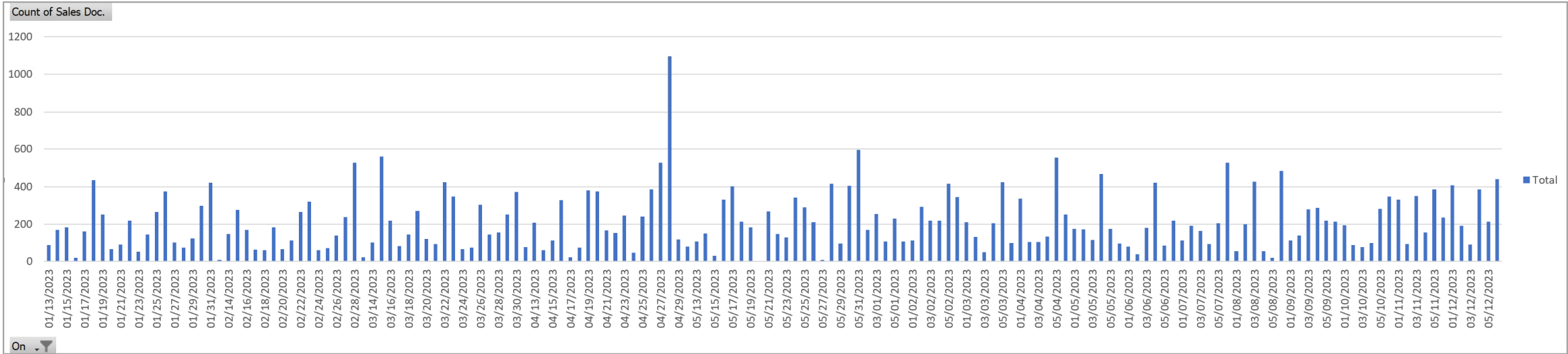
- 34,448 incomplete sales document items with missing fields for orders created between 1st Jan 2023 and 12th June 2023
- Age Analysis shows that Sales Order Items with Missing Fields date back to the beginning of the year (5,000 items still open from January)
- Customer needs to check if the sales document items from earlier in the year are closed from a business perspective and the root cause as to reason for creation of backlog data

*Data Source: Business Process Assessment

SID (SID)

Age Analysis: Missing fields in incomplete sales document items - 1st Jan 23 to 12th June 2023

Data distributed per Created On Date for Sales Document Items



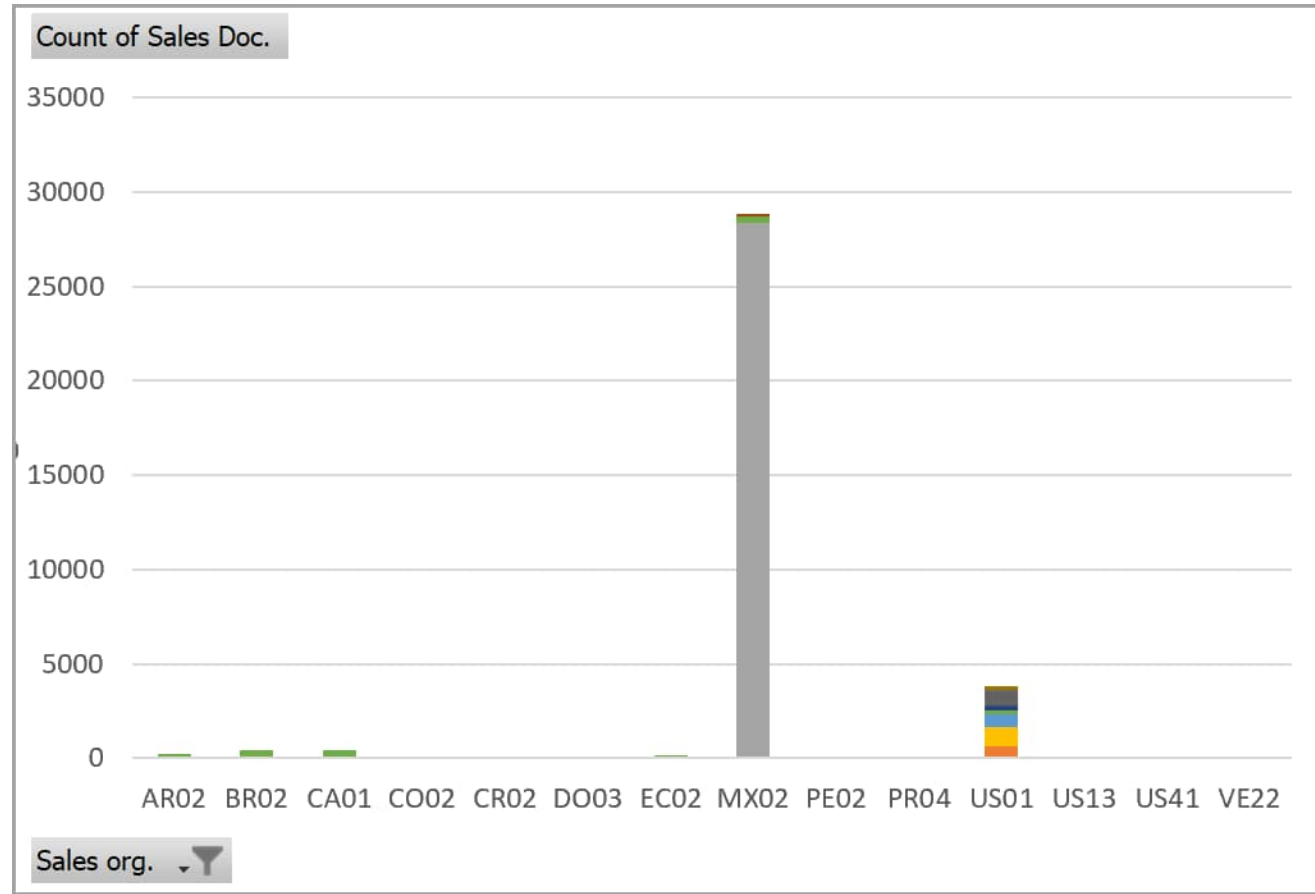
*Data Source: Business Process Assessment

- 34,448 incomplete sales document items with missing fields for orders created between 1st Jan 2023 and 12th June 2023
- Age Analysis shows that Sales Order Items with Missing Fields date back to the beginning of the year, a peak towards the end of April 2023. The data was downloaded to Excel as a Text file,. Due to the fact that some date fields cells have text format and some have date format, it is not possible to sort this data via month order in the above graph.
- Customer needs to check if the sales document items from earlier in the year are closed from a business perspective. The root cause for the creation of backlog data also needs to be investigated.

SID (SID)

Benchmarking: Missing fields in incomplete sales document items - 1st Jan to 12th June 2023

Data distributed per Sales Organizations and Top 10 Sales Document Types



- ~84% (28,840) of sales document items with missing fields assigned to Sales Organization MX02 with the majority of having sales document type is ZAB (Credit (Price Chnge)) for this organizational unit
- ...

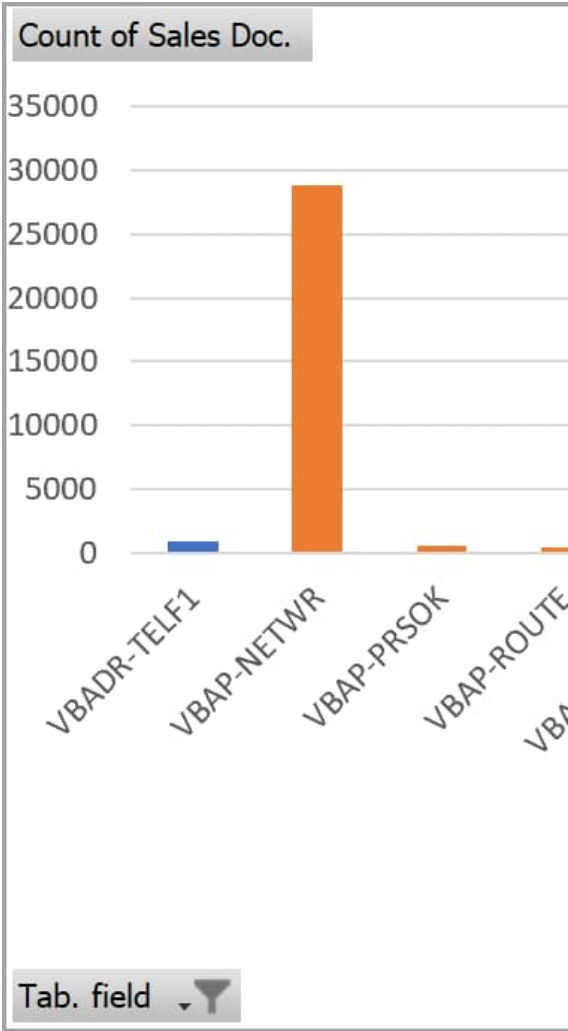
Sales Organizations

**Data Source: Business Process Assessment*

SID (SID)

Breakdown Analysis: Missing fields in Incomplete sales document items - 1st Jan to 12th Jun 2023

Data distributed by Top 10 Missing Table Fields and whether they are Header or Item fields



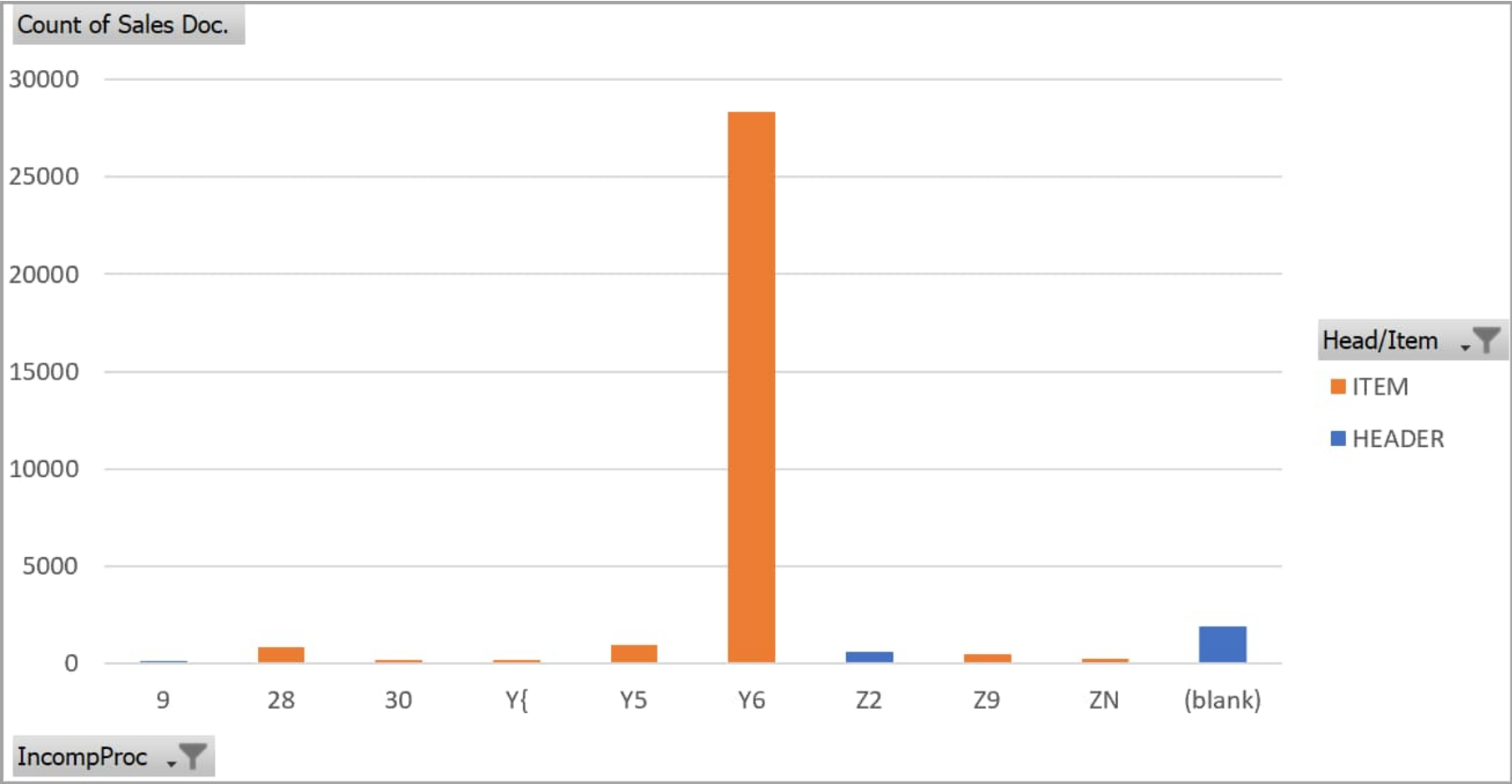
- 34,448 incomplete sales document items with missing fields for orders created between 1st Jan 2023 and 12th June 2023
- ~84% *28,814 out of 34,448) of Incomplete Sales document items missing field Net Value
- Several of the Top 10 Missing fields related to custom fields

*Data Source: Business Process Assessment

SID (SID)

Breakdown Analysis: Missing fields in Incomplete sales document items - 1st Jan to 12th Jun 2023

Data distributed per Top 10 Incompletion Procedures and whether they are Header or Item fields



- Incompletion Backlog between 1st Jan and 12th June 2023 accounted by 39 different Incompletion Procedures
- ~82% (276K) of backlog assigned to Top Incompletion Procedure Y6

*Data Source: Business Process Assessment

SID (SID)

Summary Findings

Missing fields in incomplete sales document items for orders

Findings/Current situation

- There are 34,448 incomplete sales document items with missing fields for documents created between 1st Jan 2022 and 12th June 2023
 - ~84% (28,840) of sales document items with missing fields assigned to Sales Organization MX02
 - ~84% of Incomplete Sales document items missing field Net Value
 - Total Incompletion Backlog accounted by 39 different Incompletion Procedures
 - ~88% (30,177) of backlog assigned to Top 3 Incompletion procedures
- Risks/Impacts
 - Important business data is not available in the sales document
 - Delays to subsequent delivery and/or billing processes (dependent on configuration) which will negatively impact the customer experience

SID System (SID) : Detailed Analysis, workshops, Recommendations Next Steps



SID (SID)

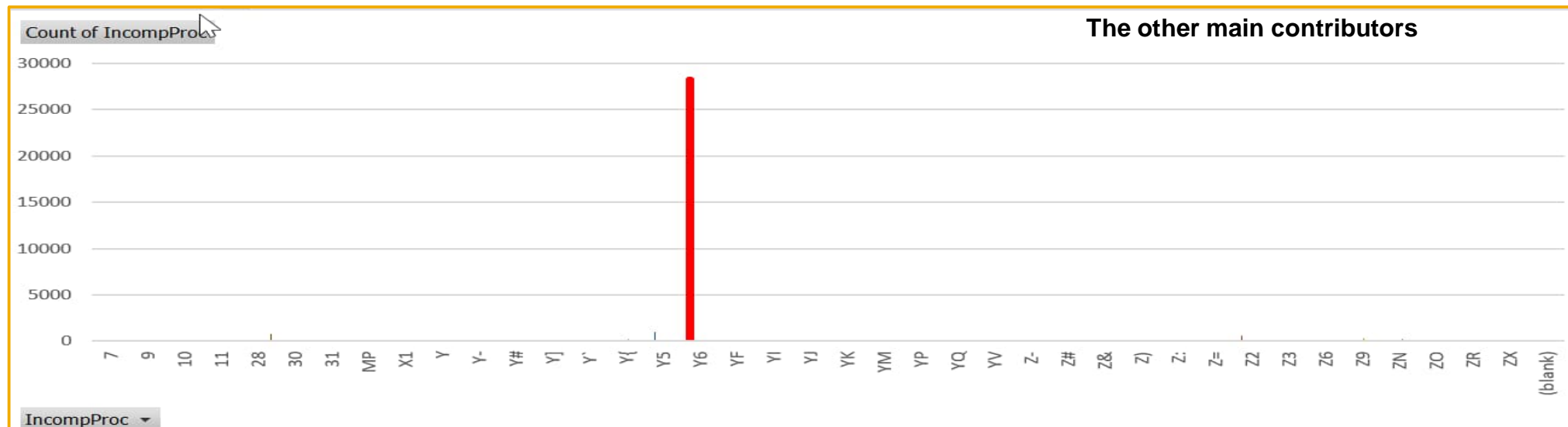
Summary Findings and Recommendations

Missing fields in incomplete sales document items - 1st Jan 23 and 12th June 2023

Findings/Current situation

- As per the PPI data collected between **Jan 2023 and June 2023** – it is observed that **34K** Sales Document items have incompleteness status
- ~ **82%**, **28K** out of these 34K Incomplete Sales Document Items have Incompletion Procedure **Y6** (NA:Cr/Dr with Reason) and majority belong to **Order Type ZAB**
- **99%** of sales document items with incomplete status for order type ZAB are incomplete due to **Net Value field** missing
- A review of the configuration for Incompletion procedure Y6 shows that the field net value (VBAP-NETWR) is assigned the **Status Group 00** (Refer to screenshot on next slide) - it is not configured to prevent further processing of the document in relation to Billing, Pricing, Delivery etc. (This means system does not stop the ZAB document type from continued processing even though net value field is missing – the system has been configured with a false Incompletion status)

Analysis on Incompletion Procedure Count with Order Types in the system: - Y6 is the major contributor



SID – SID

Recommendations

Missing fields in incomplete sales document items

- Customer to evaluate whether Credit Notes sent with zero values is expected behaviour in their Sales Process
- Evaluate whether the Net Value field needs to be removed from the Incompletion procedure Y6 OR if a relevant Status group should be assigned for incompletion checking with regard to further processing, for Pricing, for Delivery, for Billing or General etc.
- Credit / Debit Memos with incomplete status (Incompletion Procedure 28) should be actioned (either documents need to be closed or processed with missing fields) by the Customer team
- Review Incompletion Procedure configuration – are all missing fields really required from a business perspective, can some incompletion procedures which have not been used in several years be deleted to reduce system complexity
- Review Master Data accuracy and quality in relation to missing fields e.g. gross and net weights should normally be populated automatically from material master data (why is this information missing in the material master records)
- If items are no longer relevant from a business perspective, set a “reason for rejection” in each document item – this will set the overall order status to “Complete” which is one of the preconditions necessary for archiving sales documents via Archive Object SD_VBAK. Refer to SAP Note [481577 - Archivability criteria for sales documents](#) for further information on the eligibility criteria for archiving sales documents.

SID (SID)

Next Action

Missing fields in incomplete sales document items

Action Points	Complexity	Responsible	Status
SAP MaxAttn to provide list of Users for credit memo creation for Business Users.	Low	MaxAttn Team	Completed
Customer Team to review the set up of Incompletion procedure Y6 and status group 00 against Net Value fields to stop the future occurrence	Medium	Customer Team	Open
Customer Team to review the automatic process of creation of such Credit Memo requests with 0.0 value which triggers inconsistency in system level	Medium	Customer Team	Open
Customer Team to review their solution design of giving Credit Note to customer based on Invoice value considering their upgrade path to S/4 HANA and usage to Settlement solution for the same	High	Customer Team	Open
If items are no longer relevant from a business perspective, set a “reason for rejection” in each document item – this will set the overall order status to “Complete” which is one of the preconditions necessary for archiving sales documents	Medium	Customer Team	Open

Thank you.

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SAP Signavio Services for Premium Engagement Customers

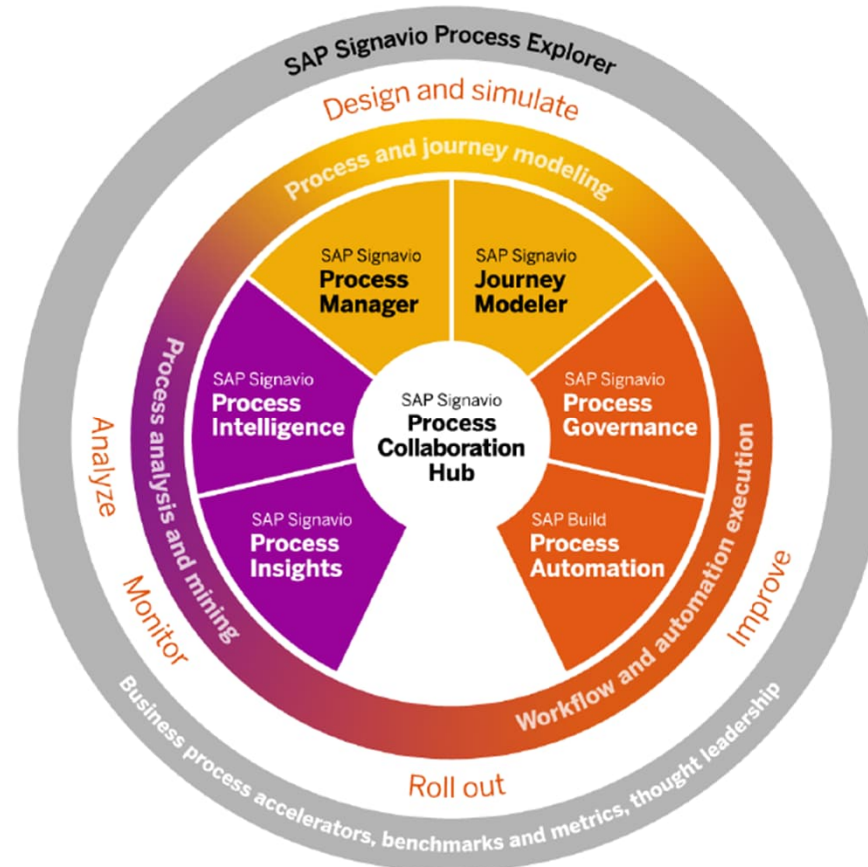
Deepthi Prakasan
Premium Hub CoE India- SAP Signavio Lead

PUBLIC

SAP Signavio Process Transformation Suite

Our offering

A cloud-based **process management suite** that gives companies **the ability to understand, improve, and transform all their business processes** – fast and at scale



SAP Signavio Process Collaboration Hub
Enable insights and enterprise collaboration.

SAP Process Insights

Locate and prioritize process improvement potential for specific SAP solutions.

SAP Signavio Process Intelligence

Embrace a data-driven approach to discover, analyze, and mine your end-to-end processes.

SAP Signavio Process Manager

Capture, document, compare, and simulate your process portfolio.

SAP Signavio Journey Modeler

Design customer journeys and connect with processes.

SAP Signavio Process Governance

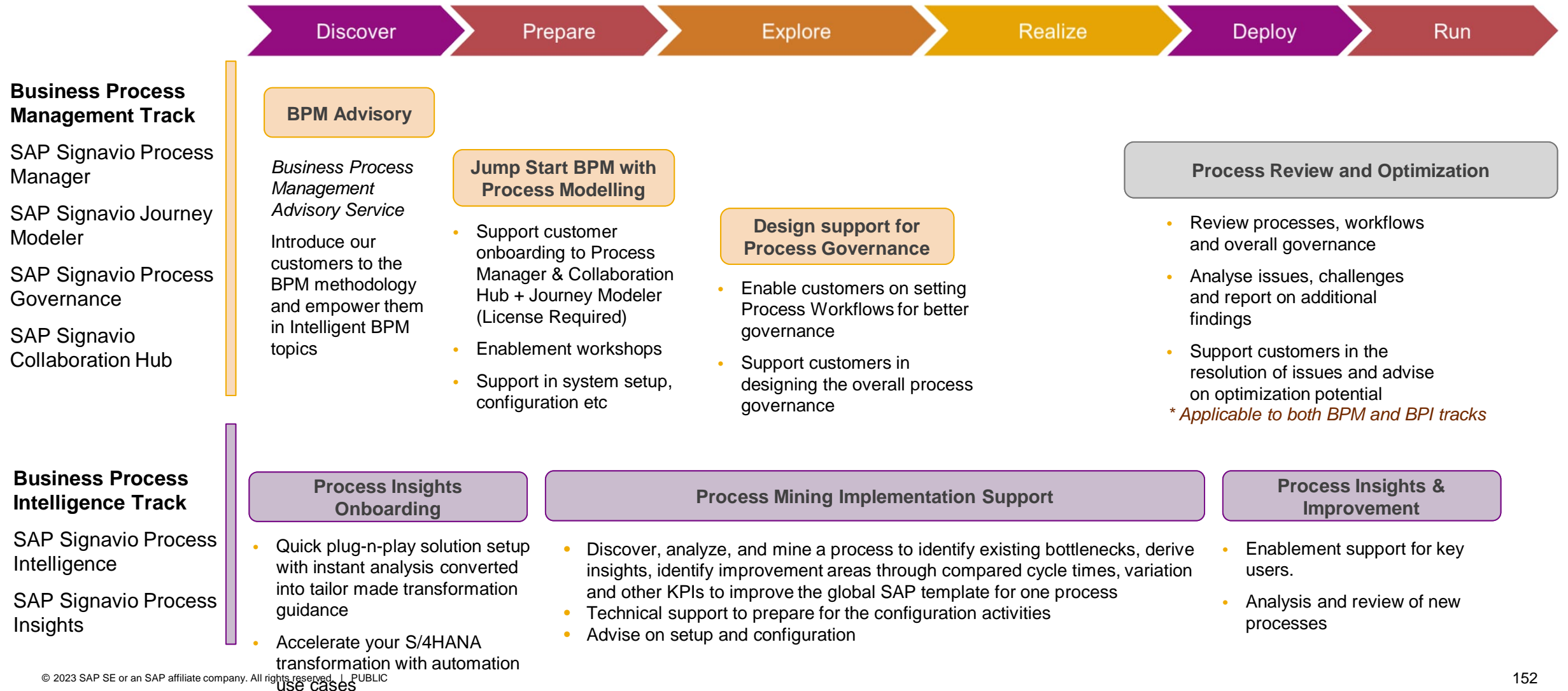
Manage and drive process management-related tasks and governance in a human-centric way.

SAP Process Automation

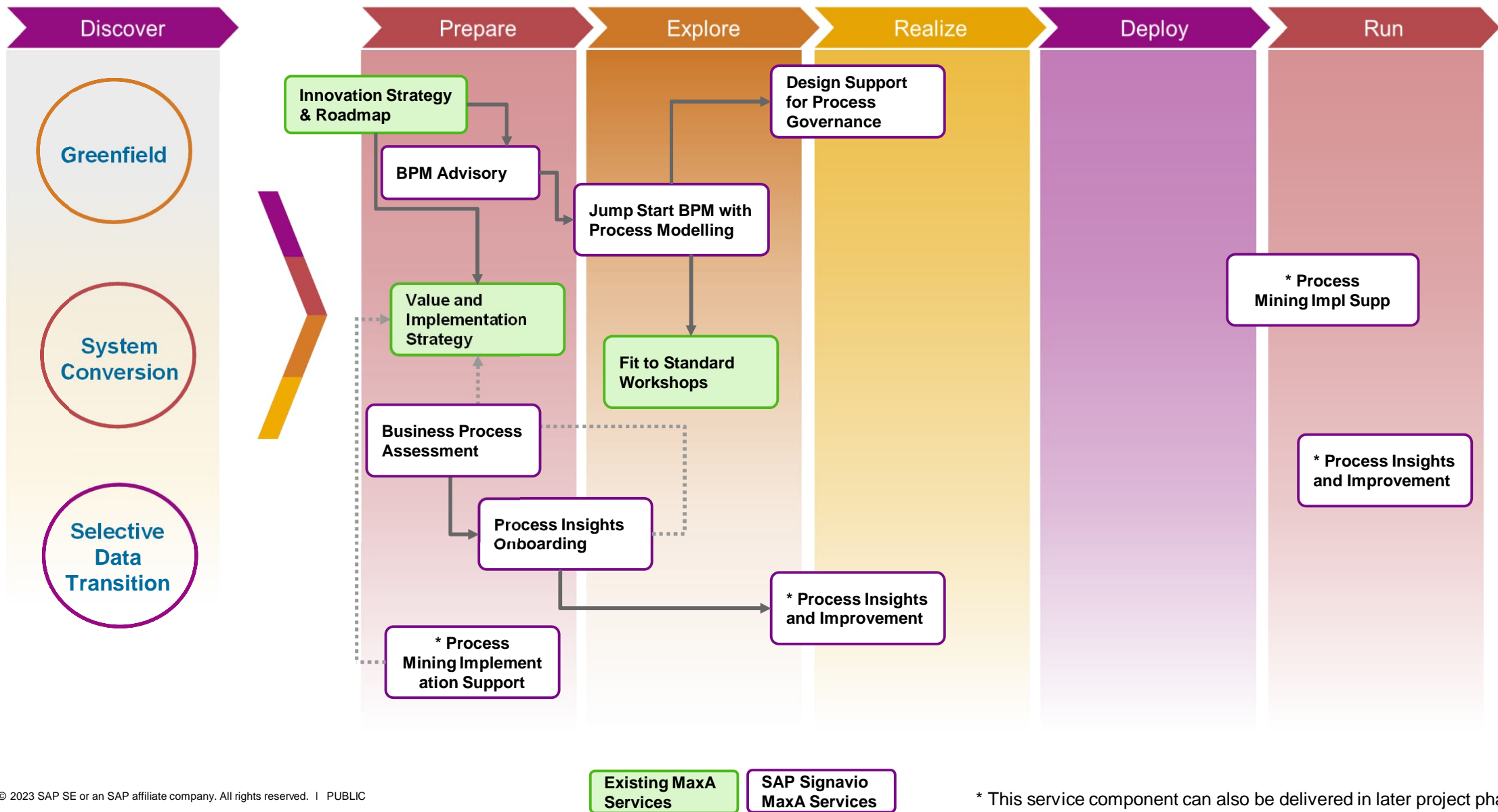
Repair and enhance processes to improve effectiveness, efficiency, and business user productivity.

SAP Signavio PE Services

Service Components and Scope options



How Existing SAP PE Services can complement SAP Signavio Services



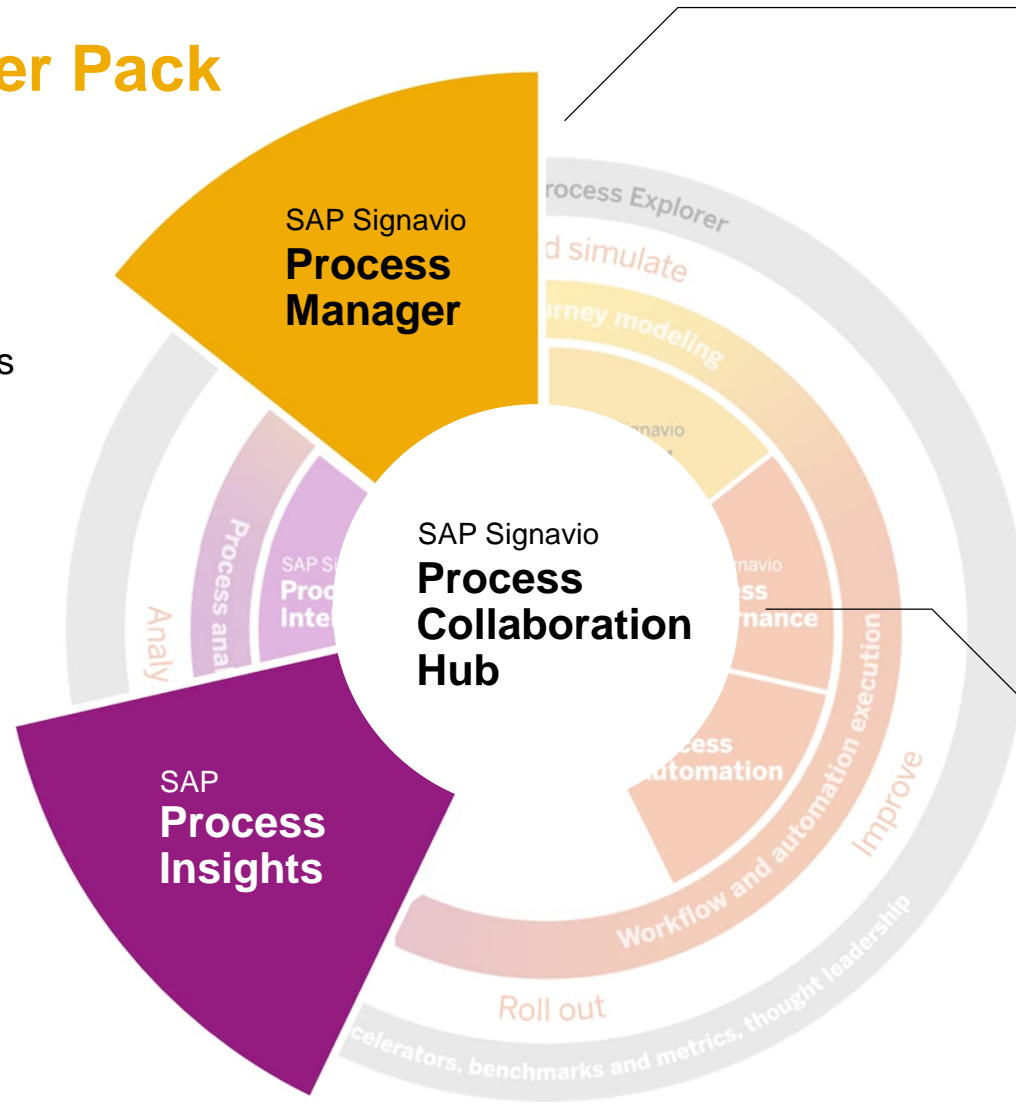
Business Process Transformation Starter Pack is included in RISE with SAP

Identify and implement business process improvements through process analysis!

SAP Process Insights

- **Instant insights** into your current process performance¹ to understand where to transform
- **Individual recommendations** to understand how to improve

50 GB data volume and one time data load*



SAP Signavio Process Manager

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

3 users

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](#)

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* 1 Time data upload doesn't support continuous process monitoring

Appendix

SAP MaxAttention and SAP ActiveAttention – End-to-End Hybrid Operations – SAP Business Process Insights and Improvement

Service component: Business Process Assessment

- ▶ This service component is relevant if the customer is considering moving from the SAP ECC to SAP S/4HANA or has already moved to SAP S/4HANA and wants to know, from a system perspective, if there is room to improve current business processes and if new innovations are available to further automate and improve.

Business Needs

Data-driven tailored insights to identify improvement potential and

- better understand process inefficiencies through a tailored analysis based on business goals
- gain initial insights into comparable performance across internal organizational units
- identify potential for further automation and understand potential savings
- explore business data quality (master, configuration, and transactional data across different process areas, such as manufacturing, sales, procurement, finance, and controlling)
- process automation capabilities to support business requirements

Delivery Content

- Approximately 30 out-of-the-box process performance indicators will be executed remotely on the SAP ECC or SAP S/4HANA system
- Results are prepared in a report to address the business needs outlined above
- Results are presented and discussed with the customer; The findings are also prioritized with the customer as part of the interactive session and a road map is provided with recommended follow-up services

Value and Benefits

The report provides an as-is analysis, findings, and improvement recommendations including new innovations related to:

- Business goals such as Days Sales Outstanding, Days Payable Outstanding, or reducing costs in a particular business area
- Re-processing efforts during period-end closing
- Degree of automatic document creation
- Clean-up potential for old and open business documents
- Use of (custom) configured document types and selected master data
- The report provides a summary of the key findings, prioritization for improvement areas, and recommendations for next steps for continuous business process improvement

SAP MaxAttention and SAP ActiveAttention – End-to-End Hybrid Operations – SAP Business Process Insights and Improvement

Service component: Process Insights Onboarding

- ▶ The process insights onboarding service assists customers to get SAP Signavio Process Insights up and running and connected to a single SAP system, with data collection running regularly. With immediate data-driven insights, processes are analysed for selected areas and concrete first follow-up actions to improve your processes are derived. SAP experts provide onboarding to your workforce on SAP Signavio Process Insights.

Business Needs

- Data insights at the process-level to establish where there are process inefficiencies
- Seeking quick insights and improvement potential on specific business processes or business goals or value drivers
- Understand how to leverage data during the SAP S/4HANA transition to reduce complexity or after the move onto SAP S/4HANA, discover areas of relevant SAP innovations and business process improvements.

Delivery Content

- SAP Signavio Process Insights up and running, connected to a single SAP system
- Assessment of one focus area including identification of improvement areas together with your process experts
- Service delivery report with findings, improvement areas, and recommendations
- Onboard your workforce to SAP Signavio Process Insights

Value and Benefits

- Connected and enabled to work with SAP Signavio Process Insights for achieving transparency of business process inefficiencies
- External and internal benchmarking to assess performance and identify areas with the most improvement potential
- Recommendations on best practices to resolve these issues
- SAP experts provide clarity on improvement areas and provide recommendations for continuous improvement project

SAP MaxAttention and SAP ActiveAttention – End-to-End Hybrid Operations – SAP Business Process Insights and Improvement

Service component: Signavio Process Management & Mining Advisory

Scope Option: Business Process Management (BPM) Advisory

- ▶ **BPM Advisory service scope option introduces the methodology of Intelligent Business Process Management (BPM) in the context of SAP S/4HANA transformations. It also empowers our customers to understand the importance of bringing Enterprise architecture and BPM together.**

Business needs

- Bring back the Business Process Management (BPM) Methodology to the center of all transformation planning
- Understand how business processes shape the enterprises of future
- Build new bridges between strategy, organization, people, data, and technology
- A Centralized repository of all Process activities
- Close collaboration across several business units and departments in the organization

Delivery content

- Onsite/Remote workshops will be conducted with the customer project team covering several Business Process Management topics
- BPM maturity assessment is conducted and the assessment report is shared
- Value chain mapping and a new recommended Process Architecture is shared
- Results are prepared in a report to address the business needs outlined above
- Results are presented and discussed with the customer during a half-day remote workshop; The findings are also prioritized with the customer as part of the workshop and a road map is provided with recommended follow-up services

Value benefits

- The workshop provides a BPM implementation framework along with a clear roadmap for Business Process Architecture
- The service report will give a detailed analysis of the current BPM maturity level and the ideal target state
- Introduction to SAP Signavio Business process transformation suite and how SAP Signavio can act as a platform for all future Business Process Innovations
- A business process transformation roadmap

SAP MaxAttention and SAP ActiveAttention – End-to-End Hybrid Operations – SAP Business Process Insights and Improvement

Service component: Signavio Process Management & Mining Advisory

Scope Option: Jump Start BPM with Process Modelling

- ▶ **This service component is relevant if the customer is considering moving from the SAP ERP application to SAP S/4HANA or has already moved to SAP S/4HANA and wants to know, from a system perspective, if there is room to improve current business processes and if new innovations are available to further automate and improve.**

Business needs

- Discover the potential of SAP Signavio solutions/suite components
- Kick start your Business Process Management journey with Process Modelling
- Understand, improve, and transform selected business processes
- Document and redesign business processes and manage the process portfolio
- Witness the SAP Best Practices content live in motion
- Set the foundation for productive large scale deployments of high-value SAP Signavio-based solutions
- Migration of process objects and models

Delivery content

- Support our customers in system setup and configuration of SAP Signavio Process Manager and Collaboration Hub
- Support in uploading the SAP Best Practices content into SAP Signavio Process Manager landscape
- Design a customer specific Value Chain to showcase L1-L4 process map taking one end to end process as an example
- Show and tell through modelling a pilot business process
- Enablement of Process owners and process experts on SAP Signavio Process Manager through multiple workshops
- Results are presented and discussed with the customer during a half-day remote workshop with recommended follow-up services

Value benefits

- Jump Start BPM with Process Modelling is the gateway towards building a Process centric organization
- The service will demonstrate how to build future TO-BE processes with SAP Best Practices content as the foundational template
- Empowered customer project teams with the possibility to design future processes independently
- Live the process transformation journey from methodology to tooling
- Smoother transition to Fit to Standard exercise with SAP Signavio Process Manager as the platform

SAP MaxAttention and SAP ActiveAttention – End-to-End Hybrid Operations – SAP Business Process Insights and Improvement

Service component: Signavio Process Management & Mining Advisory

Scope Option: Design Support for Process Governance

- ▶ **This service component is relevant if the customer is considering moving from the SAP ERP application to SAP S/4HANA or has already moved to SAP S/4HANA and wants to know, from a system perspective, if there is room to improve current business processes and if new innovations are available to further automate and improve.**

Business needs

- Manage the lifecycle of processes
- Define overall guidelines of the process management and process control model
- Maintain process compliance and process governance across the organization
- Lower the cost of workflow administration and change to meet regulatory requirements
- Maintain transparency into the maturity of a documented business process and the associated risks

Delivery content

- Support in setup and configuration of Process governance workflow builder
- Analysis and recommendation report on the Process maturity levels/standards
- Report on Process integrated risk and control management
- Results are presented and discussed with the customer during a half-day remote workshop. The findings are also prioritized with the customer as part of the workshop and a road map is provided with recommended follow-up services

Value benefits

- Gain organizational and regulatory compliance of all documented processes
- Get approvals from key stakeholders on all documented processes
- Achieve process relevance and maturity through regular process reviews
- Increase efficiency by cutting down on emails and unnecessary meetings for approval processes and scheduling process governance assessments
- Reduce time and cost spent by integrating with SAP Signavio process transformation suite to shorten and automate process approvals

SAP MaxAttention and SAP ActiveAttention – End-to-End Hybrid Operations – SAP Business Process Insights and Improvement

Service component: Signavio Process Management & Mining Advisory

Scope Option: Process Mining Implementation Support

- ▶ This service component is relevant if the customer is considering moving from the SAP ERP application to SAP S/4HANA or has already moved to SAP S/4HANA and wants to know, from a system perspective, if there is room to improve current business processes and if new innovations are available to further automate and improve.

Business needs

- Data-driven tailored insights to identify improvement potential and
- Low standardization and poor visibility on actual operations
- Identify process inefficiencies like long cycle times, bottlenecks or other process issues
- Identify areas of improvement such as hidden activities in your processes, idle time or duplication of high variation that increase your costs
- Poor process compliance and lack of visibility into the real root cause of all process issues

Delivery content

- Proof of concept (PoC) delivered on two End to End Business process either on customer tenant or SAP internal tenant
- System setup and configuration to setup the PoC environment
- Data extraction and integration setup for the PoC
- Enablement of key process users on the usage of SAP Signavio Process Intelligence solution
- Results are presented and discussed with the customer during a half-day remote workshop. The findings are also prioritized with the customer as part of the workshop and a road map is provided with recommended follow-up services

Value benefits

- Improve how you operate with visibility into real process execution, improved data driven decision making, standard processes and performance management
- Change where it matters with increased visibility by starting improvements and changes
- Improve process compliance with faster identification of non-compliant processes
- With visibility into process dynamics improve service levels and customer experience
- Applicable for both kick starting the S/4HANA transformation program and continuous process improvement

SAP MaxAttention and SAP ActiveAttention – End-to-End Hybrid Operations – SAP Business Process Insights and Improvement

Service component: Signavio Process Management & Mining Advisory

Scope Option: Process Review and Optimization

- ▶ **This service component is relevant if the customer is considering moving from the SAP ERP application to SAP S/4HANA or has already moved to SAP S/4HANA and wants to know, from a system perspective, if there is room to improve current business processes and if new innovations are available to further automate and improve.**

Business needs

- Safeguard the SAP Signavio implementation
- Perform quality gates and process reviews
- Assess and identify risks in business process operations and gather deviations from the standard best practices
- Proactive health check of the overall Business Process Management setup with SAP Signavio

Delivery content

- Detailed review and analysis of Process topics belonging to one of the following solution area
 - SAP Signavio Process Manager
 - SAP Signavio Process Intelligence
 - SAP Signavio Process Governance
 - SAP Signavio Journey Modeler
- Support in addressing challenges/issues in the SAP Signavio projects
- On demand spot consulting support in areas like modelling, mining and governance
- Results are prepared in a report to address the project needs outlined above
- Results are presented and discussed with the customer during a half-day remote workshop. The findings are also prioritized with the customer as part of the workshop.

Value benefits

- The report provides an as-is analysis, findings, and improvement recommendations
- The workshop provides a prioritization of the findings, an overview of top issues and an action plan to mitigate the risks
- Track business process performance and gain a proactive insight into the quality of the SAP Signavio implementation
- Understand the method of continuous business process optimization framework

Thank you.