



# **SAP MaxAttention Innovation Workshop**

## **Make your Continuous Business Process Transformation a Success**

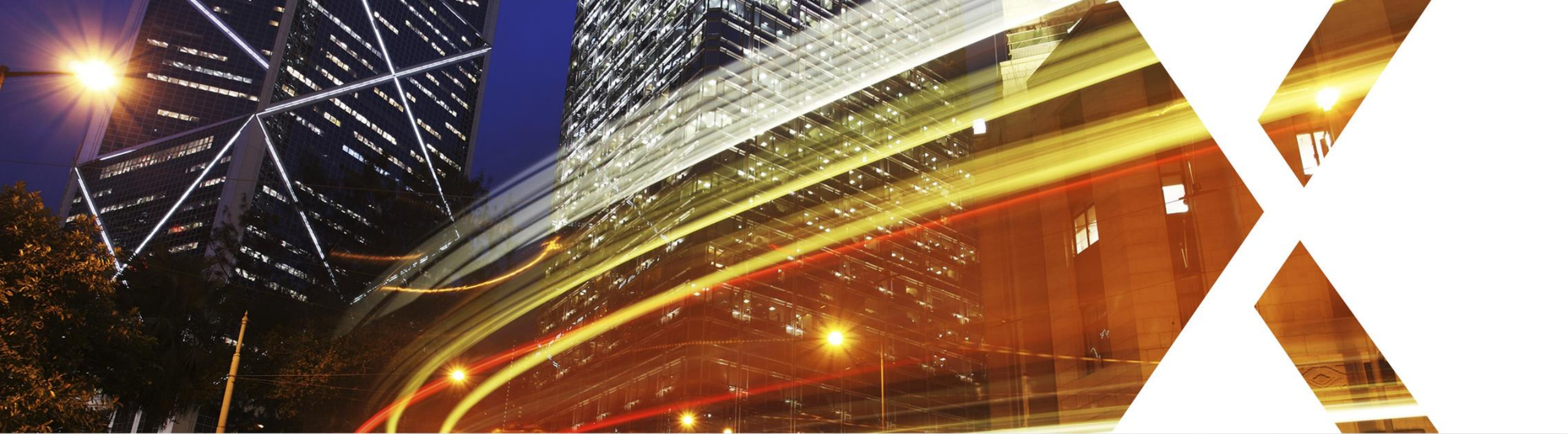
September 19, 2023

PUBLIC

# Agenda

- [Welcome & Introduction by Balaji Gaddam](#)
- [Overview of SAP Signavio Process Transformation Suite and Business Process Management by Chet Harter](#)
- [How to Drive Enterprise Transformation and Process Excellence with SAP Signavio Process Transformation Suite by Queenie Lin](#)
- [Enterprise Automation with SAP: Improve, Automate and Integrate your Processes End-to-End by Evgenii Gorbunov and Silvio Arcangeli](#)
- [How SAP MaxAttention can Support You in Your Business Transformation and Improvement Journey by Alina Boissay](#)
- [Customer Feedback & Closing Remarks by Alina Boissay](#)





# SAP MaxAttention Innovation Workshop

**Make your continuous business process transformation a success**

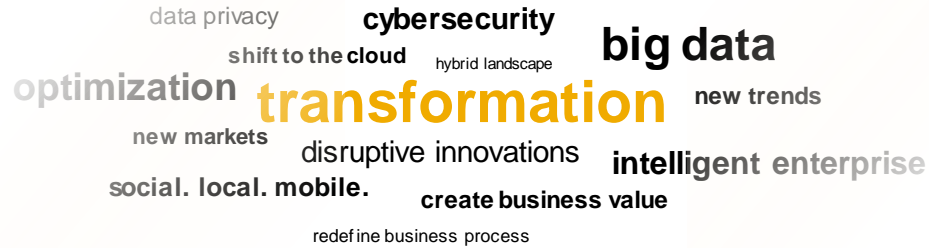
Balaji Gaddam, SAP

Sep 17<sup>th</sup> , 2023

PUBLIC

# Premium Engagements from SAP in a Nutshell

## 1 Customer Challenges



### Drive your transformation

- Become an intelligent enterprise by deploying new technologies
- Move to SAP S/4HANA
- Transition to the cloud
- Multiple large-scale transformation projects
- Optimize cybersecurity and digital risk management
- Simplify business and reduce costs
- Gain competitive edges
- Use big data analytics
- etc.

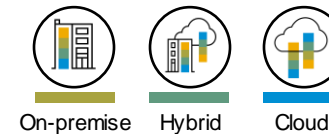
## 2 Comprehensive Services



**Scalability**  
Deliverables defined and adjusted for customer's solutions

Tailorable Services

### Covering All Deployment Scenarios



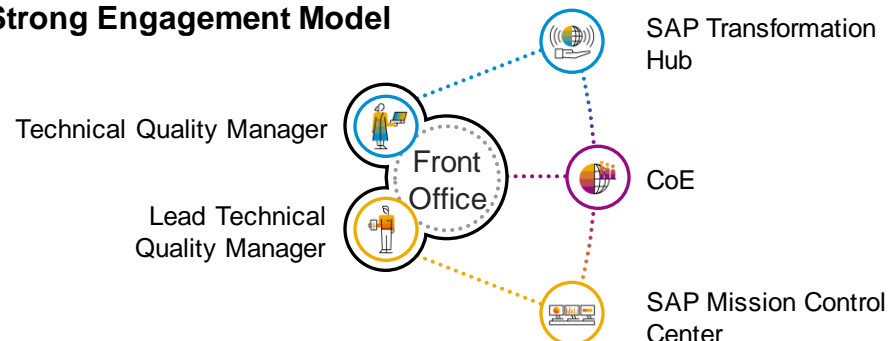
All SAP Solutions



**End-to-End**  
Comprehensive solution coverage, from discovery to operations.

Complete Lifecycle

## 3 Strong Engagement Model



### Benefits\*



RETURN OF INVESTMENT (ROI)



PAYBACK PERIOD



FASTER INNOVATION CYCLE



FASTER IMPLEMENTATION



# SAP MaxAttention Innovation Workshop | Agenda Sep 19 2023

## SAP® MaxAttention™ Innovation Workshop

### Make your Continuous Business Process Transformation a Success

Virtual, Tuesday, September 19, 2023

7:00 a.m. PDT 10:00 a.m. EDT 4:00 p.m. CEST	0:15	<b>Welcome &amp; Introduction</b> Balaji Gaddam, Vice President and Head of SAP MaxAttention Center of Expertise North America, SAP
7:15 a.m. PDT 10:15 a.m. EDT 4:15 p.m. CEST	0:45	<b>Overview of SAP Signavio Process Transformation Suite and Business Process Management</b> Chet Harter, Vice President, SAP Signavio, Customer Success, SAP
8:00 a.m. PDT 11:00 a.m. EDT 5:00 p.m. CEST	0:45	<b>How to Drive Enterprise Transformation and Process Excellence with SAP Signavio Process Transformation Suite</b> Queenie Lin, Director, Strategic Customer Transformation, SAP Signavio, Customer Success, SAP
8:45 a.m. PDT 11:45 a.m. EDT 5:45 p.m. CEST	0:15	<b>Break</b>
9:00 a.m. PDT 12:00 p.m. EDT 6:00 p.m. CEST	0:45	<b>Enterprise Automation with SAP: Improve, Automate and Integrate your Processes End-to-End</b> Evgenii Gorbunov, Product Manager, SAP Build Process Automation, Technology & Innovation, SAP Silvio Arcangeli, Sr. Director Product Management, SAP Signavio Process Intelligence, SAP
9:45 a.m. PDT 12:45 p.m. EDT 6:45 p.m. CEST	1:00	<b>Customer Spotlight</b> David Beach, Director Enterprise Architecture, Valvoline Global Operations Jack Moloney, Business Processes Principal Consultant, SAP MaxAttention Center of Expertise North America, Customer Success, SAP
10:45 a.m. PDT 1:45 p.m. EDT 7:45 p.m. CEST	0:20	<b>How SAP MaxAttention can Support You in Your Business Transformation and Improvement Journey</b> Alina Boissay, Director, SAP MaxAttention Center of Expertise North America, Customer Success, SAP
11:05 a.m. PDT 2:05 p.m. EDT 8:05 p.m. CEST	0:05	<b>Closing Remarks</b> Alina Boissay, Director, SAP MaxAttention Center of Expertise North America, Customer Success, SAP
11:10 a.m. PDT 2:10 p.m. EDT 8:10 p.m. CEST		<b>End of Workshop</b>

**SAP Signavio**

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

**Chet Harter**

SAP Signavio Center of Excellence  
September 2023



# Next-Generation Business Process Management Agenda

❖ **Continuous Improvement**

❖ **S/4HANA Implementation**



# SAP Signavio – Core Concepts

**"If you can't describe what you are doing as a process, you don't know what you're doing."**

– W. Edwards Deming

**"Measurement is the first step that leads to control and eventually to improvement. If you can't measure something, you can't understand it. If you can't understand it, you can't control it. If you can't control it, you can't improve it."**

– H. James Harrington

# SAP Signavio – Core Concepts

- ✓ Business processes define how work is to be executed in order to *achieve performance objectives*.
- ✓ Business processes include not only the tools (applications and technology), but also the *people and process inputs* (data).
- ✓ The better a company manages their business processes, the less they rely on *luck and hope* for achieving excellent performance.

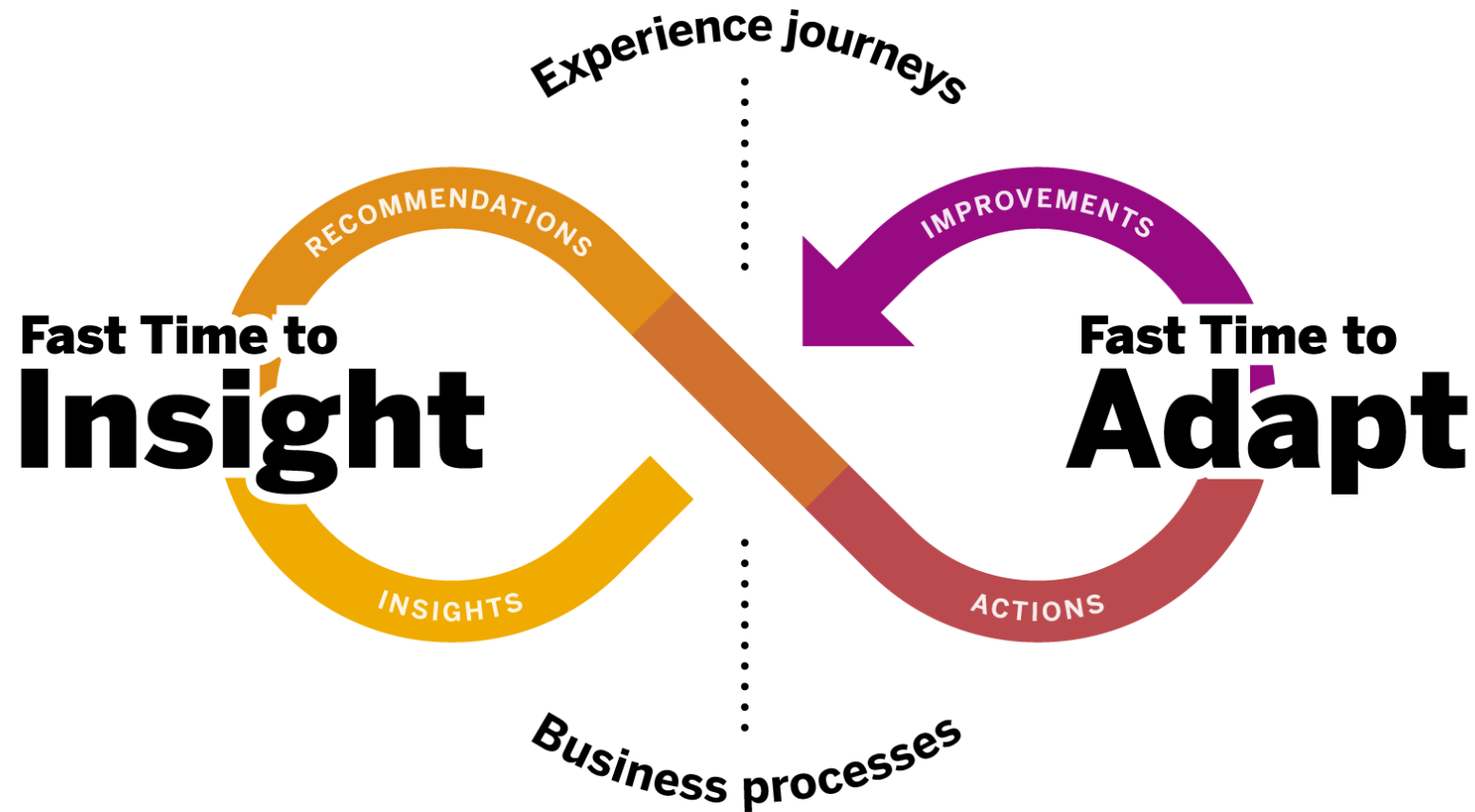
# SAP Signavio - Next-Generation Business Process Management Agenda

❖ **Continuous Improvement**

❖ **S/4HANA Implementation**



# Achieving fast insights to action at scale



Continuous process transformation becomes a source of sustained competitive advantage.

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

# SAP Signavio

## Assess Process Health with Monitoring, Analysis, Benchmarking, and Improvement Recommendations

The screenshot displays the SAP Signavio Process Insights dashboard. The left sidebar contains navigation icons for Home, Dashboard, Processes, Analysis, and Settings. The main content area is divided into two panels. The left panel, titled 'Start', shows the 'Entry Point' set to 'Source to Pay' and a section 'Processes to Analyze' with 7 process flows and 6 process flows with 3 or more blockers. Below this is 'Immediate Actions to Take' with 31 correction recommendations for automation, 2 for master data, and 11 for transactional data. The right panel, titled 'Supplier invoice issuing to FI-AP clearing', shows 28.2K Documents and a 'Reference Guide with Guided Analysis' link. It features a 'Spot process issues to further investigate' callout box. The 'Most Frequent Blockers and Other Information' section lists three blockers: 'Supplier invoices issued before purchase order' (100%, 28.2K Documents), 'Supplier invoices created via BAPI interface' (15%, 4.3K), and 'Supplier invoices created after posting date' (< 1%, 253). A circular callout highlights the 'FI-AP items not cleared via payment run' issue (3%, 782) and the 'FI-AP items cleared more than 3 days before net due date and no discount' issue (15%, 4.3K).

**SAP Signavio** Process Insights

Start

Entry Point

Source to Pay

**Processes to Analyze**

View predefined process flows that visualize performance for typical business processes and their phases.

**7** Process flows

**6** Process flows with 3 or more blockers

**Immediate Actions to Take**

Learn about immediate actions your organization can take in your ERP system.

**31** Correction recommendations

**2** Correction recommendations for automation

**11** Correction recommendations for master data

**6** Correction recommendations for transactional data

**Process Flows** Performance Indicators Correction Recommendations Innovation Recommendations

Supplier invoice issuing to FI-AP clearing 28.2K Documents

Reference Guide with Guided Analysis

**FINANCE**

Supplier Invoice

**Spot process issues to further investigate**

FI-AP items not cleared via payment run

3% 782

FI-AP items cleared more than 3 days before net due date and no discount

15% 4.3K

Payment terms different in FI-AP and purchase order

< 1% 253

**Most Frequent Blockers and Other Information** Hide

Supplier invoices issued before purchase order

Supplier invoices created via BAPI interface

Supplier invoices created after posting date

# SAP Signavio

## Assess Process Health with Monitoring, Analysis, Benchmarking, and Improvement Recommendations

SAP Signavio Process Insights

Start

AB

Start

Entry Point

Source to Pay

Processes to Analyze

View predefined process flows that visualize performance for typical business processes and their phases.

7 Process flows

6 Process flows with 3 or more blockers

Immediate Actions to Take

Learn about immediate actions your organization can take in your ERP system.

31 Correction recommendations

2 Correction recommendations for automation

11 Correction recommendations for master data

6 Correction recommendations for transactional data

SAP Signavio Process Insights

End-to-End Processes > Lead to Cash > All Modular Processes > Financial o

Performance Indicator

Automation rate: Supplier invoice clearing

Reference Guide

54.47 Percent

99.4K EUR

EUR - Euro

Industry Benchmark

Bottom 25% 57% Median 81% Top 25% 95%

With an overall automation rate of 54%, your performance is significantly below the industry median. Check out the correction and innovation recommendations to see how you can improve.

Detail List

Correction Recommendations

Innovation

15 Objects

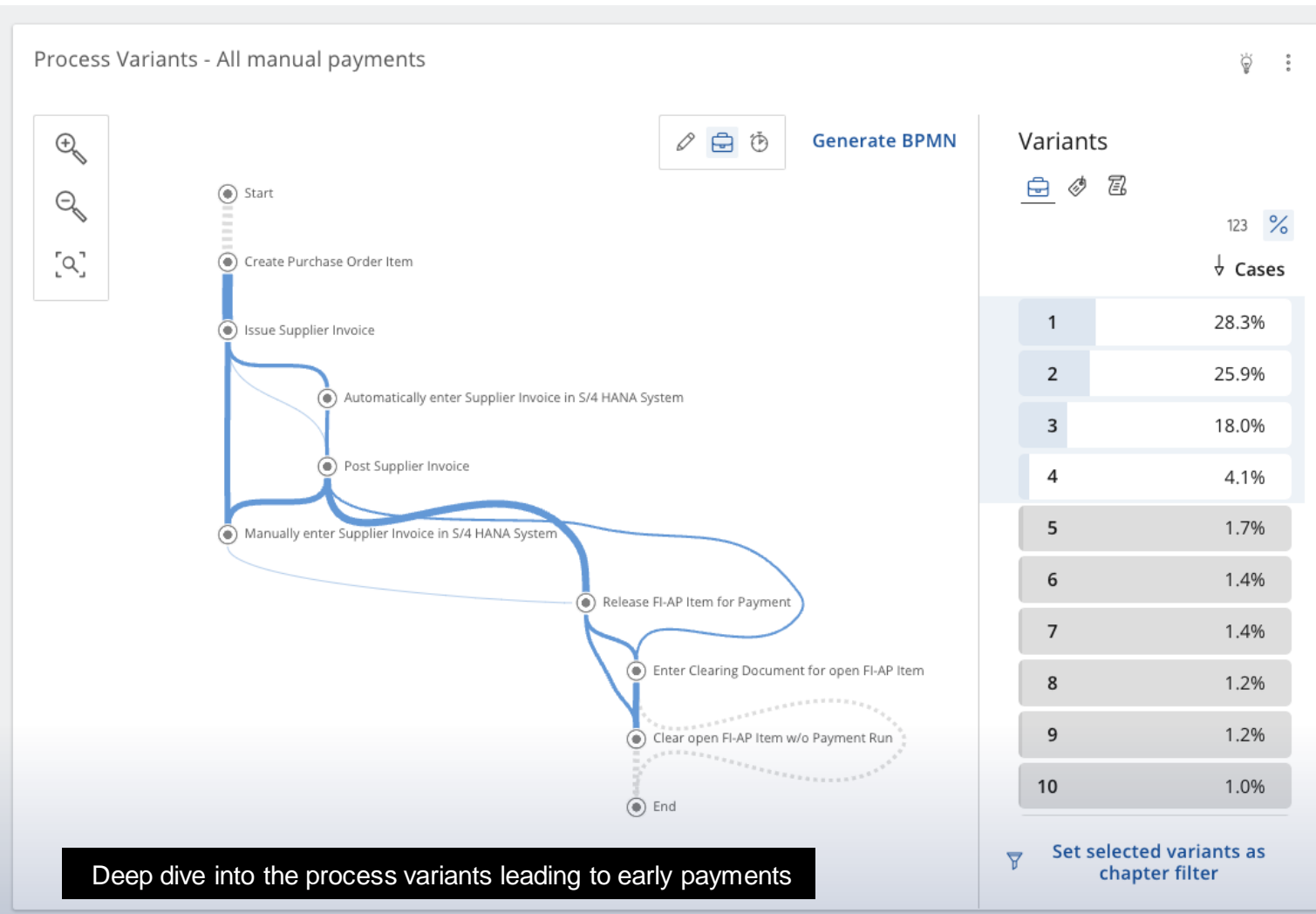
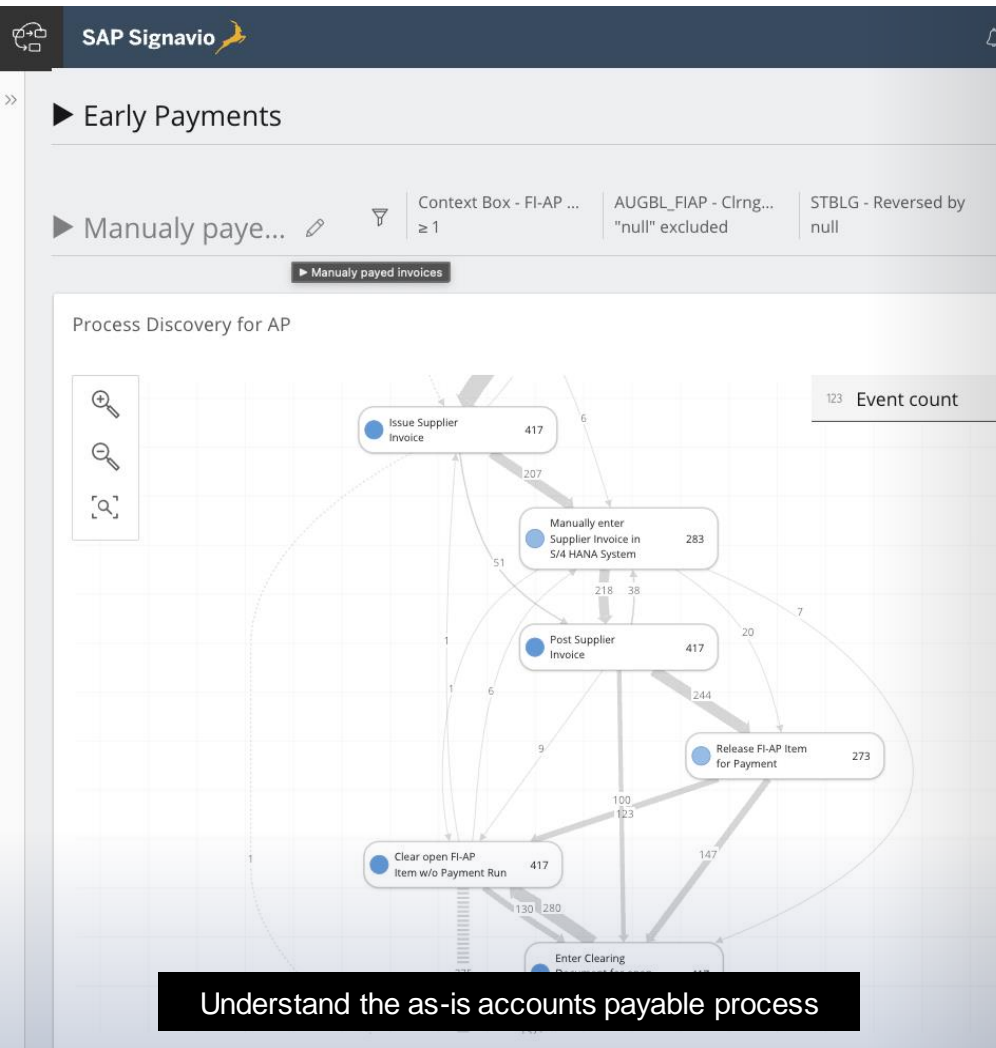
Object Number	Company Code	Process
00011	JCM1	2
00026	CZ01	2
000107	CIT1	2
0000109	PLI1	2
100000116	PLI2	2
0100000263	PHU1	2
0100000264	PHU1	2
0100000268	TH01	2
0100000269	TH01	2
0100000270	TH01	2



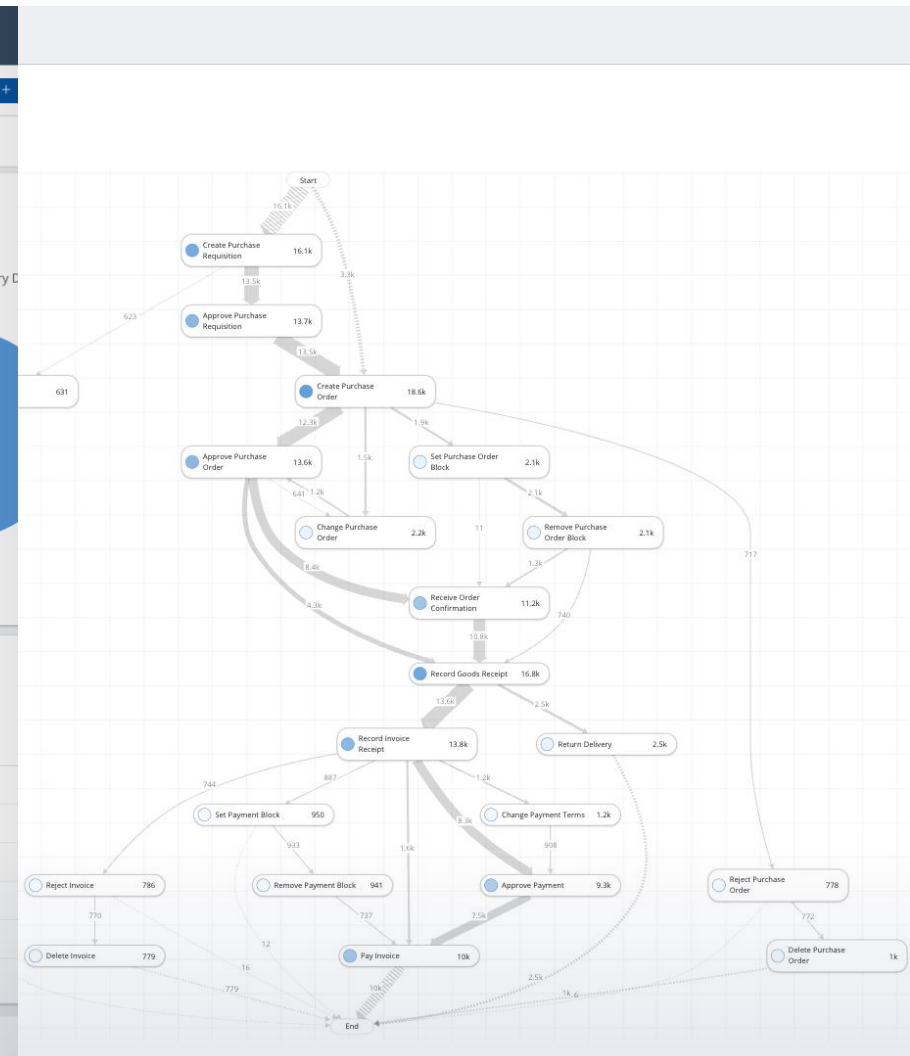
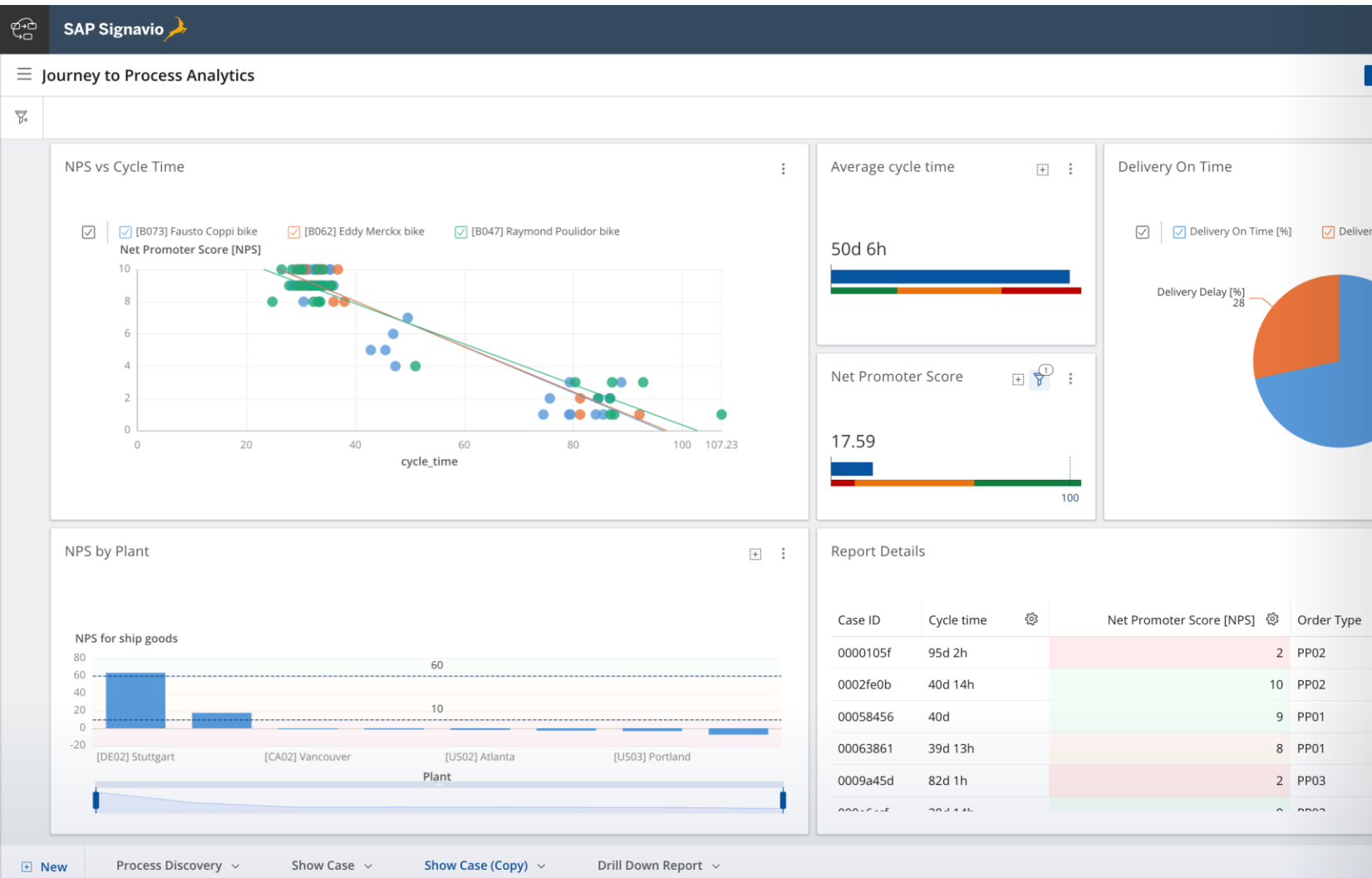
# SAP Signavio

## Deep Process Analysis Across SAP and non-SAP Applications

### Process Variant Analysis

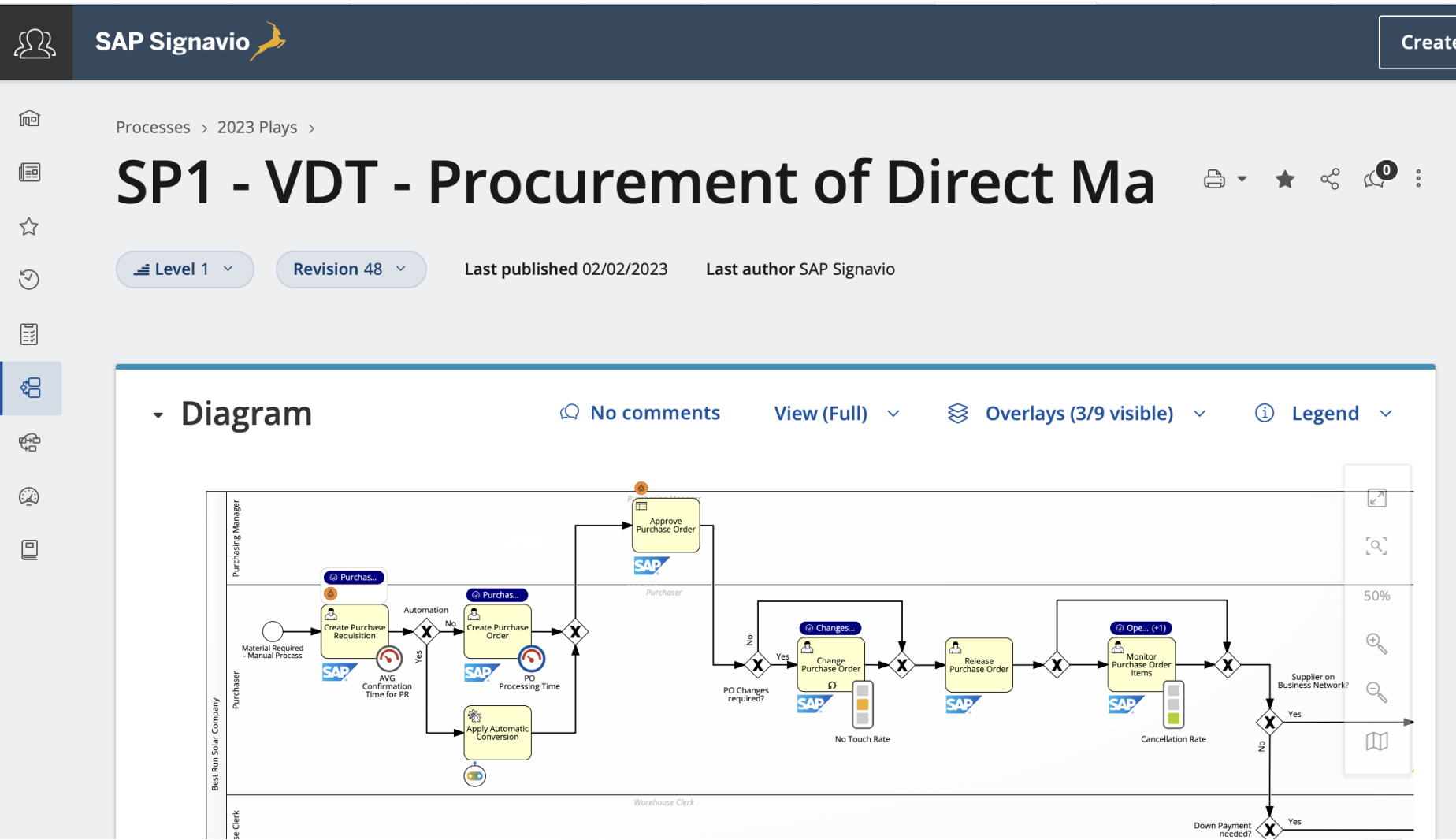


## Deep Process Analysis Across SAP and non-SAP Applications



# SAP Signavio

## Collaborative Process Design and Governance



- Central process repository
- Revision control
- Approval workflows
- Process simulation
- Process comparison
- Use of SAP Best Practice process flows
- Signavio accelerators

#### Integrations

PO Automation Rate

[Open investigation](#)

30% Target

27,36%



# Next-Generation Business Process Management Agenda

❖ Continuous Improvement

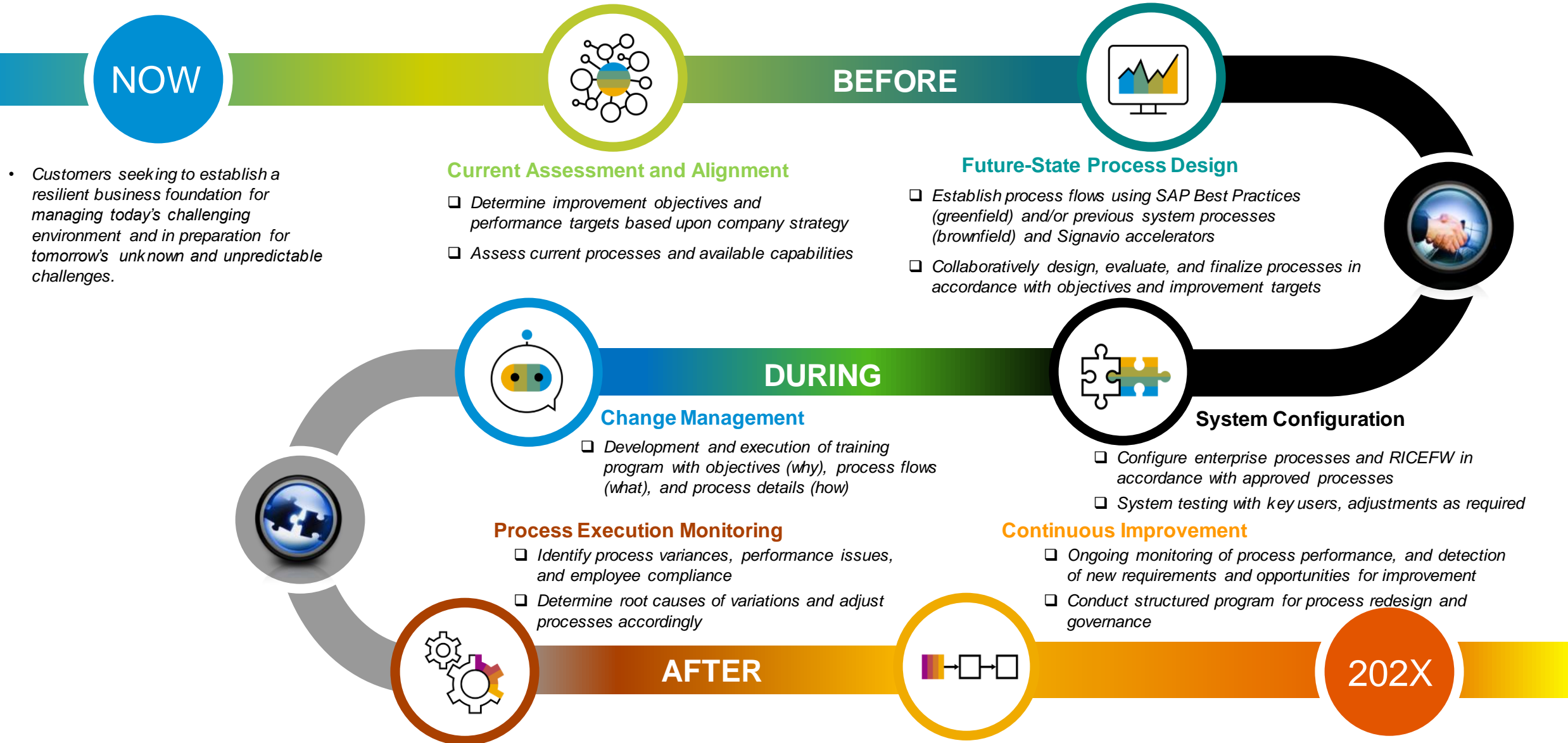
❖ S/4HANA Implementation

## SAP Signavio

# Benefits for S/4HANA Implementation

- **Business processes** directly impact profitability, customer satisfaction, and employee retention
- **Determining “to-be” processes** is a critical part of your ERP implementation. Failures here will negatively impact your company for years to come and cost you millions of dollars
- Signavio provides
  - A **collaborative environment** and access to recommended industry process flows,
  - **Awareness** of available BTP process components,
  - BPM tools,
  - To help ensure your teams **identify the best processes possible**.

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



## SAP Signavio – Available Service

- ❖ **Fit to Standard** – Assessment of current ECC (or S/4HANA) processes compared to SAP Best Practice processes
- ❖ **Current-State Models** – Graphical and analytical views of existing “as is” processes
- ❖ **Preliminary Future-State Models** – Starting point for collaborative process design of “to be” models

# SAP Signavio – Take-Aways

- ✓ Well-run companies **manage operational performance** by managing their business processes
- ✓ Signavio provides next-generation, digital applications for managing **effective and efficient** business processes
- ✓ Signavio provides a **data-driven** foundation for an organization's **continuous improvement** program
- ✓ Signavio will significantly improve the effectiveness of your **S/4HANA implementation**, and **reduce some of the most common challenges** associated with ERP implementations



# Where to Find More Information

---

[Signavio](#)

[Business Process Transformation](#)

[Recorded demo videos](#)

[Customer stories](#)

[EnableNow](#)



**SAP Signavio**

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

**Chet Harter**

SAP Signavio Center of Excellence  
September 2023



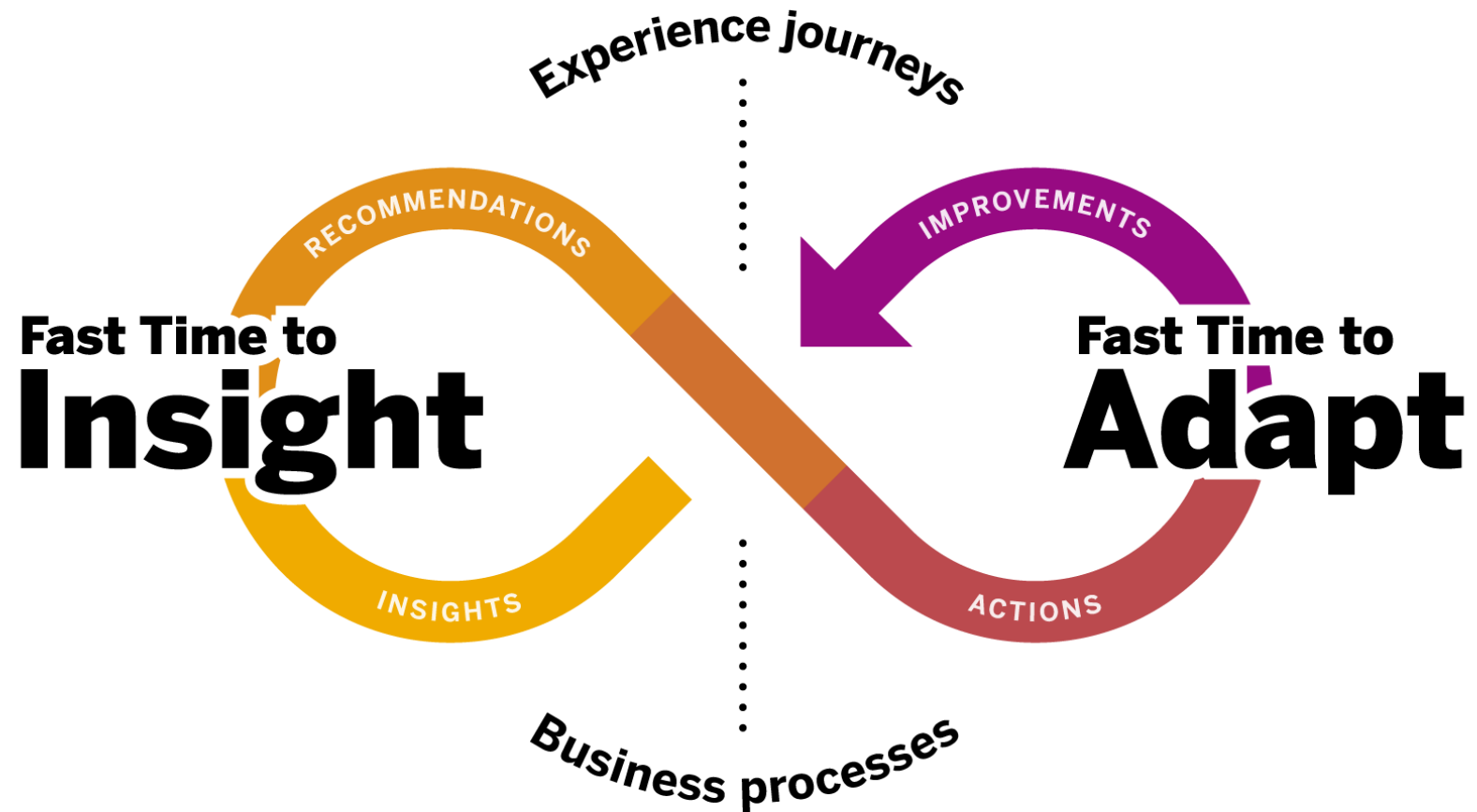


# How to Drive Enterprise Transformation & Process Excellence with SAP Signavio

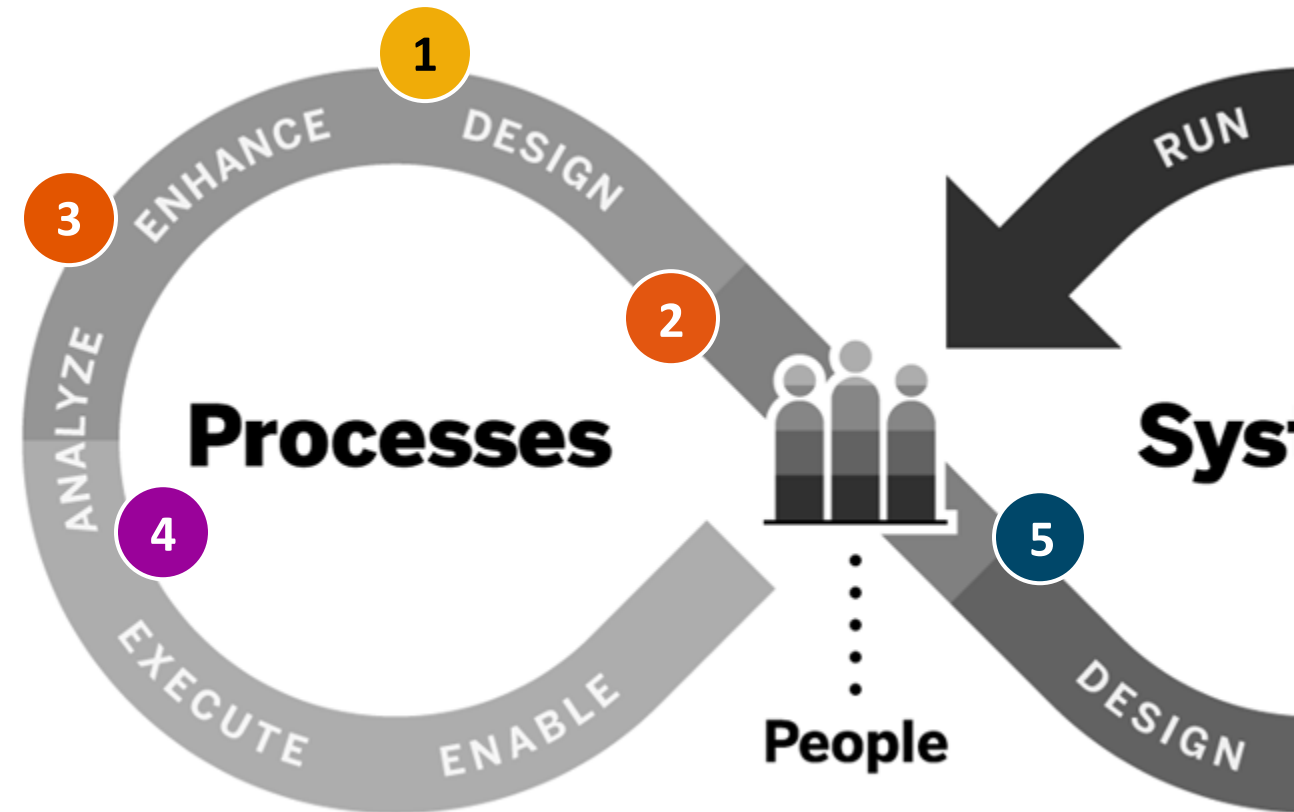
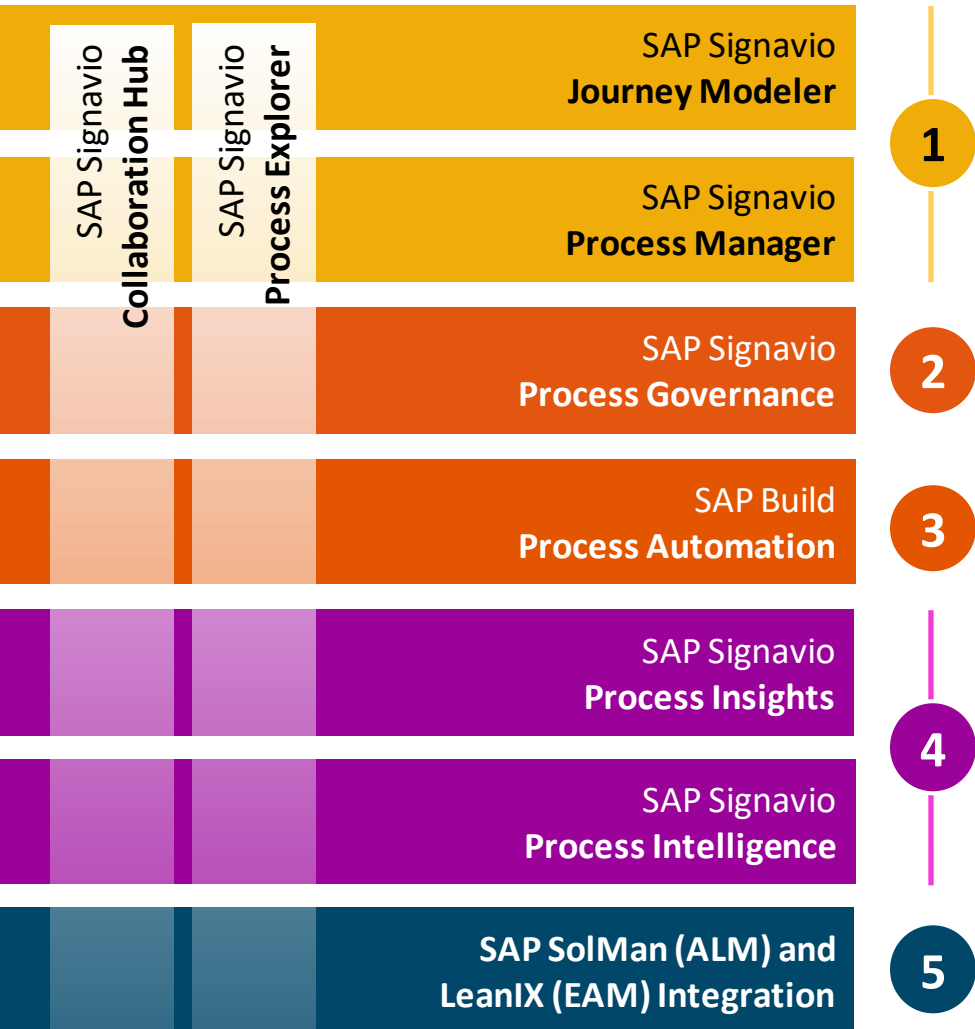
Queenie Lin, SAP Signavio  
September 19, 2023

PUBLIC

# How to move into action with SAP Signavio



# SAP Signavio: a process transformation suite for collaborative change





# Where does SAP Signavio help you to make a difference?

## Finance

- Accounts receivable / accounts payable
- Financial close
- Compliance / internal controls
- S/4HANA Transformation

## Sourcing & Procurement

- Purchase order management
- Sustainability
- Material availability
- SAP Ariba

## Sales / Omnichannel Commerce

- Order & customer service management
- Product availability / out-of-stock
- Returns / cancellations

## Supply Chain / Logistics

- Outbound/inbound OTIF (On-Time-&-In-Full)
- Inventory management
- (Extended) warehouse management
- Route & transport optimization (incl. sustainability)

## Human Resources

- Employee Onboarding
- HR Services ticket handling
- Salary and pension payments
- SAP SuccessFactors

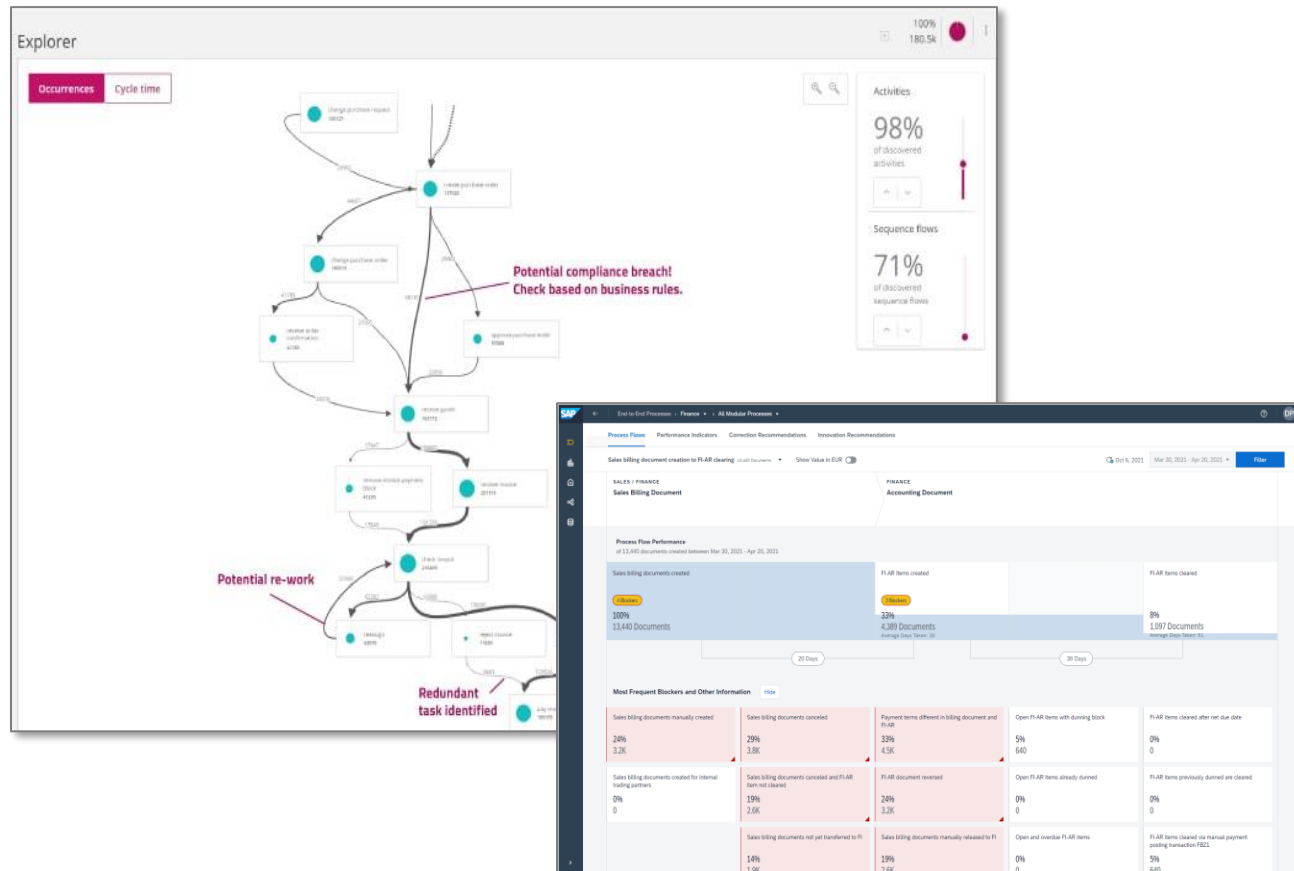
## Other

- Asset Management
- R&D / engineering / manufacturing
- Master Data Management
- IT



# How to make it happen?

## Fast Time-to-Insight with SAP Signavio Process Insights and SAP Signavio Process Intelligence

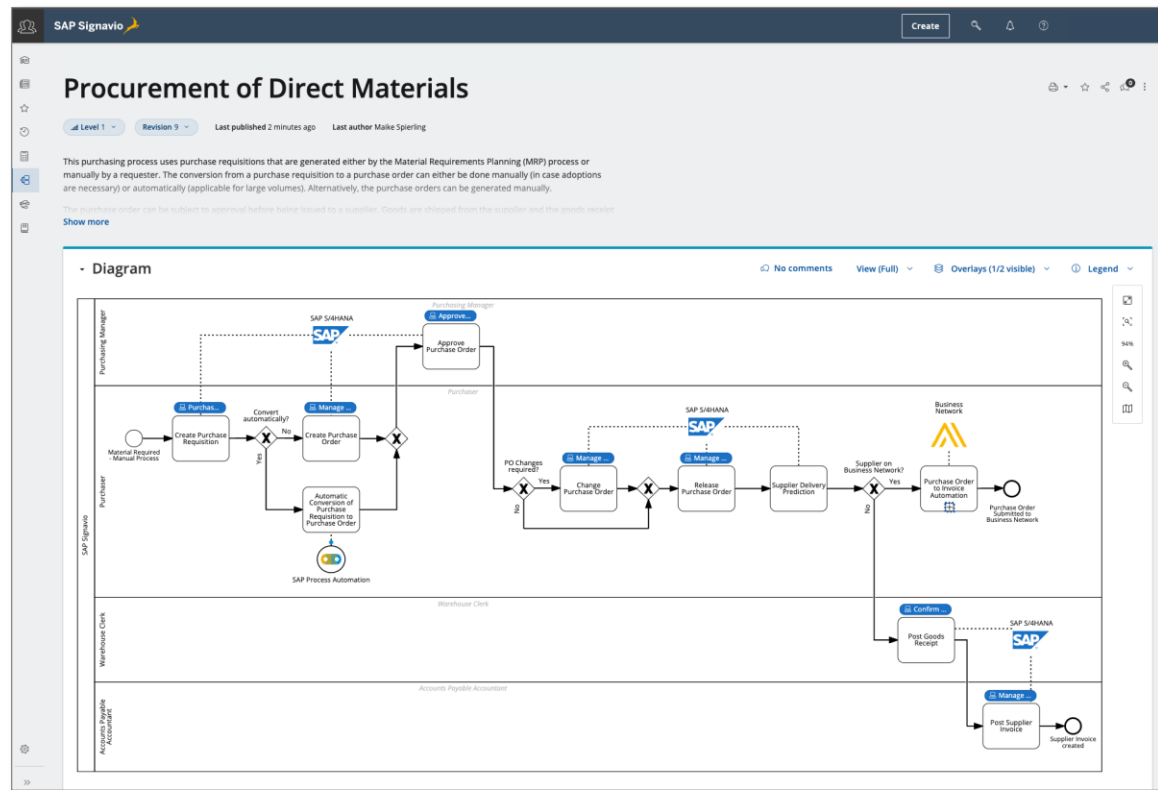


- Get actionable improvement potentials & recommendations
- Derive a clear priority and business case foundation
- Discover as-is process flows, variants and bottlenecks
- Analyze process conformance and variance
- Make first results available within 24 hours \*

\* for SAP ECC and S/4HANA, other SAP solutions like SAP SuccessFactors, SAP Ariba, etc. on the roadmap.

# How to make it happen?

## Fast Time-to-Adapt with SAP Signavio Process Manager & SAP Signavio Process Governance



Realize value **continuously**

Implement a low code  
solution / extension  
→ **BTP / SAP Build**

**Extensibility  
Layer**

the “keep-the-  
core-clean”  
decision

→ *and **change** how  
you operate*

**Process  
Layer**

Implement change in a  
smooth and governed  
way.  
→ **S/4HANA, SAP Ariba,  
SAP SuccessFactors, ...**

**Core  
Application  
Layer**

# Demo





# Q & A





# Thank you.

Contact information:

**Queenie Lin**

Director, Strategic Customer Transformation

[Queenie.lin01@sap.com](mailto:Queenie.lin01@sap.com)

+1 917 618 3575

# Enterprise Automation with SAP

PUBLIC

Silvio Arcangeli, SAP Signavio Process Intelligence Product Management  
Evgenii Gorbunov, SAP Build Process Automation Product Management



# Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.



# SAP Signavio & BTP changing the way how customers benefit from their RISE and SAP S/4HANA transformation

Together we offer a **holistic solution** that not only ensures a smooth cloud migration but also delivers long-term value through enhanced process efficiency, compliance, and continuous improvement.





# Challenges



How do you make your transformation successful as fast as possible?



How do you ensure that your transformation adds value?

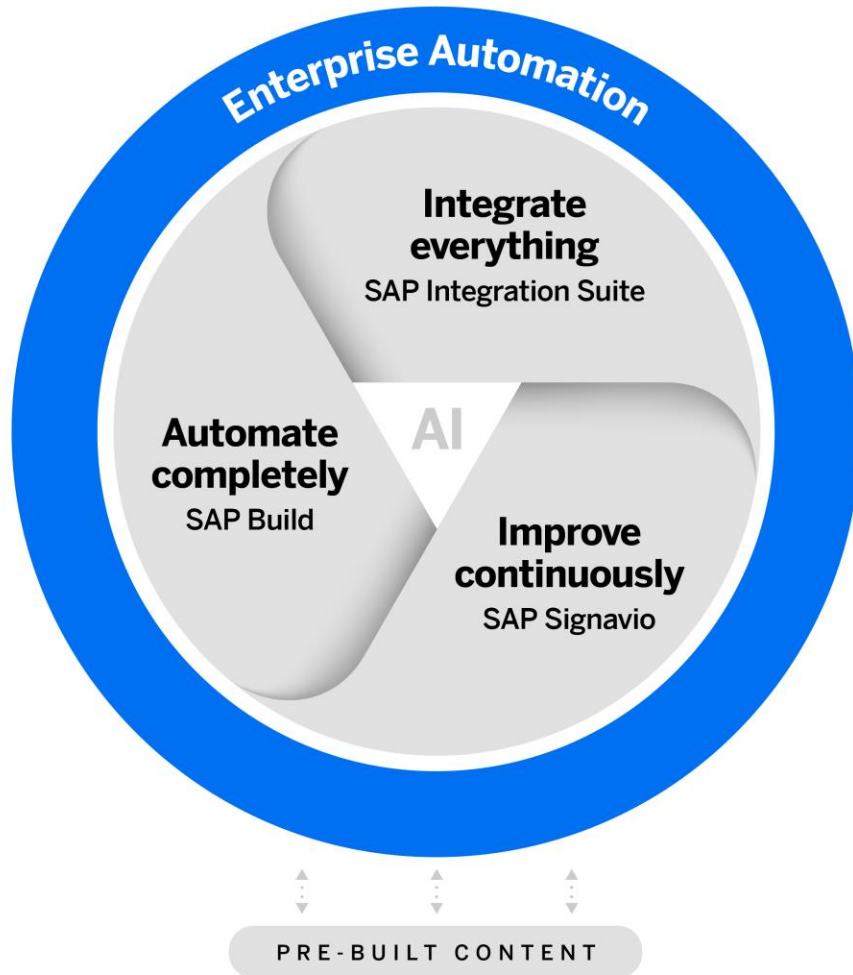


How do you ensure that change is safeguarded and manageable?



# Enterprise Automation with SAP

Fully transform and automate your SAP S/4HANA processes continuously



SAP offers a unique and comprehensive AI-powered solution to integrate applications, discover process inefficiencies and automate processes across the heterogenous enterprise.





**54% reduction**  
in downtime during conversion to  
SAP S/4HANA

**AVAYA**

**91% efficiency**  
in SAP Concur invoice audit  
process

Large  
mining  
enterprise

Bringing **seven highly**  
**customized** ECC instances into  
one S/4HANA Cloud instance



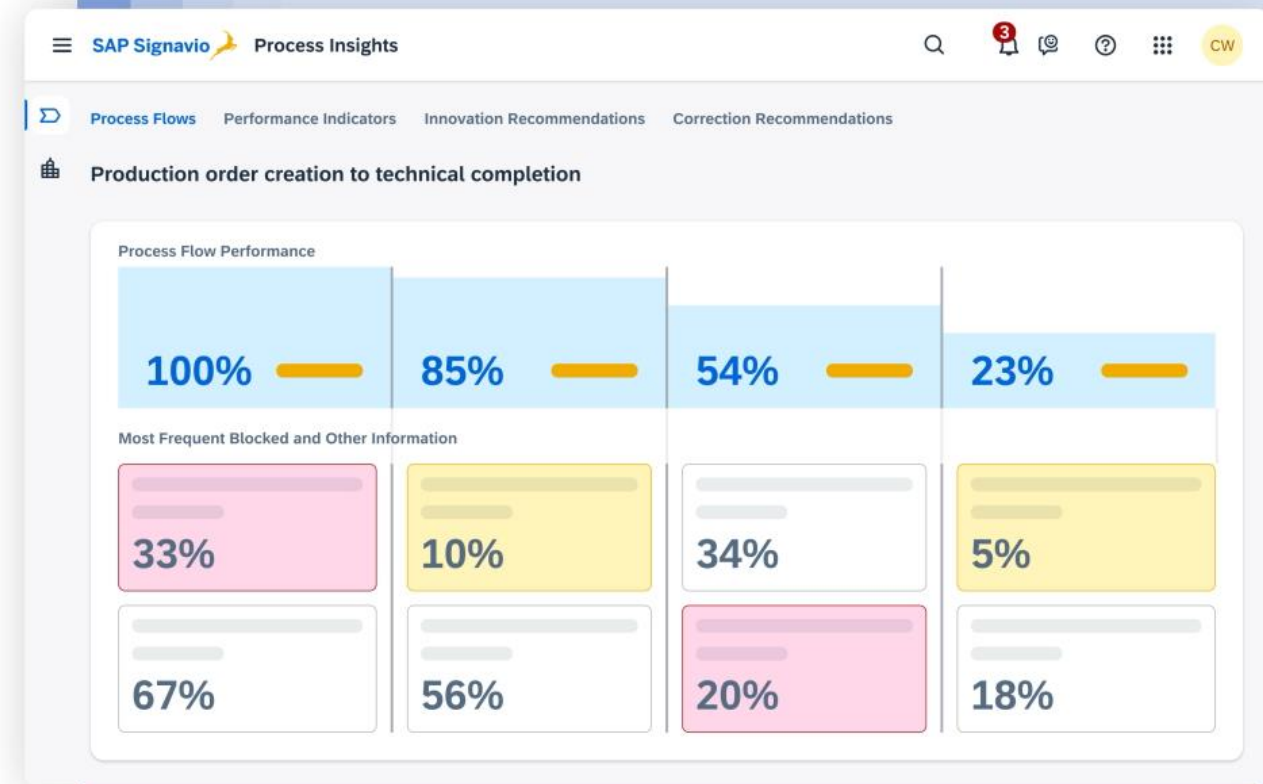


How can  
SAP Signavio & BTP  
support and guide  
**RISE with SAP**  
customers?

# SAP Signavio Process Transformation Suite

## Make processes central to your business

With our SAP Signavio Process Transformation Suite, organizations can understand, proactively manage and optimize their business processes to achieve the agility needed for successful change.



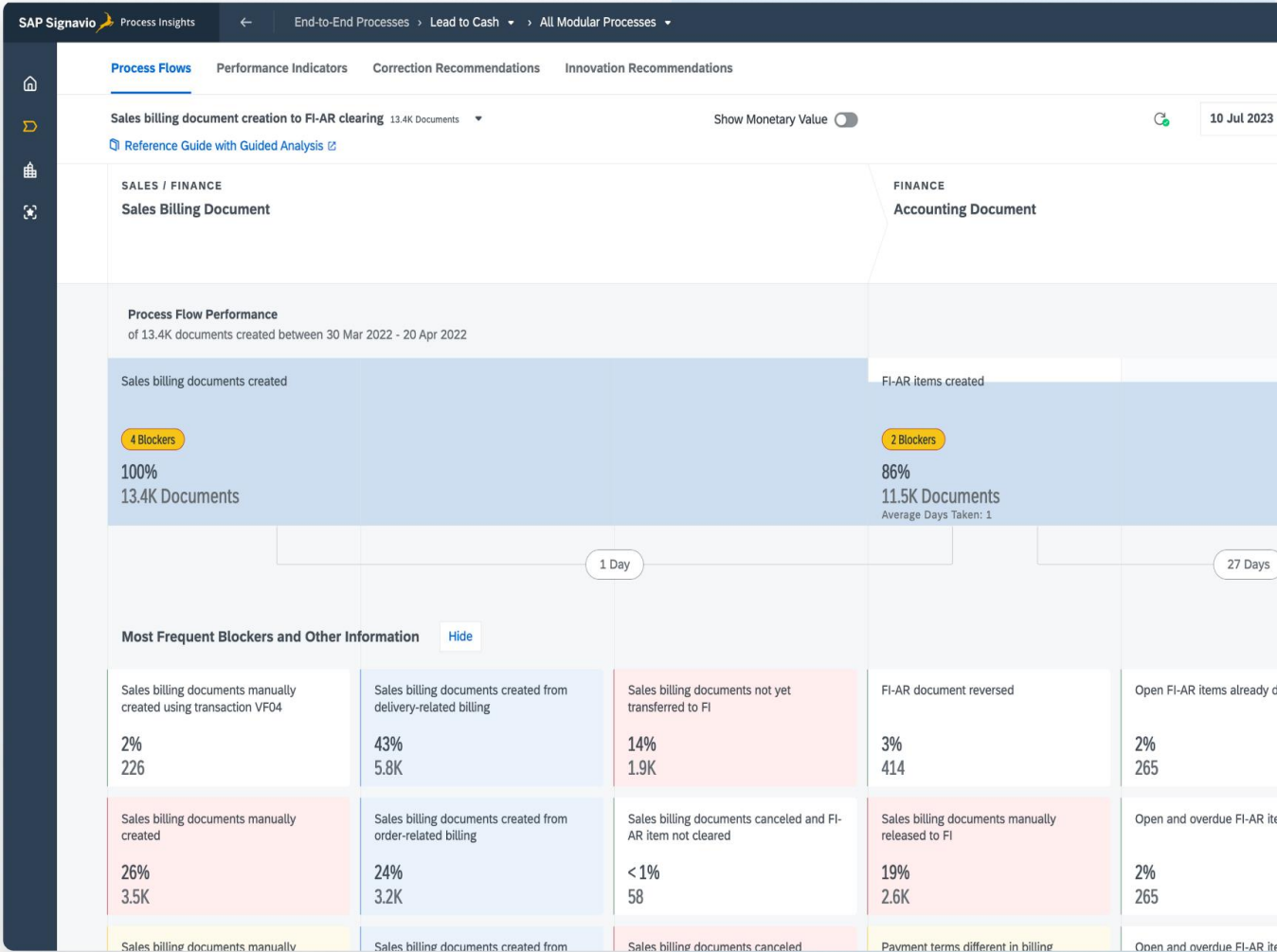
# How does SAP Signavio help customers make their transformation successful and as fast as possible?

*SAP Signavio accelerates transformations by:*

**Identifying opportunities** for process improvements and **sharpening the transformation scope**

**Designing to-be process fast** by combining SAP best practices and **reverse engineered company best run process execution**

**Providing transparency and accessibility** of process model to all stakeholders, reducing complexity and **minimizing the risk of misalignment and iterations**



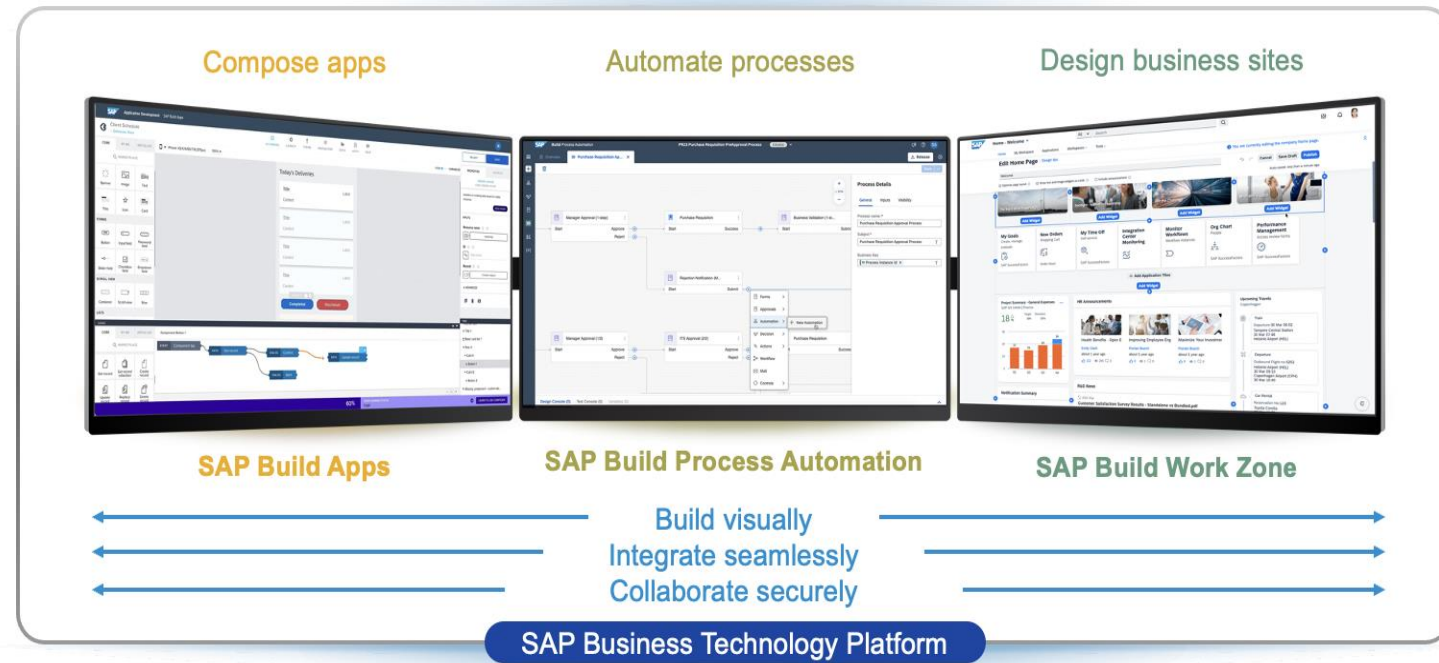
# How does SAP Build helps customers make their transformation successful and as fast as possible?

*SAP Build accelerates transformations by:*

**Extend S/4HANA solutions** easily with a natively integrated low-code solution and **keep the S/4HANA core clean.**

**Create** apps, automate processes and build business sites with **drag and drop ease.**

**Jumpstart** your journey with **SAP Business Accelerator Hub** – providing quickly growing Automation Content, Business Events and prebuilt Integrations





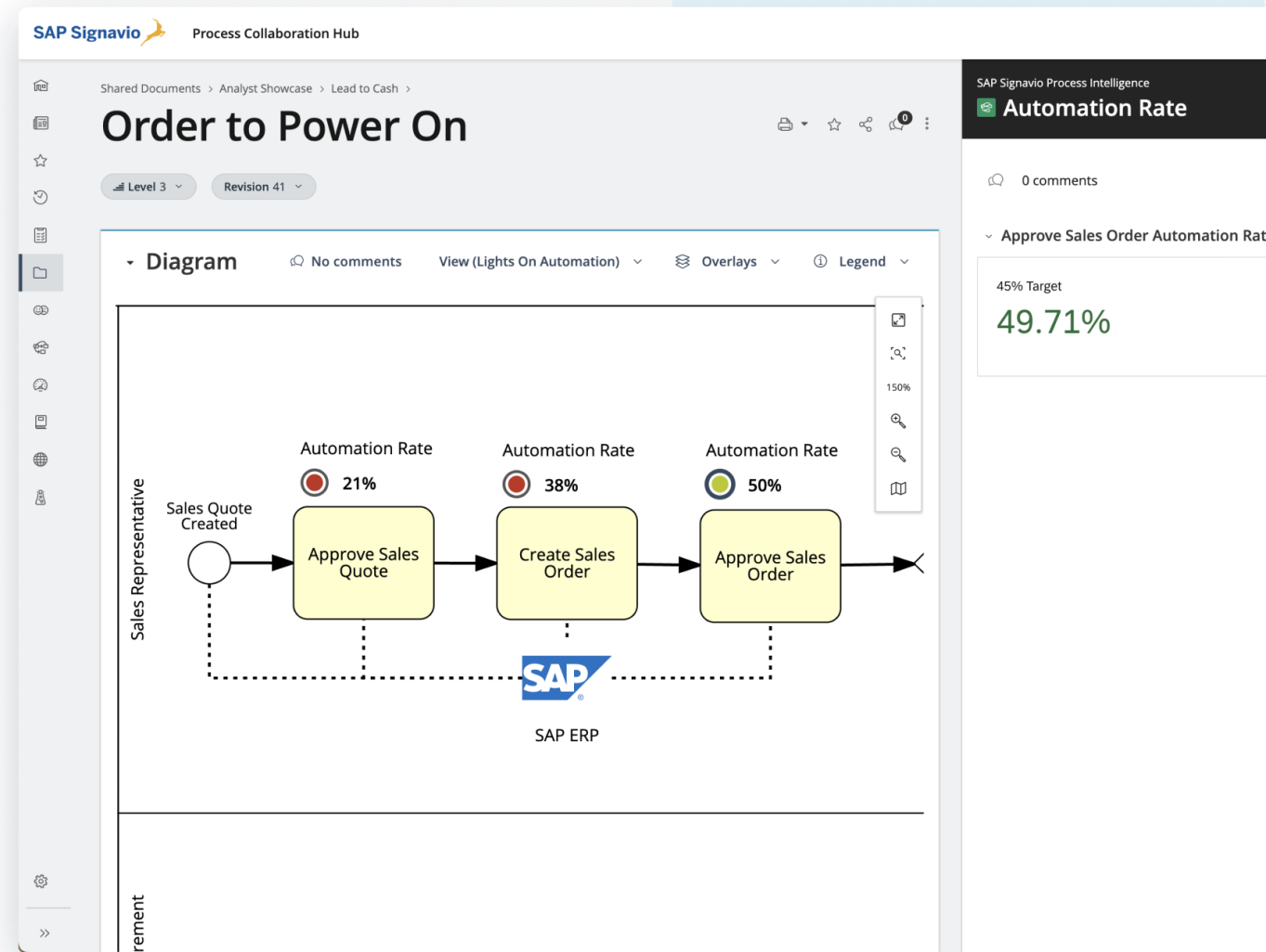
# How does SAP Signavio ensure that change is manageable for our customers?

*SAP Signavio makes change manageable by:*

**Securing management buy-in** based on identified value potential

Ensuring strong support for the **transformation process** involving **all relevant parties** and fostering collaboration

**Mitigating risks** of misalignment between **business and IT** leveraging **strong integration of process and solution worlds** while driving **successful outcomes**



# How does SAP Build ensure that change is manageable for our customers?

**SAP Build Process Automation** *accelerates transformations by:*

Get recommendations for best-practice SAP technology and SAP solutions, including **SAP Build Process Automation**.

**Hundreds of tailored recommendations** for SAP Build Process Automation available – Out of the Box Content Packages

**Jumpstart** your journey with **pre-built content** for SAP S/4HANA.

The screenshot displays the SAP Signavio Process Insights interface, specifically the 'Innovation Recommendations' section. The interface shows a list of recommendations categorized by 'Automations (3)' and 'Workflow Management (4)'. The 'Automations' section includes three items: 'Automatic Creation of Sales Orders from Excel' (Relevance 3), 'Automatic Return Creation from Excel' (Not available), and 'Create Product Master Data with Reference' (Not available). The 'Workflow Management' section includes 'Project Approval and Release' (Not available). Below the main list, there are eight detailed recommendation cards, each with an icon, a title, and a description:

- Automatic Creation of Sales Order from Unstructured Data**: Automates creation of sales order requests from unstructured data and sales orders from excel file.
- Automatic Creation of Sales Orders from Excel**: Automatically performs the creation of sales orders from excel in SAP S/4HANA.
- Create Purchase Requisitions from Excel**: Bot reads details from excel file, creates purchase requisitions & sends the report email to the recipients.
- Automated Upload of Manual Entries via API**: Automates mass upload of manual entries like supplier invoices and customer invoices based on an excel template.
- Mass Update Asset Master Data**: Automates mass update of asset master data based on user pre-filled excel input files.
- Purchase Requisition Approval and Release**: Automate approval and release of line items.
- Business Partner Payment Data Change Approval**: Manage payment data changes and approvals.
- Capital Expenditure Approval Process**: Managing investment decisions in a transparent way.

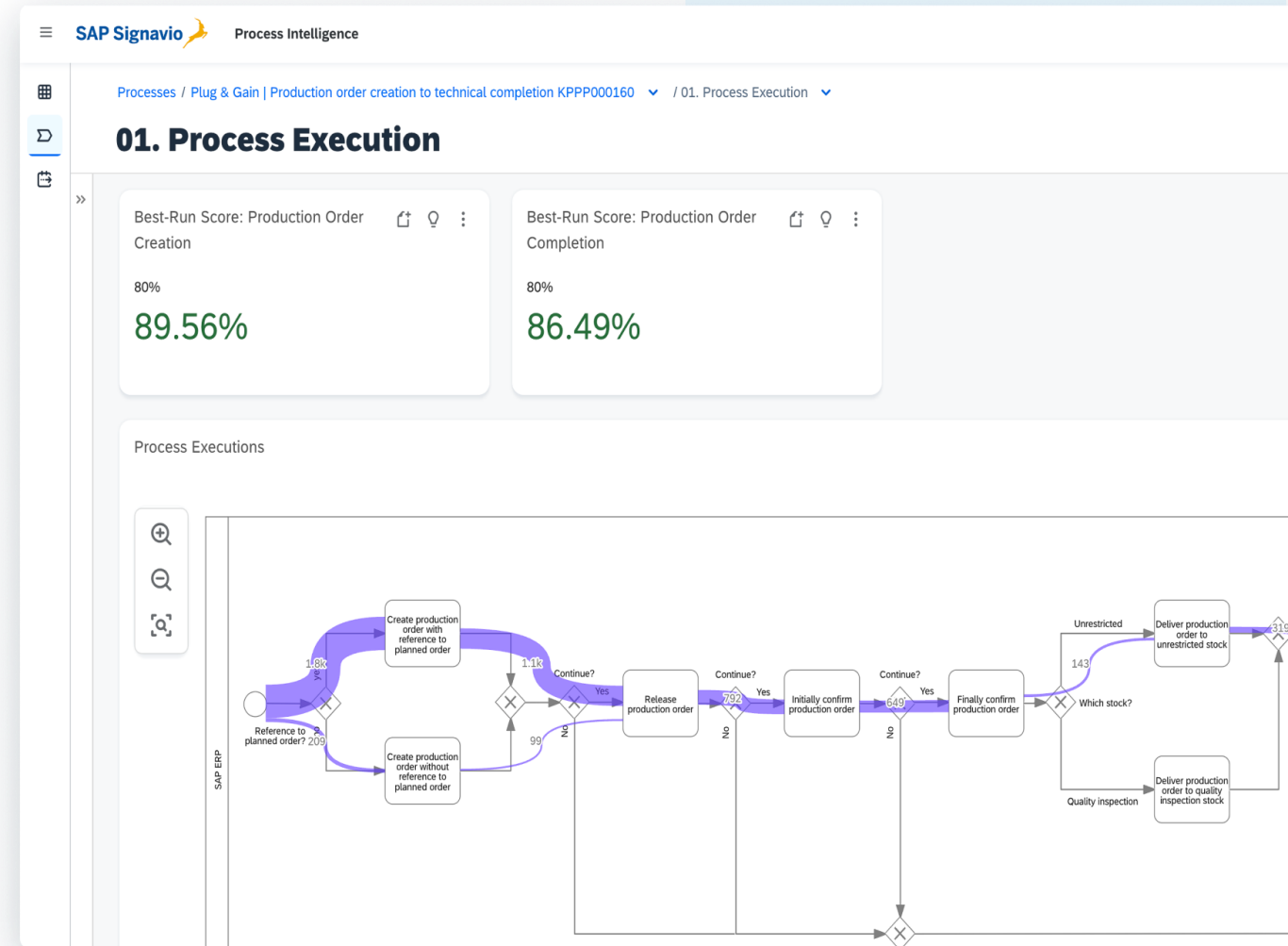
# How does SAP Signavio ensure that our customers' transformation adds value?

*SAP Signavio de-risks transformations by:*

Providing a **data-driven analysis** determining the value potential accurately, based on evidence

Showing **actionable insights**, guidance, and recommendations

Ensuring that values and metrics are considered during process design and **meticulously monitored for value realization** throughout the run phase





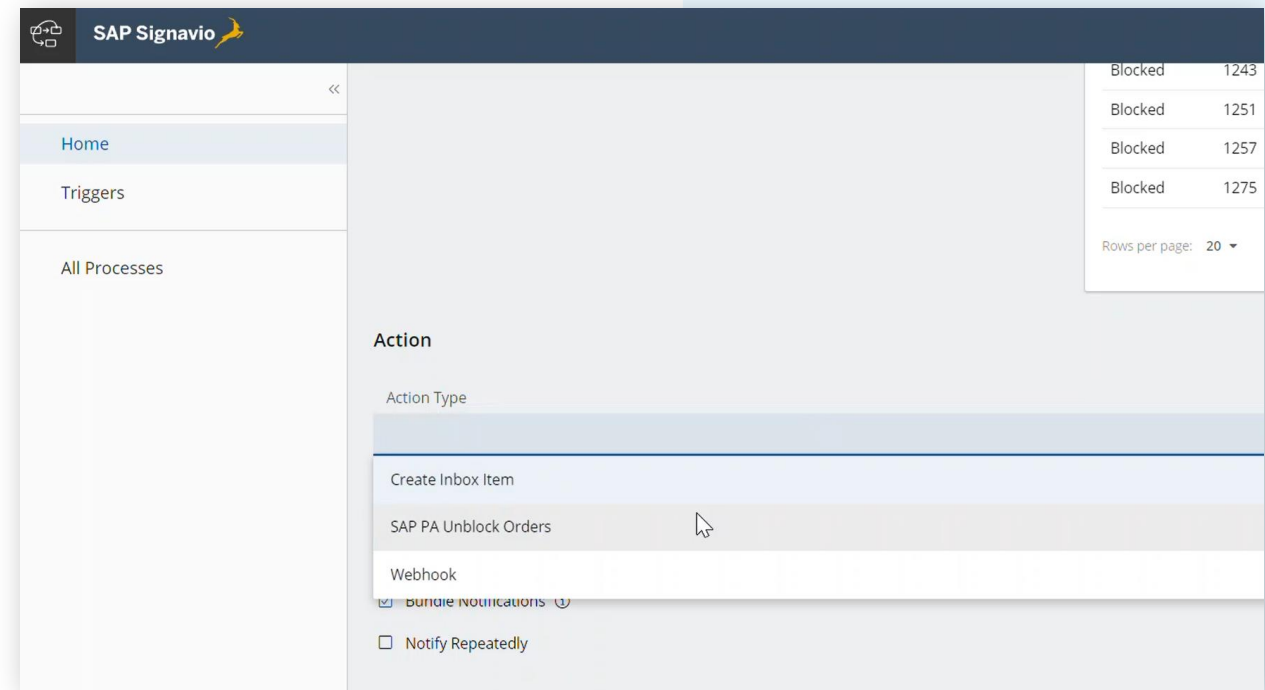
# How does SAP Build ensure that our customers' transformation adds value?

***SAP Build** accelerates transformations by:*

Insights into process bottlenecks caused by missing data in documents trigger an **automated resolution**

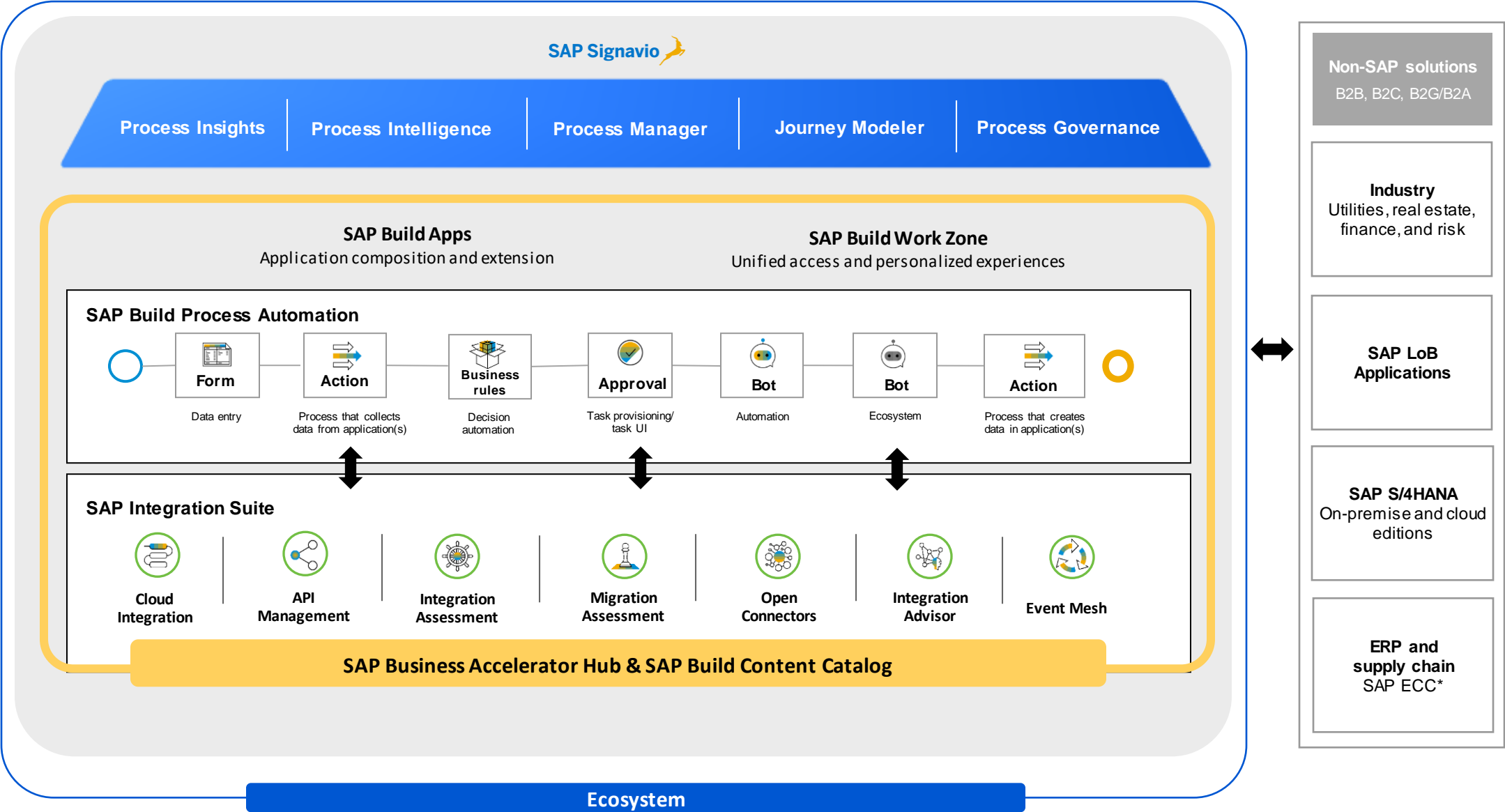
Trigger **exceptional or additional approval** in certain cases: e.g. when working with suppliers who's KPIs are violating expected thresholds

Trigger a **cross-LoB process automation scenario** for data harmonization to resolve a bottleneck by unaligned business data

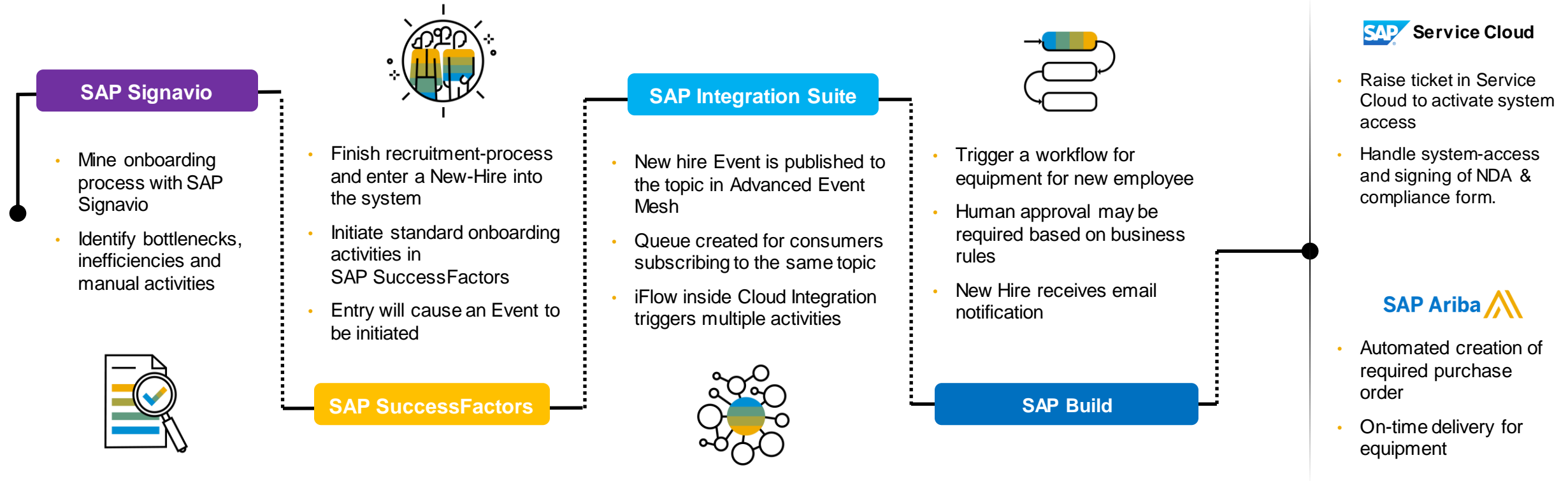


# Enterprise Automation at it's best with Partners

## Your Process Transformation, Orchestration and Automation Framework



# Use Case: Enabling advanced onboarding experience and shared service automation



**Improved Efficiency**  
Business process automation with reduced manual steps



**High-Quality Output**  
Eliminating potential human errors



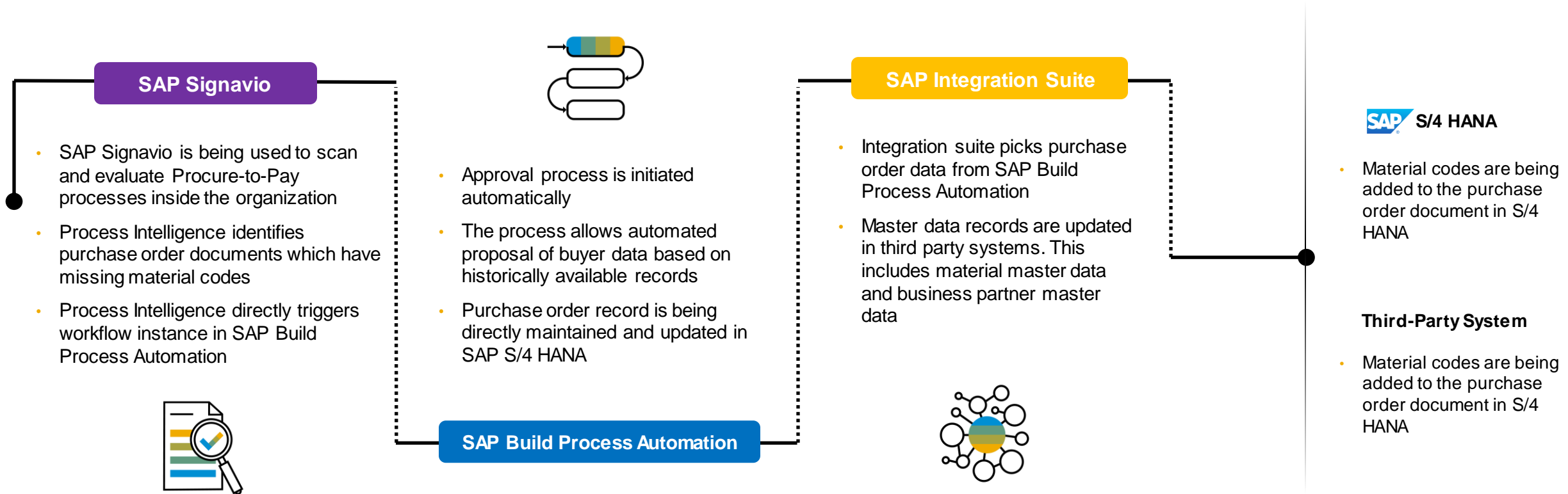
**Faster Time-To-Value**  
Ease of implementation and roll-out



**Employee Satisfaction**  
Simplified and faster processes



# Use Case: Automated Purchasing Group Assignment for Non-Coded Materials



**Improved Efficiency**  
Business process automation with reduced manual steps



**High-Quality Output**  
Eliminating potential human errors



**Faster Time-To-Value**  
Ease of implementation and roll-out



**Employee Satisfaction**  
Simplified and faster processes



**Demo**

# SAP Enterprise Automation Example Use Cases

## HXM

**Enable** advanced onboarding experience and shared service automation

## Sustainability

**Optimize** waste-management with intelligent processes

## Finance

**Streamline** approval-based Journal Entry Posting in SAP S/4HANA

## Procurement

**Enrich & identify** missing master data for Purchase Order processing

## Finance

**Digitize** paper-based invoice processing and posting to SAP S/4HANA

## Sales

**Streamline** sales orders credit limits & creation based on the process findings

## Finance

**Automate** invoice auditing process and ensure compliance

## Utilities

**Optimize** electricity meter readings & ensure master data quality



# Enterprise Automation Themes in 2023

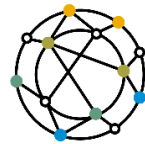
## Insights to Actions



Seamless flow with SAP Signavio Process Intelligence for end-to-end process improvements, from insights to action

Innovation recommendations within Process Insights on the Process Automation content to be used

## Insights to Integration



SAP Cloud Integration connector: connect to non-SAP applications to retrieve data for process mining

Trigger process mining insights into SAP Event mesh for event-based architectures

Signavio actions to trigger integration flows

## Integration & Actions



Calling integration flows from processes and seamless API integration

Trigger process automations using the Event Mesh for event-based architectures

SAP Cloud Integration to connect to applications and processes

## Ecosystem Growth



AI-based document processing enhancements: integration with Google Document AI and Google Vision AI

Process composability with re-usable artifacts from SAP and non-SAP solutions, 200+ connectors for integration

## AI infusion



Embedded AI, such as OCR data extraction, intelligent approval recommendations,

Process.AI and automation content recommendations

# Thank you



PUBLIC



# How **SAP MaxAttention** can support your business transformation and improvement journey

Alina Boissay, SAP  
September 2023

PUBLIC

# Premium Engagements from SAP in a Nutshell

## 1 Customer Challenges



### Drive your transformation

- Become an intelligent enterprise by deploying new technologies
- Move to SAP S/4HANA
- Transition to the cloud
- Multiple large-scale transformation projects
- Optimize cybersecurity and digital risk management
- Simplify business and reduce costs
- Gain competitive edges
- Use big data analytics
- etc.

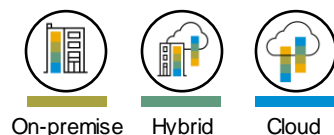
## 2 Comprehensive Services



**Scalability**  
Deliverables defined and adjusted for customer's solutions

Tailorable Services

### Covering All Deployment Scenarios



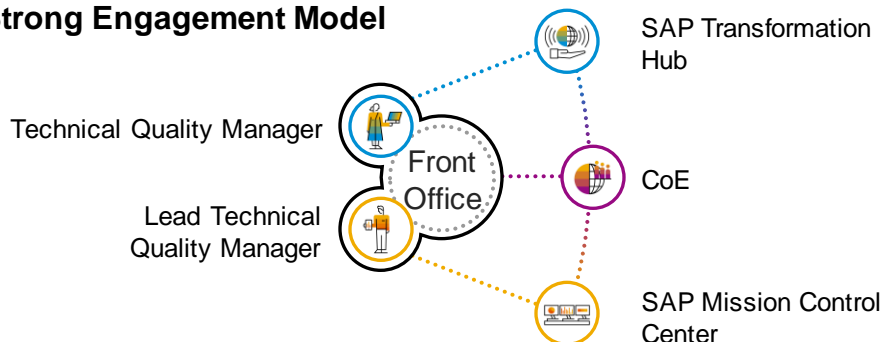
All SAP Solutions



**End-to-End**  
Comprehensive solution coverage, from discovery to operations.

Complete Lifecycle

## 3 Strong Engagement Model



### Benefits\*



RETURN OF INVESTMENT (ROI)



PAYBACK PERIOD



FASTER INNOVATION CYCLE

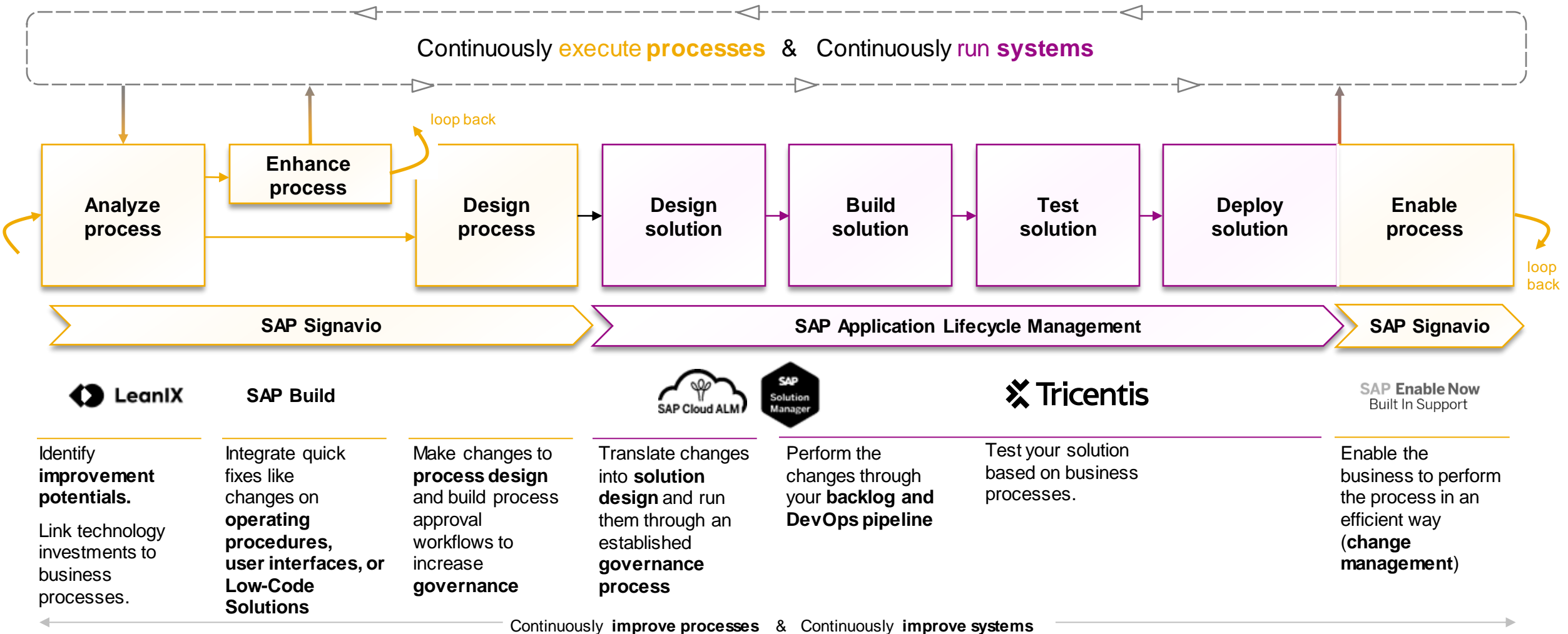


FASTER IMPLEMENTATION



# Methodology breakdown

## Execution and continuous improvement “hand-in-hand”



# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## Phase 1

### Business Process Assessment

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

#### Process Insights Onboarding

- Onboard and enable the customer 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

#### BPM Advisory

Introduce our customers to the BPM methodology and empower them in BPM topics

#### Jump Start BPM with Process Modelling

- Support customer onboarding to SAP Signavio Process Manager & Collaboration Hub + Journey Modeler
- Enablement workshops
- Support in system setup, configuration etc

### SAP Signavio Plug and Gain

- Support SAP S/4HANA transformation by rapidly performing one-time data load from SAP Signavio Process Insights to SAP Signavio Process Intelligence
- Guide the customer into deep-dive analysis with the support of pre-configured process discovery and variant analysis for a selected business process.

## Phase 2

### Process Mining Implementation Support

- Discover, analyze, and mine a process to identify existing bottlenecks, derive insights, identify improvement areas through compared cycle times, variation and other KPIs to improve the global SAP template for one process
- Technical support to prepare for the configuration activities
- Advise on setup and configuration

### Design support for Process Governance

Support customers in designing the overall process governance & Process Workflows for better governance

### Process Insights & Improvement

Data-driven continuous improvement of business process health based on Process Insights and Process Intelligence

### Process Review and Optimization

- Review processes, workflows and overall governance
- Analyse issues, challenges and report on additional findings
- Support customers in the resolution of issues and advise on optimization potential

### Further Engagements

Planning the Digital Transformation  
Build Design Support  
Safeguarding the Digital Transformation  
Innovation Services



# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## ***Business Process Assessment***

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

Phase 1

# Business Process Assessment – Sample Results

## Optimization of Business / Value Driver ‘Days Sales Outstanding’

Measured PPIs (process performance indicators)	Measurement in EUR	Analysis	Recommendations
Lead time from customer item creation to clearing last 30 days	~6,000,000	<ul style="list-style-type: none"> <li>• <b>avg. lead time 18 days</b> (20,300 items)</li> <li>• avg. 15.2 days granted net due</li> </ul>	
Late customer payments last 30 days	~1,600,000 (27% of all payments)	<ul style="list-style-type: none"> <li>• <b>Average 52 days late</b> (4,267 items (21% of all))</li> <li>• Avg. 15.4 days granted net due</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate “Cash App: Receivables Line Item Matching”</li> </ul>
Sales order items overdue for billing	~25,000	<ul style="list-style-type: none"> <li>• 245 items (237 items have 0.00 Net Value)</li> <li>• All order type ZCOR (Consumable Order)</li> </ul>	<ul style="list-style-type: none"> <li>• Review Orders and if they are no longer relevant from a business perspective, set “Reason for Rejection”</li> </ul>
Delivery items overdue for billing	0	N/A	N/A
Billing plan dates not billed	~52,000	<ul style="list-style-type: none"> <li>• 259 Items, all documents have billing block “Z2” (Check Terms of Payment) and a billing date within the last month,</li> <li>• 81% documents relate to Sales Org 3500 (Belgium)</li> </ul>	
Overdue (external) customer invoices	~65,000,000	<ul style="list-style-type: none"> <li>• 67,000 Items, approx 1/3 (~22m of ~65m) of Total Net Due Amount related to 8 customers</li> <li>• One customer owes more than 12 million (8 million from 2019 and 2020.</li> </ul>	

# Business Process Assessment – Sample Results

SAP S/4HANA readiness / Support foundation for digital transition

Measured PPIs (process performance indicators)	Documents / items		Affected archiving object
	Overdue/older 1 day	Overdue/older 730 days	
Sales orders open & overdue for delivery	10,199	8,585	SD_VBAK
Outbound deliveries overdue for GI posting	7,284	1,795	RV_LIKP, SD_VBAK
Open & overdue customer items in FI-AR	501,732	284,973	FI_DOCUMNT, SD_VBAK, RV_LIKP, SD_VBRK
Open & overdue purchase requisitions	35,368	24,763	MM_EBAN
Open & overdue purchase order items	206,172	97,786	MM_EKKO
Open & overdue vendor items in FI-AP	161,152	158,878	FI_DOCUMNT
PM orders in phase 'released'	36,620	31,621	PM_ORDER
Open items on FI-GL accounts	872,268	781,487	FI_DOCUMNT, MM_EKKO
Inbound deliveries overdue for GR posting	216,911	165,550	RV_LIKP
Shipments without completion	514	469	SD_VTTK

# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## ***Business Process Assessment***

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

### **Process Insights Onboarding**

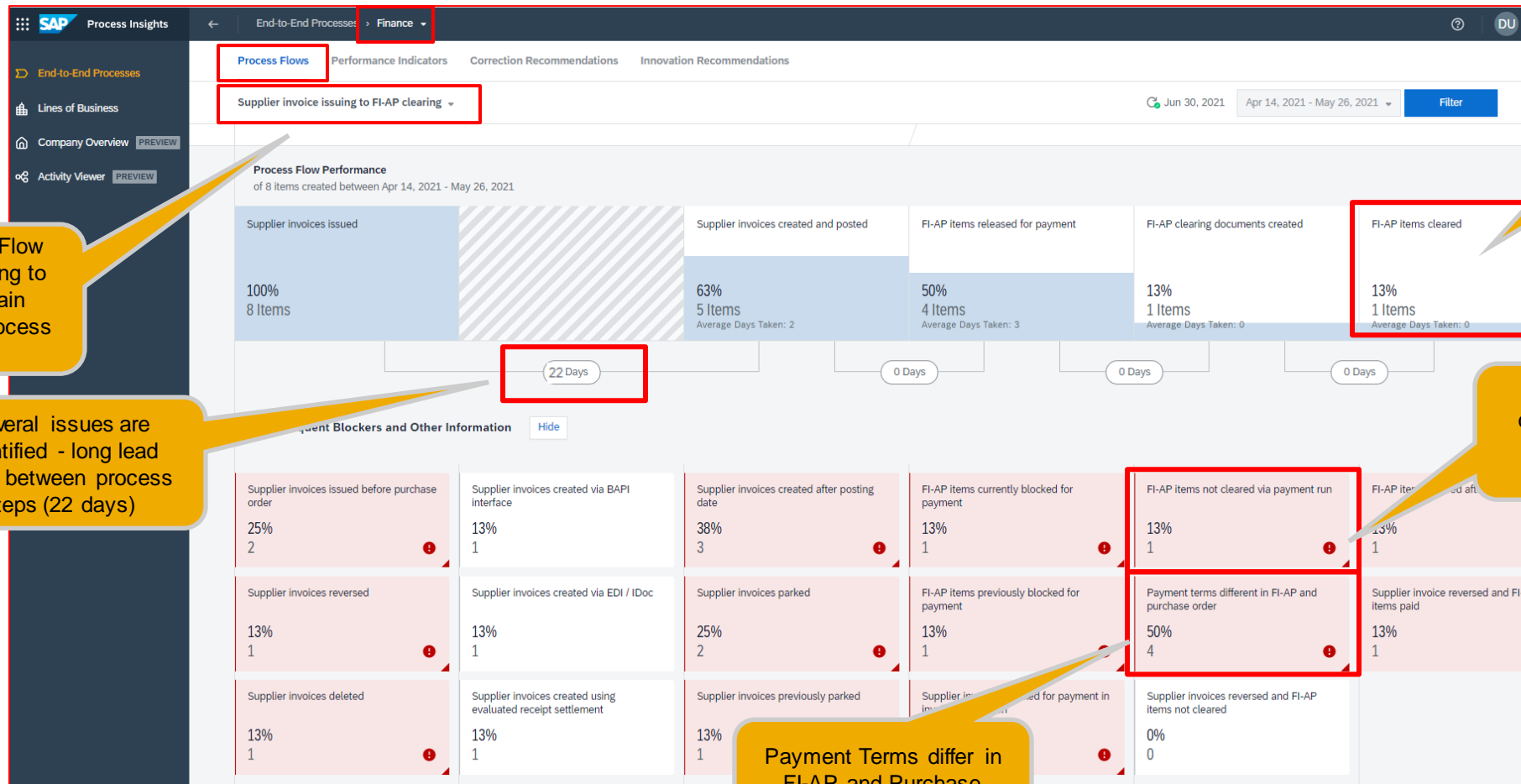
- Onboard and enabled the customer to work with SAP Signavio Process Insights for achieving transparency of business process inefficiencies
- External and internal benchmarking to assess performance and identify areas with the most improvement potential

Phase 1

# Process Insights Onboarding

## Example of deep analysis on SAP Process Insights

Analyze the Finance process using different approaches to investigate - Process Flows, individual Performance Indicators, or directly navigate to suggested Correction Recommendations, and Innovation Recommendations.



Analyze the Process Flow 'Supplier invoice issuing to FI-AP Clearing' to gain deeper insights into process inefficiencies

Several issues are identified - long lead times between process steps (22 days)

Only 13% of Supplier Invoices created have FI-AP clearing documents created!

13% of items are not cleared via payment run (manual processing required)

Payment Terms differ in FI-AP and Purchase Order



# Process Insights Onboarding

## Sample Results

	Findings	Analysis	Recommendations
<b>Long delays time between the issuing of the Supplier Invoice until it is created and posted</b>	22 days is the average time between these steps during Jun. 10 – Jul. 22 2021.	<ul style="list-style-type: none"> <li>The max lead time detected was 120 days.</li> <li>Deeper analysis with filters on the organization units indicates the best and worse practices.</li> </ul>	<ul style="list-style-type: none"> <li>Review and consider the best and worse practices across organizational units during process design and rollout of the new process template with Signavio PM.</li> </ul>
	13% of invoices created during this timeframe are created via EDI/Idoc	<ul style="list-style-type: none"> <li>13% of invoices come from a non-SAP system.</li> <li>The non-SAP system is part of the target system landscape.</li> </ul>	<ul style="list-style-type: none"> <li>Review the integration(s) as part of the transformation journey.</li> <li>Support provisioning of necessary integrations.</li> <li>Test required integrations to avoid data inconsistencies and reduce manual efforts.</li> </ul>
	Only 63% of supplier invoices are getting to the status created and posted.	<ul style="list-style-type: none"> <li>Further analysis shows these invoices were created manually and subsequently deleted or reversed.</li> <li>A quarter of the invoices received are received without a purchase order</li> </ul>	<ul style="list-style-type: none"> <li>Reduce the need to for manual intervention and increase automation of invoice posting through S/4HANA invoice processing</li> <li>Process Automation: <a href="#">SAP workflow management</a> for invoices without purchase order to avoid by-passing the defined SAP purchasing process</li> </ul>
<b>FI-AP items remain unprocessed and not cleared</b>	Only 13% of invoices created in that timeframe are cleared	<ul style="list-style-type: none"> <li>FI-AP items are not cleared via payment run</li> </ul>	<ul style="list-style-type: none"> <li>Process Automation (iRPA): <a href="#">Automatic Release of AP Invoices for Customer Projects</a></li> <li>Check open documents and perform a clean up before transformation:</li> </ul>
	As seen in the individual performance indicators more than 87k FI-AP items remain open and overdue	<ul style="list-style-type: none"> <li>Detailed analysis shows the majority of these open transactional data is older than 5 years</li> <li>These items are not cleared</li> </ul>	<ul style="list-style-type: none"> <li>Close as many documents as possible to migrate only business relevant data to keep migration time and effort low.</li> </ul>

Process re-engineering  
(with Signavio)

Leverage new SAP  
S/4HANA functionality

Leverage Process Automation:  
workflow management package  
and iRPA bots

Clean up old and obsolete  
transactional data as part of  
transformation preparation

# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## Phase 1

### ***Business Process Assessment***

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

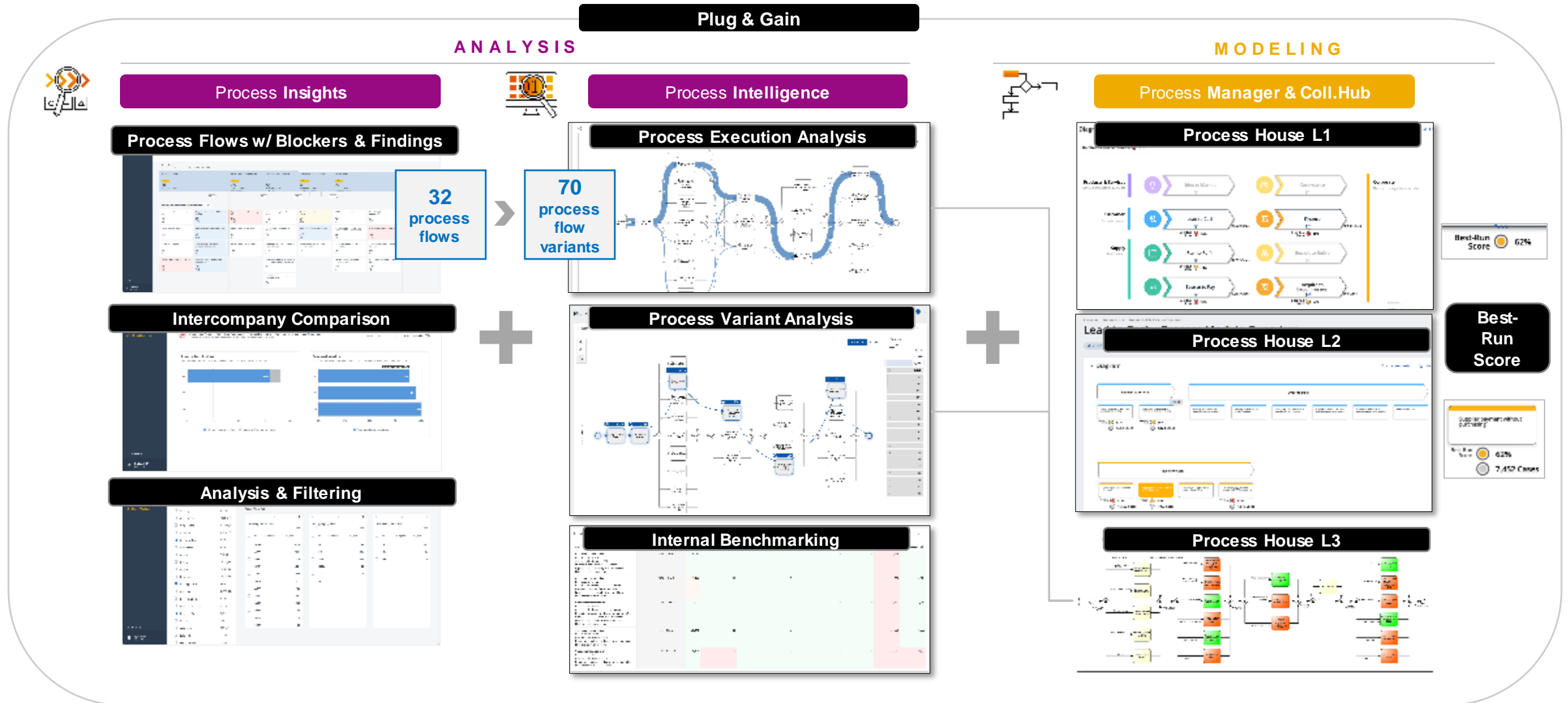
#### **Process Insights Onboarding**

- Onboard and enable the customer 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

#### **SAP Signavio Plug and Gain**

- Support SAP S/4HANA transformation by rapidly performing one-time data load from SAP Signavio Process Insights to SAP Signavio Process Intelligence
- Guide the customer into deep-dive analysis with the support of pre-configured process discovery and variant analysis for a selected business process.

# Plug and Gain Service | Output example



# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## Phase 1

### **Business Process Assessment**

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

#### **Process Insights Onboarding**

- Onboard and enable the customer 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

#### **BPM Advisory**

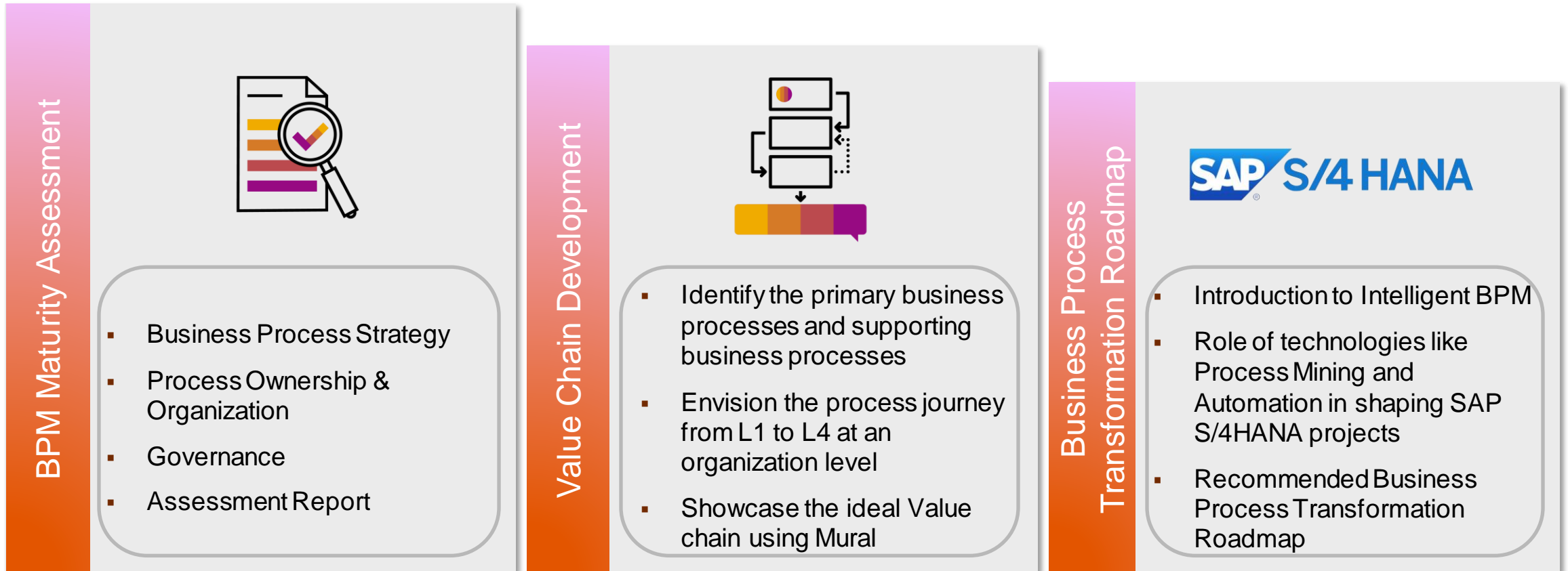
Introduce our customers to the BPM methodology and empower them in BPM topics

### **SAP Signavio Plug and Gain**

- Support SAP S/4HANA transformation by rapidly performing one-time data load from SAP Signavio Process Insights to SAP Signavio Process Intelligence
- Guide the customer into deep-dive analysis with the support of pre-configured process discovery and variant analysis for a selected business process.

# Business Process Management 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.





# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## Phase 1

### **Business Process Assessment**

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

#### **Process Insights Onboarding**

- Onboard and enable the customer 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

#### **BPM Advisory**

Introduce our customers to the BPM methodology and empower them in BPM topics

#### **Jump Start BPM with Process Modelling**

- Support customer onboarding to SAP Signavio Process Manager & Collaboration Hub + Journey Modeler
- Enablement workshops
- Support in system setup, configuration etc

### **SAP Signavio Plug and Gain**

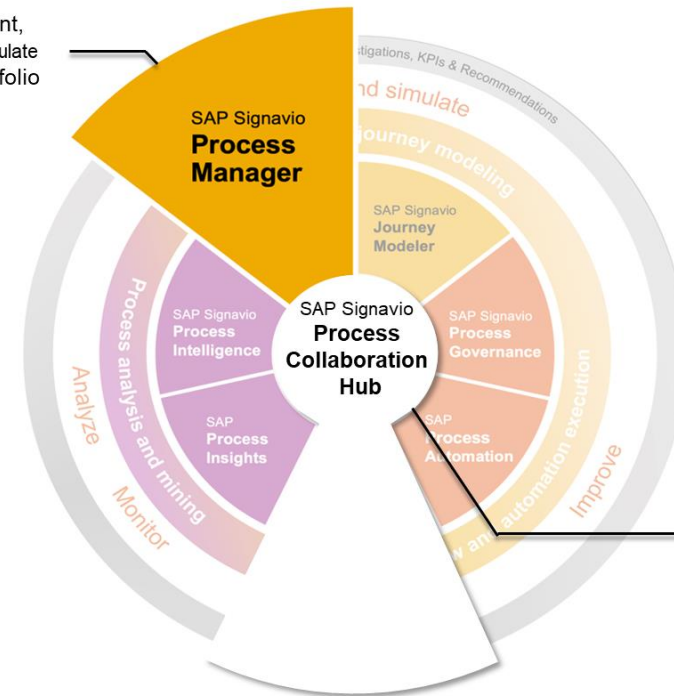
- Support SAP S/4HANA transformation by rapidly performing one-time data load from SAP Signavio Process Insights to SAP Signavio Process Intelligence
- Guide the customer into deep-dive analysis with the support of pre-configured process discovery and variant analysis for a selected business process.

# Jump Start BPM with Process Modelling

## 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.
- ✓ Simulate the processes and compare the results
- ✓ Provide an environment in which employees can work collaboratively on processes.
- ✓ Pilot one of your business process on the Signavio Process Manager

Capture, document, compare, and simulate your process portfolio



### Collaboration hub

Enable insights consumption and enterprise collaboration

# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## Phase 1

### **Business Process Assessment**

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

#### **Process Insights Onboarding**

- Onboard and enable the customer 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

#### **BPM Advisory**

Introduce our customers to the BPM methodology and empower them in BPM topics

#### **Jump Start BPM with Process Modelling**

- Support customer onboarding to SAP Signavio Process Manager & Collaboration Hub + Journey Modeler
- Enablement workshops
- Support in system setup, configuration etc

### **SAP Signavio Plug and Gain**

- Support SAP S/4HANA transformation by rapidly performing one time data load from SAP Signavio Process Insights to SAP Signavio Process Intelligence
- Guide the customer into deep-dive analysis with the support of pre-configured process discovery and variant analysis for a selected business process.

## Phase 2

### **Process Mining Implementation Support**

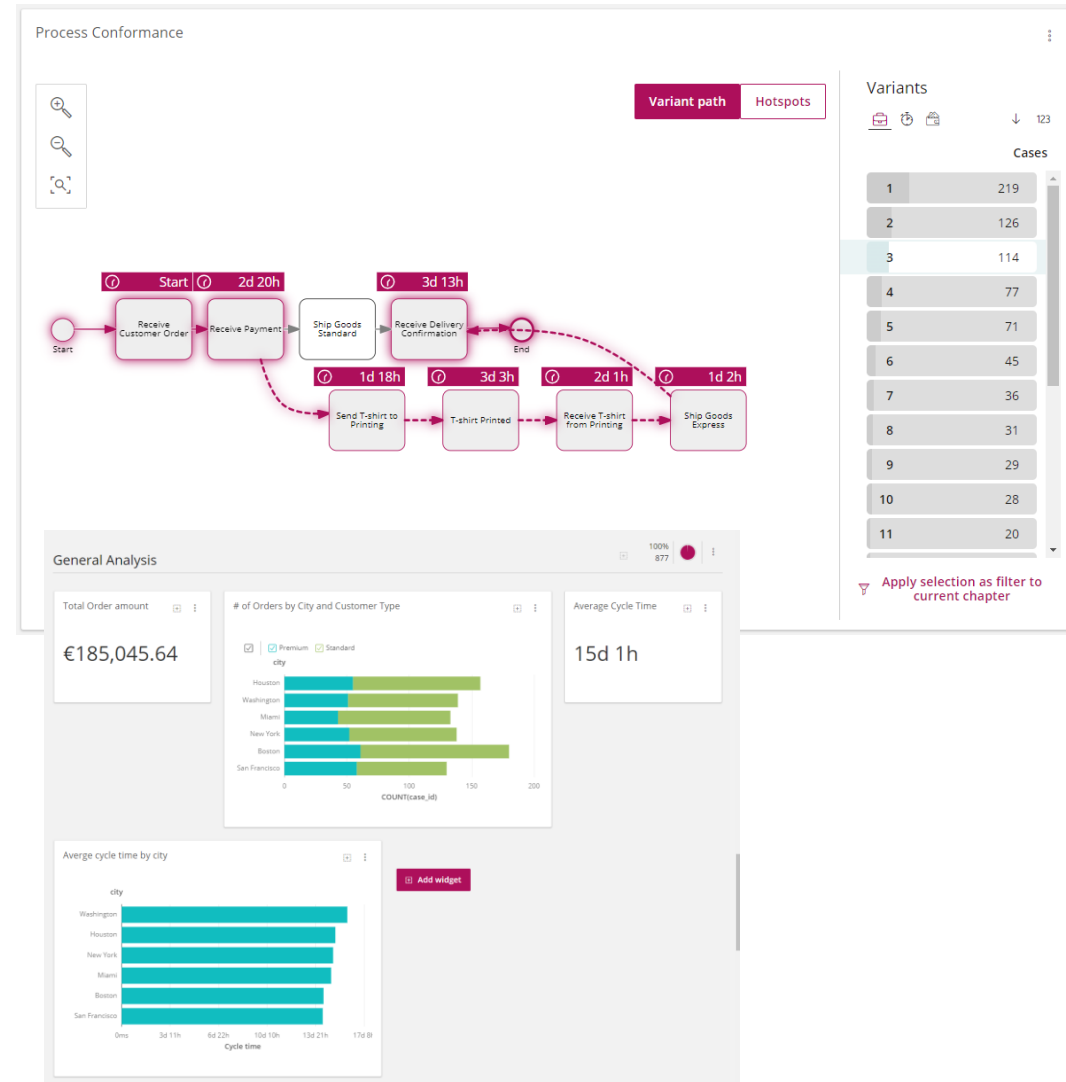
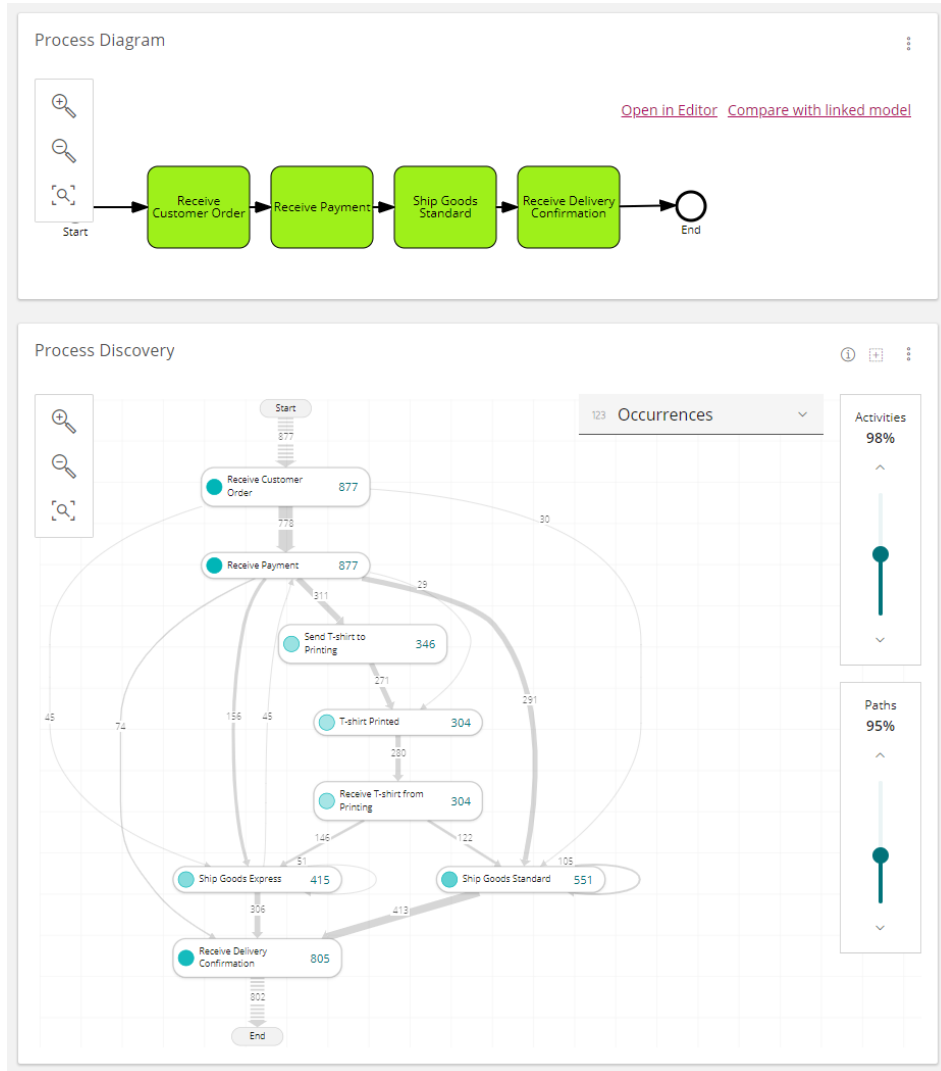
- Discover, analyze, and mine a process to identify existing bottlenecks, derive insights, identify improvement areas through compared cycle times, variation and other KPIs to improve the global SAP template for one process
- Technical support to prepare for the configuration activities
- Advise on setup and configuration

### **Design support for Process Governance**

Support customers in designing the overall process governance & Process Workflows for better governance

# Process Mining Implementation Support

## Example for Process Modelling, Analysis and Mining, and Conformance



# SAP MaxAttention Services Roadmap for SAP Signavio Adoption



## Phase 1

### Business Process Assessment

~30 out-of-the-box PPIs provides an as-is analysis, findings, and improvement recommendations. No license required

#### Process Insights Onboarding

- Onboard and enable the customer 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

#### BPM Advisory

Introduce our customers to the BPM methodology and empower them in BPM topics

#### Jump Start BPM with Process Modelling

- Support customer onboarding to SAP Signavio Process Manager & Collaboration Hub + Journey Modeler
- Enablement workshops
- Support in system setup, configuration etc

### SAP Signavio Plug and Gain

- Support SAP S/4HANA transformation by rapidly performing one time data load from SAP Signavio Process Insights to SAP Signavio Process Intelligence
- Guide the customer into deep-dive analysis with the support of pre-configured process discovery and variant analysis for a selected business process.

## Phase 2

### Process Mining Implementation Support

- Discover, analyze, and mine a process to identify existing bottlenecks, derive insights, identify improvement areas through compared cycle times, variation and other KPIs to improve the global SAP template for one process
- Technical support to prepare for the configuration activities
- Advise on setup and configuration

### Design support for Process Governance

Support customers in designing the overall process governance & Process Workflows for better governance

### Process Insights & Improvement

Data-driven continuous improvement of business process health based on Process Insights and Process Intelligence

### Process Review and Optimization

- Review processes, workflows and overall governance
- Analyse issues, challenges and report on additional findings
- Support customers in the resolution of issues and advise on optimization potential

### Further Engagements

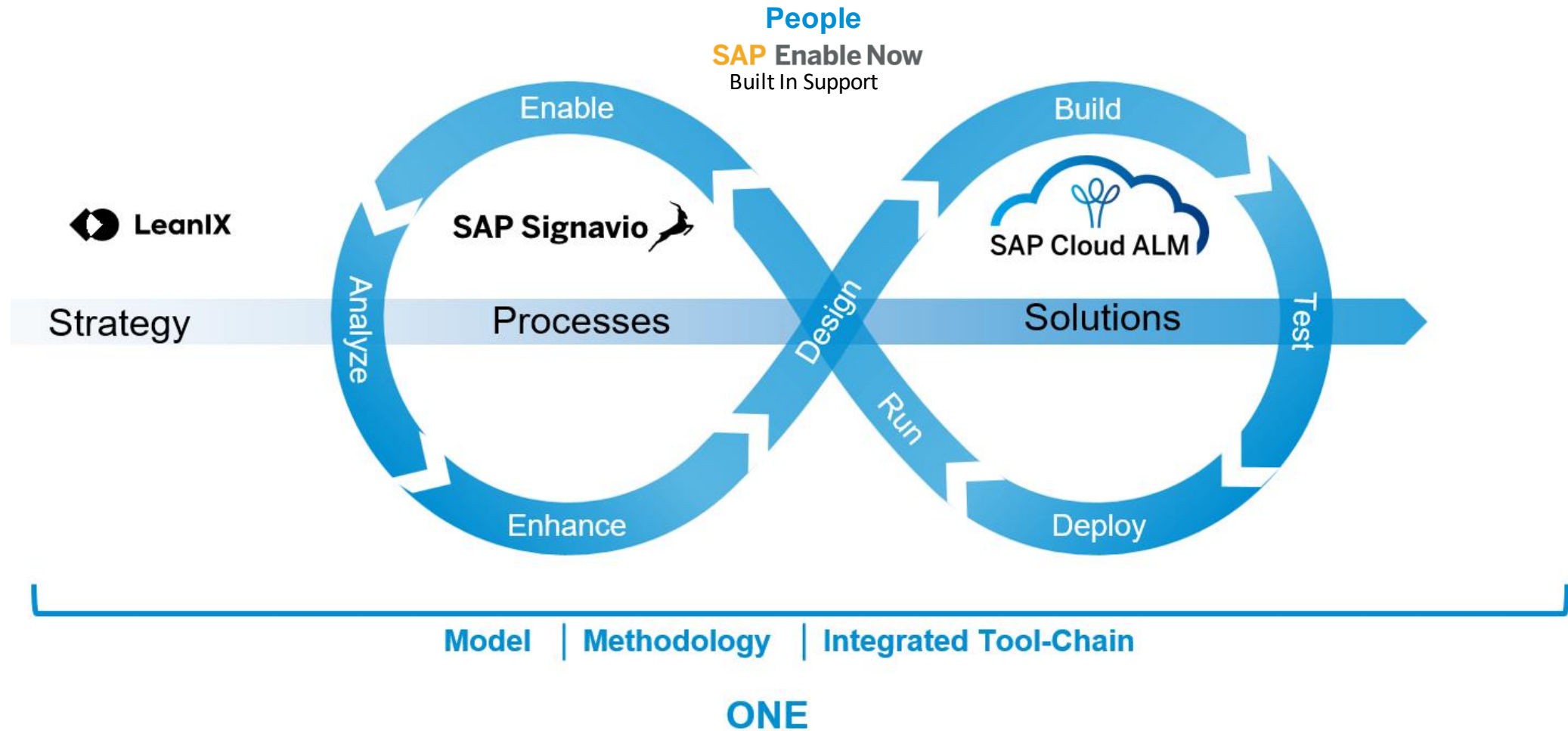
Planning the Digital Transformation  
Build Design Support  
Safeguarding the Digital Transformation  
Innovation Services



# Business transformation suite approach



# Transformation suite approach: from Strategy to Execution



# SAP's Application Lifecycle Management strategy

**SAP Cloud ALM** is designed to support ALM for the **intelligent, sustainable enterprise**, including SAP S/4HANA (all deployments).

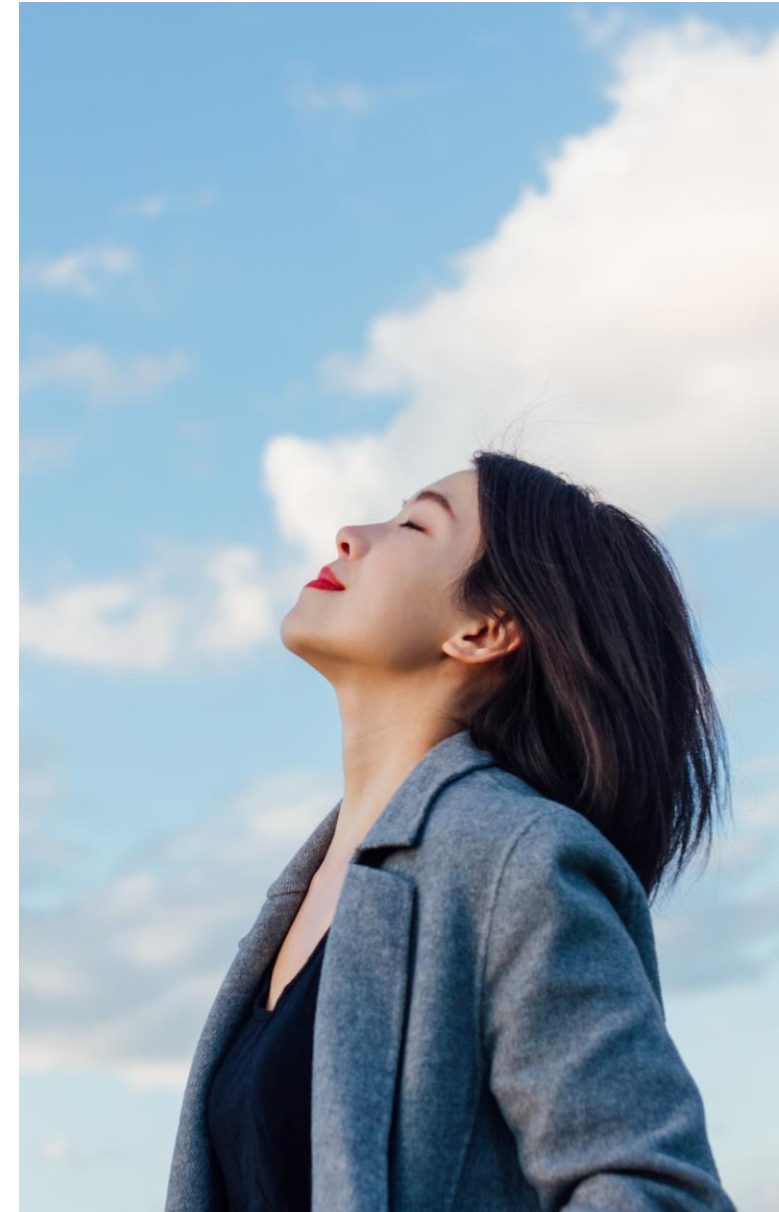
**SAP Cloud ALM** is **attractive for SAP Solution Manager customers** due to cost of operation and maintenance, functionality, ease of use and adoption, foundational support for today's customer landscape (SAP Business Suite, SAP BW, SAP PI/PO), and transition support.

**SAP Cloud ALM** is the **next generation ALM platform** for SAP customers. SAP Cloud ALM is an independent new product line.  
**SAP recommends SAP Cloud ALM as go-to platform for ALM.**

[ALM Usage Rights.](#)

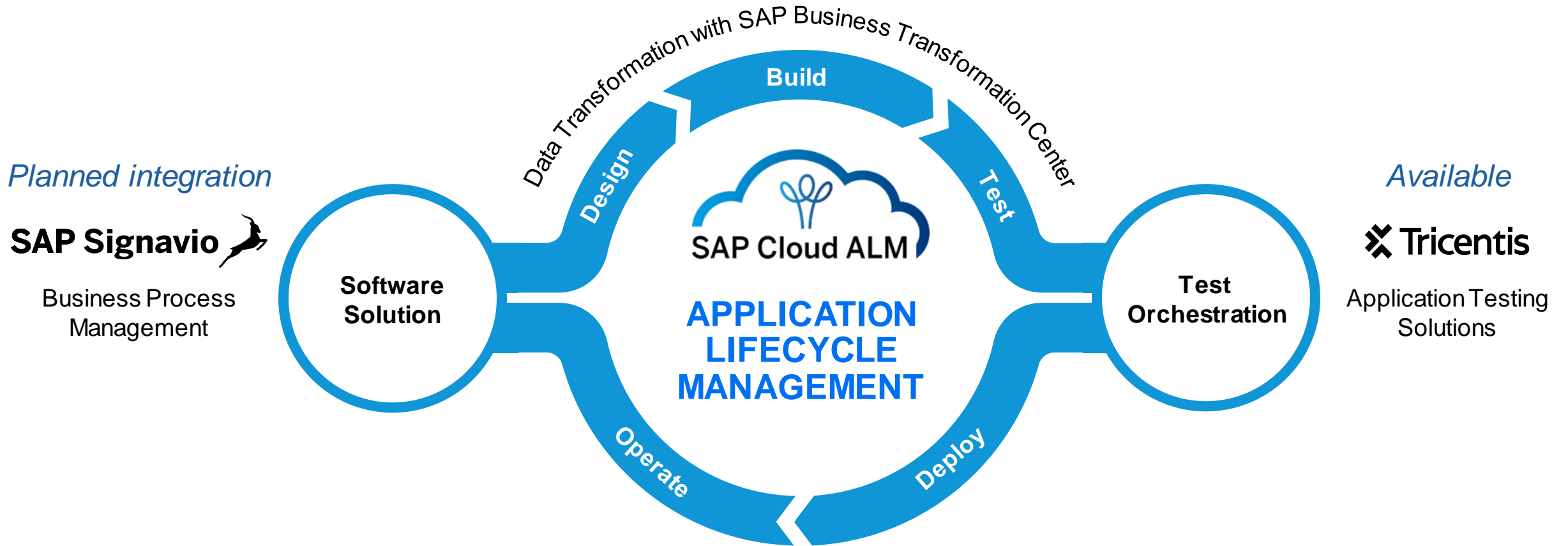
[Transition to SAP Cloud ALM](#)

[SAP Solution Manager 7.2 mainstream maintenance](#)





# Business transformation suite approach



Learn more: <https://support.sap.com/en/alm/sap-cloud-alm/transformation.html>

# Tricentis Test Automation for SAP integrated with SAP Cloud ALM

## What's in it for you

<ul style="list-style-type: none"><li>• Out of the box</li><li>• Easy to use</li><li>• Native integration</li><li>• Managed by SAP</li></ul>	Plan, prepare and execute automated test cases	Automated Testing for all <ul style="list-style-type: none"><li>• Browser based UIs</li><li>• APIs &amp; Integrations*</li><li>• SAP GUIs*</li></ul>
--	--	--

## Usage rights

Included in SAP Enterprise Support and subscription	Automated testing of SAP solutions	<ul style="list-style-type: none"><li>• 5 named Users</li><li>• 2.5 GB Storage</li><li>• 500 Tests / month</li></ul>
---	------------------------------------	--

## Provisioning

Request directly in SAP Cloud ALM	Automated provisioning in 5 minutes	Automatically connected with SAP Cloud ALM
-----------------------------------	-------------------------------------	--



## Where to find more information?

### ***Blog in SAP Community:***

[Tricentis Test Automation for SAP integrated with SAP Cloud ALM is now available](#)

### **SAP Help Portal:**

[Setting Up Tricentis Test Automation fir SAP Integrated with SAP Cloud ALM](#)

### **SAP Support Portal:**

[Usage Rights of Tricentis Test Automation for SAP](#)

### **Recording with Demo:**

[Using Tricentis Test Automation with SAP Cloud ALM](#)





# **SAP MaxAttention Innovation Workshop**

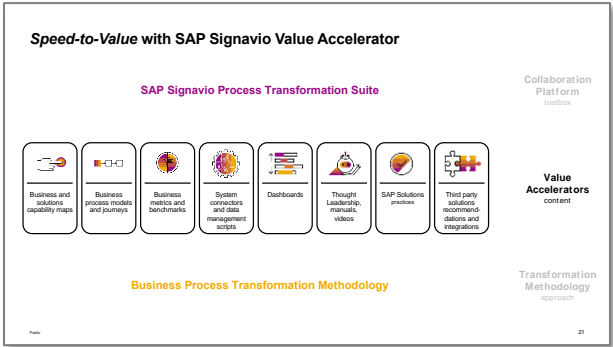
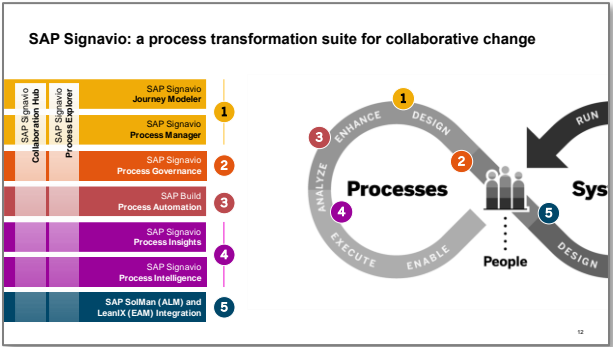
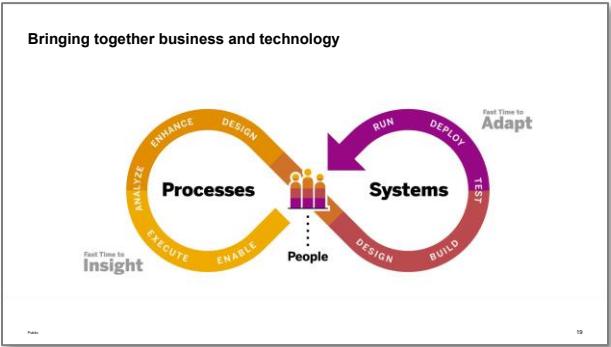
## **Make your Continuous Business Process Transformation a Success**

### **Closing Remarks**

Alina Boissay, SAP  
September 2023

PUBLIC

# SAP Signavio on one page



Transformation  
Methodology  
approach

+

SAP Signavio Process  
Transformation Suite  
toolbox

+

Value  
Accelerators  
content

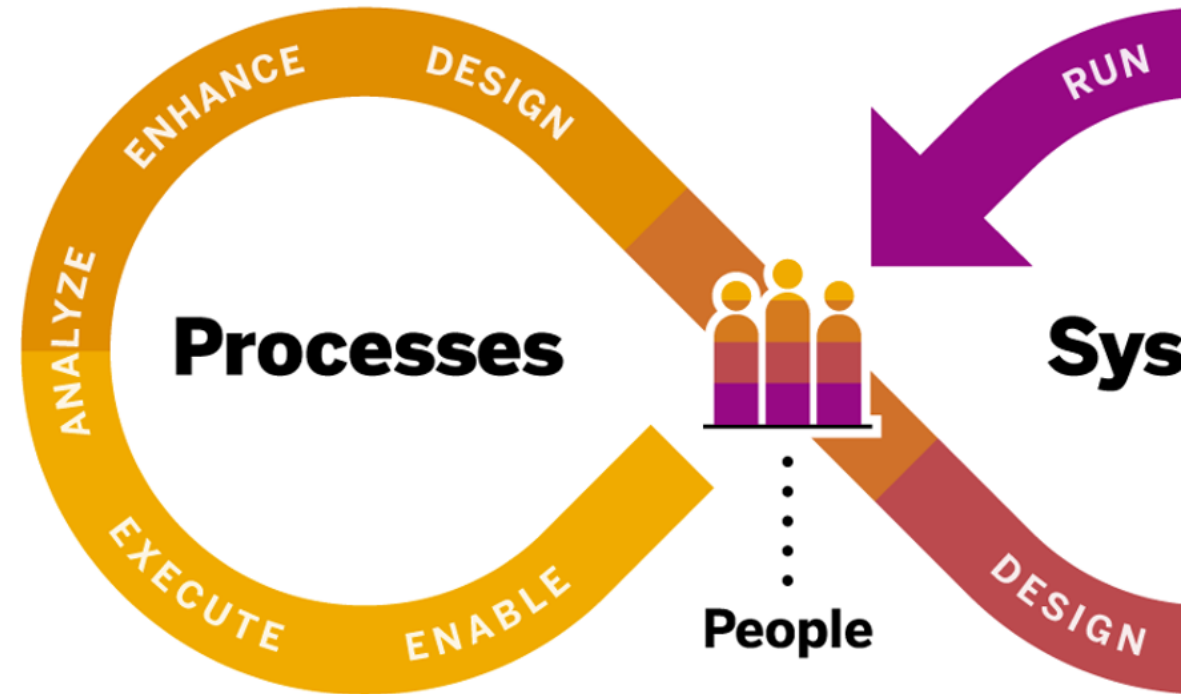
# Methodology deep dive

## Data-driven and impact-focused Business Process Management

### Improve processes

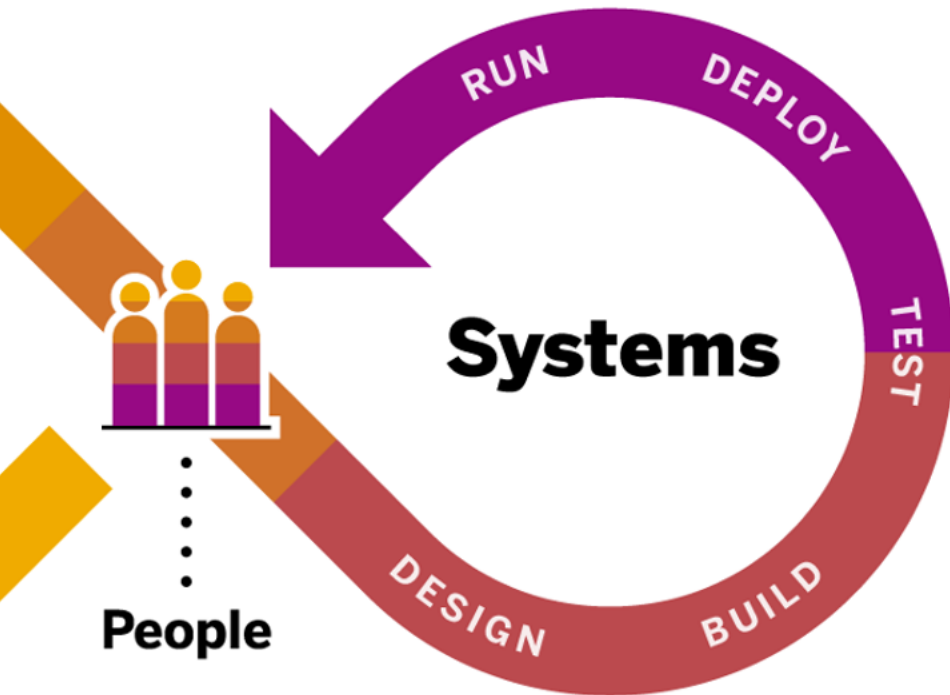
Based on data and input by the business, we

- **Enable processes** through change management, training, motivation,
- **Execute processes** on a daily basis,
- **Analyze processes** continuously to find improvement potentials,
- **Enhance processes [task level]**  
(Update SOPs, build a small low-code solution, education and training, ....),
- **Re-Design processes [process level]** and perform process changes, run a governance and hand requirements to IT.



# Methodology deep dive

## Data-driven and impact-focused Business Process Management



### Improve systems

**Process and systems go hand-in-hand** and most process changes need to be reflected into a existing or new system. A **seamless working technology** is a prerequisite for a good process, and so we also focus on the **interface of process into the systems**.

Based on data and input by the business, we offer interfaces from SAP Signavio to Application Lifecycle and Enterprise Architecture Management (ALM & EAM) Solutions to

- (Re-) **Design** systems,
- **Build, test & deploy** systems (agile, DevOps), and
- **Run** systems and everything that counts into, like monitoring

**When?** October 3<sup>rd</sup> – 4<sup>th</sup>

**Where?** Newtown Square Headquarters

**Event Objective:** Current MaxAttention and ActiveAttention customers can learn how SAP MaxAttention Services can support SAP's latest technical capabilities while helping to shape the future of SAP's service offerings based on your specific needs

---

### Key Topics:

Business process **transformation**  
with SAP S/4HANA Cloud and RISE  
with SAP

Maximize Value of SAP  
**data** to Make Impactful  
Decisions

Driving **agility** with SAP  
Business Technology  
Platform



# Thank you.

Contact information:

**Alina Boissay**

Director, SAP MaxAttention Center of Expertise North  
America, SAP