SAP Customer Center of Excellence

Global Virtual Summit- April 5-7, 2022

Early Bird Live: SAP S/4HANA Transformations and SAP Signavio Transformation Suite

Pattabhi Peddinti,
Vice President, Center of Excellence, Americas
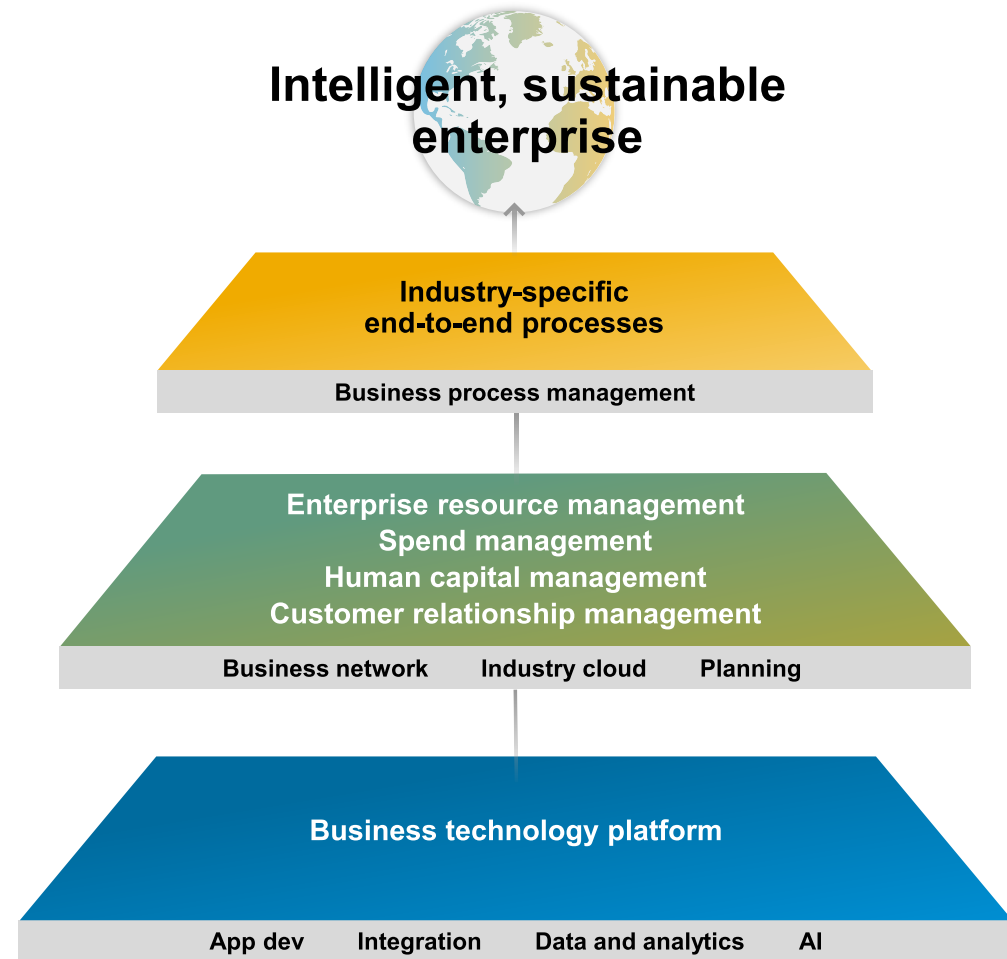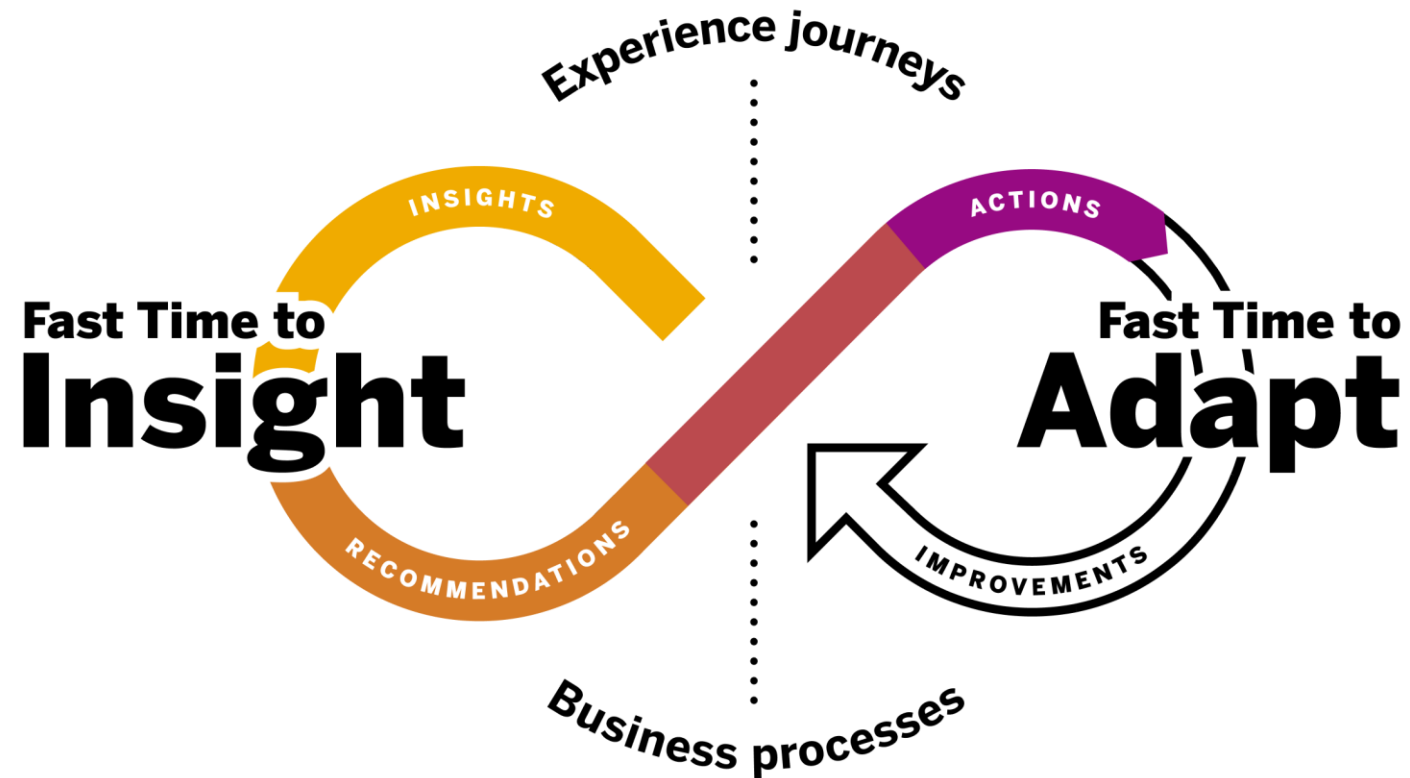SAP Signavio

Our vision

In a world of hyper-change, SAP Signavio solutions are a strategic pillar in every company's success, by making process part of their DNA.

When people think process and transformation, they think SAP Signavio solutions.

Enable every organization to become an intelligent, sustainable enterprise.

Intelligent, sustainable enterprise

Industry-specific end-to-end processes

Business process management

Enterprise resource management
Spend management
Human capital management
Customer relationship management

Business network   Industry cloud   Planning

Business technology platform

App dev   Integration   Data and analytics   AI

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 Process Transformation Suite

Collaboration
Stakeholder alignment and active collaboration across departments

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

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

Process governance and automated execution
Maintaining organizational and regulatory compliance of all documented processes
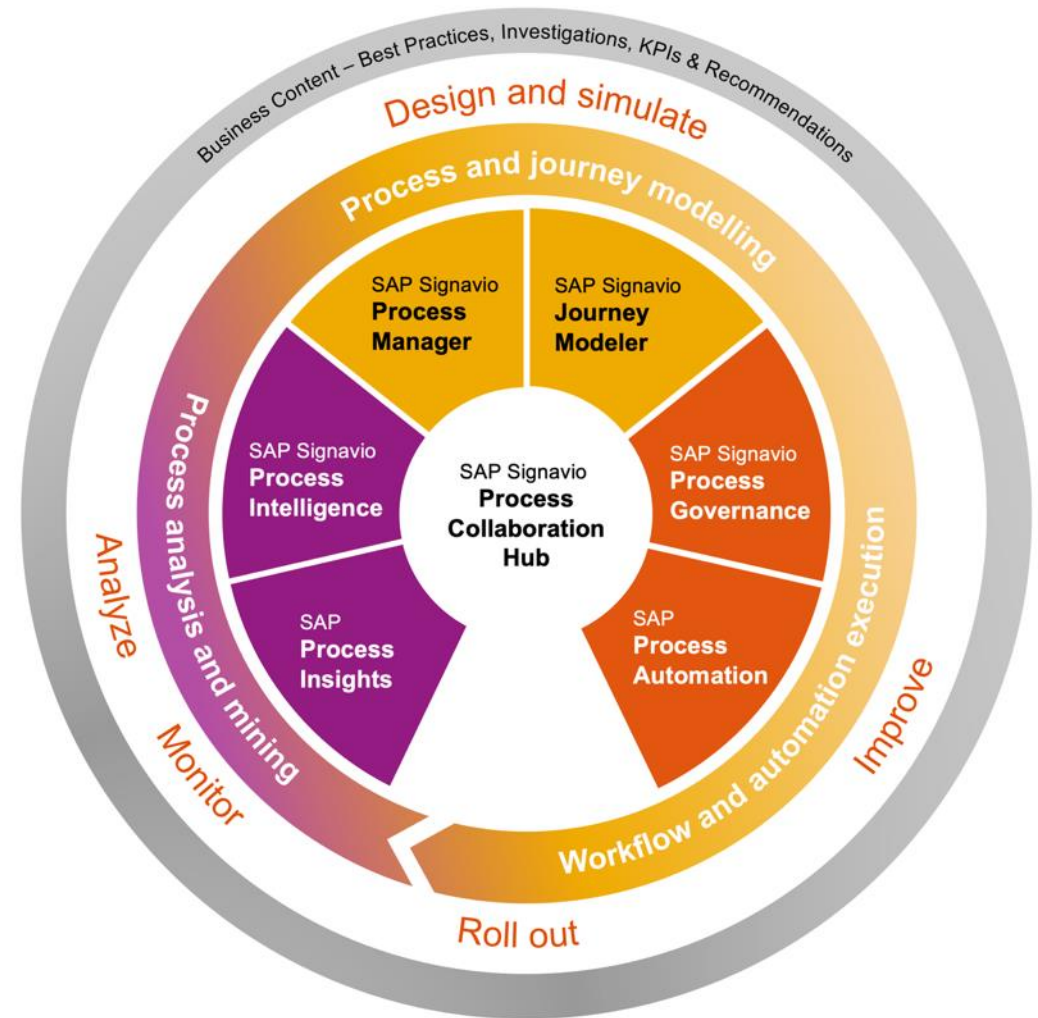
SAP Signavio Process Transformation Suite for SAP S/4HANA transformations following SAP Activate
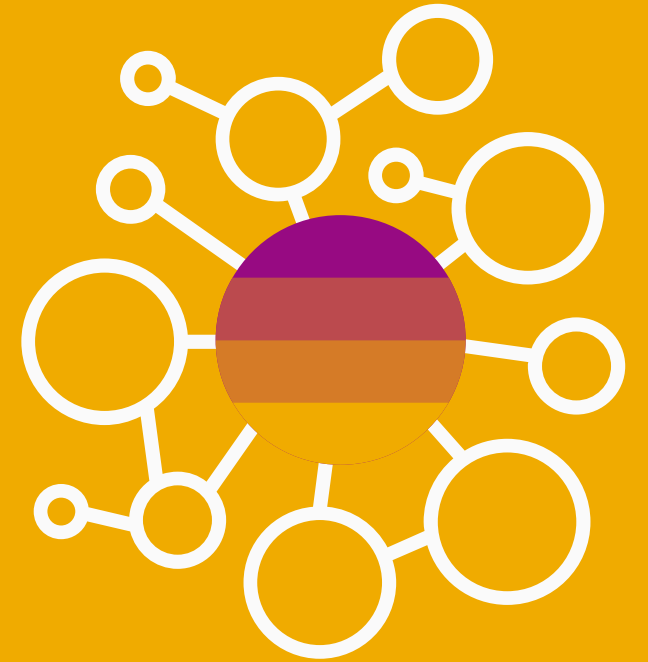
SAP Signavio Process Transformation Suite
for transformations to SAP S/4HANA

Discover

Prepare

Explore

Realize

Deploy

Run

Discover process status and identify areas of improvement

Prepare the transformation

Model and collaborate on future state

Implement process improvements

Govern the rollout

Monitor and continuously improve

| Process analysis | Implementation | Rollout | Monitoring |

| Scoping and goal definition | Current process modelling | Target state definition | Enablement | Execution |

| Governance |

| Collaboration & Sharing |

SAP Signavio Process Transformation Suite
SAP Process Insights

SAP Process Insights is the standardized solution for SAP customers to derive fast business insights.

✓ Readily connects to SAP ERP or SAP S/4HANA to immediately identify process weaknesses and improvement opportunities

✓ Generates process improvement recommendations in order to prioritize automation and business improvement activities.

✓ Benchmark within and across various industries to understand process performance beyond own organization.
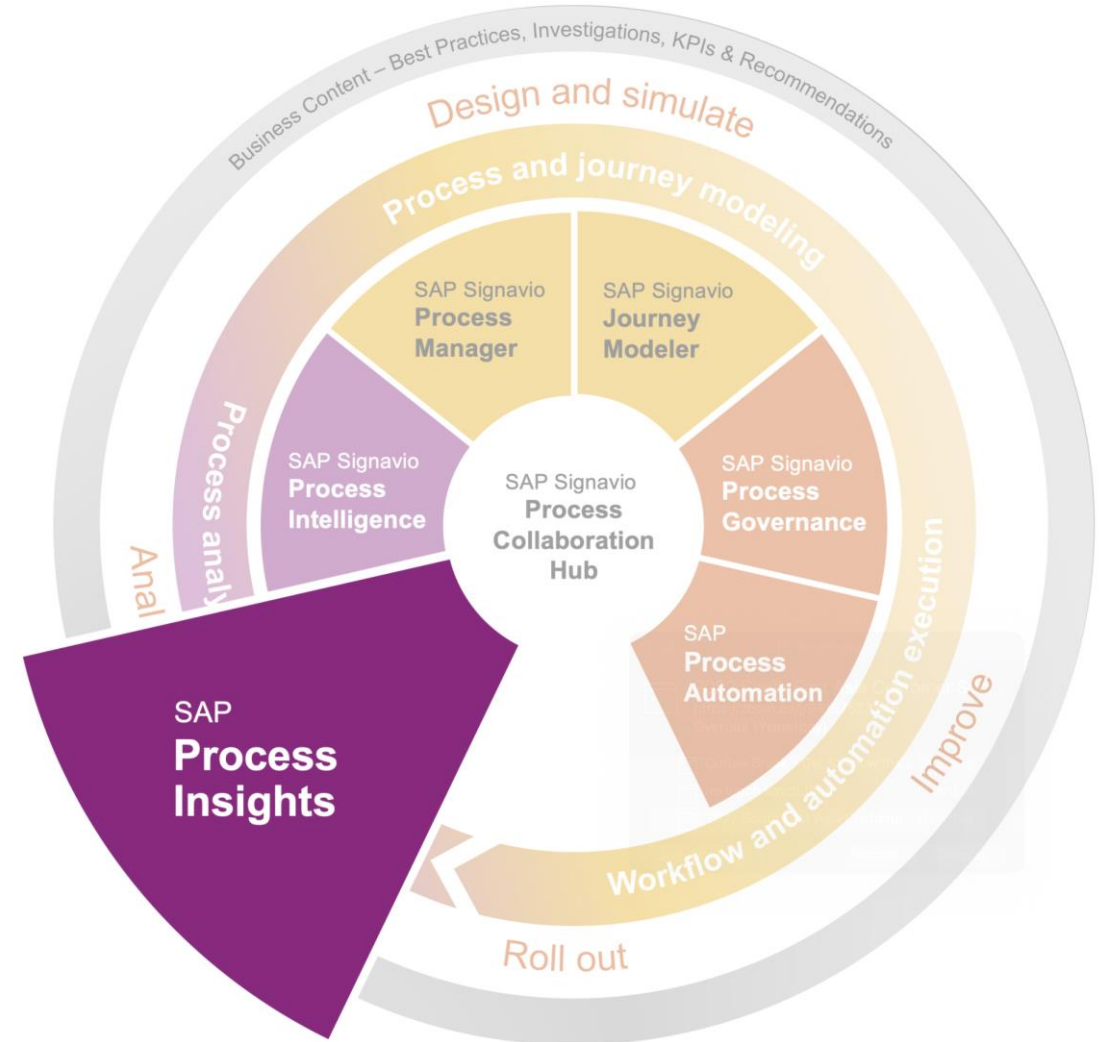
SAP Process Insights
How does it work?

Exploit your data to extract insights ... With a simple click, get an end-to-end view of your company's performance with **900+ Process Performance Indicators**, many **recommendations** for improvement and **live data** for continuous monitoring.
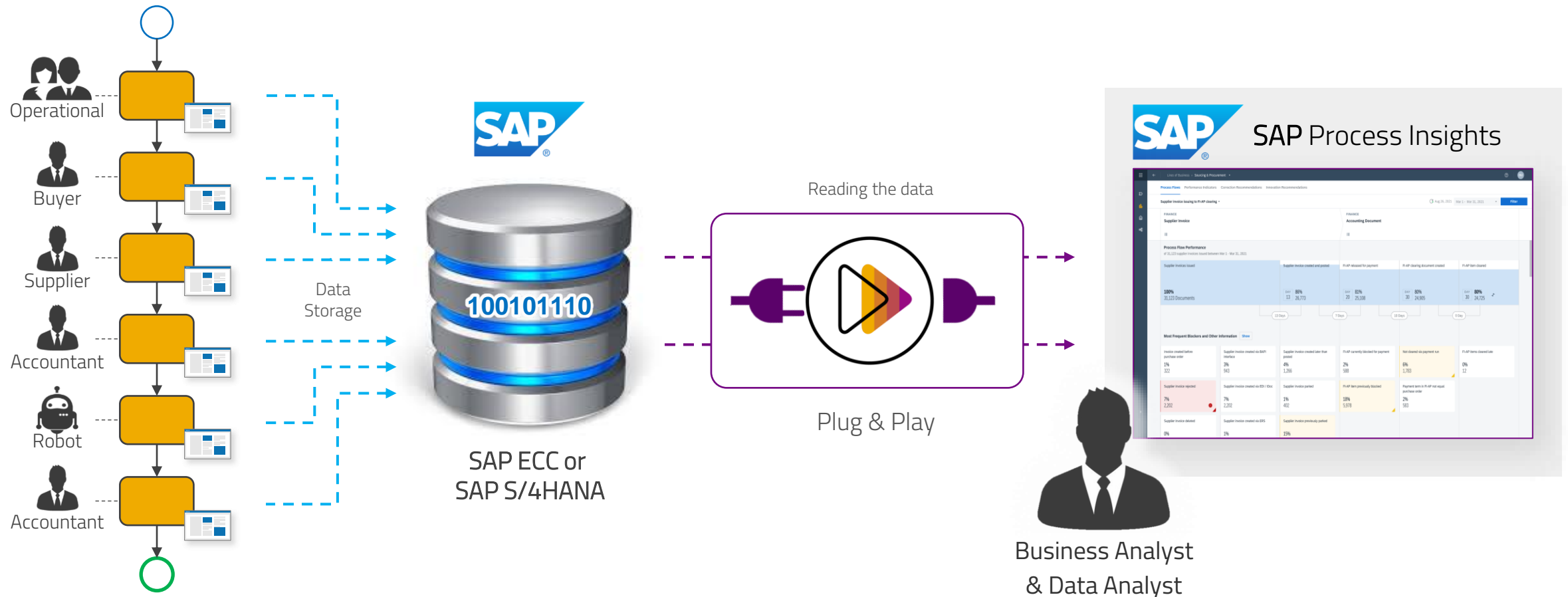
SAP Process Insights
Capabilities

- Process flows

- Performance indicators

- Powerful drill-down functionality

- Correction recommendations

- Innovation recommendations

- External benchmarks

SAP Process Insights

Process flows: Data-driven decisions to prioritize process improvements
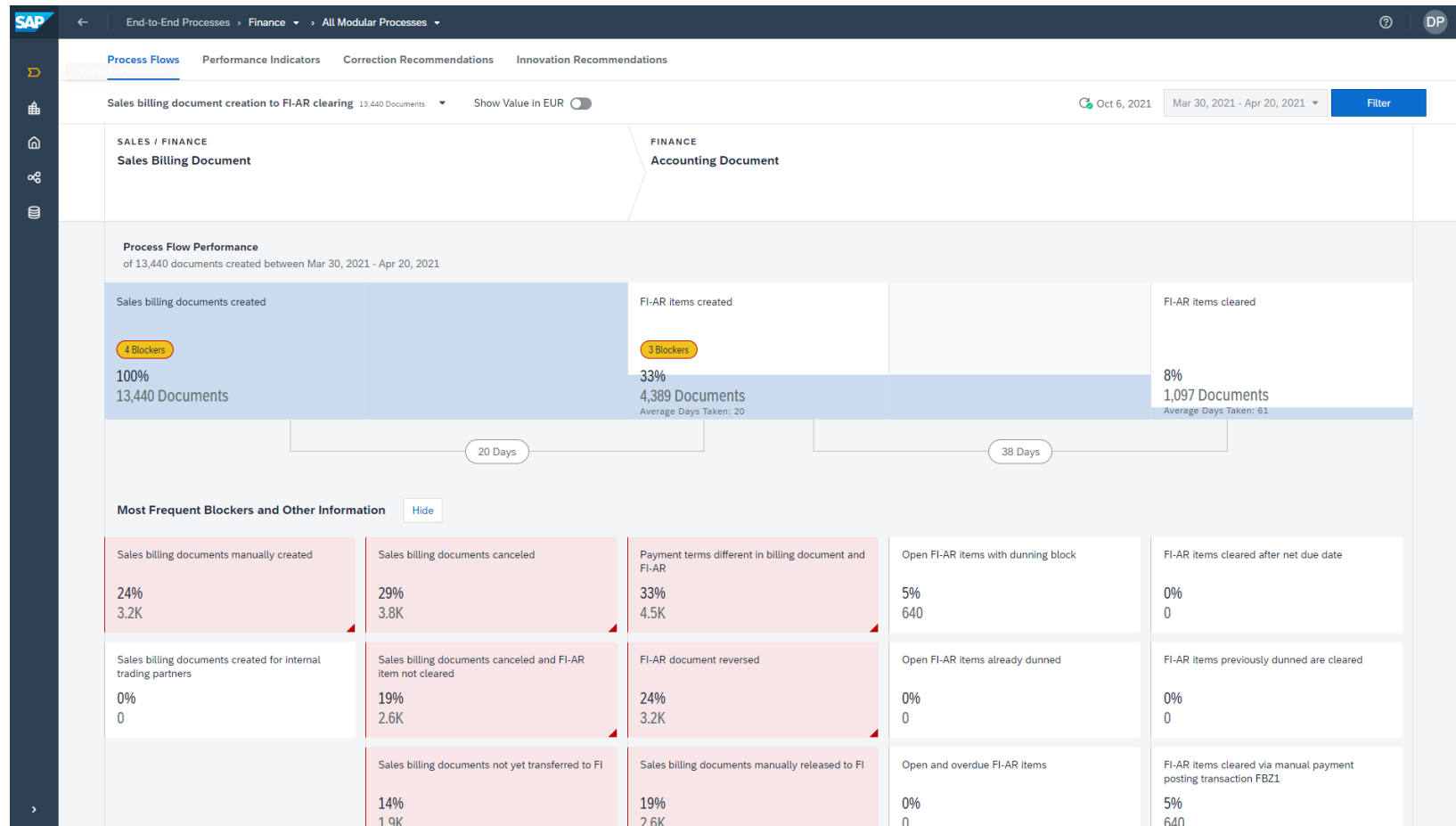
40+ delivered process flows and 900+ typical issues and inefficiencies

Make **data-driven decisions** about which business areas to **prioritize** for improvement.

Get insights fast. Updates happen **daily**.

There is more to come. The number of available process flows **increases** with every release.

SAP Process Insights
Process performance indicators: Monitor process performance

100+ delivered metrics

Make **data-driven decisions** about which business areas to **prioritize** for improvement.

Get insights fast. updates happen **daily**.

There is more to come. The number of process performance indicators **increases** with every release.

SAP Process Insights
Powerful drill-down functionality: Filtering for the greatest impact

Narrow your **focus** to discover where your issues really lie.

Fix the **root cause** instead of just applying band-aids.

SAP Process Insights
Correction recommendations: Start improving right away

Get tailored **recommendations specifically linked** to previously identified issues.

Select by **comparing the expected impact** on your process performance and execution effort.

SAP Process Insights

## Innovation recommendations: Innovate your processes with new technologies

Get recommendations **for best-practice SAP technology and SAP solutions,** for example, robotic process automation (RPA) bots or SAP S/4HANA capabilities.

Choose the **improvement path** that is right for your organization.

SAP Process Insights
External benchmarking*: compare performance against industry peers
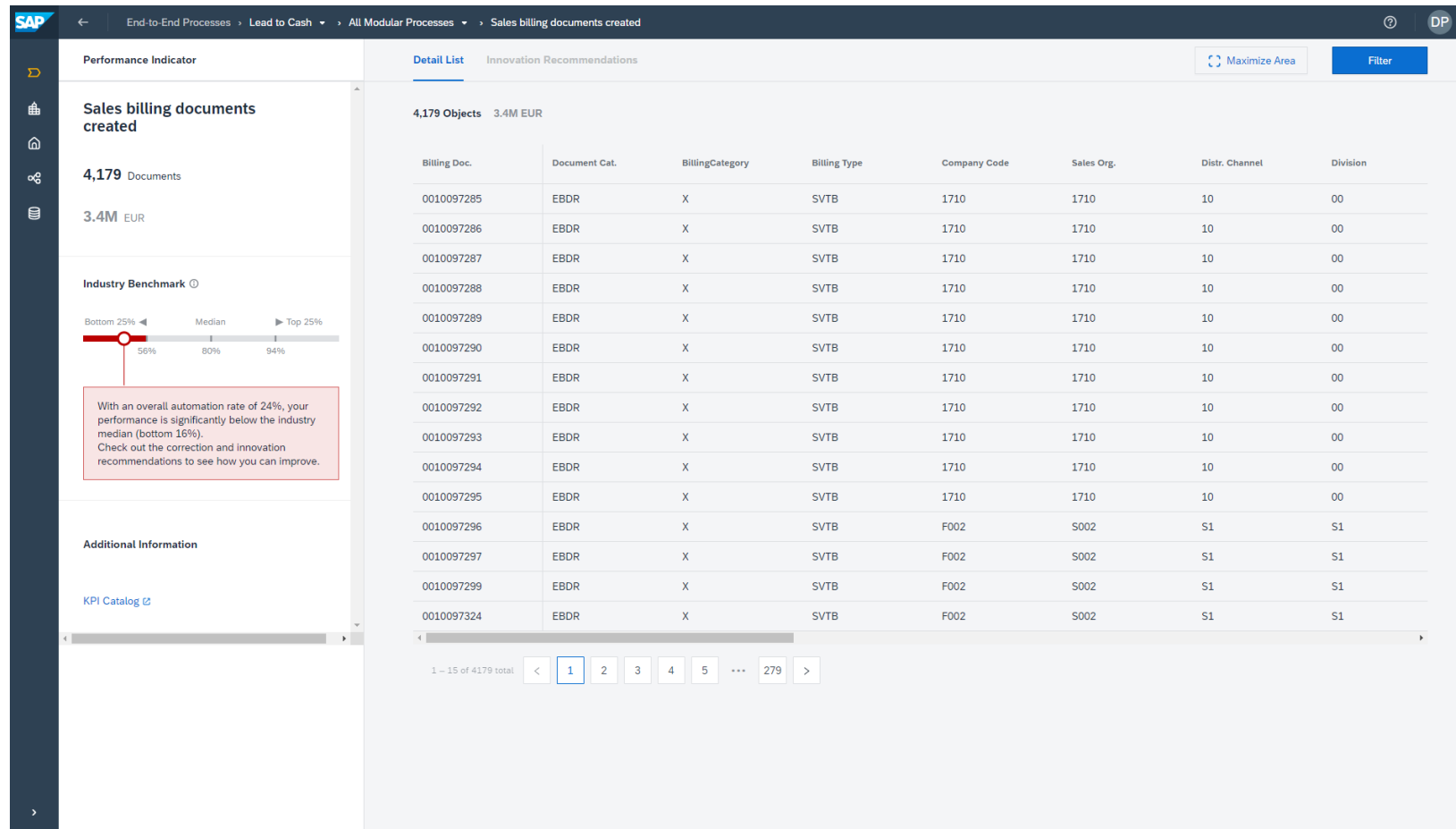
Get a better understanding of your performance.

Learn if you're performing **well or badly.**

Better interpret your performance by providing you with a peer group you can compare against.

Set informed **improvement targets.**

*Currently only available for selected automation rate PPIs

SAP Signavio Process Transformation Suite
SAP Signavio Process Intelligence

SAP Signavio Process Intelligence is the process mining solution within SAP Signavio Suite for analysts, process owners, process organizations, and transformation centers that provides:

✓ Process analytics and **visibility into the real process execution**

✓ **Highlighting of inefficiencies and problems**

✓ Support for organizations to achieve **operational and experience excellence**

✓ Support to **reduce time to insights and rapidly identify levers to improve** performance and efficiency
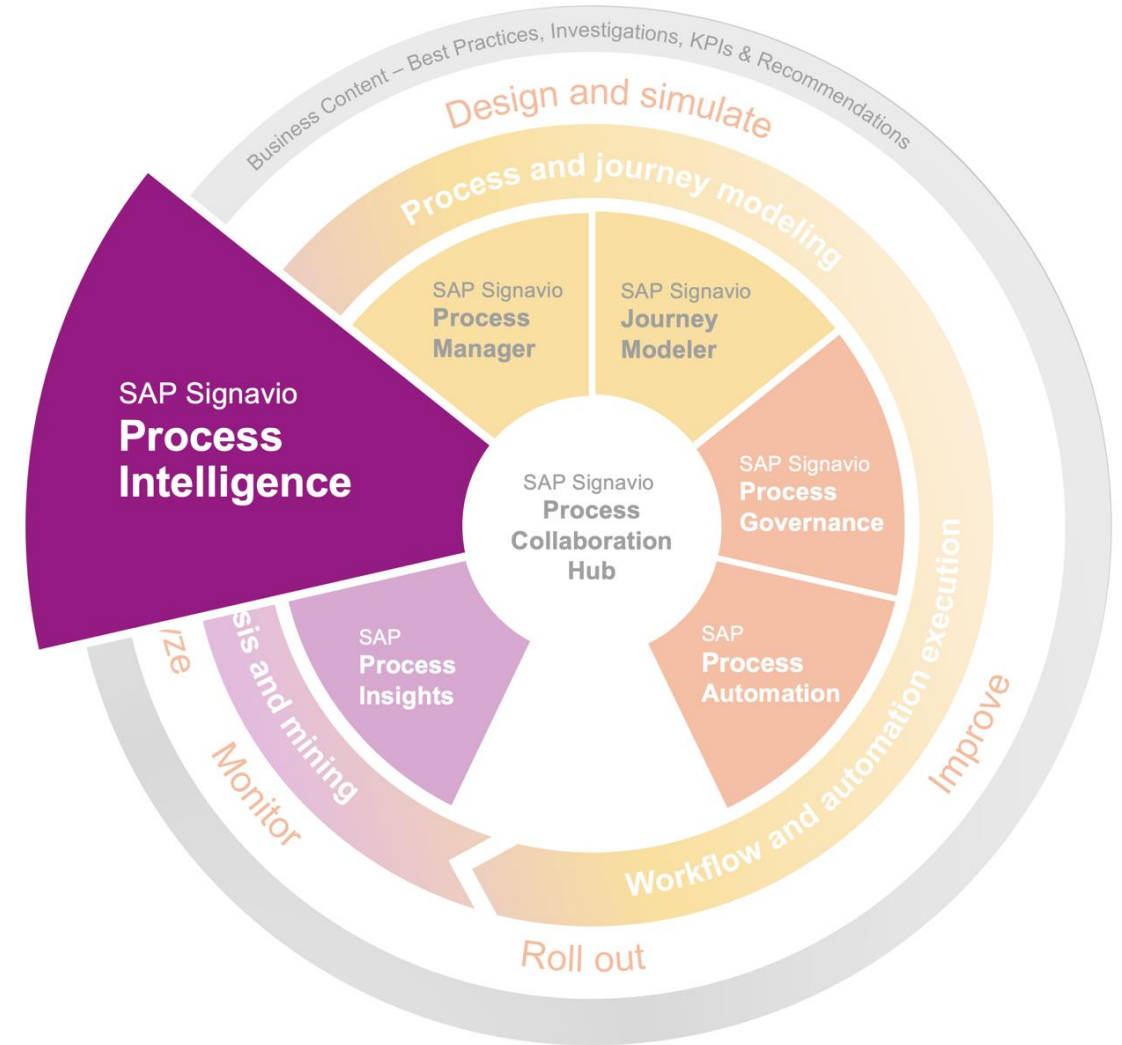
SAP Signavio Process Intelligence
How does it work?

Exploit your data to extract insights ... Discover your real business processes, customer and partner behaviors to deploy best practices throughout your organization.
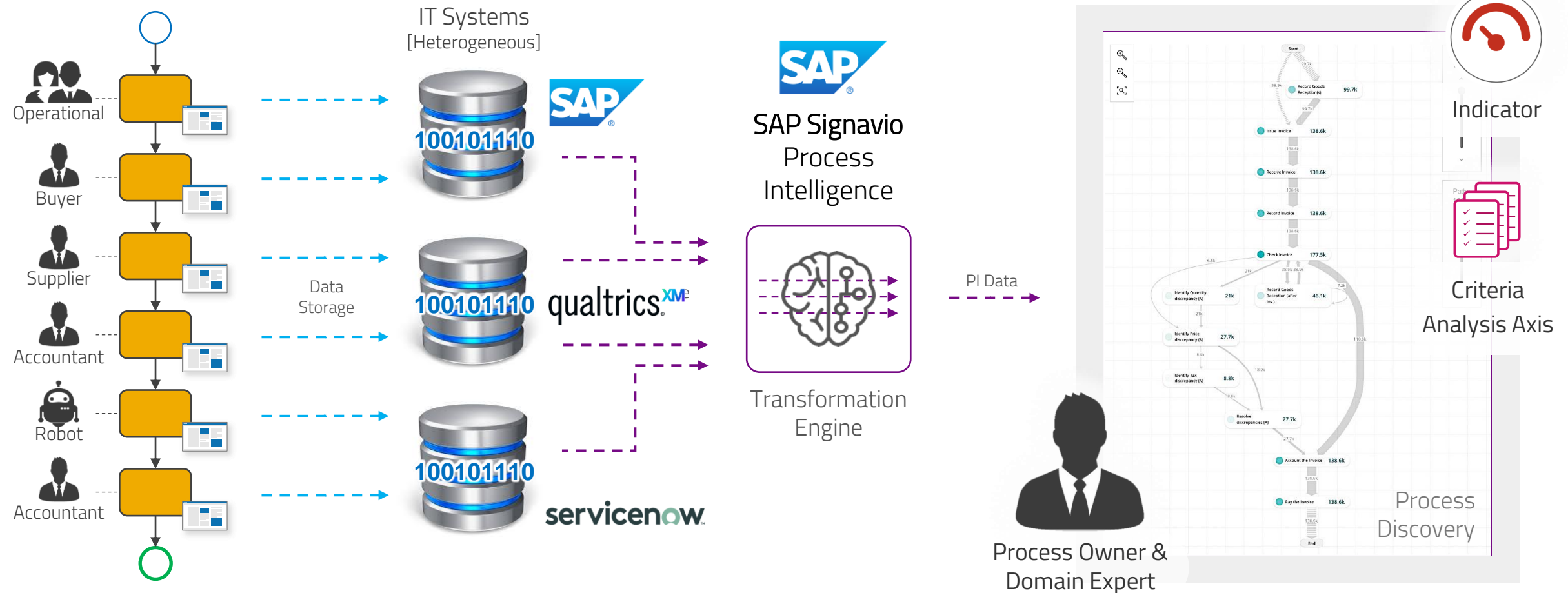
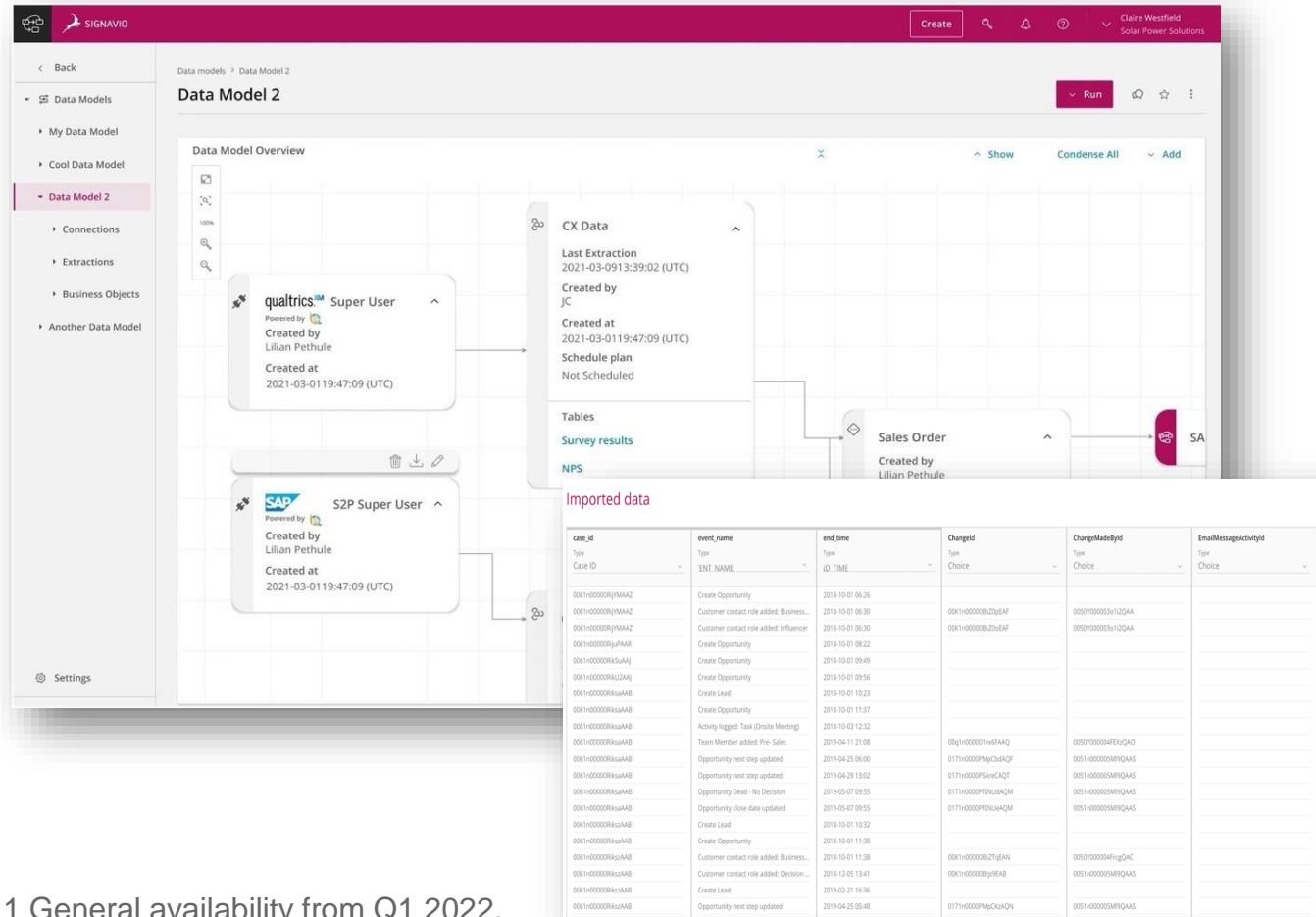# SAP Signavio Process Intelligence
Main capabilities

- **Data ingestion and preparation**

- **Process analysis engine**

- **Benchmark process executions**

- **Automated and shared insights**

- **Performance dashboards**

- **Autonomous indicator calculation**

SAP Signavio Process Intelligence
Data ingestion and preparation

Acquire process data from your systems with standard connectors and full end-to-end extract, transform, and load (ETL) capabilities.

Quickly start your deployments using data extraction and transformation templates for multiple processes.

Save time in preparing your process data with data modeling support.

Enrich your analysis by acquiring experience data[1] with Experience Management solutions from SAP and Qualtrics.
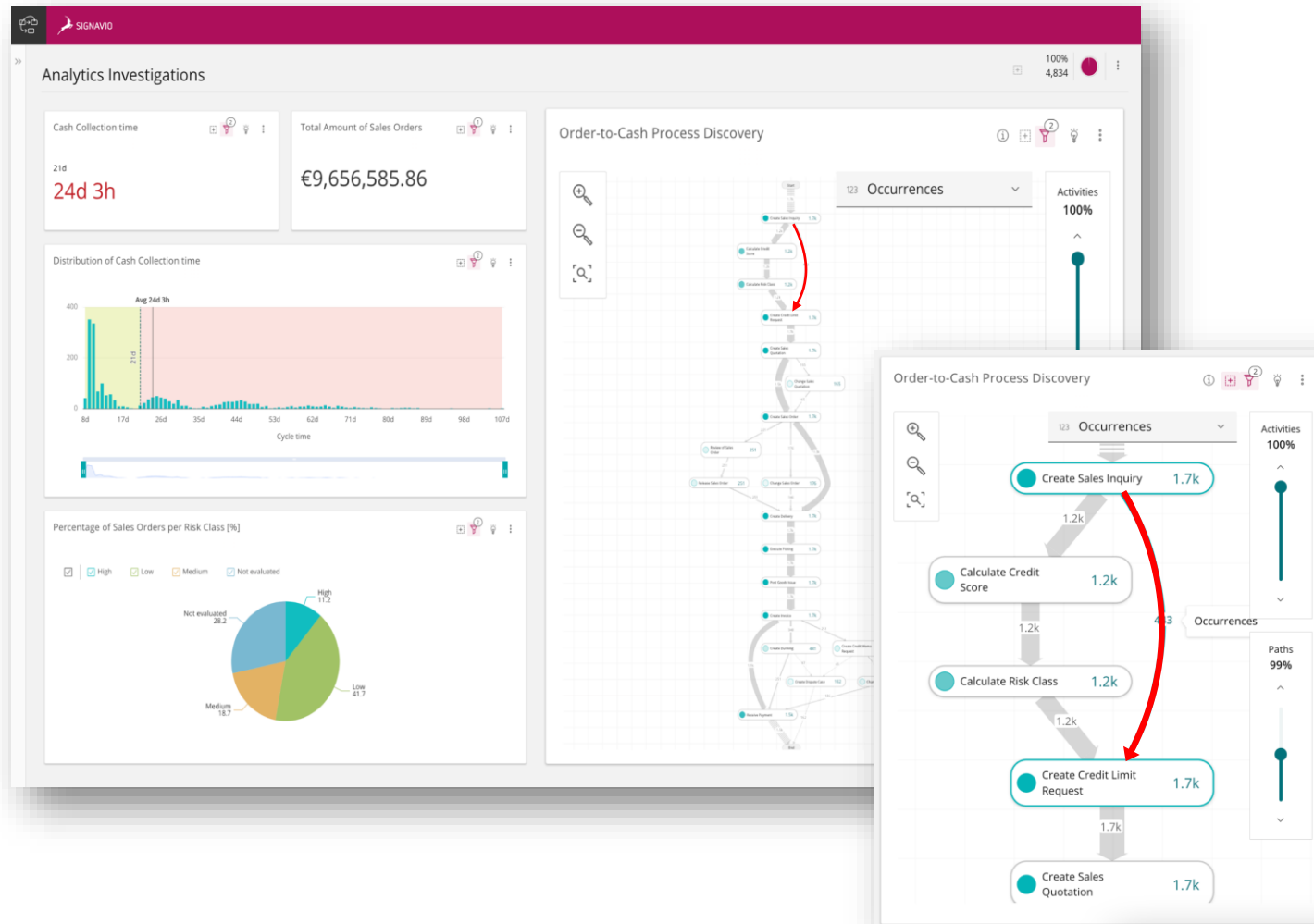
Connect to any data source with advanced data integration capabilities with integration to the SAP Data Intelligence solution.[2]

1 General availability from Q1 2022.
2 General availability from Q2 2022.
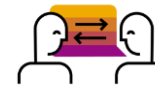
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SAP Signavio Process Intelligence
Discover impact of real process execution on your performance

Quickly identify issues and influencing factors by combining a deep analysis of your data with true executions of your processes.

Discover the real life of your Business Operators from the facts "recorded" in your information systems.

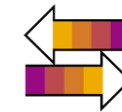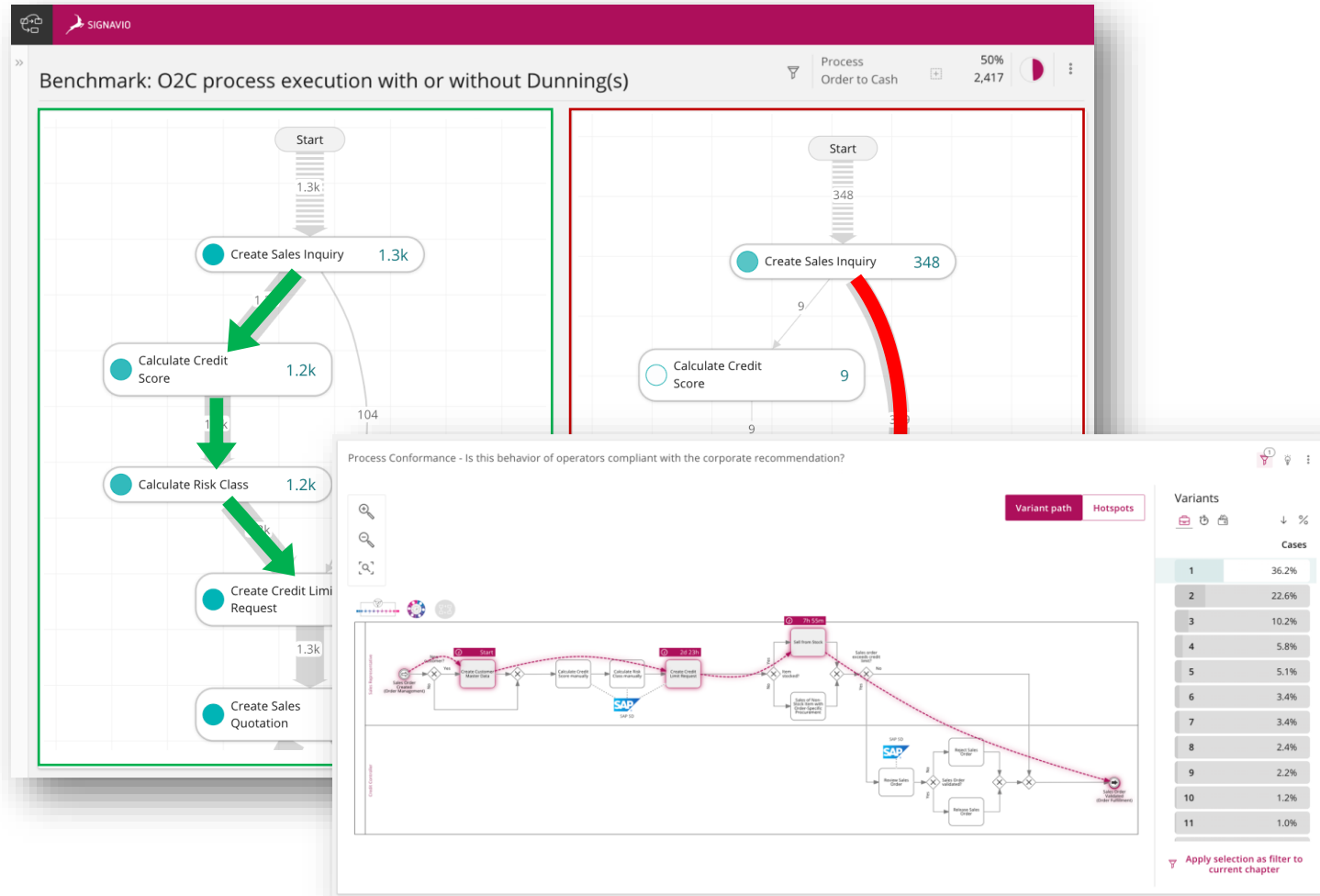**Observe and examine the behaviors** and reactions of stakeholders: Customer, Operator, supplier, subcontractor … during the exchanges.

Analyze process fluidity by identifying causes of blockages, bottlenecks, loops, delays....

SAP Signavio Process Intelligence
Compare process journeys and identify non-conformance easily

Compare differences in practices between entities, teams, performance results to identify areas for improvement.

Gain visibility into the process paths that **lead to cumbersome experiences** and understand the interactions between stakeholders.

Understand your actions and reaction times by visualizing your business processes as they are really executed and not as you would like them to be.

Discover and improve process compliance with faster identification of non-compliant process variants.

Process Analysis & Mining

Synergy between SAP Process Insights & SAP Signavio Process Intelligence
(for SAP customers)

End-to-end process analysis for enterprise transformations and operational excellence programs

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.
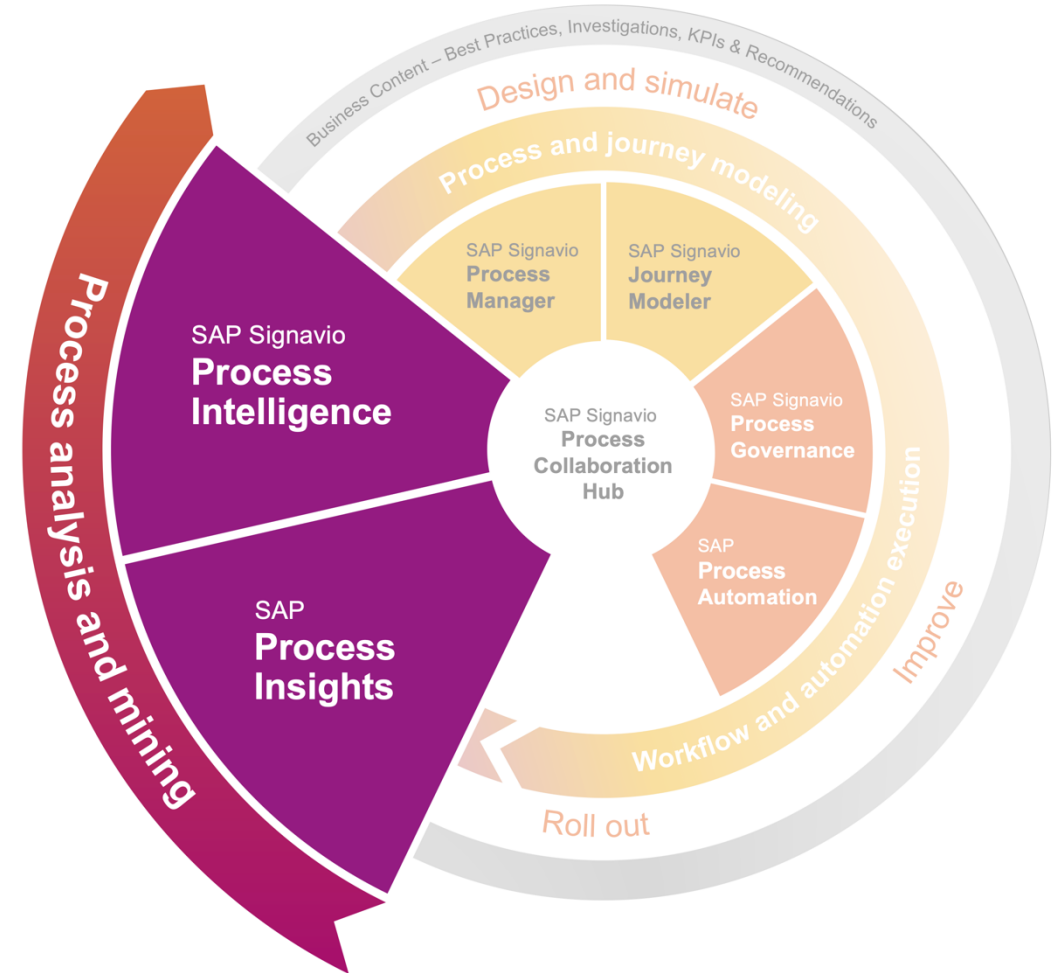
Process Analysis & Mining
SAP Process Insights with SAP Signavio Process Intelligence

SAP Process Insights

Readily acquire data from SAP systems (plug and play).

Get **instant insights into core business processes running on SAP software.**

Quickly find out **where** your problems are.

Benefit from **ready-to-use business-friendly content.**

Quickly improve your processes at system and technical levels with **improvement pathways and recommendations.**

SAP Signavio Process Intelligence

Connect to SAP and non-SAP systems to get the complete view of your end-to-end processes.

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

Focus to identify **why, where, and how** they occurred.

Drill deeper with advanced insights and analytics on process and experience data.

Trigger process changes to SAP Signavio Process Manager to achieve **operational and experience excellence**.

Process Analysis & Mining
SAP Process Insights with SAP Signavio Process Intelligence

SAP Process Insights

SAP Signavio Process Intelligence
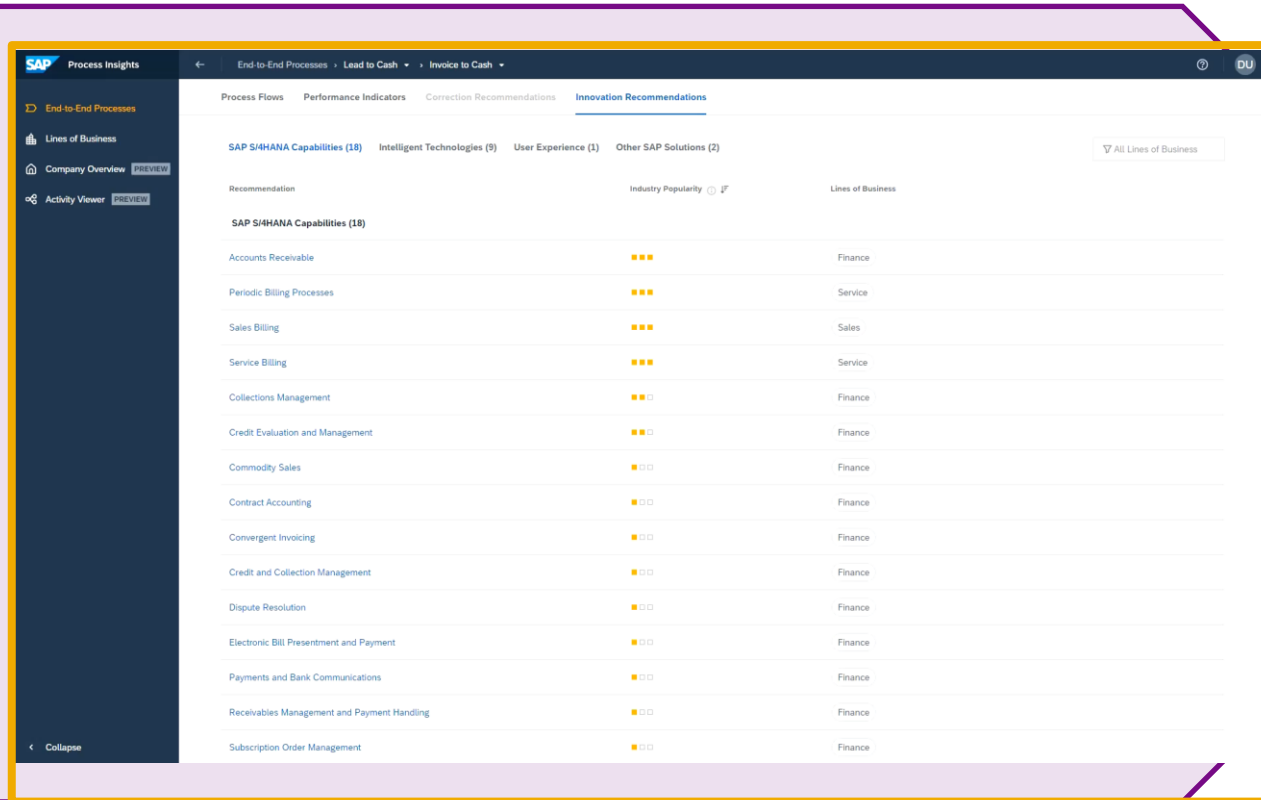
Identified that there are dunning activities

Received best practice recommendation
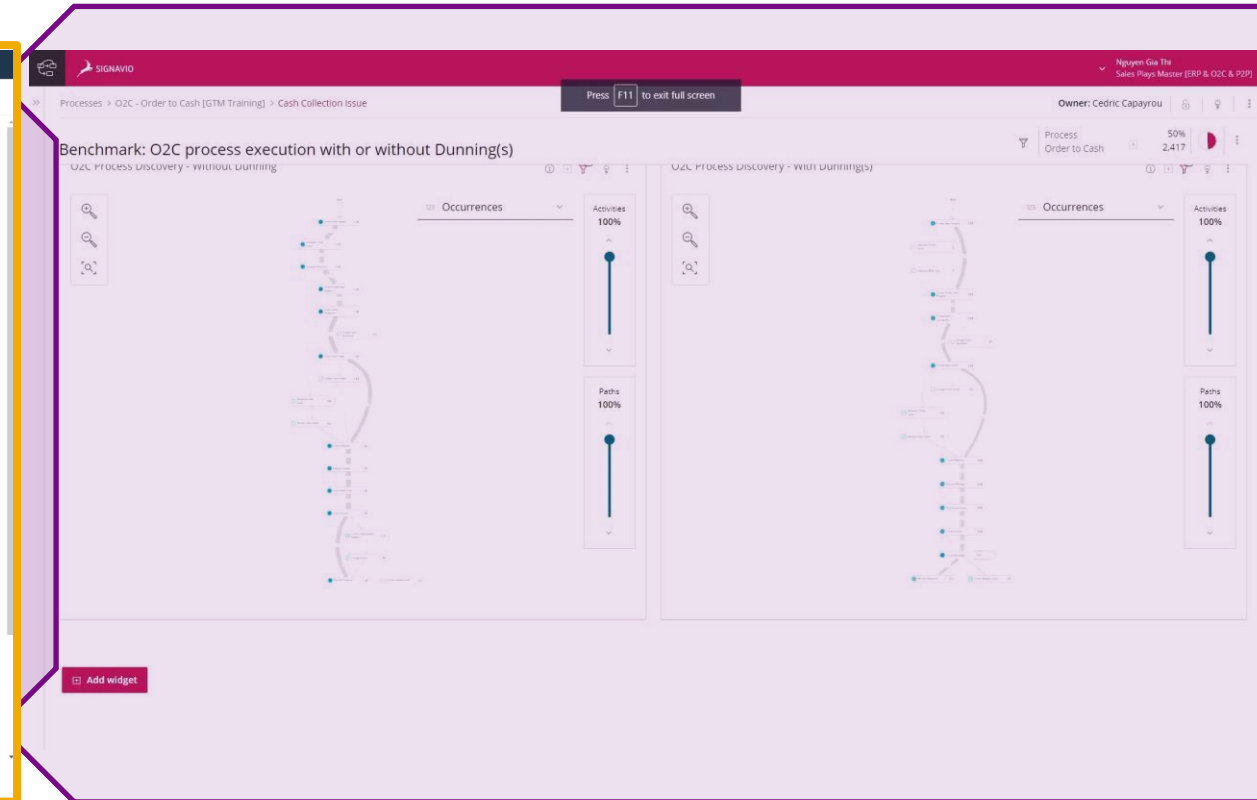
Found out that Dunning causes significant impact on Cycle Time

Non-conformance of own modeled process

From understanding a process to improving a process

Ways to initiate process modeling

- Outcomes from analysis with SAP Process Insights and SAP Signavio Process Intelligence guide towards process pain points

- Leverage reversed engineered processes based on data

- SAP Best Practices provide a reference for current and future process models

- Import existing models from other tools (Visio, Aris, etc.)

- Engage with key stakeholders to defined processes on a 'blank sheet of paper' and workshop approach
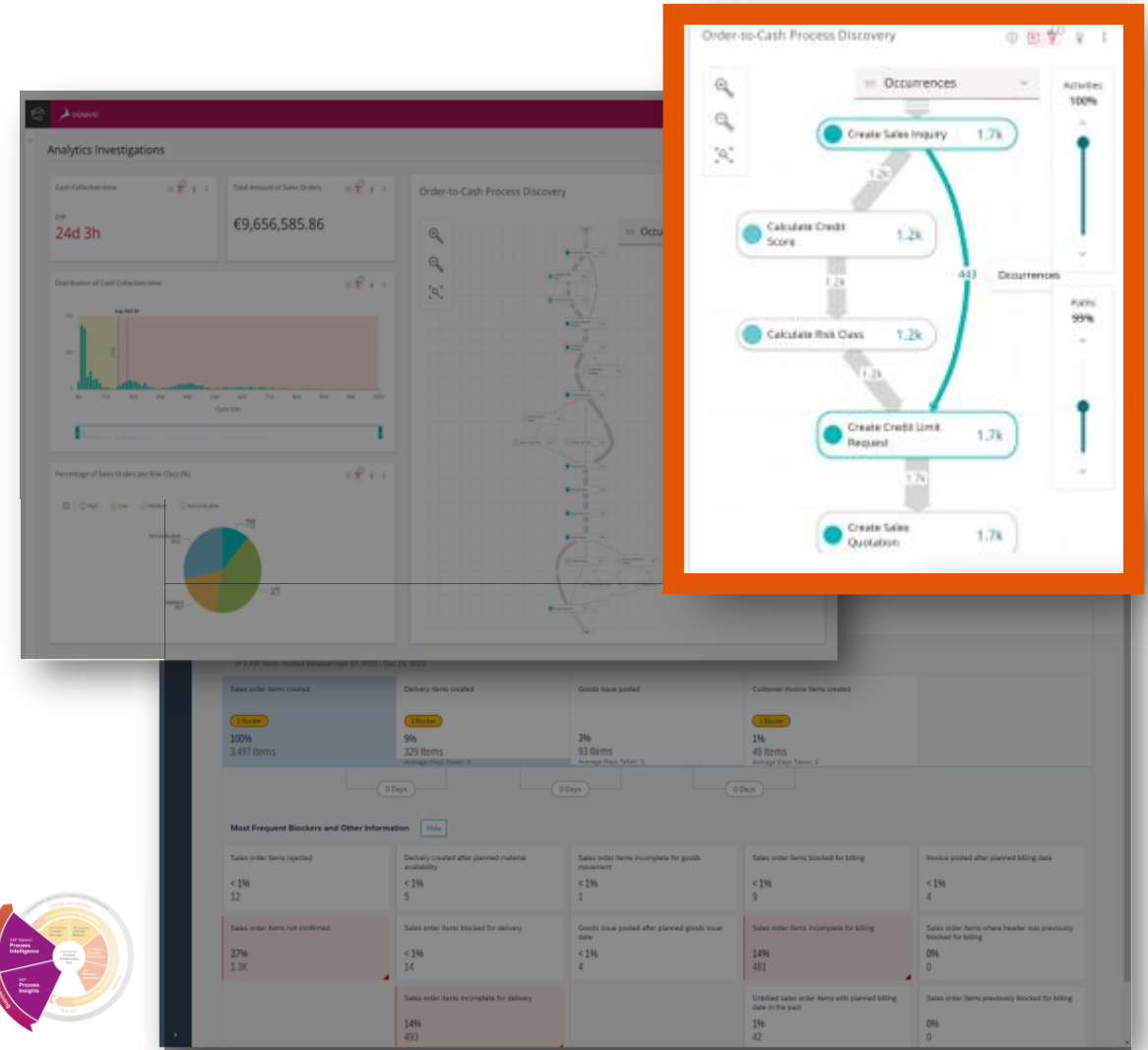
SAP Signavio Process Transformation Suite
SAP Signavio Process Manager

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

✓ Model running processes

✓ Design any process: as-is, to-be, variants

✓ Detect process issues, patterns, and improvement opportunities by analytics and reports.

✓ Provide an environment in which employees can work collaboratively on processes.

SAP Best Practices

- Leverage SAP Best Practices during a SAP S4HANA transformation

- Import best practice process models into SAP Signavio Process Manager:

  - Directly via note instructions

  - Via SAP Solution Manager

- Evaluate best practices with existing process models using SAP Signavio Process Manager

Rich process content to be provided by One Process Architecture Layer (OPAL) - Release May 22

From understanding a process to improving a process

Step 1: Model current and future processes

- Reuse captured information from Process Intelligence
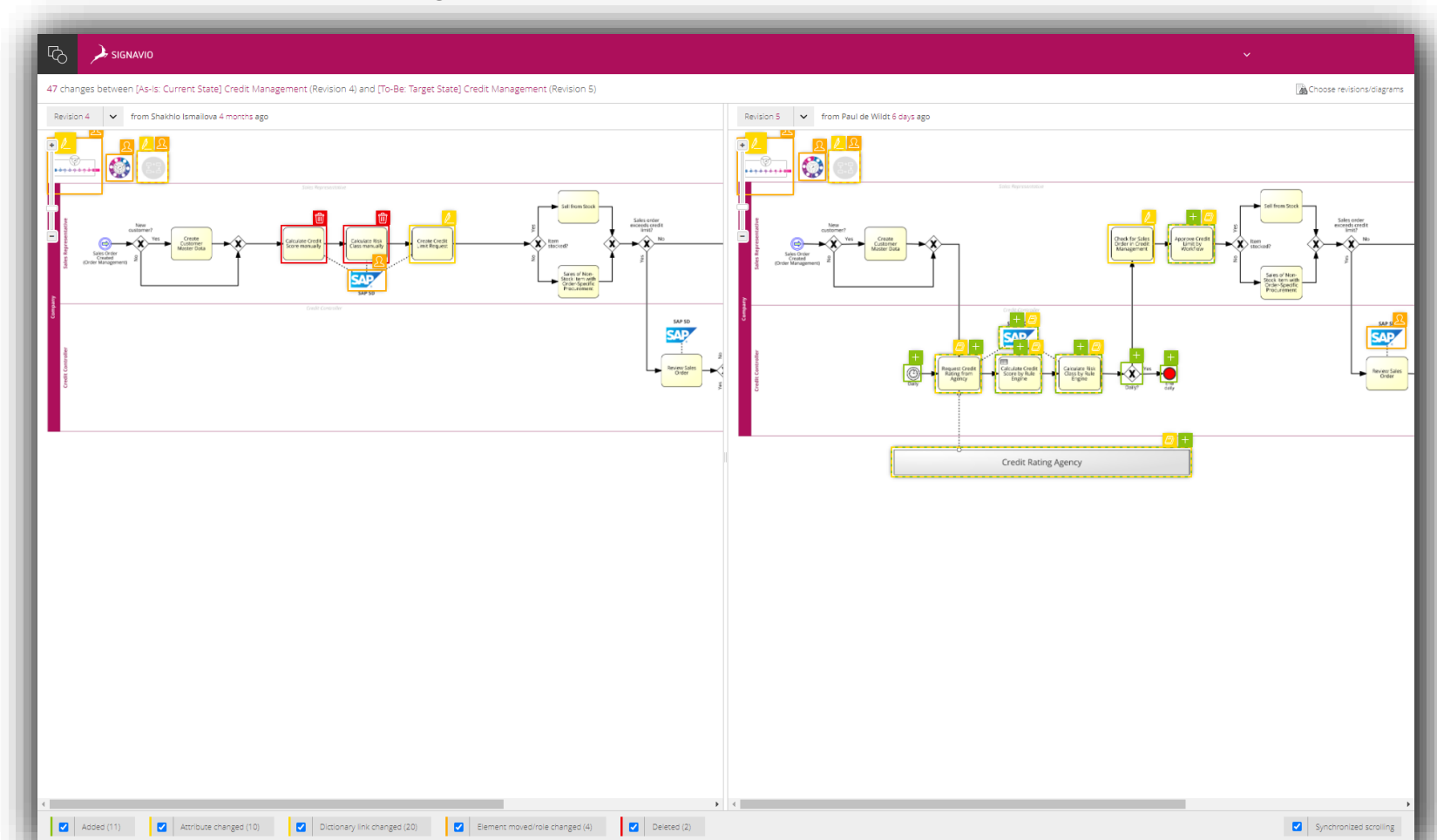
From understanding a process to improving a process

Step 2: Simulate future process

- As-is process simulation / To-be process simulation
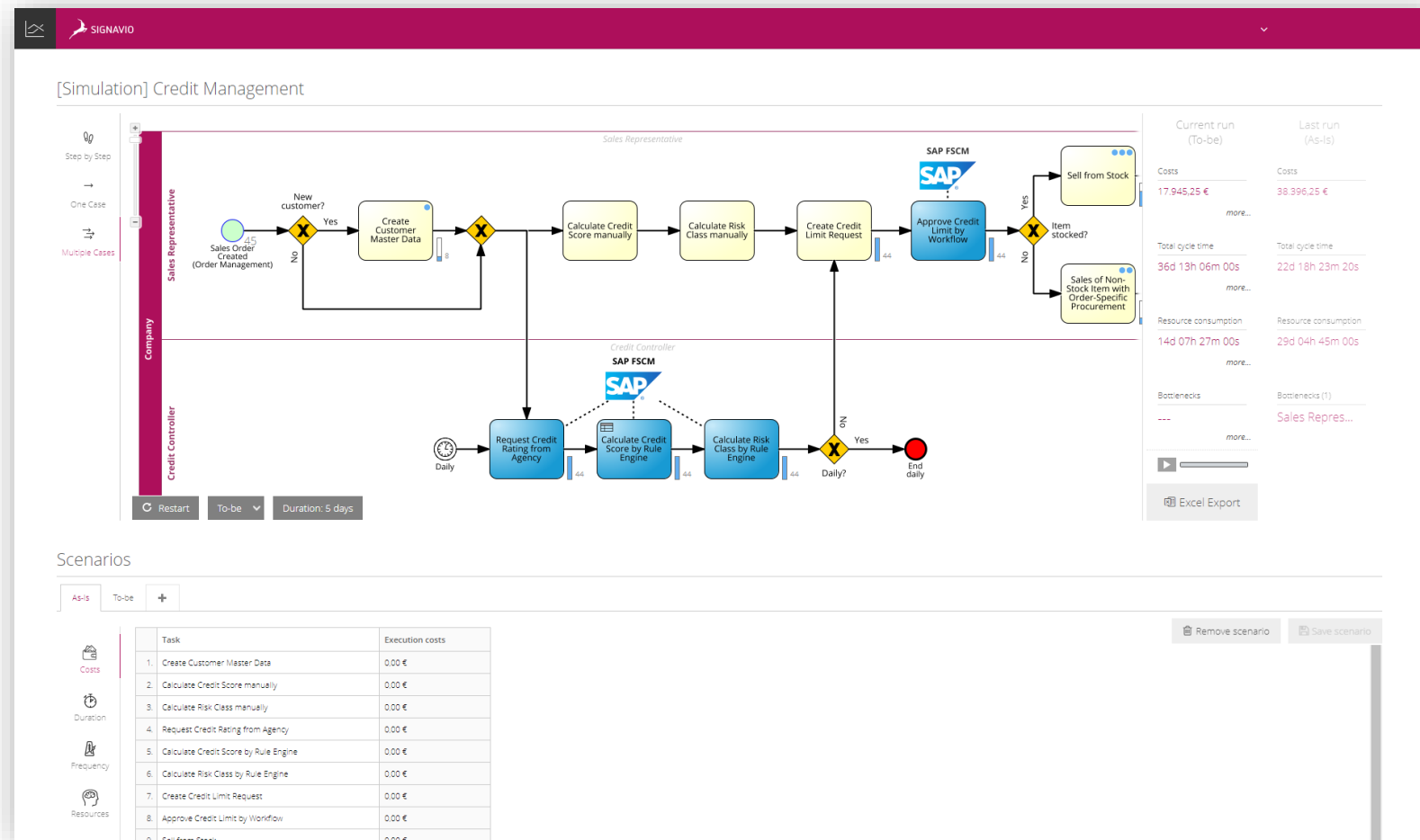
From understanding a process to improving a process

Step 3: Document future process

- Add process details in attributes
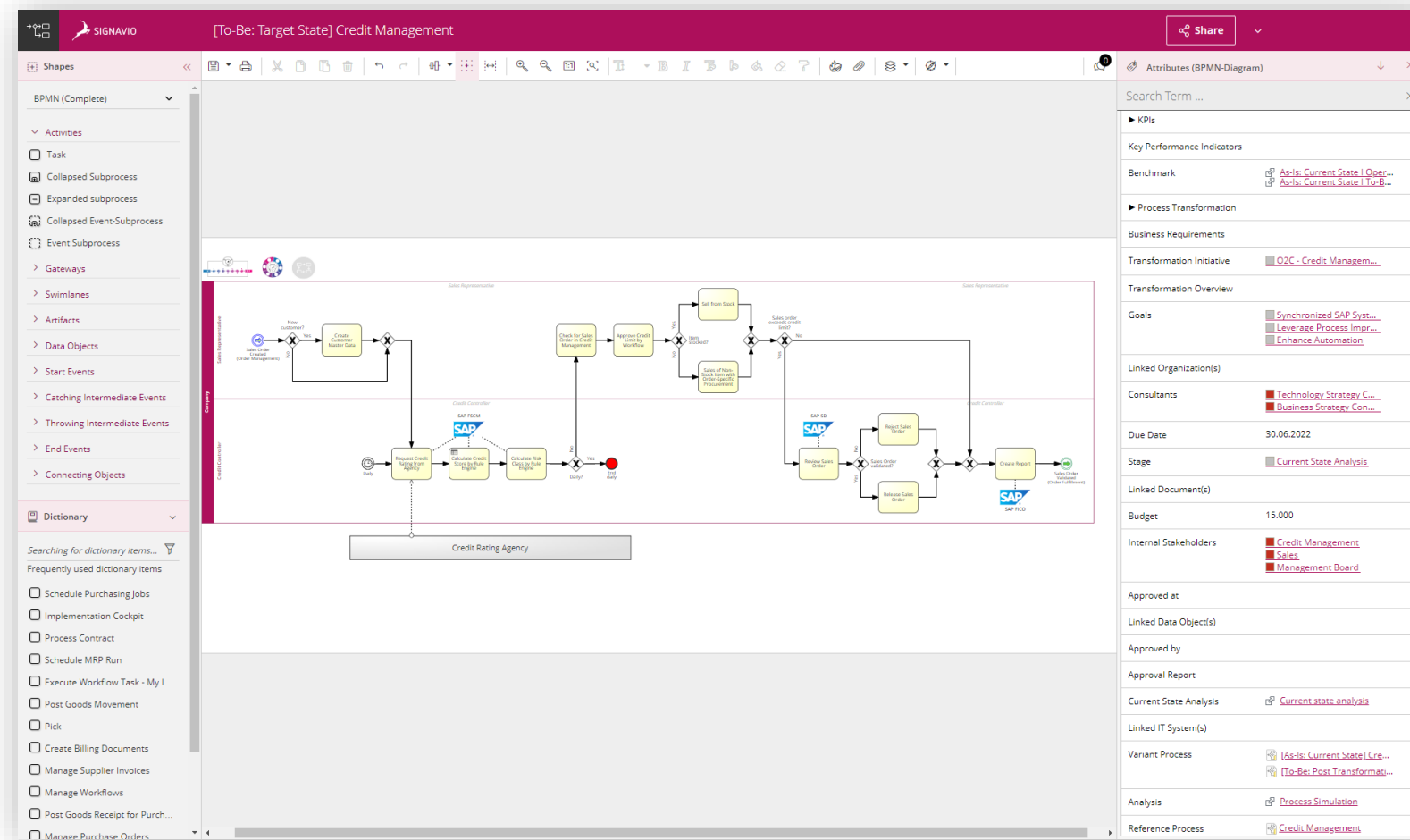
SAP Signavio Process Transformation Suite
SAP Signavio Process Governance

The SAP Signavio Process Governance solution is the process governance and compliance tool within SAP Signavio solutions

- ✓ Build workflows and approval processes fast and efficiently.

- ✓ Automate multilayer process approvals.

- ✓ Enable process maturity assessment and continuous process improvements.

- ✓ Schedule reviews of critical processes for audit and compliance checks.
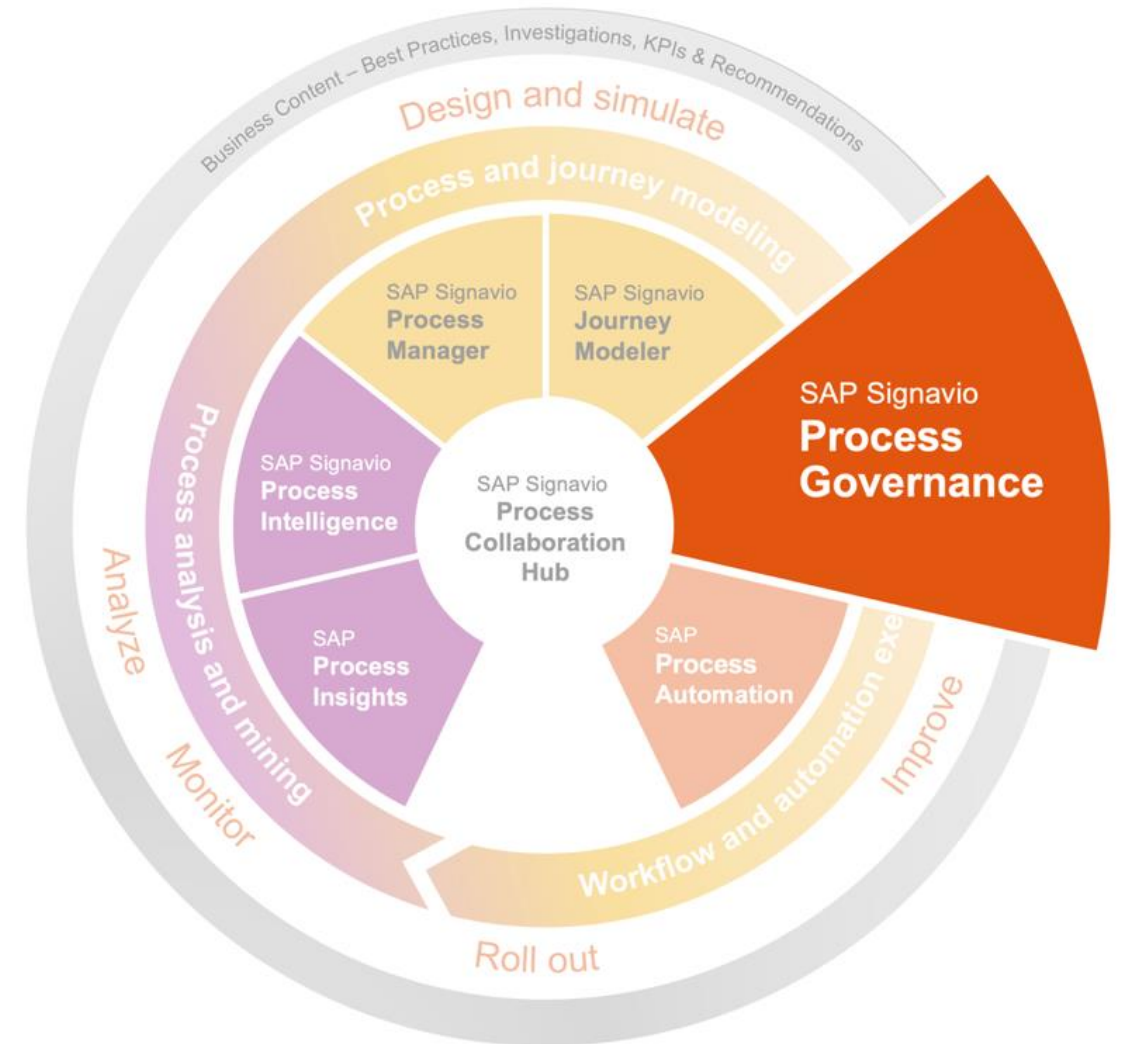
From understanding a process to improving a process

Step 1: Create approval workflow

- Model BPMN approval process

From understanding a process to improving a process

Step 2: Obtain approval

- Approval task workflow

From understanding a process to improving a process

Synch to-be process with SAP Solution Manager to realize target state

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SAP Signavio Process Transformation Suite
SAP Signavio Process Collaboration Hub

The SAP Signavio Process Collaboration Hub solution is your personalized entry point to SAP Signavio products, within SAP Signavio solutions

- ✓ Utilize published processes to inform and train employees on process execution.

- ✓ Align with key stakeholders by sharing process changes and improvements.

- ✓ Curate process-related content for specific audiences – such as functions and departments.

- ✓ Have full visibility on your entire process landscape.

- ✓ Single source of truth for process knowledge.
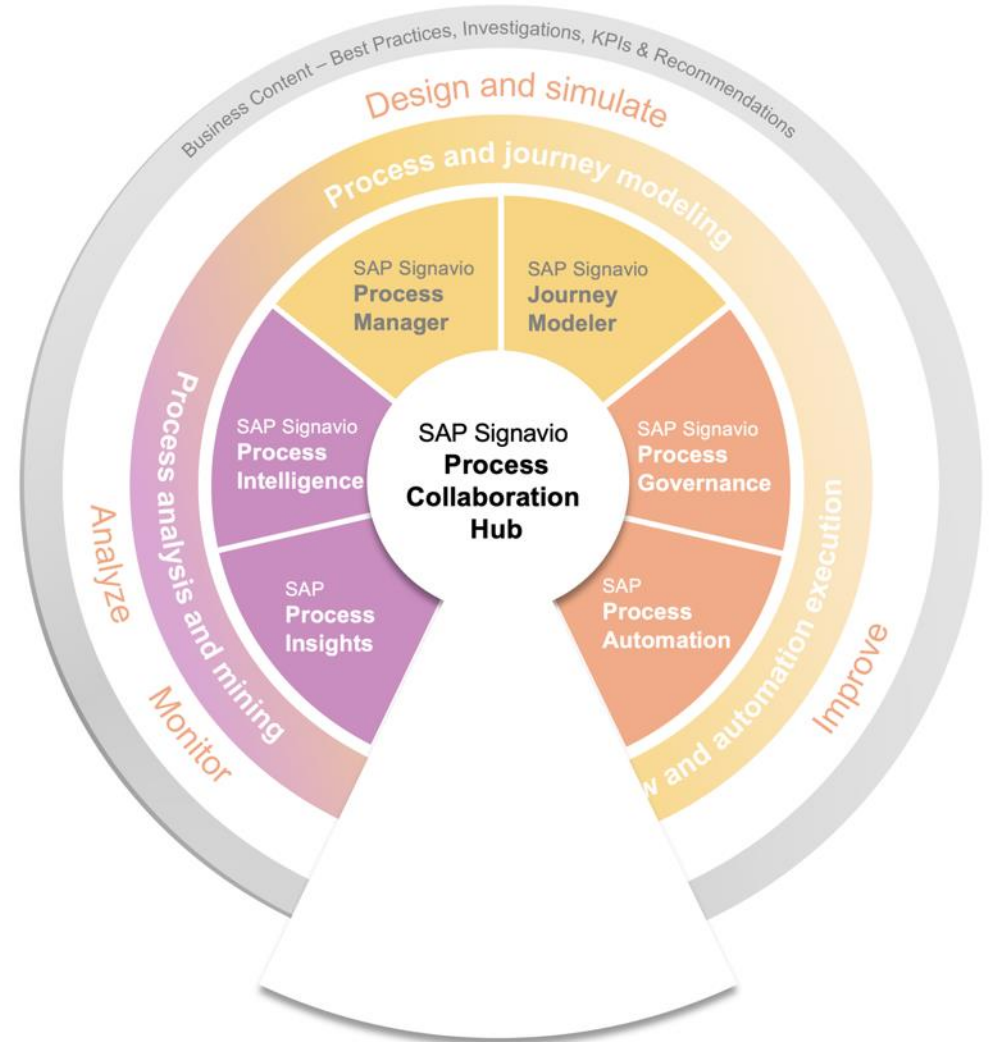
From understanding a process to improving a process

Step 1 & 2: Leverage the rich process documentation and drive change
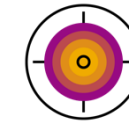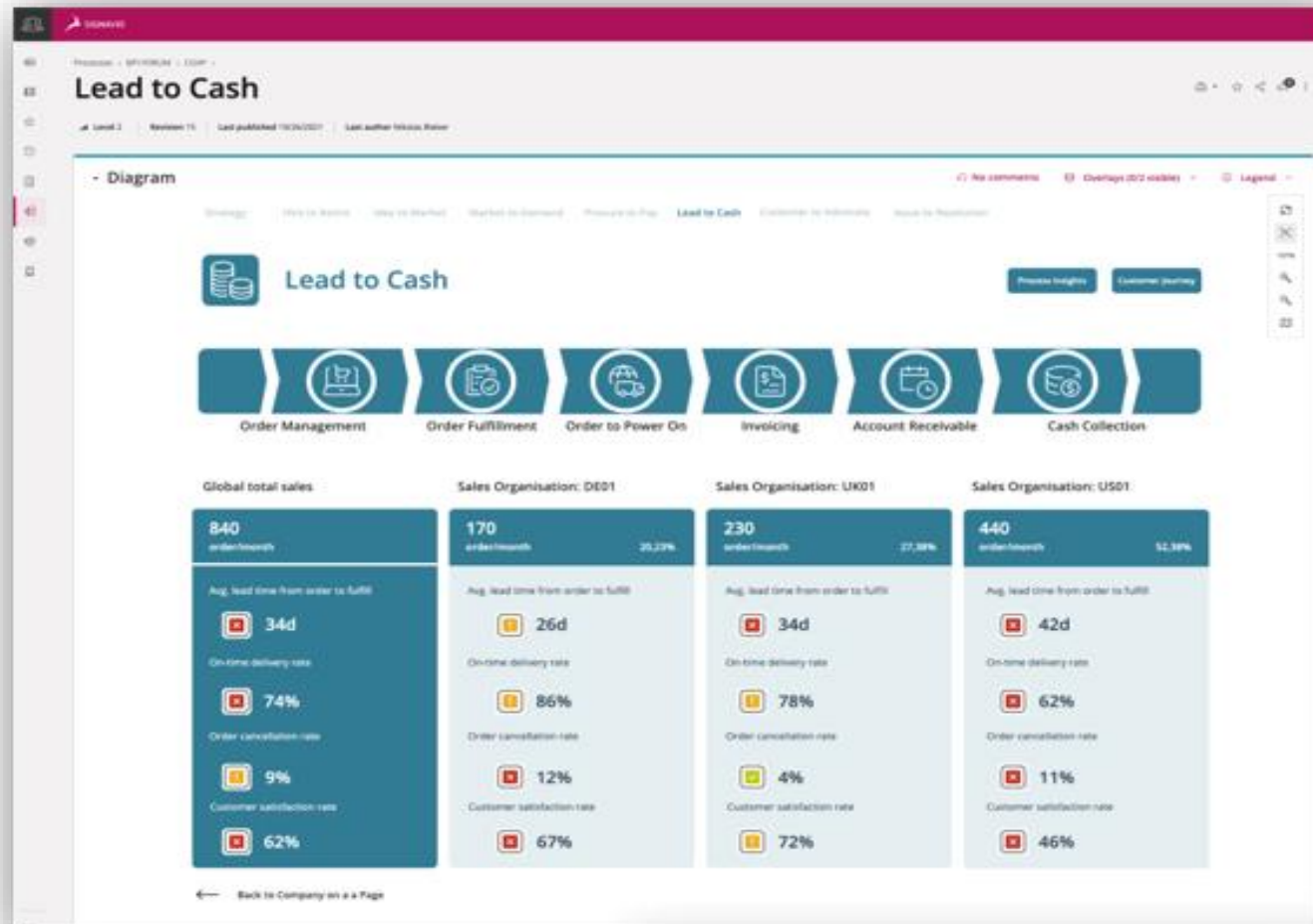
- Review an To-be Credit Management process
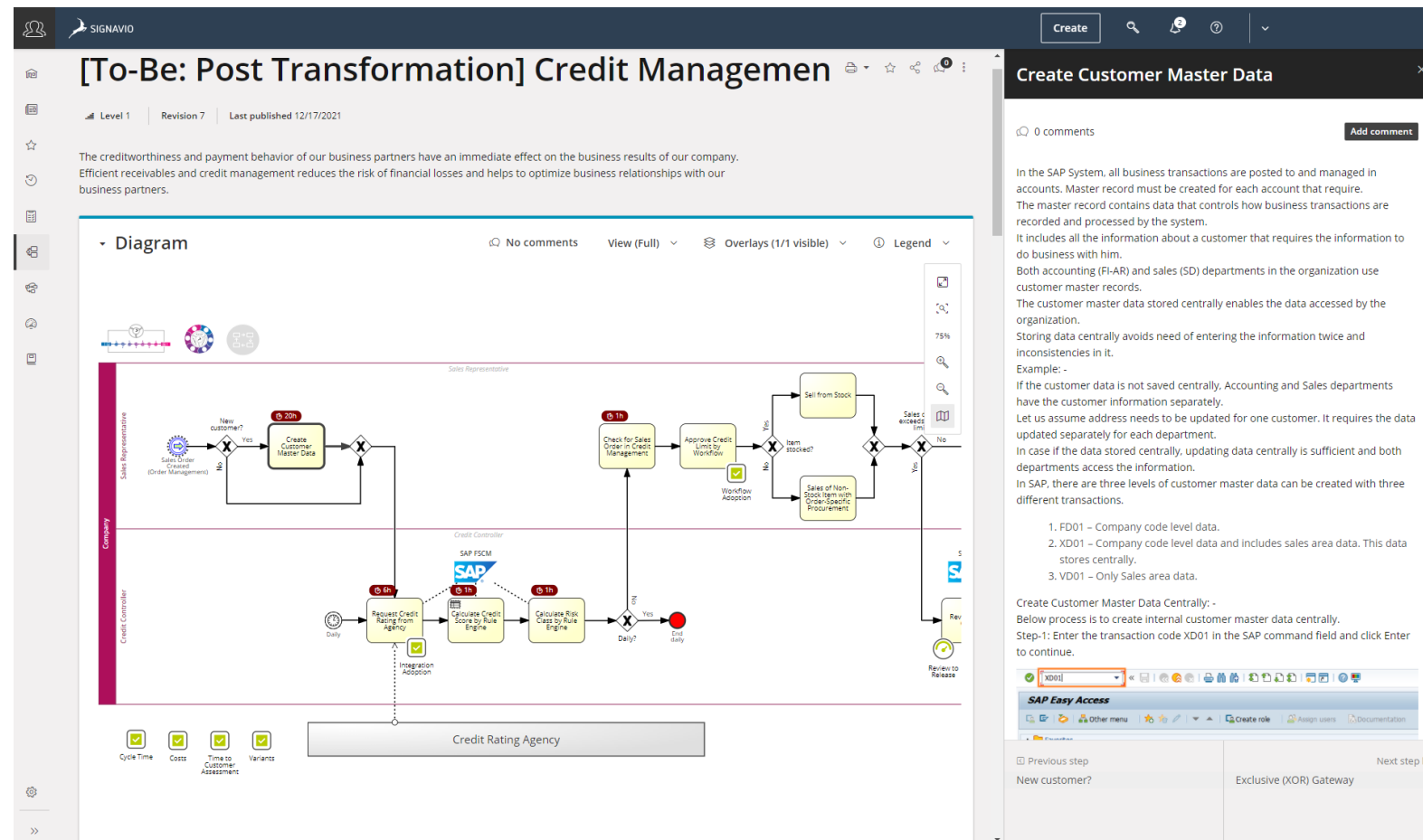
SAP Signavio Process Collaboration Hub
Involve your entire organization in transformation and process excellence initiatives
Harnessing the wisdom of the crowd in a cloud-native collaboration environment

Collaboration
Get a 360 degrees view of your process landscape – documented processes with related analysis and key metrics

Sharing & communication
Review, publish, and share your process documentation with key stakeholders

Monitoring
Provide feedback and propose improvements to processes

SAP Signavio Process Transformation Suite

Continuous Process Improvement, Automation, Enhancement, and Innovation
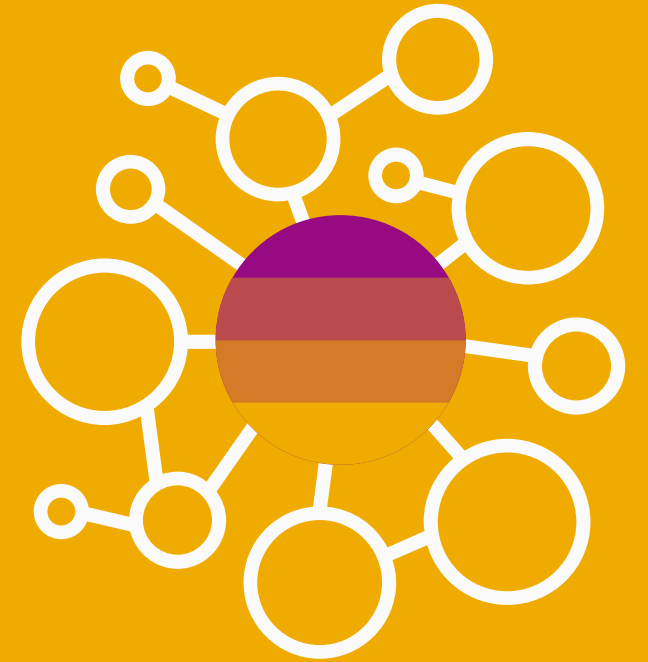
SAP Signavio Process Transformation Suite
for process excellence

Discover	Prepare	Design	Realize	Deploy	Run
Discover process status and identify areas of improvement	Prepare the process excellence initiative	Model and collaborate on future state	Implement process improvements	Govern the rollout	Monitor and continuously improve

			Implementation	Rollout	Monitoring
Process analysis					
Scoping and goal definition	Current process modelling	Target state definition		Enablement	Execution

Governance

Collaboration & Sharing

Process Automation and Process Improvement

- Includes process repair, improvement, replacement, and innovation

- Use SAP applications and technology to improve processes

- Pre-built process components for fast improvement

- Unlock native S/4HANA functionality

- Compete better with more options and flexibility
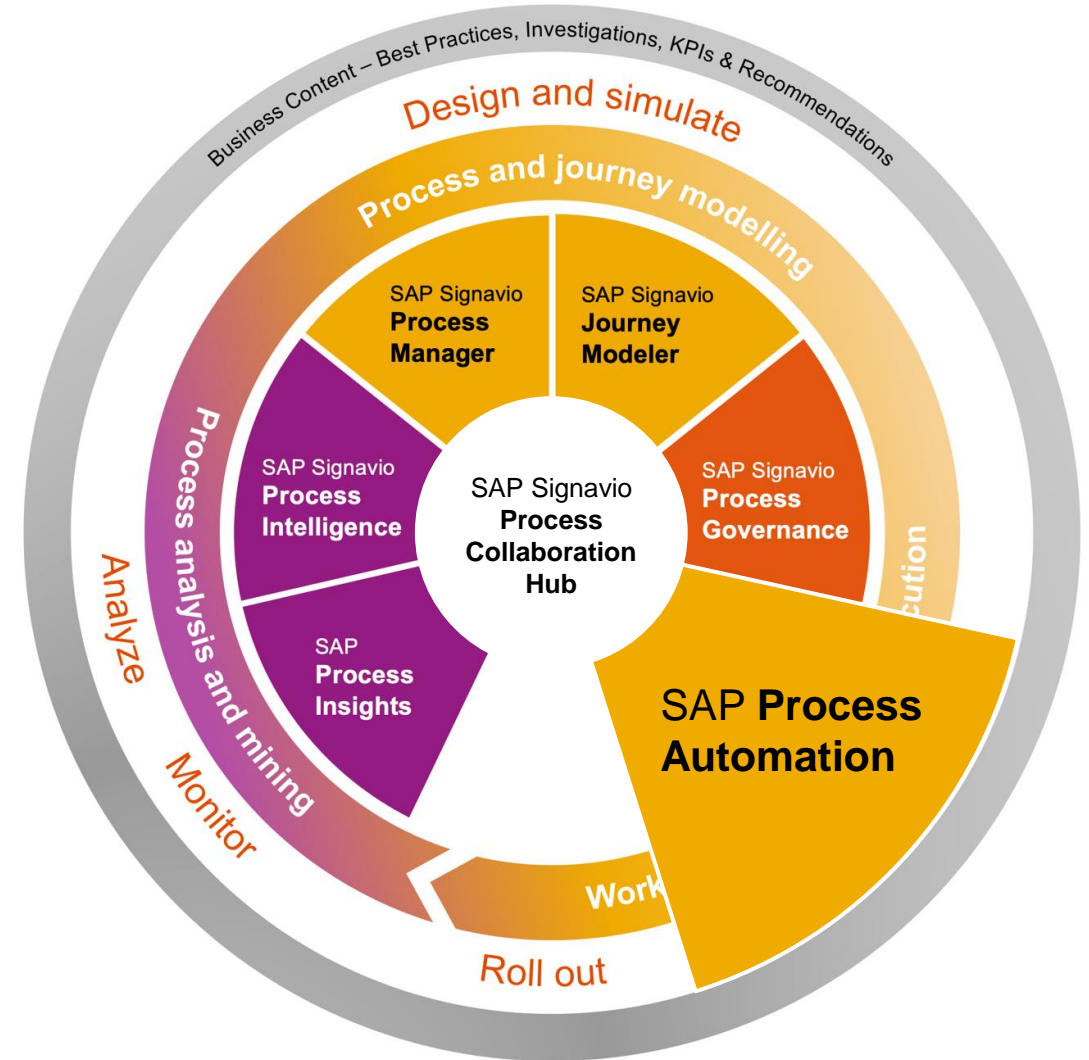
SAP Process Insights has an unrivaled and constantly growing delivered content coverage.[1]

40+
Process flows

80+
Process performance indicators

15+
Correction recommendations

550+
Innovation recommendations

for:

8
Lines of business

Finance

Sourcing and procurement

Sales

R&D/Engineering

Supply chain

Manufacturing

Asset management

Service

6
End-to-end processes

Lead to cash

Source to pay

Plan to fulfill

Plan to fulfill

Finance

Acquire to decommission

1 Generally available for SAP ECC, SAP S/4HANA, and SAP S/4HANA Cloud, private edition.

SAP Capabilities for
Process Improvement, Automation, Enhancement, and Innovation

1. **SAP Process Insights – Correction Recommendations**

2. **SAP ERP functionality incl. Fiori applications, Situation Handling**

3. **SAP Process Automation (Workflow, Robotic Process Automation, LCNC)**

4. **Other SAP applications**

SAP Process Insights – The Automated Business Consultant

1. Correction Recommendations

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SAP Process Insights – The Automated Business Consultant
2. Innovation Recommendations – S/4HANA native functionality

SAP Process Insights – The Automated Business Consultant
2. Innovation Recommendations – Fiori Applications

SAP Process Insights – The Automated Business Consultant
3. Innovation Recommendations – Process Automation (Intelligent Technologies)

SAP Process Insights – The Automated Business Consultant
4. Innovation Recommendations – Other SAP Applications

Strategic Benefits of SAP Signavio Process Transformation Suite
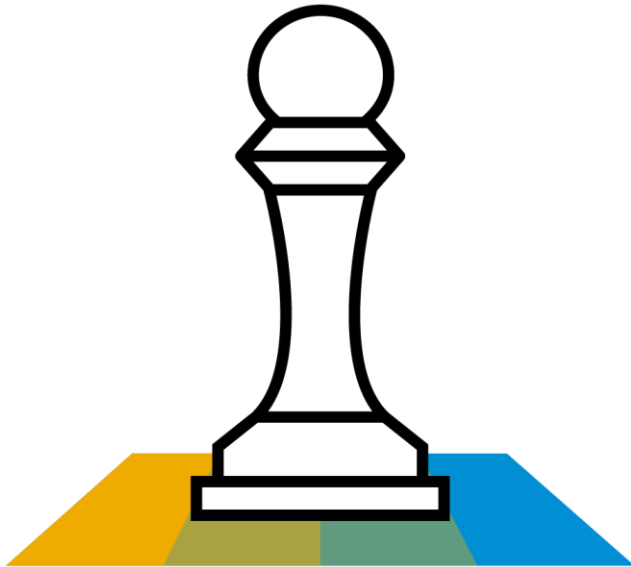
Company Culture of Continuous Improvement

SAP Signavio enables a collaborative, continuous improvement environment where all employees are able and encouraged to participate in the future of the enterprise.

Experience-Driven Business Process Management

SAP Signavio combines time-tested practices in business process management with stakeholder experience (customer, supplier, employee) to provide business leaders with objective insights and quantifiable results.

Business Process Structure and Consistency

SAP Signavio provides the tools for establishing processes, measuring performance, and monitoring compliance to help ensure achievement of goals and objectives.

Enterprise Resiliency

Proactively monitor and detect internal and external factors that signal a need for change, and better understand options for adapting or disrupting.

Getting More Value from Your SAP Investments

SAP is always creating new software for SAP customers. SAP Signavio is the best way to stay informed about new capabilities that address specific process improvement opportunities.

April 6, 2022
1:45 PM-2:15 PM ET *(look for the recording)*

April 7, 2022
4:00 PM-4:30 PM ET *(look for the recording)*

Wassilios Lolas

Global Vice President
Head of the Center of Excellence
SAP Signavio

Becoming the Driver of a Continuous Business Transformation with SAP Signavio

Merlyn Gordon

Senior Director
Global Center of Excellence
SAP Signavio

The Innovator's Survival Guide: The 10 questions every Process Innovator should be ready to answer

SAP Customer Center of Excellence
Global Virtual Summit - April 5-7, 2022

THANK YOU

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A Collaboration of **SAP** and **SAP**insider