

# SAP Customer Center of Excellence

*Global Virtual Summit- April 5-7, 2022*

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

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SAP Signavio

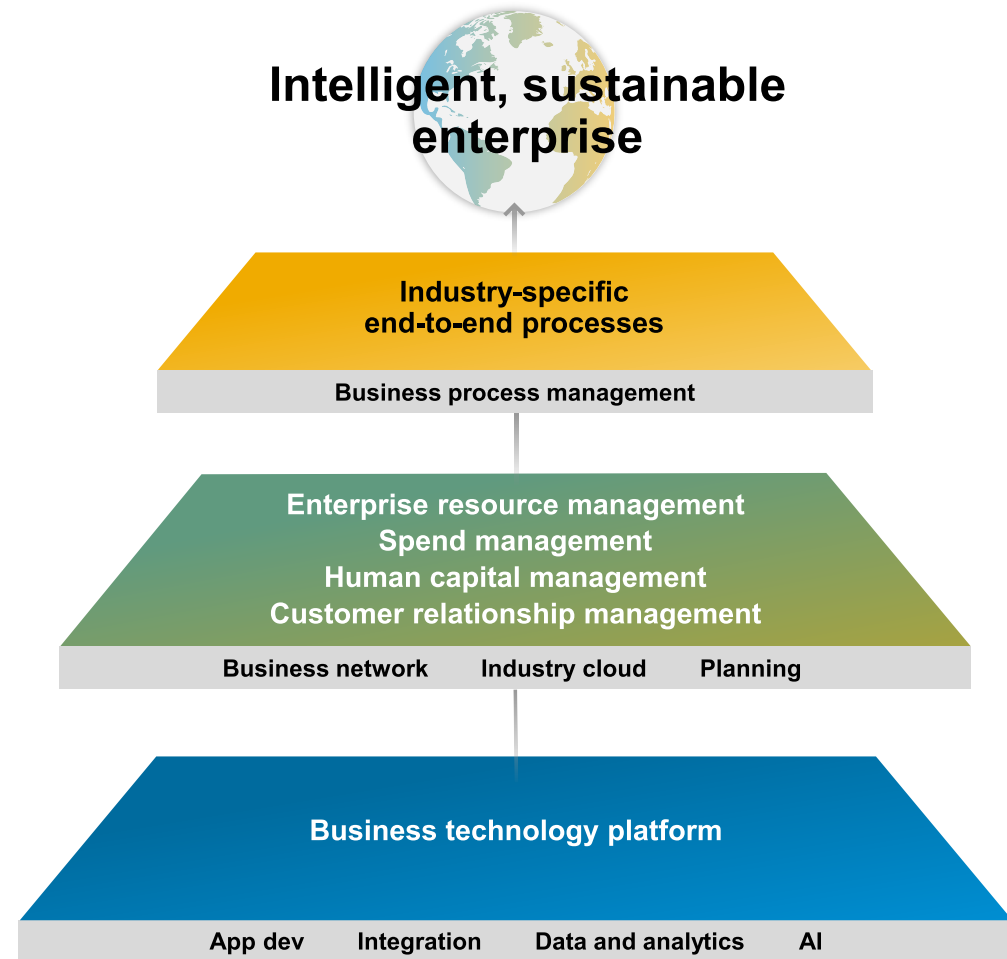


# Our vision

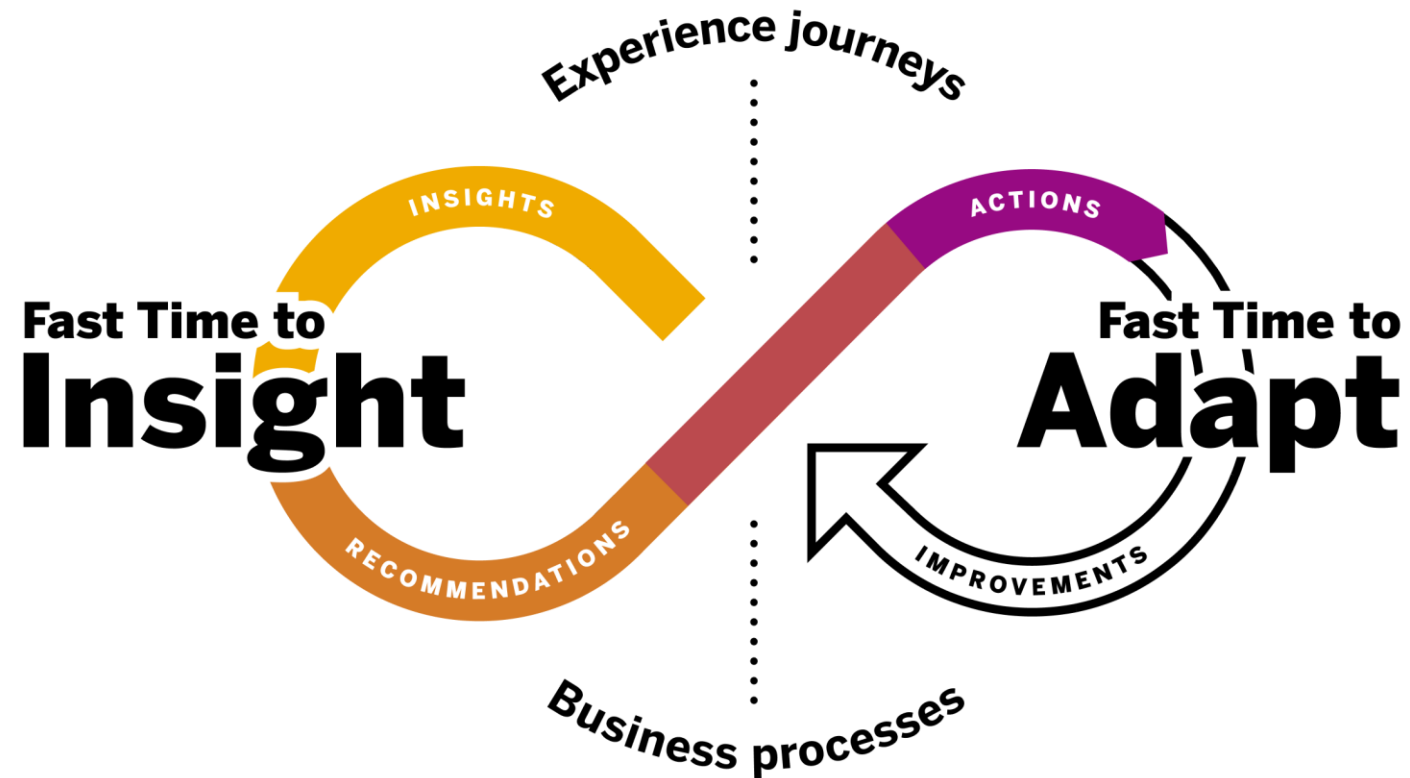
In a world of hyper-change, SAP Signavio solutions are a strategic pillar in every company's success, by making process part of their DNA.

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

**Enable every organization to become an intelligent, sustainable enterprise.**



# 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

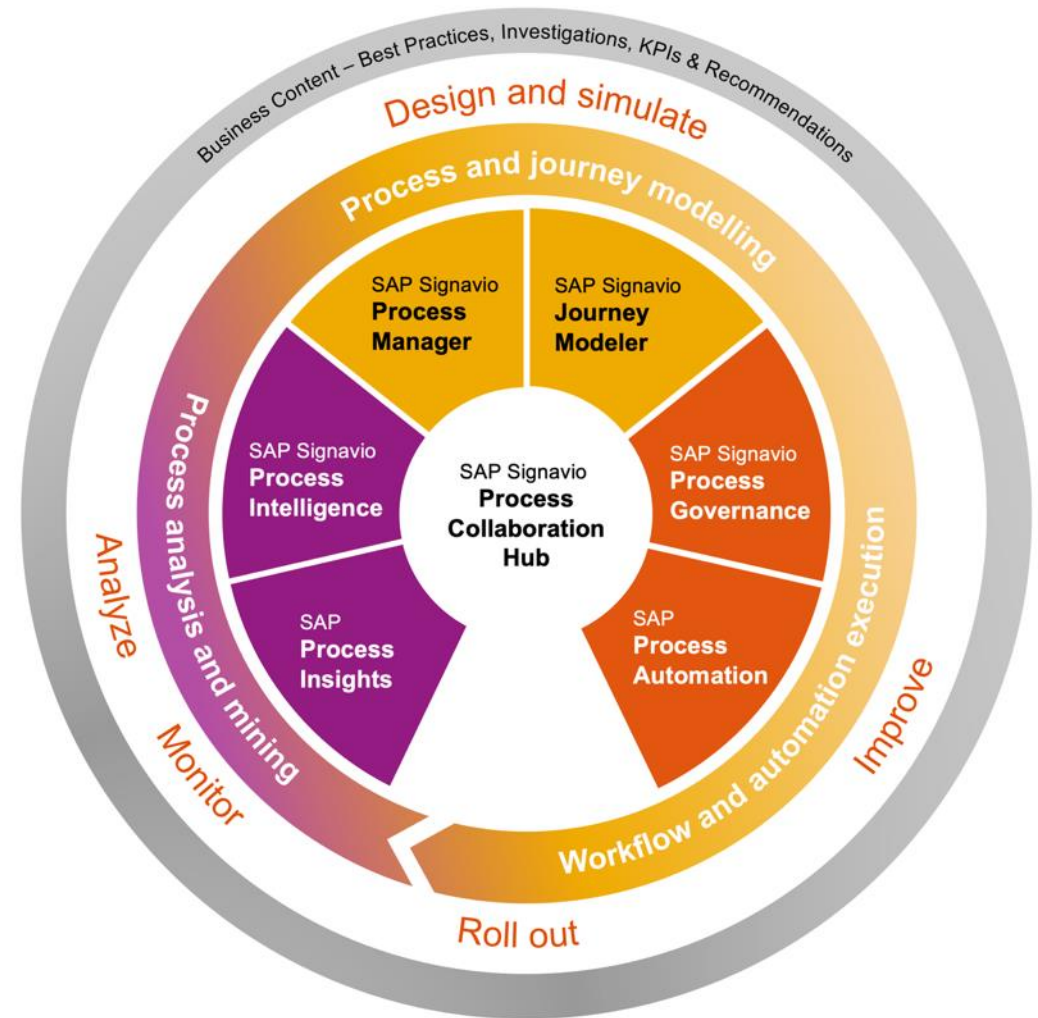
Complete process analysis for enterprise transformations and operational excellence programs

## Process and journey modeling

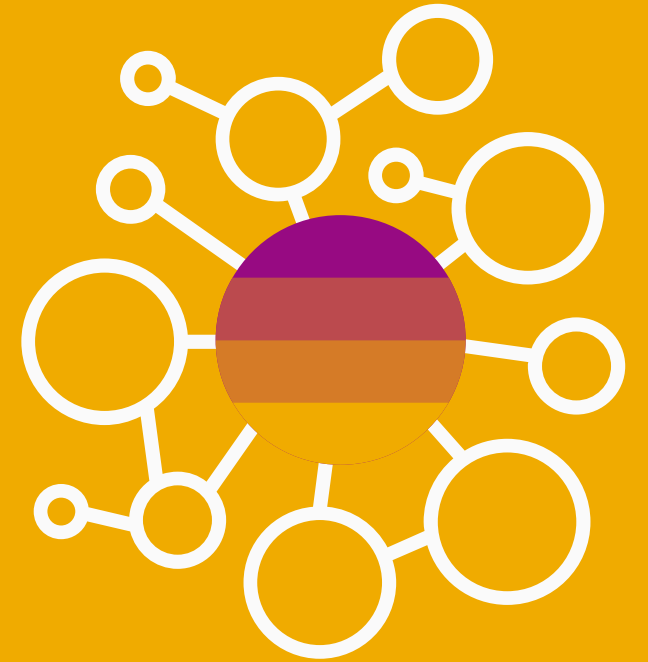
Standardized process and journey management, simulation, and modeling

## Process governance and automated execution

Maintaining organizational and regulatory compliance of all documented processes

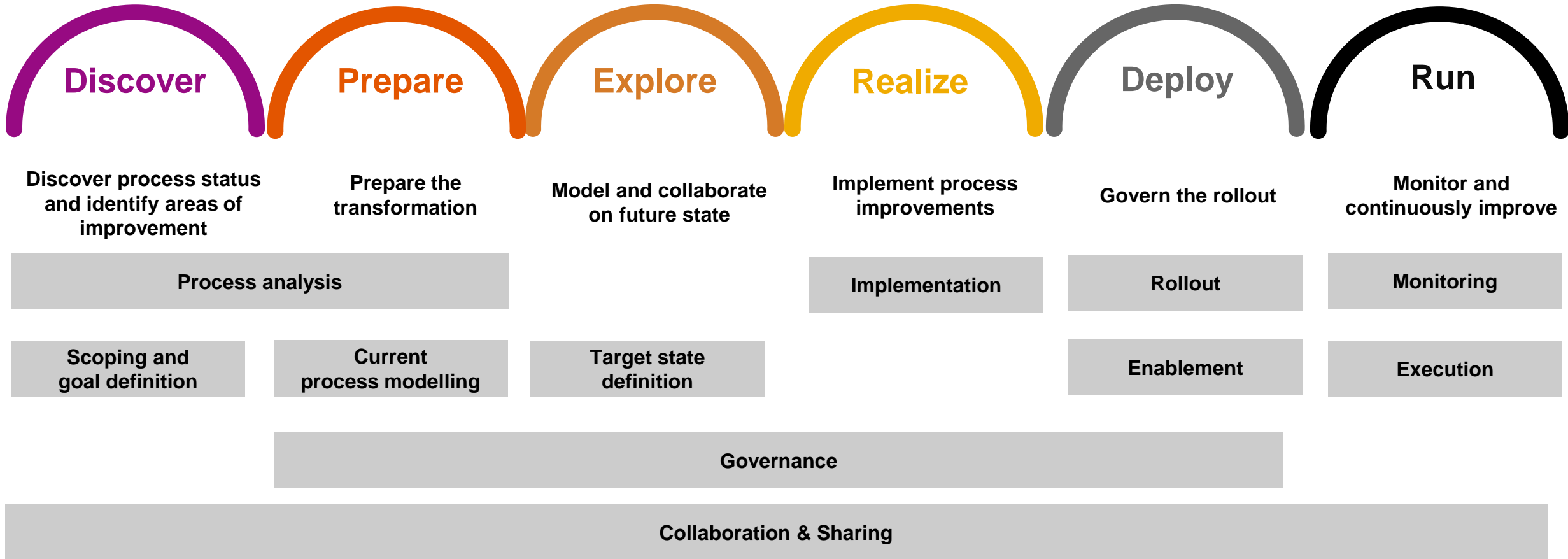


# SAP Signavio Process Transformation Suite for SAP S/4HANA transformations following SAP Activate



# SAP Signavio Process Transformation Suite

## for transformations to SAP S/4HANA

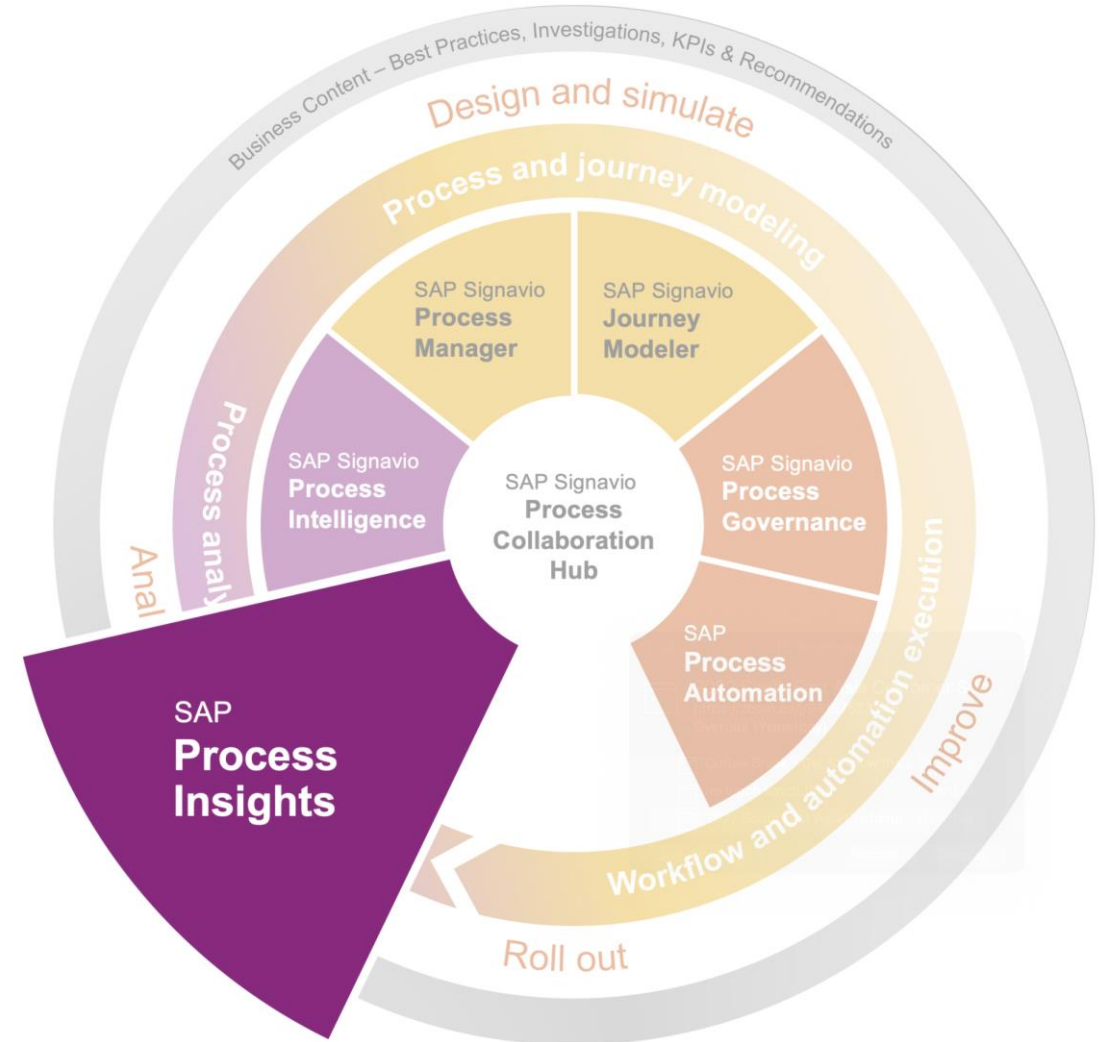


# SAP Signavio Process Transformation Suite

## 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.

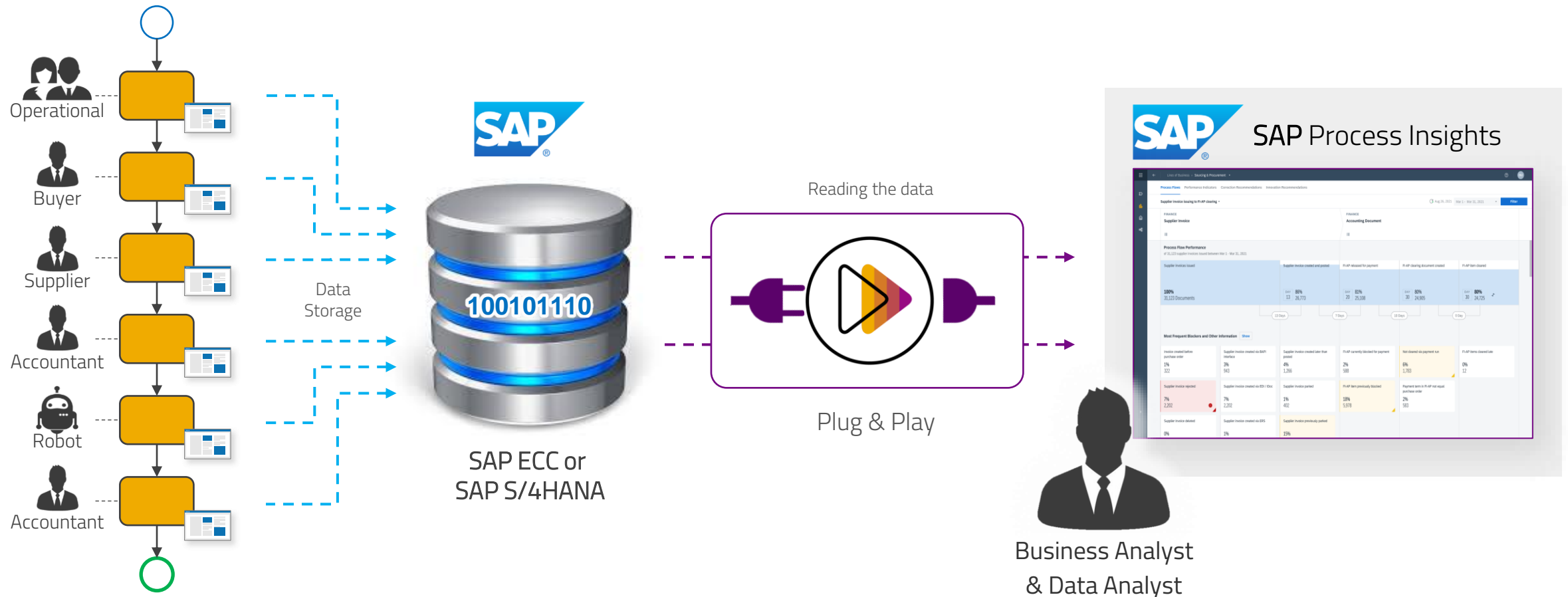




# SAP Process Insights

## 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

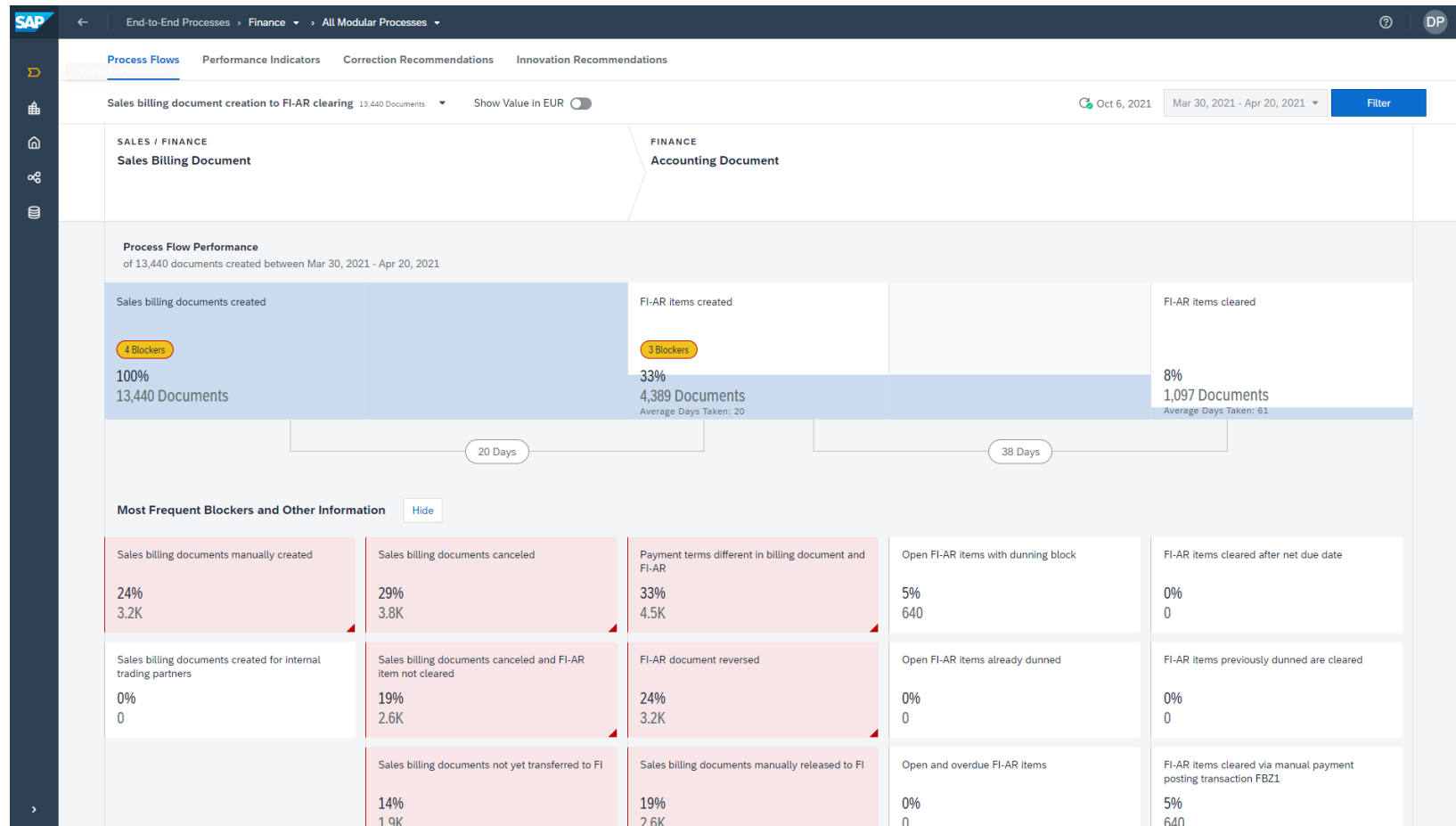
## Capabilities

- 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

The screenshot shows the SAP Process Insights interface for the 'Lead to Cash' process. The 'Performance Indicators' tab is selected, displaying a list of 20 metrics. Each metric includes a description, a value, and a unit. Some metrics have an 'Automation Rate' badge. The interface includes a top navigation bar with 'End-to-End Processes', 'Lead to Cash', and 'All Modular Processes'. A left sidebar contains navigation icons. The table below represents the data shown in the screenshot.

Performance Indicator	Amount	Unit
Automation rate: Customer invoice clearing	61.27	Percent
Billing type usage in sales billing documents (cross-sales organization)	104	Objects
Canceling sales invoices	84	Documents
Changes in financial documents	55	Changes
Changes in sales documents	497	Changes
Deleted items in sales documents	15	Items
Delivery items shipped and overdue for billing	2,522	Items
Distinct errors during billing due runs	632	Exceptions
Distinct errors during delivery due runs (sales)	3	Exceptions
Financial documents created (Automation Rate: 9%)	5,205	Documents
Missing fields in incomplete sales document items	9,034	Entries
Outbound deliveries created (Automation Rate: 11%)	111	Documents
Outbound deliveries overdue for goods issue posting	19,211	Documents
Overdue and open Accounts Receivable items	112,292	Items
Overdue planned orders assigned to sales	4,420	Documents
Overdue sales schedule line items	16,716	Schedule Line Items
Rejected sales document items	29	Items
Sales billing documents created (Automation Rate: 24%)	4,179	Documents

### 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

The screenshot displays the SAP Process Insights interface. The top navigation bar shows the path: End-to-End Processes > Lead to Cash > All Modular Processes. The left sidebar contains a list of filters, with 'Item Category' and 'Material' selected. The main area shows 'Objects (6,780)' and 'Active Filters (2/2)'. Two filter panels are visible: 'Material MATNR' and 'Item Category PSTYV'.

ID	Objects
CCMPROD01	4,779
RUEC-TP-2	2,014
MM_HAWA_00000	1,253
MM_HAWA_00000_N	1,211
MM_HAWA_00000_B	1,195
MM_HAWA_00000_BN	1,195
CM_SOYBEAN	733
CM_COPPER_CAT	455
CCSM000000000000001	356
CM_COPPER_CAT_23	261
CM_CU_CONC	135

ID	Objects
TAN	6,780
TAO	9
REN2	3
ZREN	1

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

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

## Correction recommendations: Start improving right away

End-to-End Processes

Lead to Cash

All Modular Processes

Set up scheduling to create outbound deliveries automatically

Correction Recommendation

Set up scheduling to create outbound deliveries automatically

Impact 🟡🟡🟡 Effort 🟡🟡🟡

Finding

Less than 30% of outbound deliveries were created automatically.

Show Recommended Action

Potential Root Cause

Unused standard automation capabilities

Value Driver Affected

Reduce total logistics cost

85 Objects

Delivery	Sales Org.	Shipping Point	Revision	Doc. Currency	Created On	Yrse		
AMER001206	0001	0001		EUR	Dec 20, 2021	161645		
AMER001201	0001	0001		EUR	Dec 16, 2021	091647		
AMER001205	0001	0001		EUR	Dec 20, 2021	140548		
AMER001202	0001	0001		EUR	Dec 16, 2021	092010		
AMER001263	0001	0001		EUR	Dec 16, 2021	092311		
AMER001268	0001	0001		EUR	Dec 20, 2021	162397		
AMER001264	0001	0001		EUR	Dec 20, 2021	153368		
AMER200704	0001	0001	LF	VL02N	0	EUR	Dec 21, 2021	115406
AMER200703	0001	0001	LF	VL02N	0	EUR	Dec 20, 2021	050395
AMER200702	0001	0001	LF	VL02N	0	EUR	Dec 16, 2021	073756
AMER200701	0001	0001	LF	VL02N	0	EUR	Dec 16, 2021	062416
AMER001606	0001	0001	LO	VL01NO	0	EUR	Dec 22, 2021	
AMER001605	0001	0001	LO	VL01NO	0	EUR	Dec 22, 2021	
AMER001604	0001	0001	LO	VL01NO	0	EUR	Dec 22, 2021	
AMER001603	0001	0001	LO	VL01NO	0	EUR	Dec 22, 2021	

Recommended Action

Less than 30% of outbound deliveries are created automatically.  
You can configure the system to create outbound deliveries automatically by scheduling MSAP report RVV98020C on a regular basis on a background job with an appropriate variant. You can define this variant using transaction VL02BAT00N. You can set up scheduling using transaction SM30 or an external job scheduler.

Close

SAP

End-to-End Processes

Lead to Cash

All Modular Processes

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

Correction Recommendations: Lead to Cash

Finding	Recommendation	No. of Objects Affected	Impact $\mathcal{I}$	Effort	Value Driver Affected
Less than 30% of outbound deliveries were created automatically.	Set up scheduling to create outbound deliveries automatically	85	🟡🟡🟡	🟡🟡🟡	Reduce total logistics cost
10619 open sales schedule lines were found where the planned goods issue date is at least 1 year in the past.	Reject sales order items where further delivery is not expected	10619	🟡🟡🟡	🟡🟡🟡	Reduce data management cost
2184 open outbound delivery items were found where the planned billing date is at least 1 year in the past.	Close outbound delivery items for which billing documents are no longer expected	2184	🟡🟡🟡	🟡🟡🟡	Reduce data management cost
16115 open outbound deliveries were found where the planned goods issue date is at least 1 year in the past.	Close outbound deliveries for which goods issue postings are no longer expected	16115	🟡🟡🟡	🟡🟡🟡	Reduce data management cost

4 of 4 displayed

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

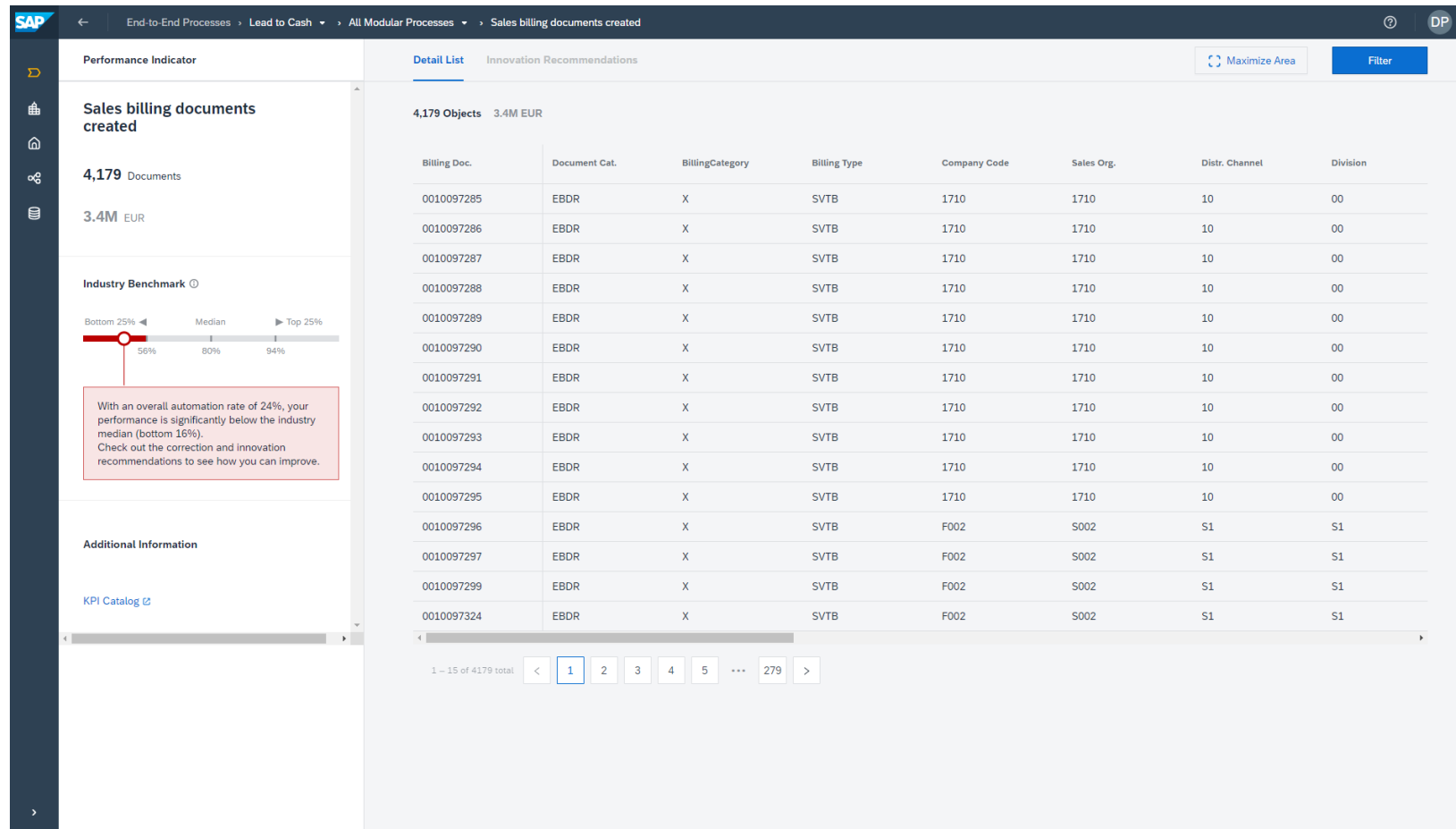
Recommendation	Industry Popularity ⓘ	Lines of Business
SAP S/4HANA Capabilities (51)		
Accounts Receivable	■■■	Finance
Available-to-Promise	■■■	Supply Chain
Periodic Billing Processes	■■■	Service
Sales Billing	■■■	Sales
Sales Master Data Management	■■■	Sales
Sales Order Management and Processing	■■■	Sales
Service Billing	■■■	Service
Variant Configuration	■■■	R&D/Engineering
Collections Management	■■■	Finance
Contract and Engagement Setup	■■■	Sales Service
Credit Evaluation and Management	■■■	Finance
Dangerous Goods Management	■■■	R&D/Engineering
Safety Data Sheet and Label Management	■■■	R&D/Engineering
Sales Contract Management	■■■	Sales
Sales Monitoring and Analytics	■■■	Sales

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

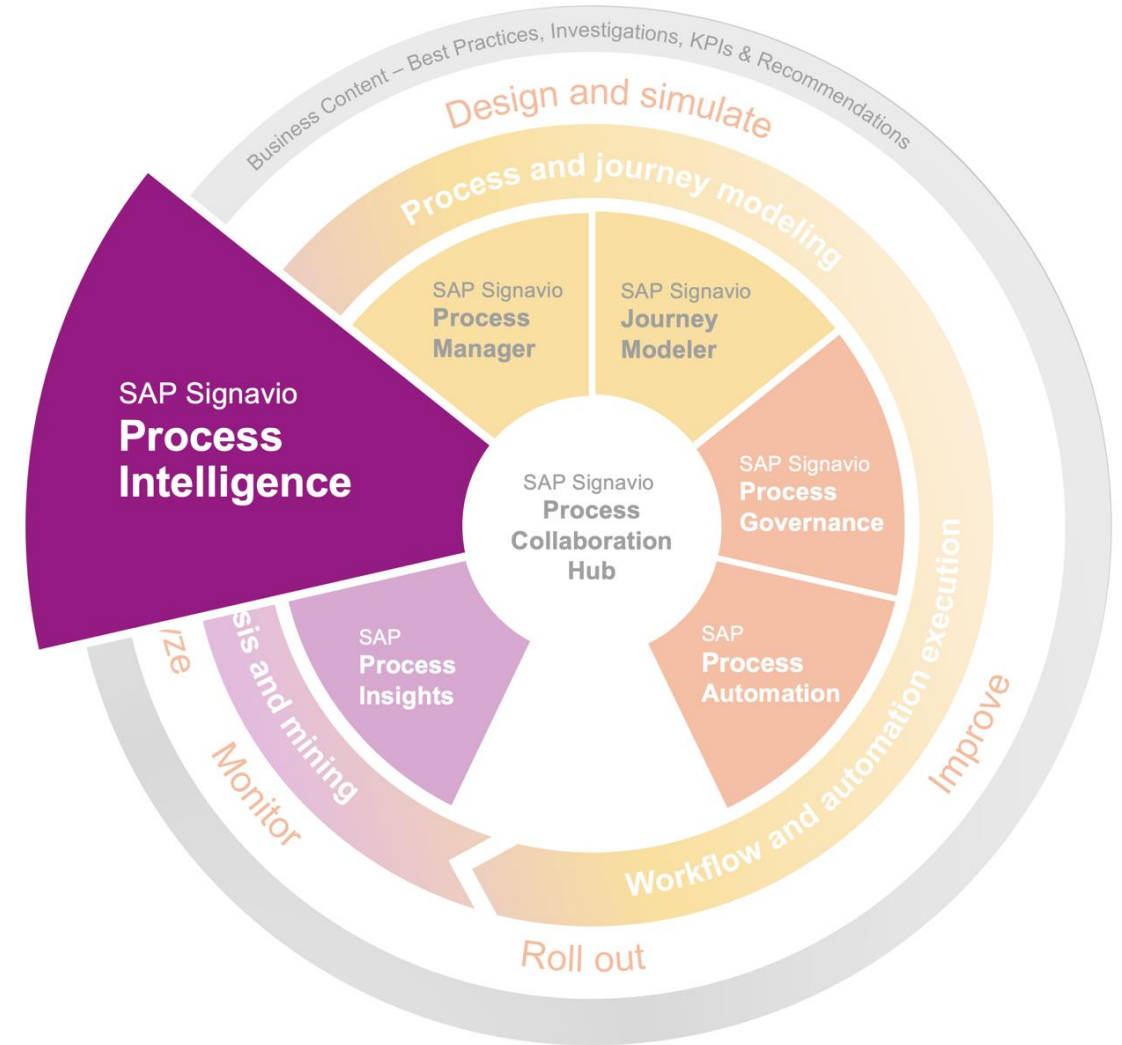


# SAP Signavio Process Transformation Suite

## 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:

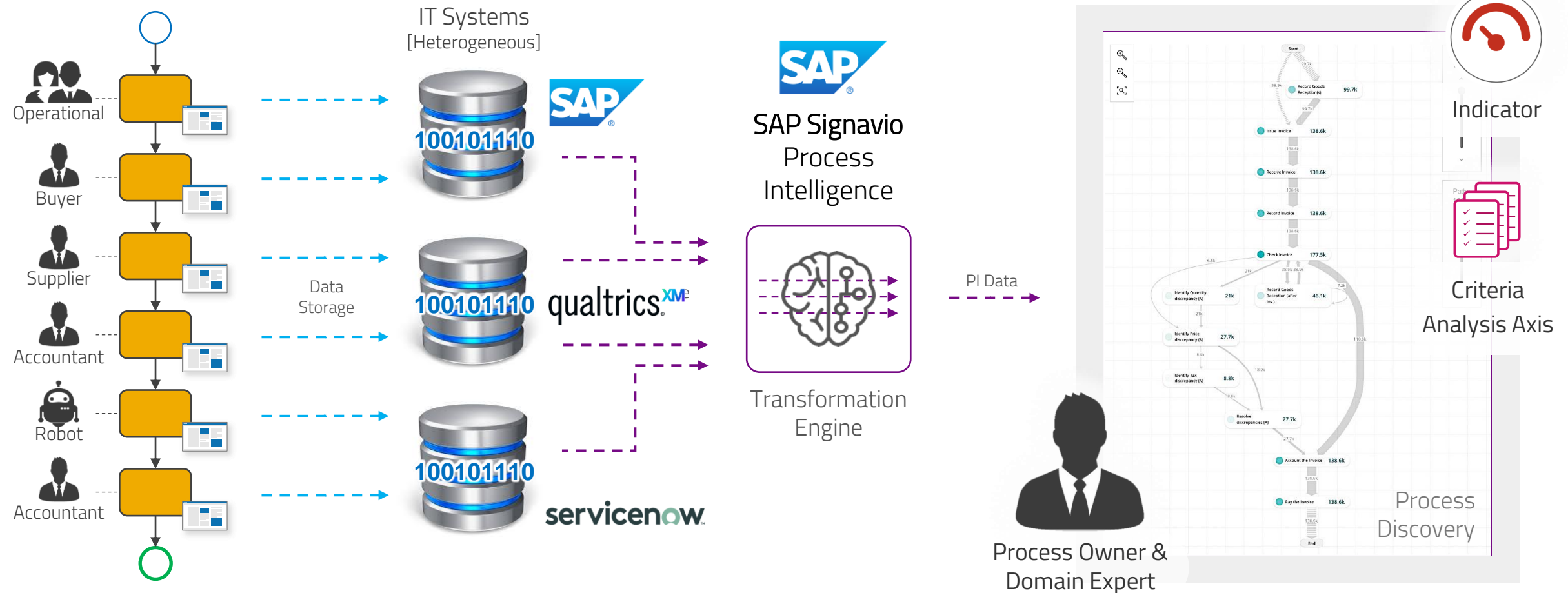
- ✓ Process analytics and **visibility** into the real process execution
- ✓ **Highlighting of inefficiencies and problems**
- ✓ Support for organizations to achieve **operational and experience excellence**
- ✓ Support to **reduce time to insights and rapidly identify levers to improve** performance 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

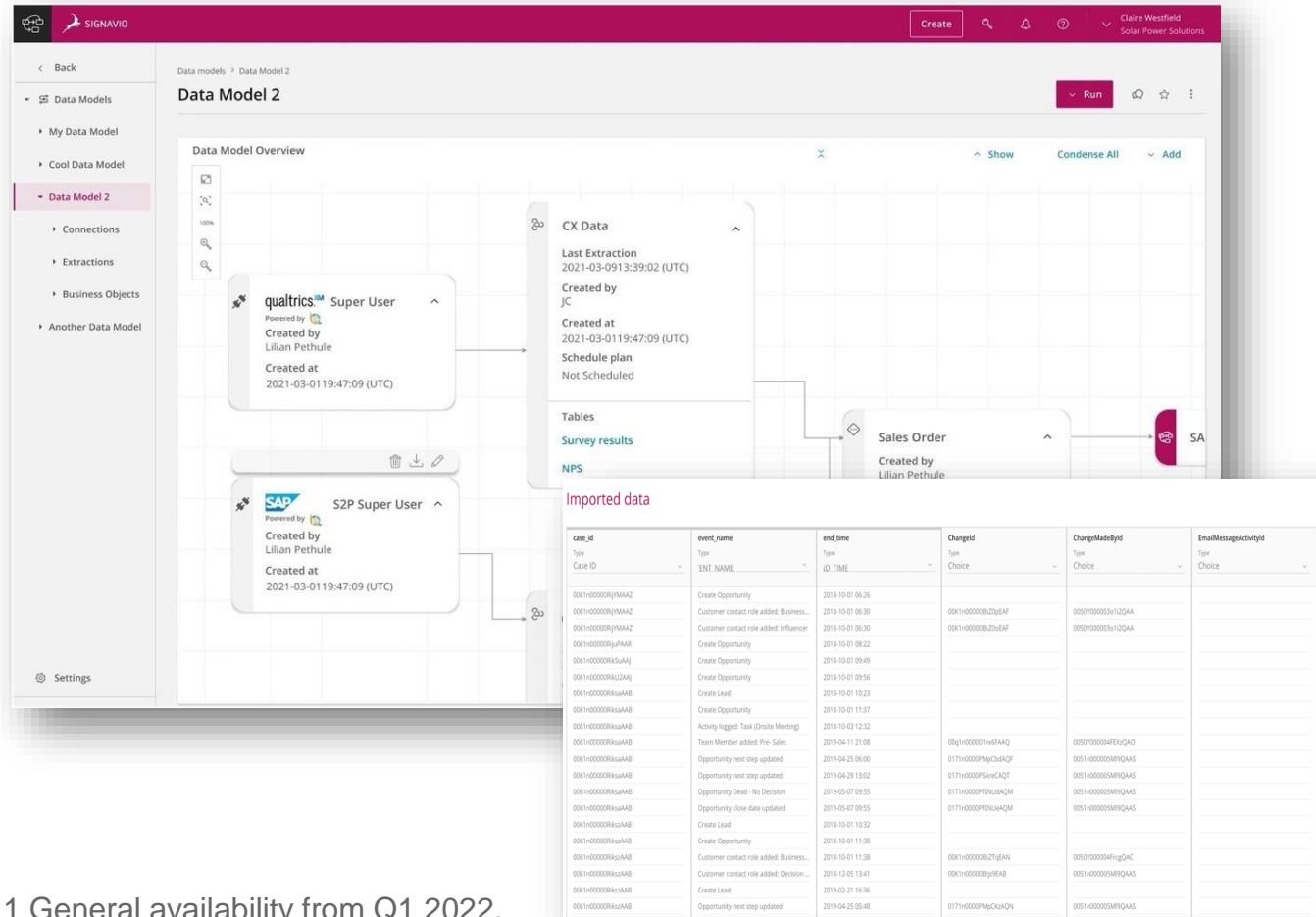
## Main capabilities

- 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<sup>1</sup>** with Experience Management solutions from SAP and Qualtrics.



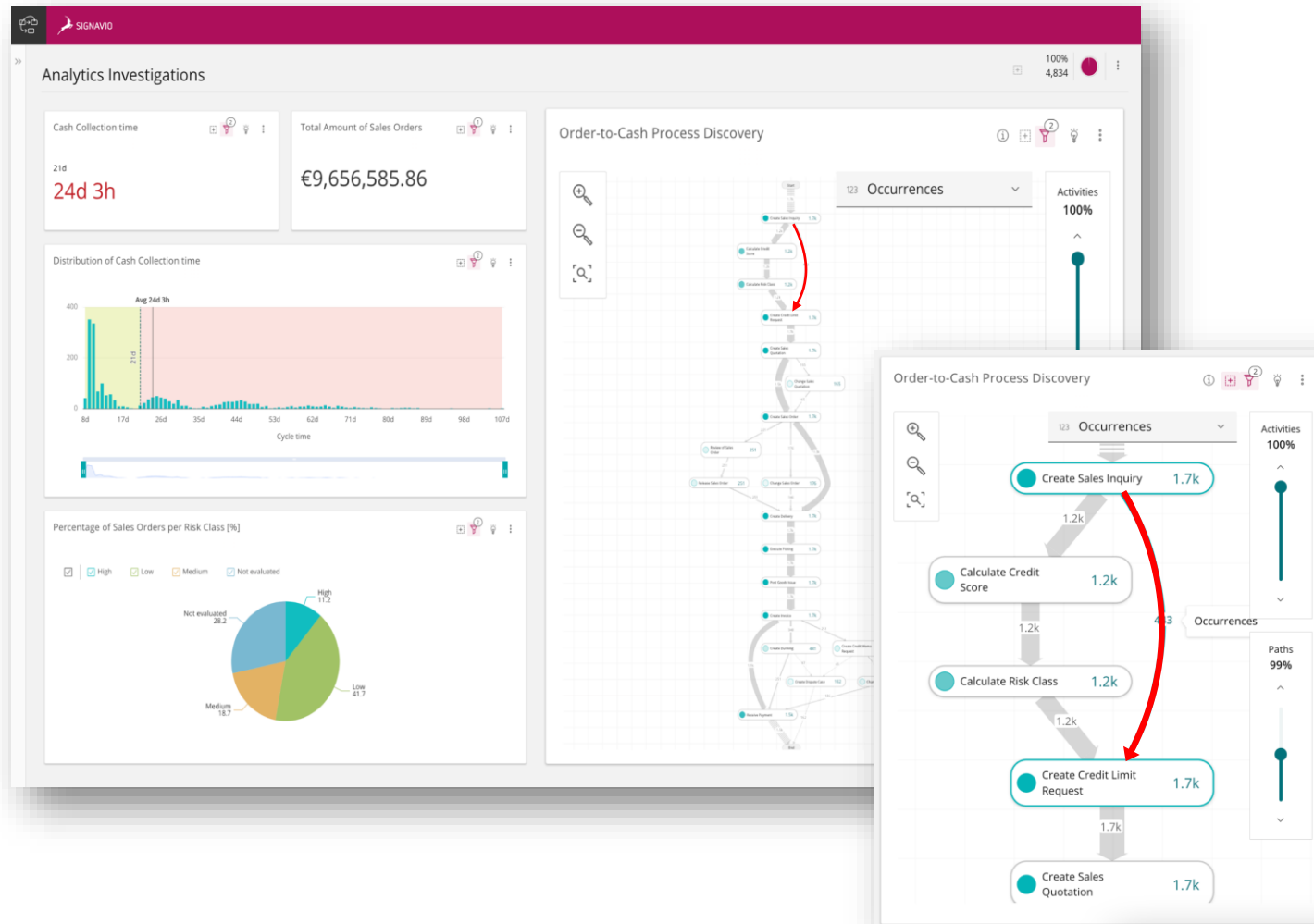
**Connect to any data source** with advanced data integration capabilities with integration to the SAP Data Intelligence solution.<sup>2</sup>

1 General availability from Q1 2022.

2 General availability from Q2 2022.

# SAP Signavio Process Intelligence

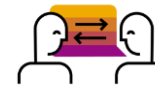
## Discover impact of real process execution on your performance



**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.

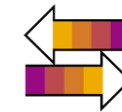
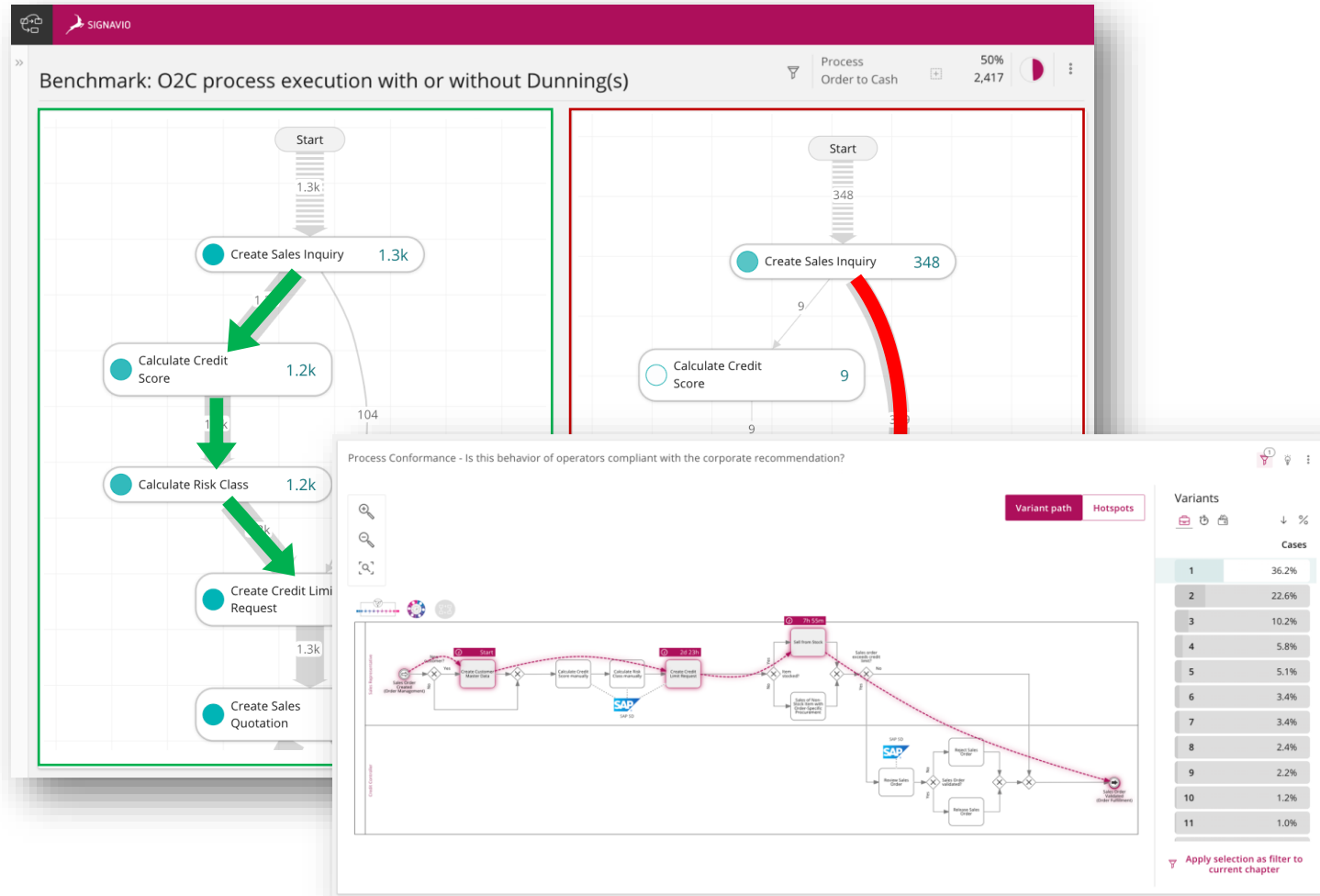


**Analyze process fluidity** by identifying causes of blockages, bottlenecks, loops, delays....



# 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)

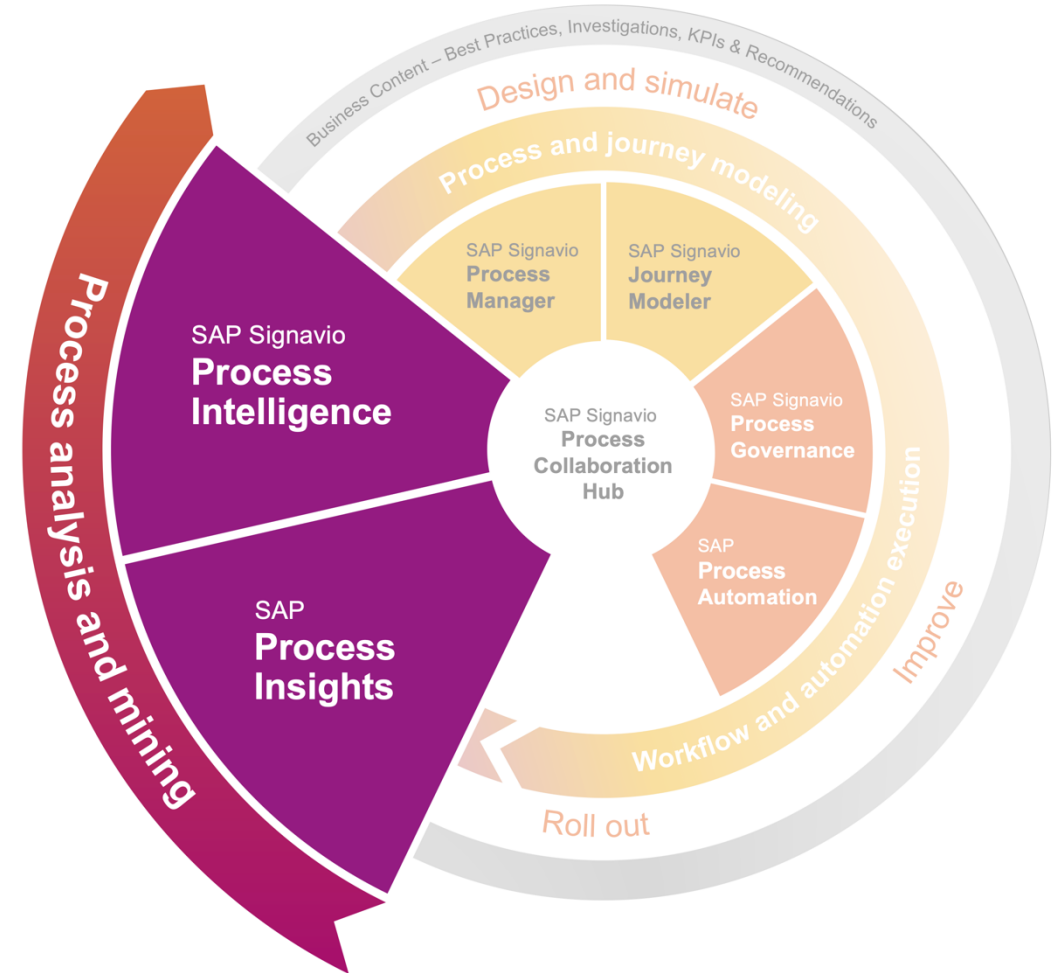
**End-to-end process analysis for enterprise transformations and operational excellence programs**

### 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.

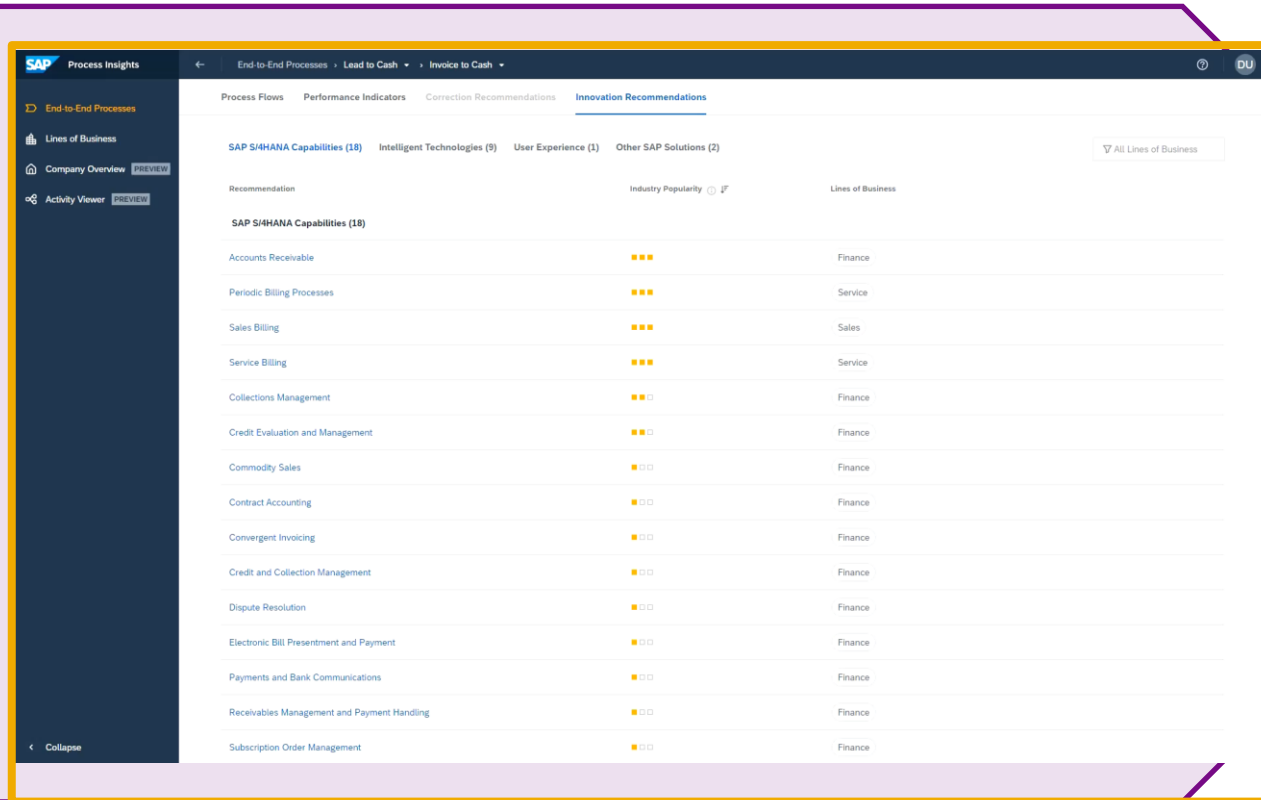
**Drill deeper** with advanced insights and analytics on process and experience data.

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

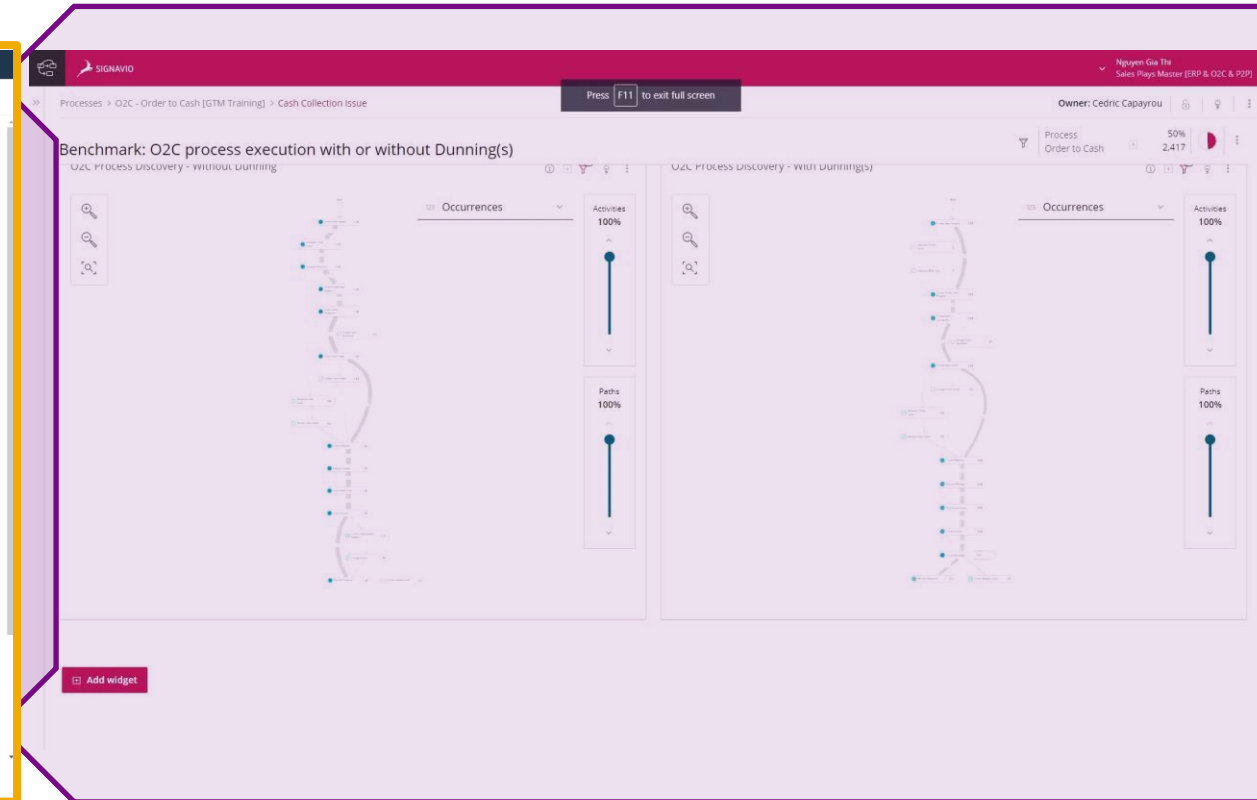
### SAP Process Insights



Identified that there are dunning activities

Received best practice recommendation

### SAP Signavio Process Intelligence

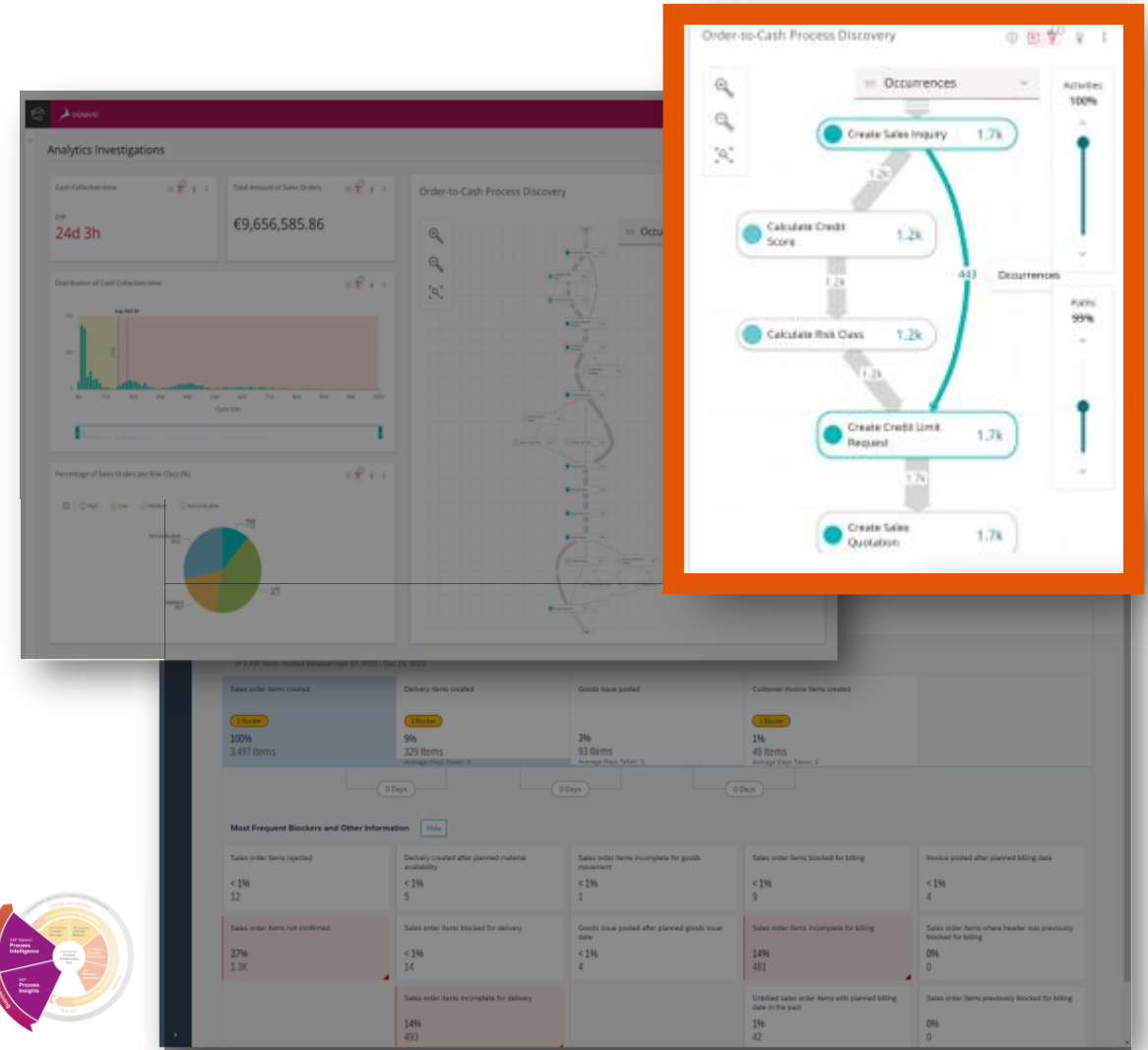


Found out that Dunning causes significant impact on Cycle Time  
Non-conformance of own modeled process

# 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

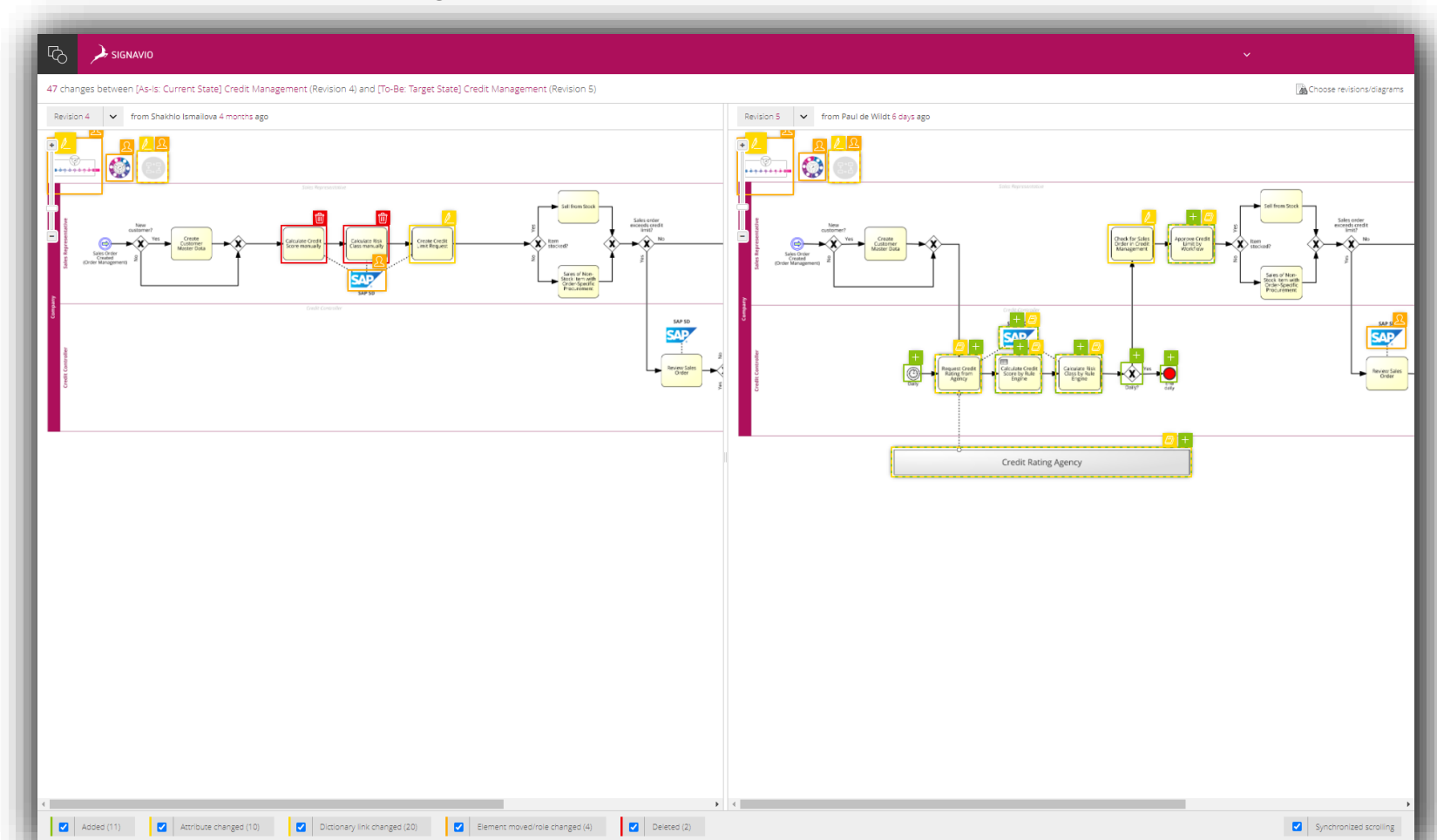
Rich process content to be provided by One Process Architecture Layer (OPAL) - Release May 22

The screenshot displays the SAP Signavio Process Manager interface. At the top, a header bar shows the SAP logo, 'SAP Note', 'Knowledge Base', and a search bar with 'signavio' entered. Below this, a specific note is highlighted: '3145264 - SAP Best Practices bulk upload in SAP Signavio Process Manager', Version 2 from 02.02.2022 in English. It also shows 'Component: BPI-SIG-PM', 'Category: Consulting', 'Corrections: 0', and 'Manual Activities: 0'. The main interface has a left sidebar with navigation options: Home, Newsfeed, Favorites, Recent, Tasks, Processes (selected), Investigations, Dashboards, and Dictionary. The main area displays a process diagram titled 'BD9 - XX - 02 - Sell from Stock (EDI)'. The diagram is a swimlane process with four lanes. The first lane contains a start event and a task. The second lane contains a task. The third lane contains a series of tasks connected by arrows. The fourth lane contains a task. The diagram is titled 'Diagram' and has a 'No comments' status. The bottom of the interface shows a footer with 'Contact Us', 'Share Your Feedback', 'About the Launchpad', 'Status', 'Terms of Use', 'Legal Disclosure', and 'Privacy'.

# From understanding a process to improving a process

## Step 1: Model current and future processes

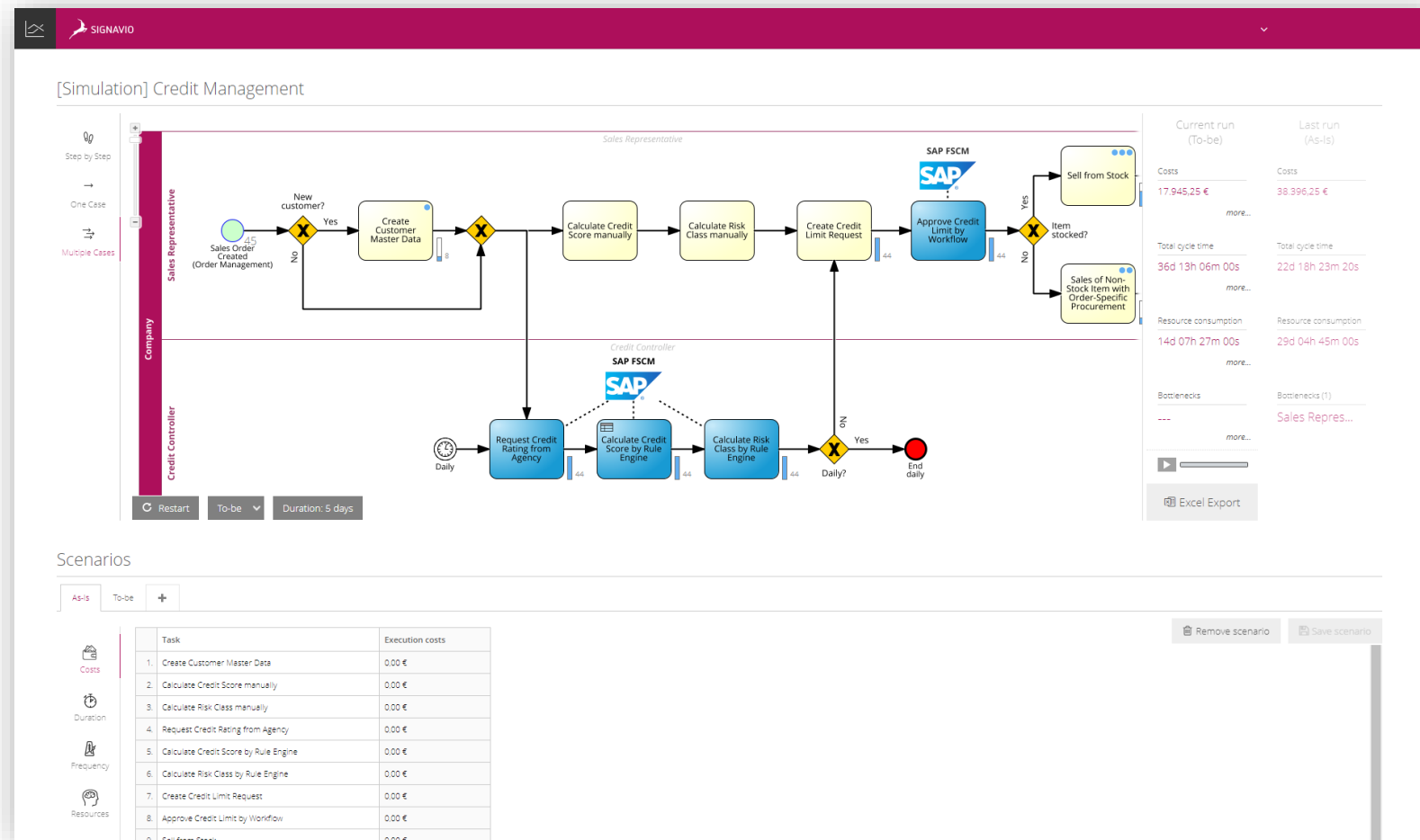
- ~~Design and Model~~ from Process Intelligence



# From understanding a process to improving a process

## Step 2: Simulate future process

- As-is process simulation

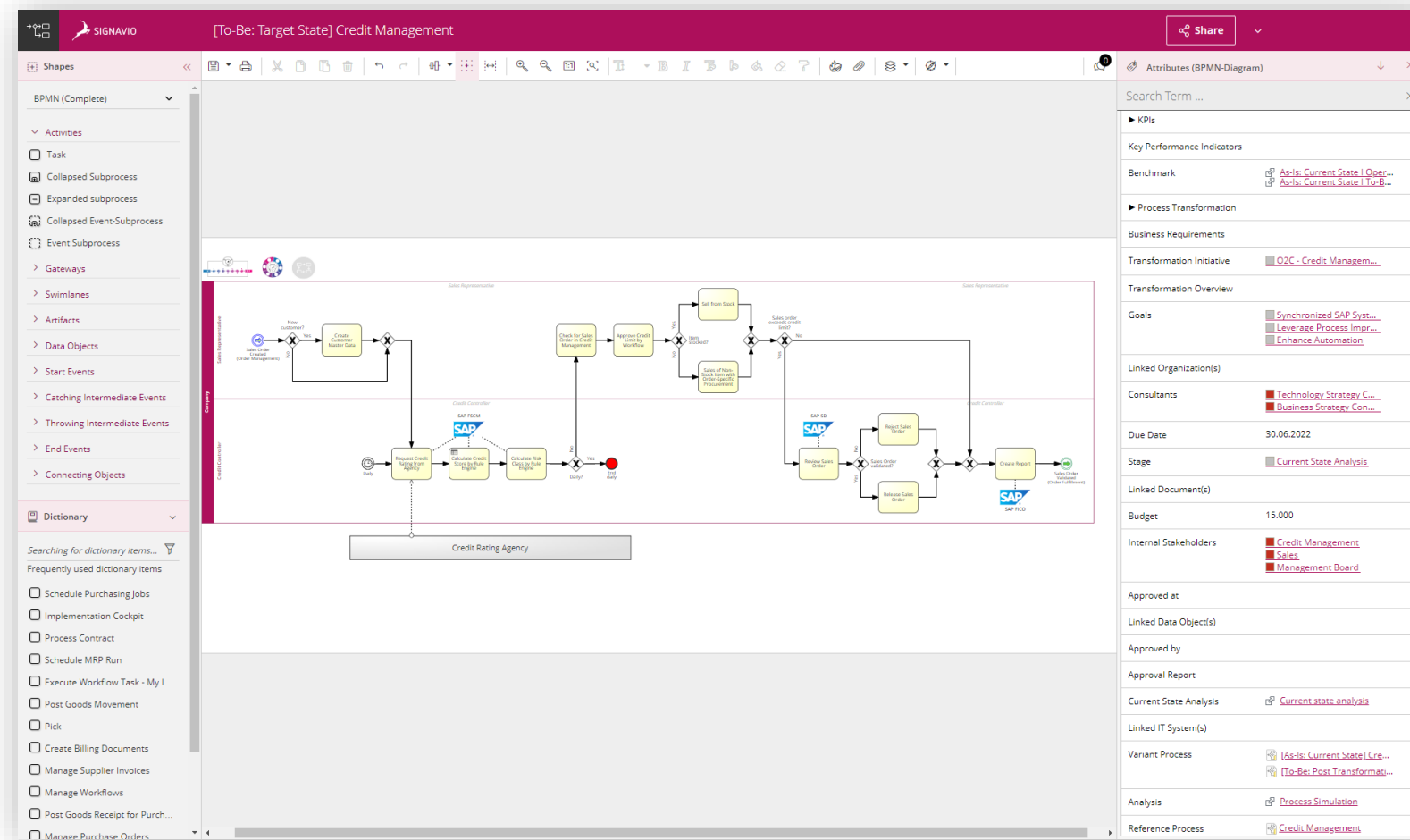




# From understanding a process to improving a process

## Step 3: Document future process

- Add process details in attributes

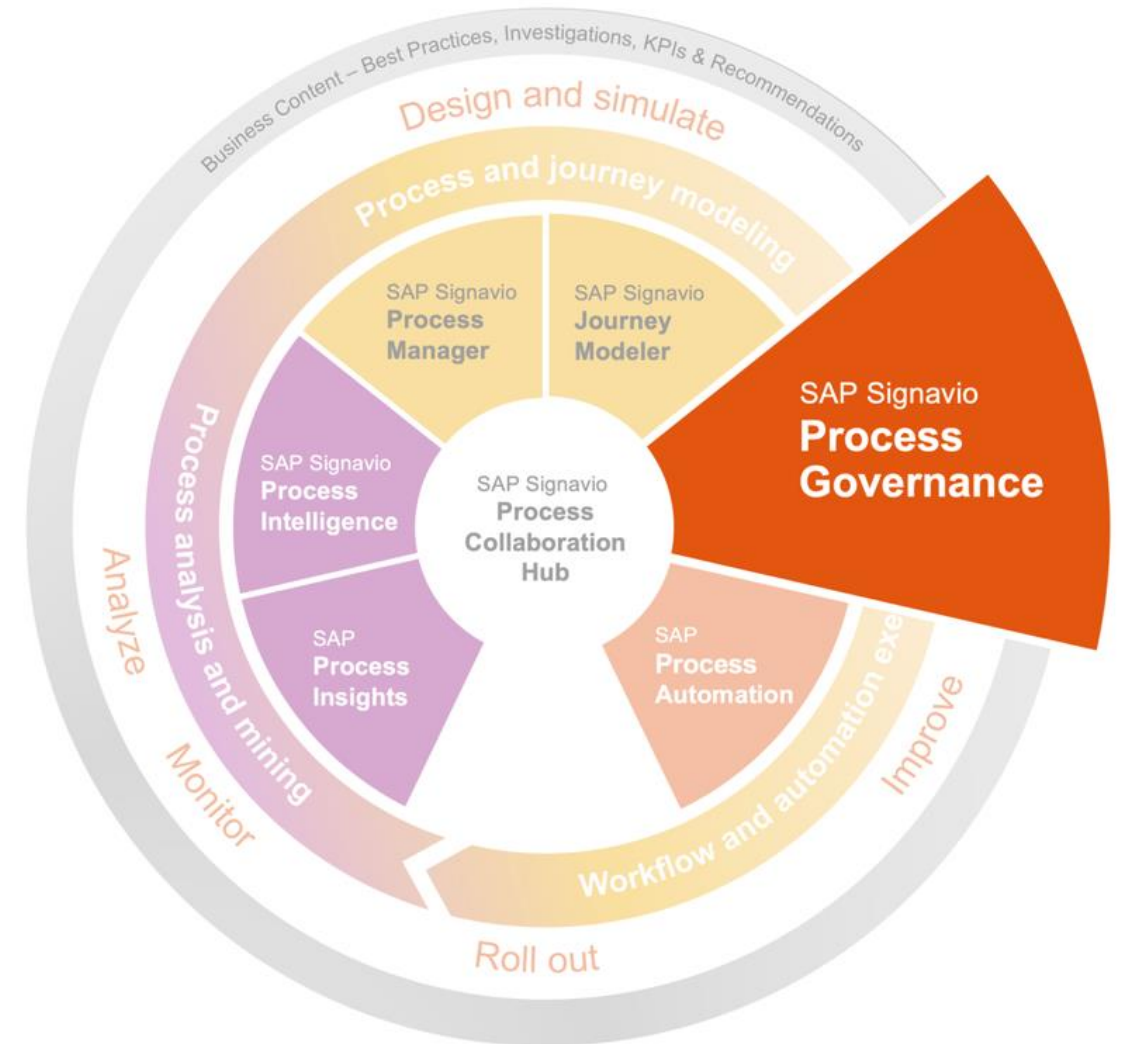


# SAP Signavio Process Transformation Suite

## 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

The screenshot displays the SAP Signavio interface. At the top, a navigation bar includes 'Tasks', 'Cases', 'Processes', and 'Analytics'. Below this, a BPMN diagram illustrates an approval workflow: a start event leads to a task 'set state to "in progress"', followed by a 'Formal approval' task (highlighted with a dashed box), then an 'Approve' gateway, a 'Business approval (process owner)' task, another 'Approve' gateway, a 'set state to "approved"' task, and finally an end event. The 'Formal approval' task is expanded to show its configuration form.

The configuration form for 'Formal approval' includes the following sections:

- Description:** A text area for writing or previewing the task description. A note states: 'You can use Markdown for formatting. Press # to insert available information.'
- Form Fields:** A list of fields to be displayed in the task form:
  - Model name: No value set
  - Model image: Drop files here or click to browse
  - Show comments: No value set
  - Compare revisions: No value set
  - Feedback: Enter a text
- Buttons:** Two buttons labeled 'Reject' and 'Approve'.
- Reuse a form:** A dropdown menu to select a form to reuse.
- Reuse a field:** A dropdown menu to select a field to reuse.
- Add a field:** A list of field types to add:
  - Choice
  - Date/Time
  - Duration
  - Email address
  - File
  - Link
  - Money
  - Number

# From understanding a process to improving a process

## Step 2: Obtain approval

- Approval process flow

The screenshot displays the SAP Signavio user interface for a 'Formal approval' task. The top navigation bar is purple with the 'SIGNAVIO' logo and tabs for 'Tasks', 'Cases', 'Processes', and 'Analytics'. The breadcrumb trail shows 'Approval > Approval: [To-Be: Target State] Credit Management (zz) (revision 1) 3/7/22'. The main title is 'Formal approval'. On the left, a 'Task overview' sidebar shows a 'Formal approval' task card with a 'Refresh' button. The main content area includes an 'Assignment' section for 'Paul de Wildt' with a 'Task due date' of 'Not set'. Below this is a 'Subtasks' section with an 'Add' button. The central part of the interface is a form for 'Add a task description' with fields for 'Model name' ([To-Be: Target State] Credit Management (zz)), 'Model image' ([To-Be: Target State] Credit Management (zz).png, 153 kb), 'Show comments' (editor.signavio.com/p/portal#/model/69189f5586b647ae941259e06be7a0dd), 'Compare revisions' (editor.signavio.com/p/comparator#/revision/c3a2b85cf53a49d282218b5bb20b6e87/revision/c3a2b85cf53a49d282...), and a 'Feedback' text input. At the bottom, there are 'Reject' and 'Approve' buttons.

# From understanding a process to improving a process

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

The screenshot displays the SAP Solution Manager interface. The top navigation bar includes tabs: Browser, List, Search Result, Where Used List, and Reporting. The breadcrumb path is: Solution > Business Processes > SAP Best Practices Import > SAP Best Practices for SAP S/4HANA (on premise) (S... > 1QM - Advanced Credit Management. The right side of the interface shows the details for the '1QM - Advanced Credit Management' process, including its type (Process <Link>), classifications, related documents (Incidents: 0 assigned, Requests for C...: 0 assigned, Work Items: 0 assigned, Work Packages: 0 assigned), and a content check section.

**Elements of '1QM - Advanced Credit Management'**

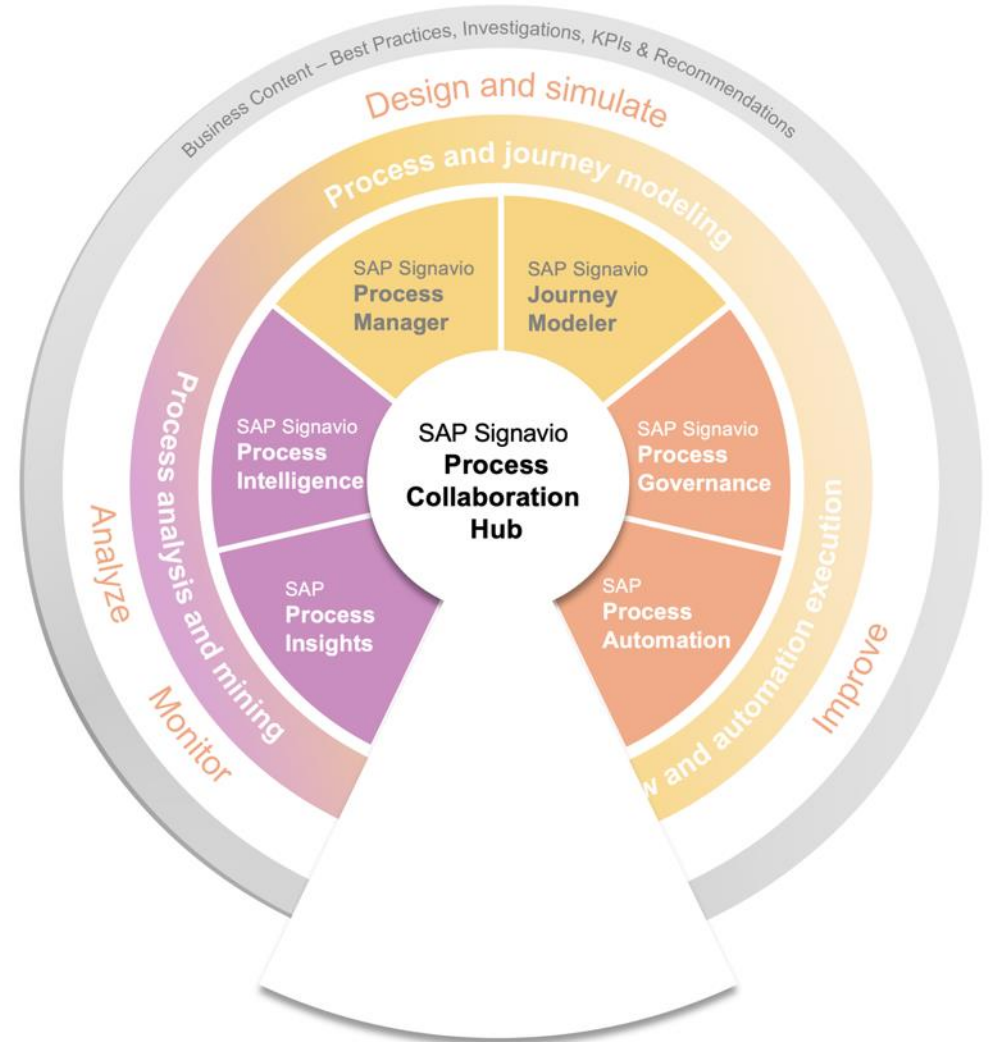
Name	Type	Group	Path
<input checked="" type="checkbox"/> 1QM - Advanced Credit Management	Process <Link>	Process Links	/Solution/Business Processes/SAP Best Practices Im...
<input type="checkbox"/> BJE - Make-to-Order Production - Finis...	Process <Link>	Process Links	/Solution/Business Processes/SAP Best Practices Im...
<input type="checkbox"/> 1RY - Credit Agency Integration	Process <Link>	Process Links	/Solution/Business Processes/SAP Best Practices Im...

# 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

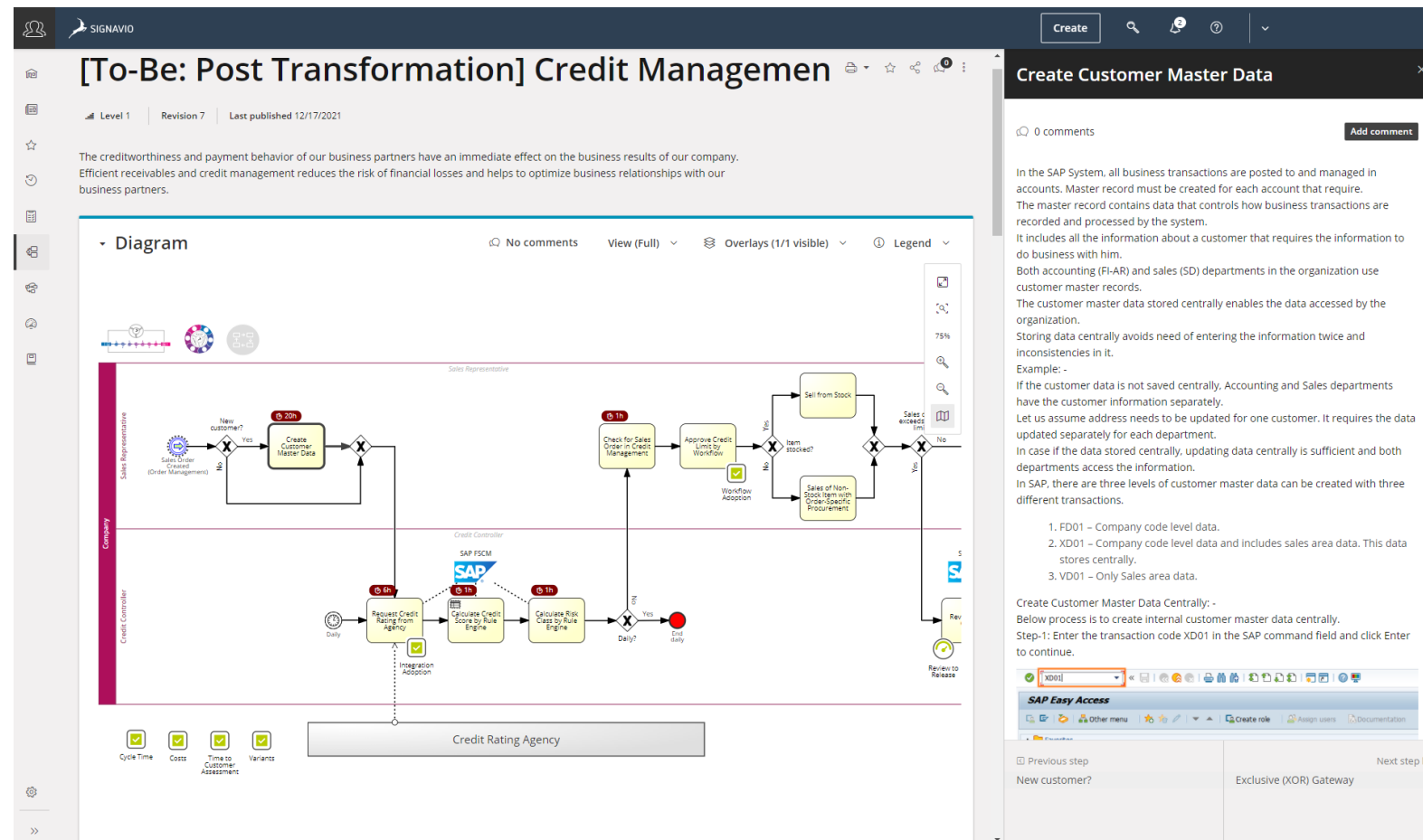
- ✓ Utilize published processes to inform and train employees on process execution.
- ✓ Align with key stakeholders by sharing process changes and improvements.
- ✓ Curate process-related content for specific audiences – such as functions and departments.
- ✓ Have full visibility on your entire process 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 and Optimize Credit Management process

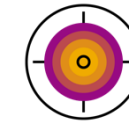
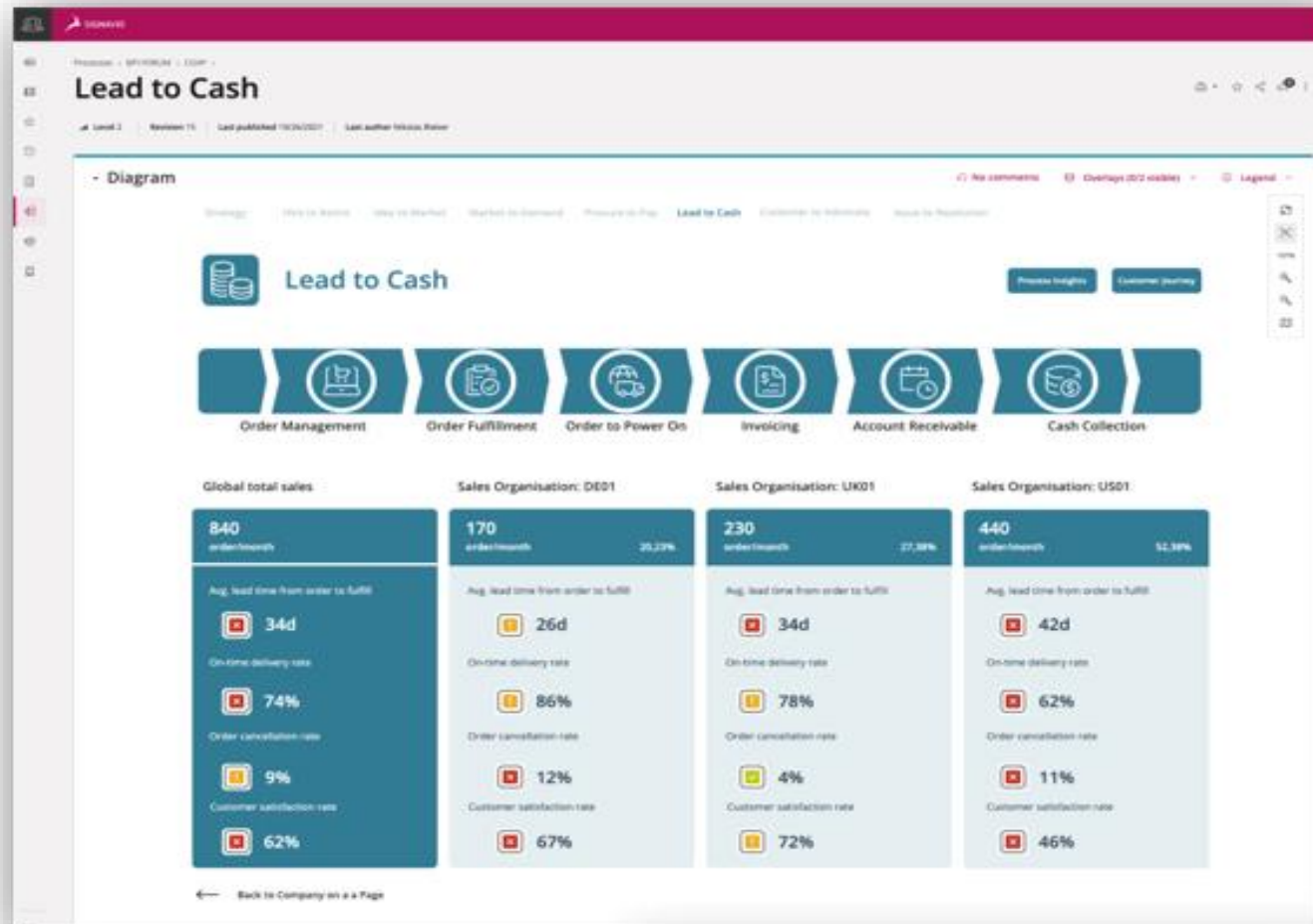




# SAP Signavio Process Collaboration Hub

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

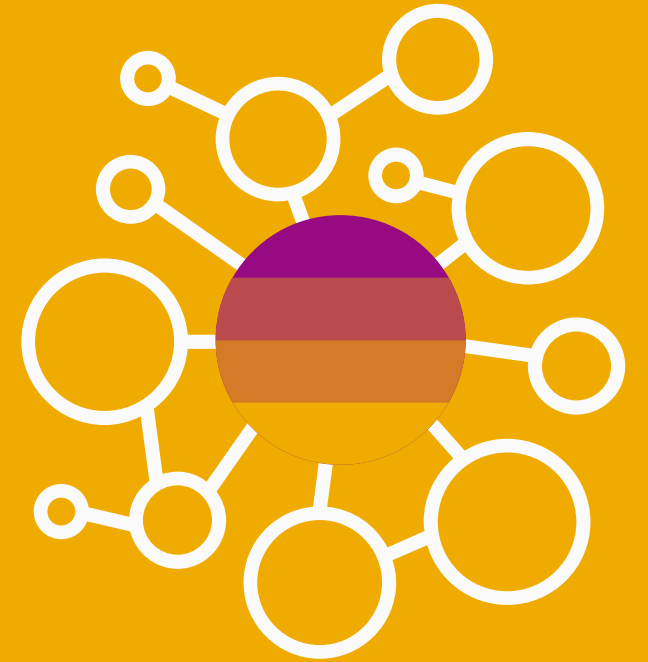


## Monitoring

Provide feedback and propose improvements to processes

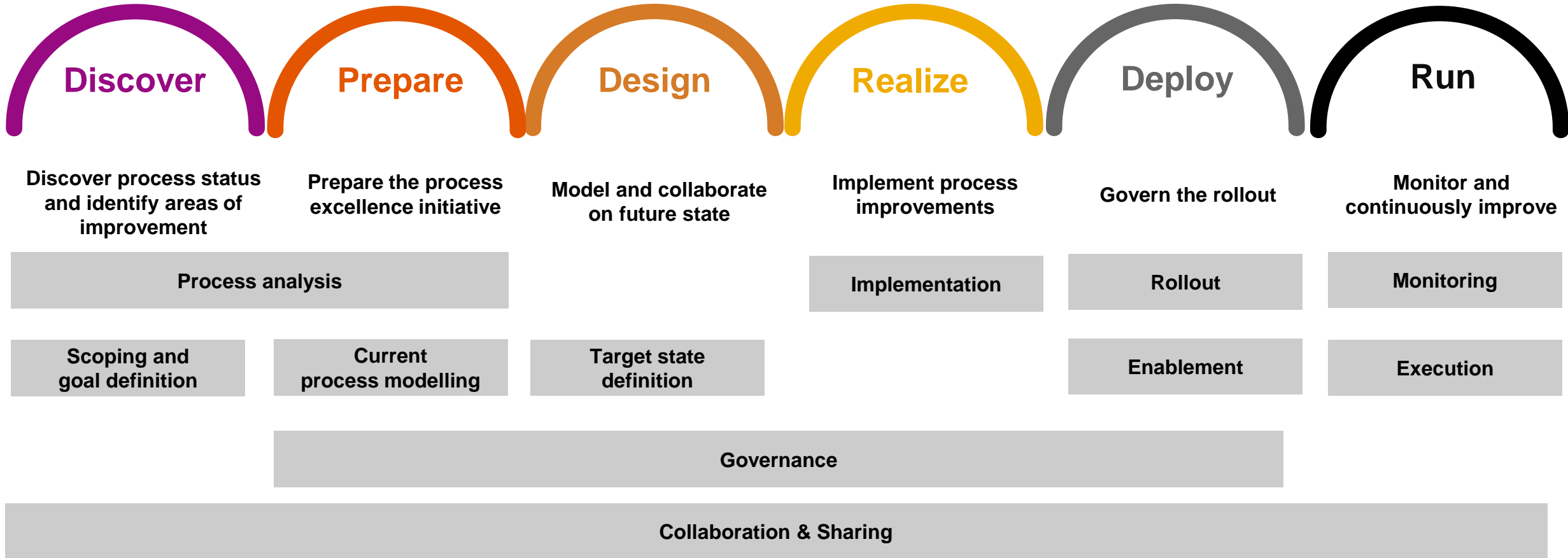
# SAP Signavio Process Transformation Suite

## Continuous Process Improvement, Automation, Enhancement, and Innovation



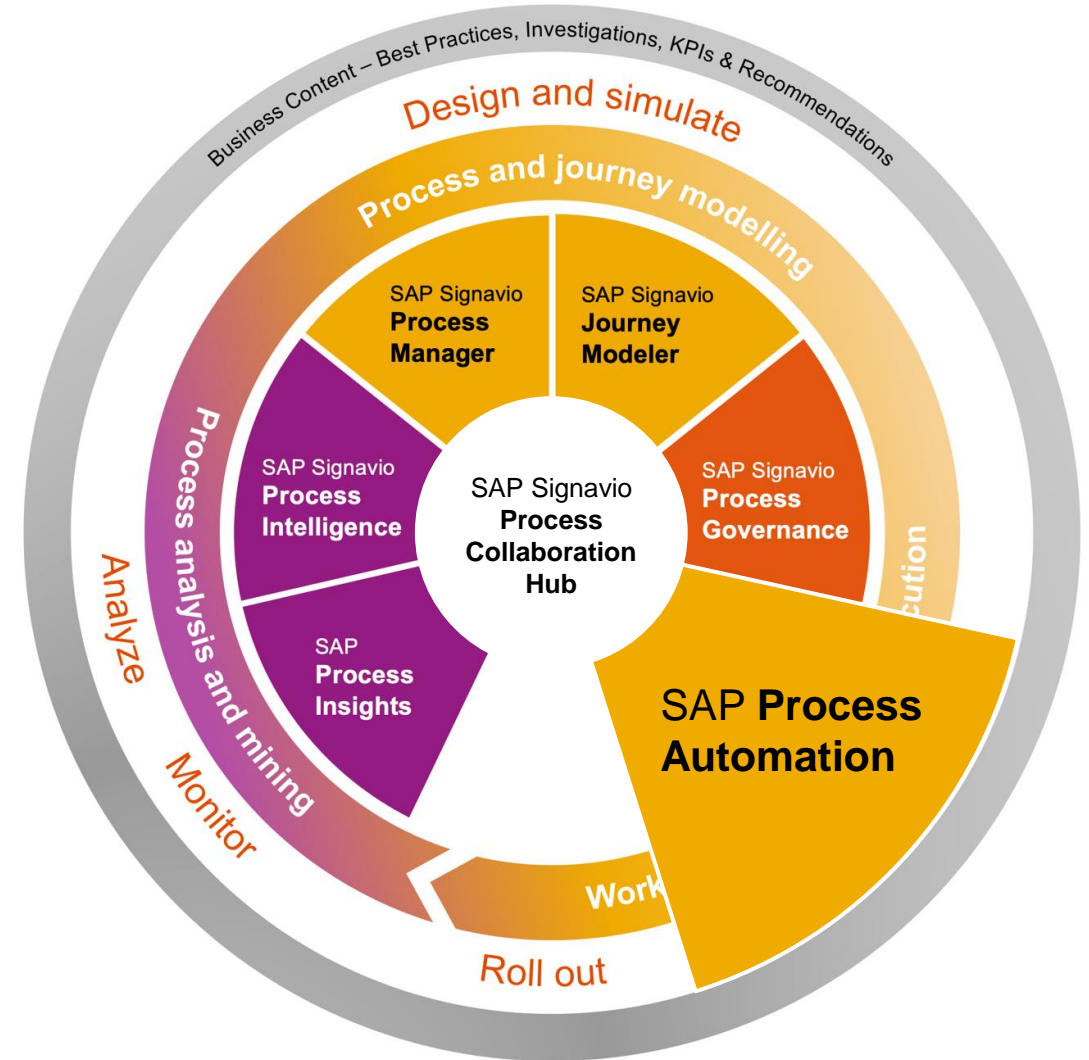
# SAP Signavio Process Transformation Suite

## for process excellence



# 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.<sup>1</sup>

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

# **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

SAP

Process Insights

←

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

?

DU

End-to-End Processes

Lines of Business

Company Overview 

PREVIEW

Activity Viewer 

PREVIEW

Process Flows

Performance Indicator

Correction Recommendations

Innovation Recommendations

Sales billing document creation to FI-AR clearing

13,440 Documents

Show Value in EUR

Oct 6, 2021

Mar 30, 2021 - Apr 20, 2021

Filter

SALES / FINANCE

Sales Billing Document

FINANCE

Accounting Document

SAP

Process Insights

←

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

?

DU

End-to-End Processes

Lines of Business

Company Overview 

PREVIEW

Activity Viewer 

PREVIEW

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

Correction Recommendations: Lead to Cash

Finding	Recommendation	No. of Objects Affected	Impact	Effort	Value Driver Affected
Less than 30% of outbound deliveries were created automatically.	<a href="#">Set up scheduling to create outbound deliveries automatically</a>	85	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce total logistics cost
10619 open sales schedule lines were found where the planned goods issue date is at least 1 year in the past.	<a href="#">Reject sales order items where further delivery is not expected</a>	10619	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost
2184 open outbound delivery items were found where the planned billing date is at least 1 year in the past.	<a href="#">Close outbound delivery items for which billing documents are no longer expected</a>	2184	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost
16115 open outbound deliveries were found where the planned goods issue date is at least 1 year in the past.	<a href="#">Close outbound deliveries for which goods issue postings are no longer expected</a>	16115	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost

4 of 4 displayed



## 2. Innovation Recommendations – S/4HANA native functionality

The screenshot displays the SAP Process Insights interface. The top navigation bar shows the breadcrumb path: End-to-End Processes > Lead to Cash > All Modular Processes. The 'Innovation Recommendations' tab is selected and highlighted with a red box. Below the navigation bar, the main content area shows a list of recommendations. The 'SAP S/4HANA Capabilities (51)' recommendation is highlighted with a red box. The table below lists several recommendations with their industry popularity and associated lines of business.

Recommendation	Industry Popularity	Lines of Business
<b>SAP S/4HANA Capabilities (51)</b>		
Accounts Receivable	■■■	Finance
Available-to-Promise	■■■	Supply Chain
Periodic Billing Processes	■■■	Service
Sales Billing	■■■	Sales
Sales Master Data Management	■■■	Sales
Sales Order Management and Processing	■■■	Sales

# SAP Process Insights – The Automated Business Consultant

## 2. Innovation Recommendations – Fiori Applications

SAP

Process Insights

←

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

?

DU

End-to-End Processes

Lines of Business

Company Overview PREVIEW

Activity Viewer PREVIEW

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SAP

Process Insights

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End-to-End Processes

Lines of Business

Company Overview PREVIEW

Activity Viewer PREVIEW

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

SAP S/4HANA Capabilities (51)

Intelligent Technologies (54)

User Experience (16)

Other SAP Solutions (9)

All Lines of Business

Recommendation

Industry Popularity

Lines of Business

SAP Fiori Apps (16)

Manage Sales Plans

Resolve Blocked Documents - Trade Compliance

Manage Billing Document Requests

Sales Performance - Plan/Actual

Track Sales Orders

Create Sales Orders - Automatic Extraction NEW

Define Closing Tasks NEW

■ ■ ■

■ ■ ■

■ ■ ■

■ ■ ■

■ ■ ■

■ ■ ■

■ ■ ■

Sales

Sales

Sales

Sales

Sales

Sales

Finance

# SAP Process Insights – The Automated Business Consultant

## 3. Innovation Recommendations – Process Automation (Intelligent Technologies)

SAP

Process Insights

←

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

?

DU

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

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Filter

SAP

Process Insights

←

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

?

DU

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

SAP S/4HANA Capabilities (1)

Intelligent Technologies (54)

User Experience (16)

Other SAP Solutions (9)

All Lines of Business

Recommendation

Lines of Business

Machine Learning (8)

SAP Intelligent Robotic Process Automation (5)

Automatic Creation of Sales Orders from Excel

Sales

Create Sales Inquiry

Sales

Sales Scheduling Agreement - Delivery Schedule Creation

Sales

Automatic Return Creation from Excel

Sales

Service

Mass Maintenance of Sales Prices

Sales

Service

Situation Handling (27)

Data Incomplete for Order Creation

Sales


Data Not Extracted for Order Creation

Sales

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# SAP Process Insights – The Automated Business Consultant

## 4. Innovation Recommendations – Other SAP Applications

 Process Insights

← End-to-End Processes > Lead to Cash > All Modular Processes >

?

DU

End-to-End Processes

Lines of Business

Company Overview PREVIEW

Activity Viewer PREVIEW

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

Sales billing document creation to FI-AR clearing 13,440 Documents

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Sales Billing Document

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Accounting Document

 Process Insights

← End-to-End Processes > Lead to Cash > All Modular Processes >

?

DU

End-to-End Processes

Lines of Business

Company Overview PREVIEW

Activity Viewer PREVIEW

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

SAP S/4HANA Capabilities (51)

Intelligent Technologies (54)

User Experience (16)

Other SAP Solutions (9)

▽ All Lines of Business

Recommendation

Lines of Business

Intelligent Spend Management (1)

CRM and Customer Experience (4)

SAP Commerce Cloud

Sales

SAP Marketing Cloud

Sales

SAP Sales Cloud

Sales

SAP Service Cloud

Service

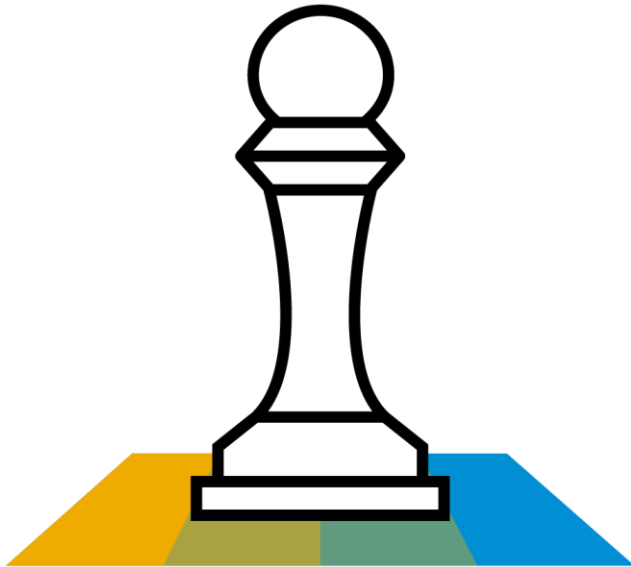
Supply Chain Management (1)

SAP Field Service Management

Service

Asset Management

# 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)*



## **Wassilios Lolas**

**Global Vice President  
Head of the Center of Excellence  
SAP Signavio**

**Becoming the Driver of a Continuous Business  
Transformation with SAP Signavio**

**April 7, 2022**

**4:00 PM-4:30 PM ET** *(look for the recording)*



## **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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SAP Signavio

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