

SAP Signavio 

SAP Signavio Fundamentals Series Part 3: Transform Your Business with Enterprise Process and Journey Modeling

September 29th, 2022

ASUG

THE BEST RUN 

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Agenda

- SAP Signavio Process Transformation Suite – recap
- SAP Signavio for process management and journey modeling
- Demo

Presenting today



Dr. Peyman Badakhshan
Product Lead



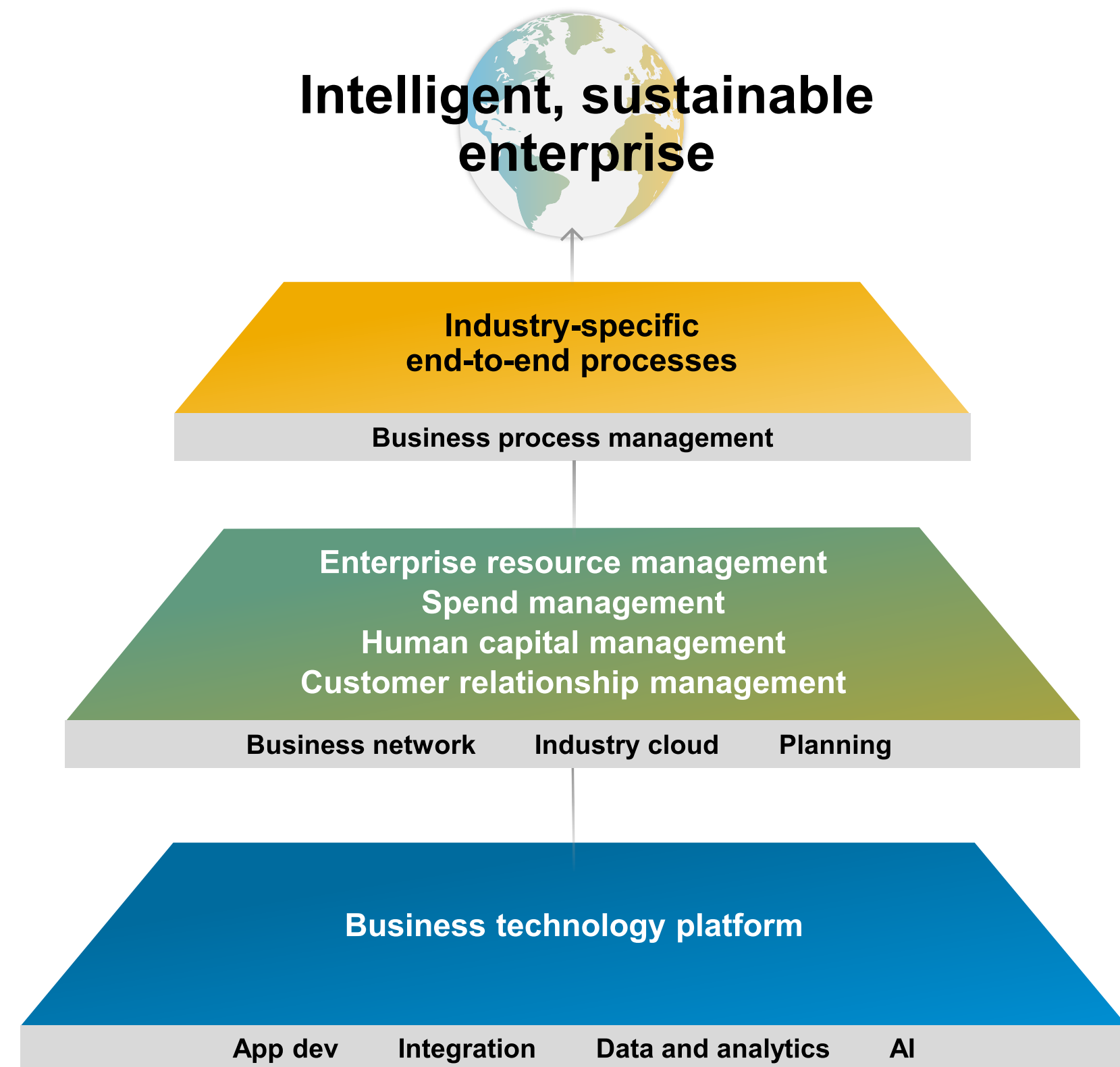
Jean-Patrick Ascenci
Ecosystem Evangelist
SAP Signavio Solution Consulting

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.

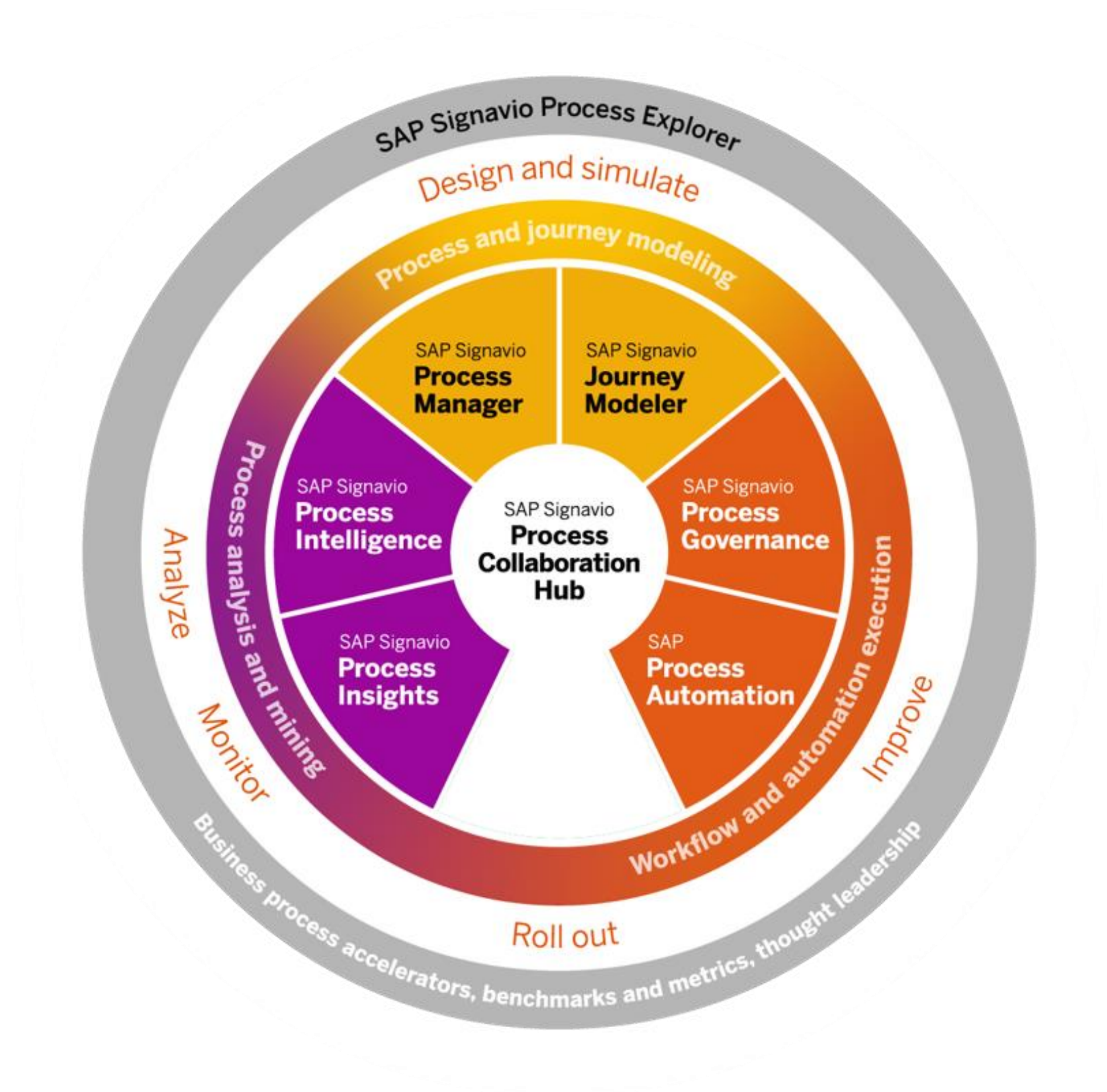
Enable every organization to become an intelligent, sustainable enterprise.



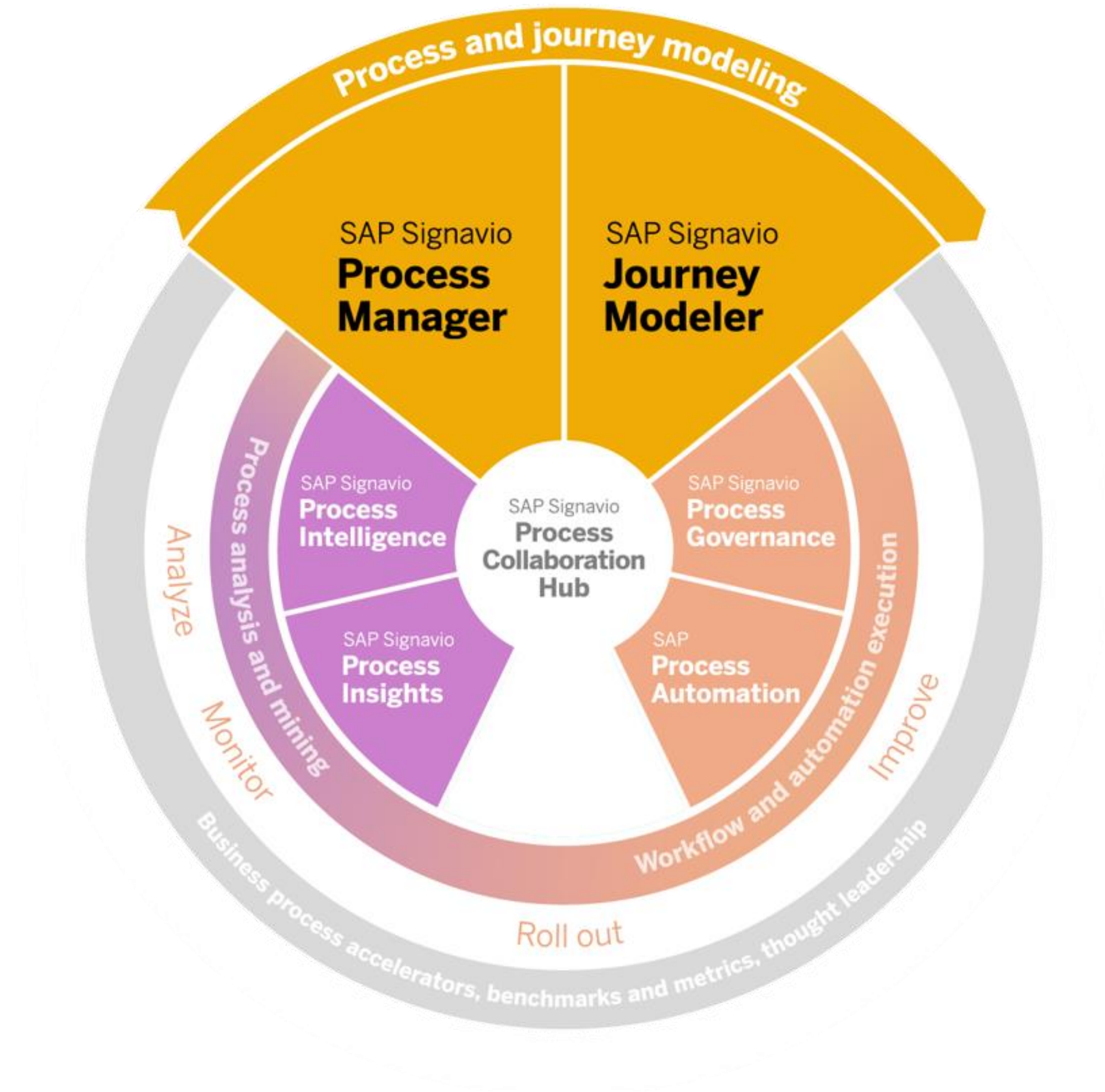
SAP Signavio Process Transformation Suite

Our offering

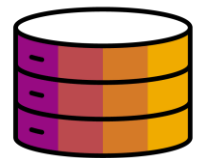
A cloud-based **process management platform** that gives companies **the ability to understand, improve, and transform all their business processes** – fast and at scale



Today's session



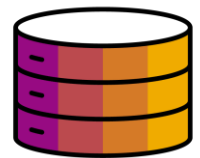
A successful business transformation requires **three** main prerequisites



Process Understanding

Achieving company-wide transparency of every single step needed to complete any process leads to reduced operational ambiguity

A successful business transformation requires **three** main prerequisites



Process Understanding

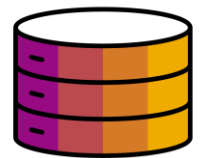
Achieving company-wide transparency of every single step needed to complete any process leads to reduced operational ambiguity



Continuous Improvement

Organizations should identify and eliminate inefficiencies that decrease costs, negatively affect the experience and increase the efficiency

A successful business transformation requires **three** main prerequisites



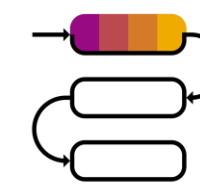
Process Understanding

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Continuous Improvement

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Journey Comprehension

Experiences are caused by processes, making it essential to know where they intersect, considering all touchpoints customers, employees or suppliers have

Complete process and journey modeling

Enabling business transformation

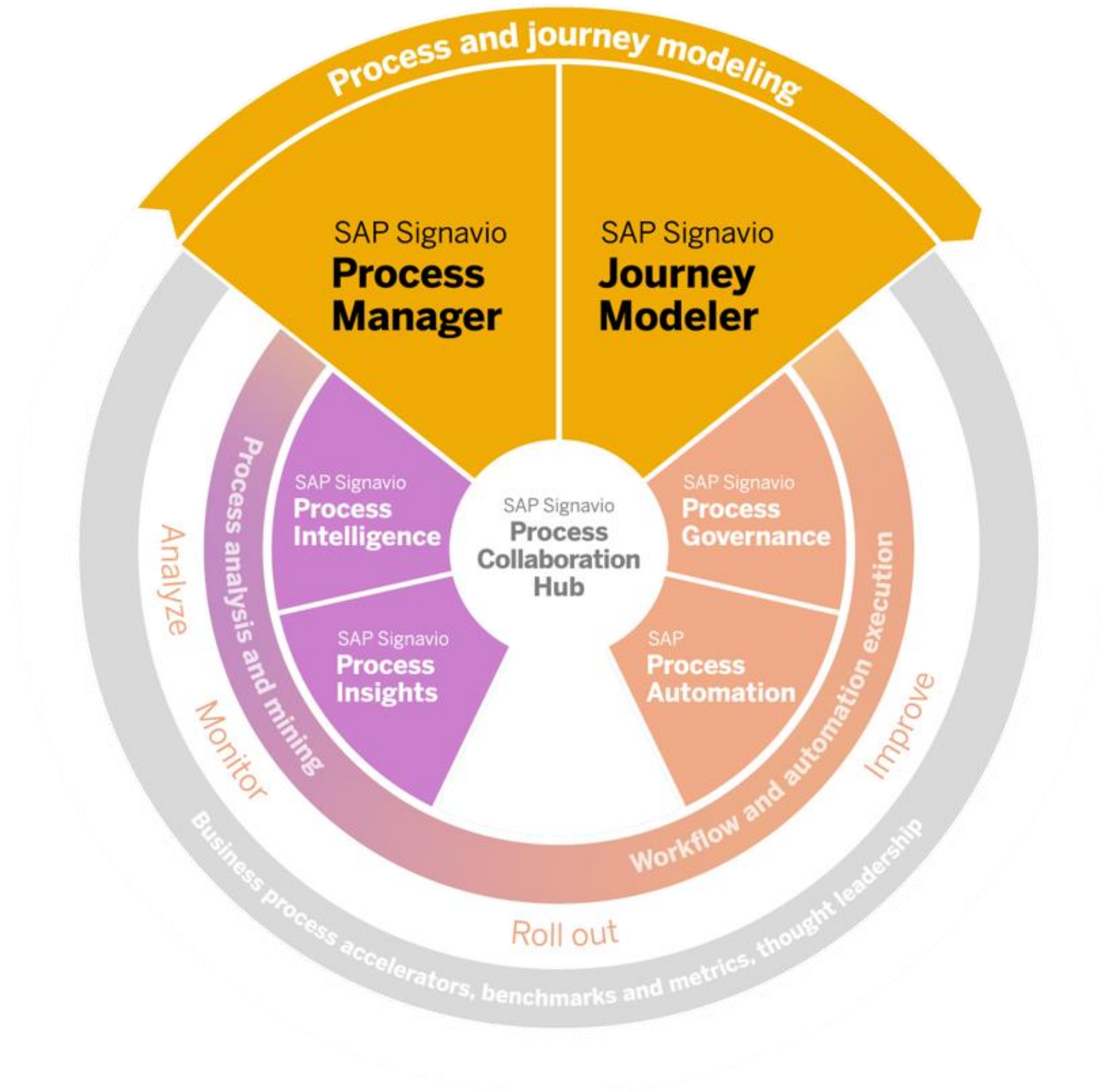
Visualize and share process and journey models throughout the entire organisation improving alignment and early buy-in.

SAP Signavio Process Manager solution

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

SAP Signavio Journey Modeler solution

Design customer journeys and connect with processes and data.



SAP Signavio Process Manager

Main capabilities

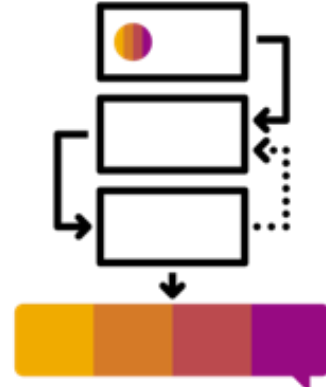
SAP Signavio Process Manager

Main capabilities overview



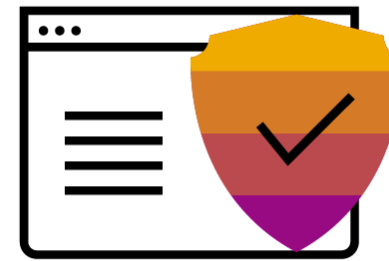
Collaborative process modeling

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



Configurable modeling conventions

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



Process documentation and reporting

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



Quick modeling

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



Process simulation

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

SAP Signavio Journey Modeler

Main capabilities

SAP Signavio Journey Modeler

Main capabilities overview



Collaborative journey modeling

Folder structure for journey models

Commenting and collaboration among journey modelers on a whole journey or on a specific step

Commenting and collaboration among end users on a whole journey or on a specific step



Design journey models

Starting creation of journey models next to business processes

Designing and modifying journey models with extended customization capabilities and using industry-standard tabular approach

Using more than 10 section types that accept different data formats



Connecting data with experience

Linking operational or customer experience data from SAP Signavio Process Intelligence

Connecting with external systems such as Tableau and Google Data Studio

Showing the data on each journey step



Business repository integration

Journey stakeholders being notified when linked processes are changed

Journey-to-process mapping with auto-population of roles and IT systems

Quantifying the complexity of linked processes with journeys



Reusing domain objects for personas and touchpoints

Leveraging business taxonomy and building a single source of truth for object definitions

SAP Signavio Process Governance

Main capabilities

SAP Signavio Process Governance

Main capabilities overview



Process release cycle management

- Automate process approvals through multilevel layers
- Automatically publish the process once approved



Process maturity assessment

- Schedule process maturity assessment, enabling continuous process improvement
- Give a maturity assessment rating, so everybody is informed



Process-integrated risk and control management

- Automatically or manually trigger assessment and review requests for defined risks and controls in the dictionary
- Assign tasks to those responsible for performing controls and risk assessments

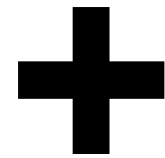
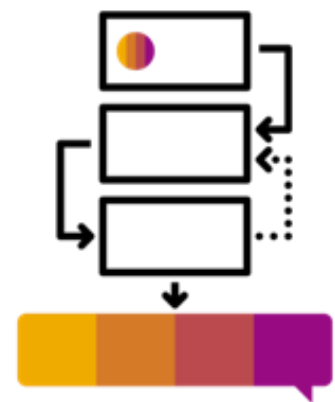


Fast and configurable workflow builder

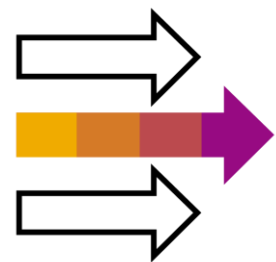
- Configure workflows using the standard business process model and notation (BPMN) without spreadsheets. Track tasks directly.
- Complete tasks using SAP Signavio Process Collaboration Hub

SAP Signavio Process Manager and SAP Signavio Journey Modeler

Future vision*



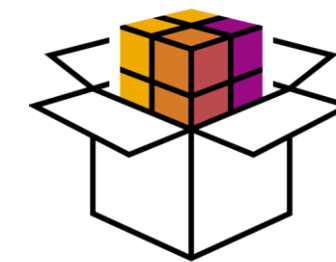
Visualize and share process and journey models throughout the entire organisation, improving **alignment** and **early buy-in**, which on the long run ensures the success of any **transformation project**.



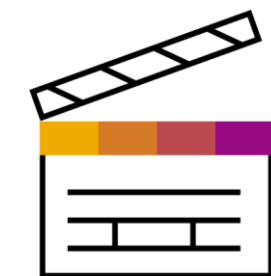
Maintain Processes



Identify and document

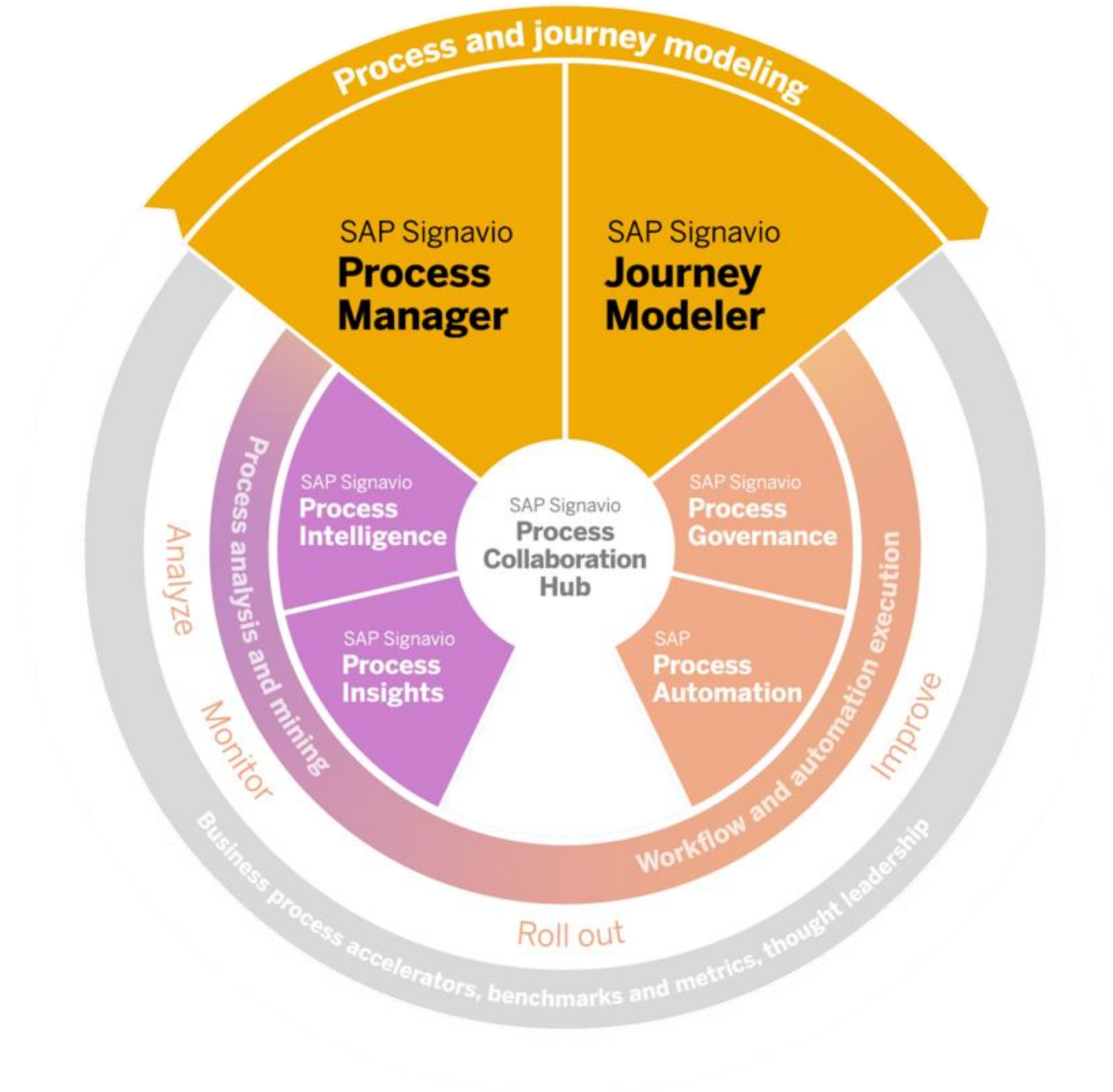


**Insights and
recommendations**



Document and connect

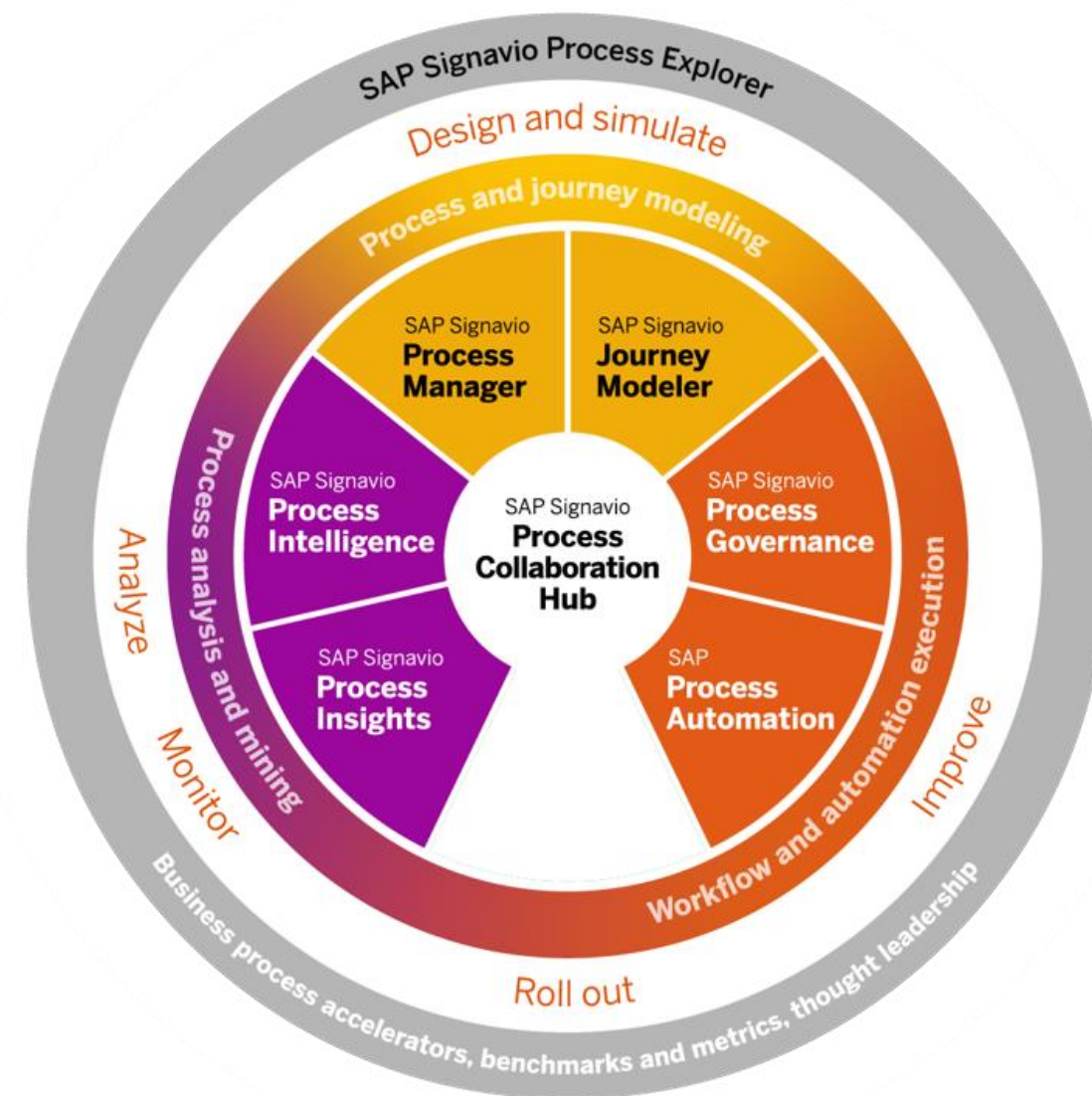
Demo



Adapt *faster* to change

With the SAP Signavio Process Transformation Suite

- + **Data-driven insights**
to decide with confidence
- + **Powerful integrations**
to turn ideas into action
- + **Single source of truth for *process***
to keep everyone aligned
- + **Collaborative framework**
to drive adoption of change
- + **Journey to process excellence**
to bring experience and process together
- + **Establish a culture of continuous improvement**
across the enterprise



For more information

[Business Process Transformation](#)

[SAP Signavio](#)

[SAP Signavio Community](#)

Watch recording / learn more:

[ASUG Executive Exchange Fireside Chat - Business Process Transformation with SAP Signavio, Aug 10, 2022](#)

[SAP Signavio Fundamentals Series Part 1: Manifest Your Competitive Advantage with SAP Signavio Process Transformation Suite, Aug 16, 2022](#)

[SAP Signavio Fundamentals Series Part 2: Empower Your Business with Process Analysis and Mining, Aug 30, 2022](#)

[SAP Signavio Fundamentals Series Part 3: Transform Your Business with Enterprise Processes and Journey Modeling, Sep 29, 2022](#)

Register for:

[SAP Signavio Fundamentals Series Part 4: Achieving Process Excellence Through Continuous Process Improvement and Automation, Oct 26, 2022](#)

[New session: SAP Signavio Fundamentals Series Part 5: Share results from ASUG Research, customer and partner success, Nov 16, 2022 \(link available soon\)](#)

[Business Process Transformation Forum, Orlando, Sep 20-22, 2022](#)

Q&A

| | |
|--|---|
| We have Process Models in Visio for our SAP processes. Can we import them into SAP Signavio Process Manager? | SAP Signavio Process Manager includes a Visio Import feature. |
| From your experience, who are the stakeholders typically involved in establishing and owning Journey Models in an organization? | Typical stakeholders who establish and own Journey Models in an organization are measured on customer-centric or employee-centric transformation. For Customer Journey Models, they have direct contact with customers, and are therefore, likely embedded in Service, Marketing, Commerce, or other “front-line” departments, with titles such as VP, Sr. Director or Director with or without words such as “innovation” or “transformation”, but this is exactly what their teams work on every day. For Employee Journey Models, stakeholders are typically responsible for Hire-to-Retire and Employee Learning processes and focused on Employee Experience. |
| How do you differentiate between Process Analytics & Mining and Data Analytics & Mining | In terms of data, we analyze process execution through SAP Documents via Process Insights and Transactional Events (SAP and Non-SAP) via Process Intelligence. This allows us to very quickly (within minutes) evaluate SAP process performance across all lines of business and run resource-intensive conformance check, and variant analysis on SAP processes (only when necessary) and any non-SAP process in a heterogenous landscape. |
| How does this embed in the Road Map/Methodology of Application Development? Please comment. | Process Manager supports the collaborative fit-to-standard evaluation of as-is process Vs. to-be best practice between business and IT to help identify gaps which need to be addressed by Application Development. Process Governance facilitates a fully aligned, approved handover of to-be process between Business and IT via SolMan and CALM. |
| What is the difference between a business transformation and process transformation? Please elaborate | Business transformation involves a change in how a business is run e.g. transform a company from product-centric to service-centric business. Process transformation is about a change in the activities performed to run a business e. g. create service orders instead of sales orders. Process tranformation is fundamental to a business transformation. |
| Can SAP Signavio Process Manager be integrated into SAP Solution Manager? Via JSON interface? | Technically it could by using our Process Manager APIs, but bear in mind that there is already an existing bidirectional connector, more info here: https://video.signavio.com/watch/PhgFPPIhTgf9zogTVq9ytz |
| Will SAP Signavio replace SAP Solution Manager capabilities? | No, the two solutions are complementary. SAP Signavio focuses on business processes and enables collaboration across organizational siloes. During business process definition, when a target state is validated, it is then handed over to Solution Manager or Cloud ALM for the IT Team to take over the realization (build) phase. |
| How to do parallel tasks | You can use Gateways in Process Manager to support parallel tasks. |
| What's the difference between Signavio and Celonis? | SAP Signavio is a collaborative platform for continuous business process transformation. It helps an organization establish a central repository of business processes across the company with capabilities for modeling, collaboration, and governance. It includes the data-driven ability to continuously monitor performance of all processes across the company, detect variation and conformance in their execution to quickly identify inefficiencies and their root cause. Furthermore, SAP Signavio also provides precise recommendations of SAP applications (i.e. S/4HANA, Digital Supply Chain, etc.), technology (i.e. Business Technology Platform, Process Automation) and content (best practices) to quickly remediate or transform the process in collaboration with all stakeholders. With the holistic single source of truth of all processes on SAP Signavio, companies can establish a culture of continuous process improvement across the organization. |
| Can we export the model comparison results in excel sheet ? | Unfortunately, this is not possible |
| Does Journey Modeler accept Qualtrics data sources? Via API? | Journey Modeler leverages Process Intelligence Widgets. Process Intelligence accepts Qualtrics data via API data ingestion |
| Do we have a dashboard for process manager ? Like I want to see how many controls are there for the risks etc, How many application systems are there in dashboards | Process Manager provides out of the box reports to analyze relationships such as RACI, Risk & Control, IT System associated etc ... |
| What is the delta between the SAP Signavio Journey Modeler and the advanced license of the SAP Signavio Journey Modeler? | The advanced standard Journey Modeler licenses allows to link the stages and steps to the Process Models stored into the repository as well as the widgets generated by SAP Signavio Process Intelligence. |
| Hello, and thank you for your excellent presentation. I was wondering if it is possible to use the entire SAP Signavio Process Transformation Suite without being a SAP customer (P. Insights, Intelligence & Automation). I'm referring to only having access to the Siganvio platform. | Totally, Signavio comes from the Business Process Management discipline, which is by default and by nature, agnostic in terms of technology. Therefore, you can embrace SAP Signavio solutions (Process Intelligence, Process Manager, Journey Modeler, Process Governance, Process Collaboration Hub), and SAP Process Automation without being an existing SAP customer across any heterogenous process landscape. |
| Do we have any other dashboards apart from the one from process intelligence ? | We do provide several dashboards. SAP Signavio Process Intelligence, SAP Signavio Process Insights for each Process Flow, SAP Signavio Process Governance to track the Governance Workflow activity and we can also use the concept of Live Insights that pull Process Intelligence Metrics into a Process Manager diagram. We generally use this feature to build leadership cockpits or "company on a page" |

Thank you.

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