

SAP Signavio 

# SAP Signavio Fundamentals Series Part 4: Achieving Process Excellence Through Continuous Process Improvement and Automation

October 26, 2022

ASUG

THE BEST RUN 

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# Presenting today



**Dr. Dirk Jendroska**  
**Product Manager**  
Process Insights



**Timo Fassbinder**  
**Content Manager**  
One Process Acceleration Layer



**Eric Hagen**  
**Product Manager**  
Process Automation



**Jean-Patrick Ascenci**  
**Ecosystem Evangelist**  
SAP Signavio Solution Consulting

# Agenda

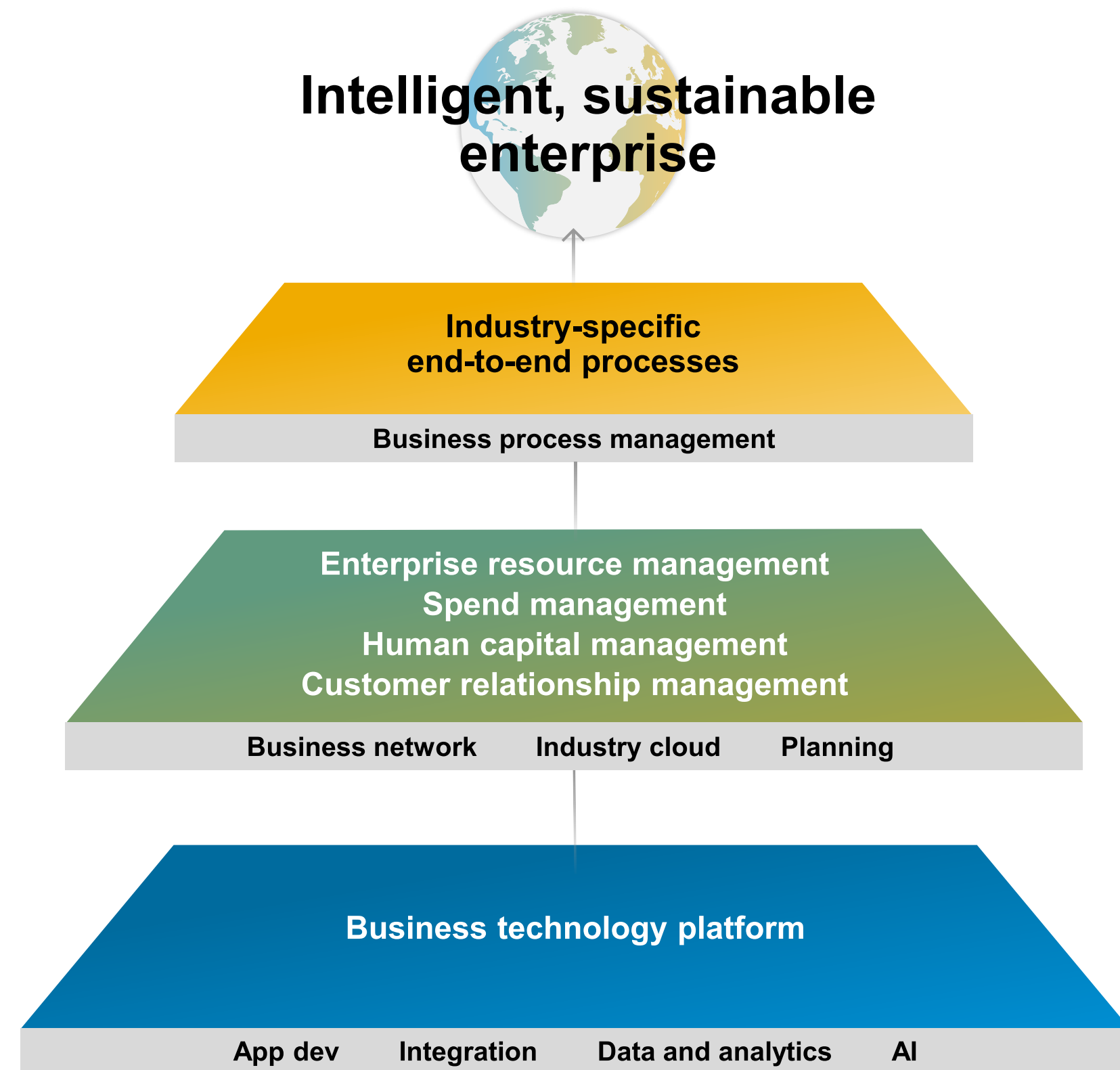
- SAP Signavio Process Transformation Suite – recap
- SAP Signavio for Process Improvement and Automation
- SAP Signavio Process Insights – Recommendations for improvement and automation
- SAP Signavio Process Explorer – Best Practices Content for standardization
- SAP Process Automation – Capabilities for automation
- Demo – Insights meets Automation

# 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.**

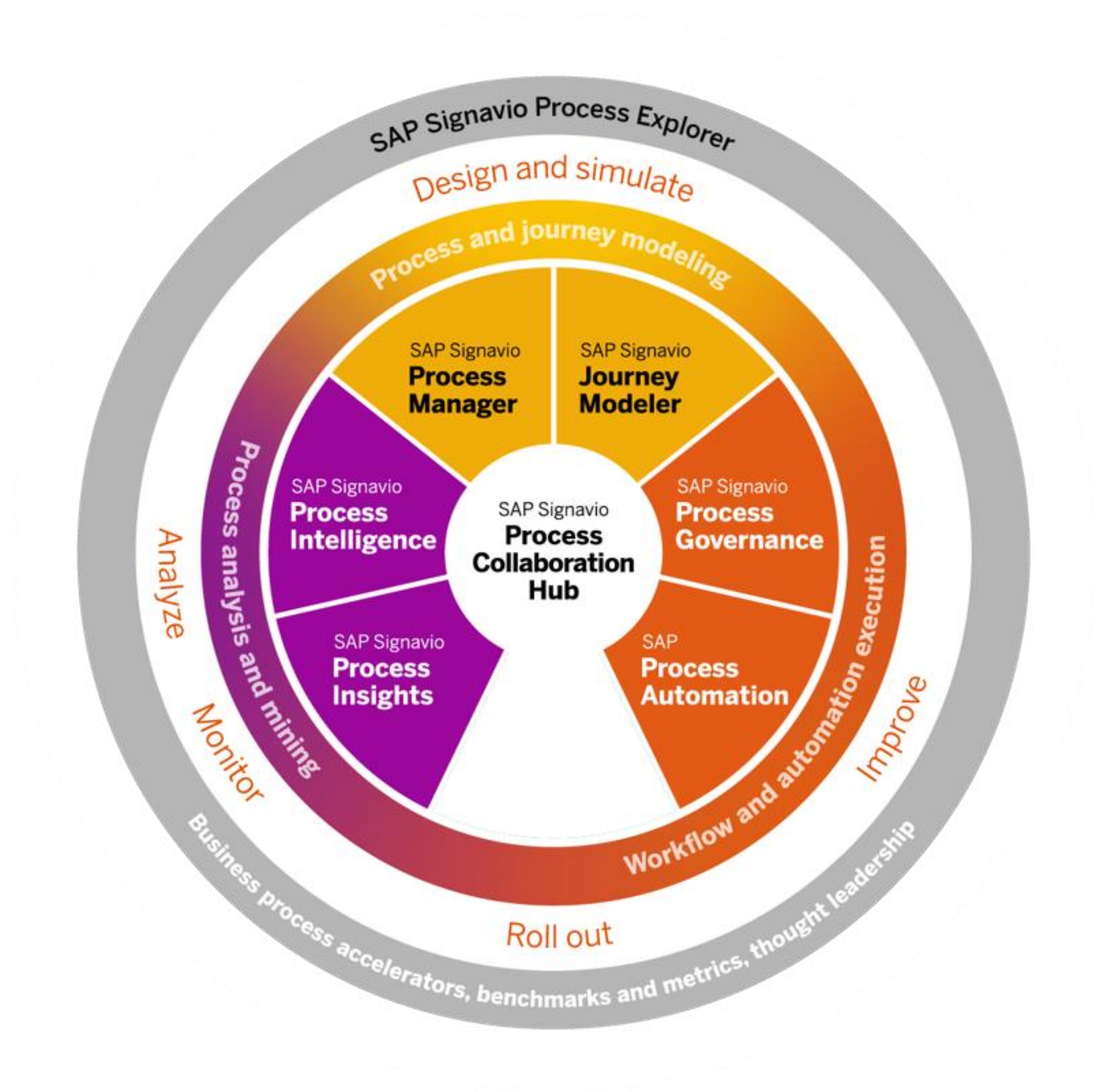




# SAP Signavio Process Transformation Suite

## 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



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# Process Improvement - Options

<u>Improvement Type</u>	<u>Description</u>	<u>Example</u>	<u>SAP Capabilities</u>
Corrective Action (Process Insights)	Executable routines for maintaining the system and correcting processes	Check for old purchase order remnants and eliminate them	SAP Process Insights
Re-Configuration	Use standard application features embedded in the software	Turn on material availability checks during sales order entry	ECC, S/4HANA native functionality
Automation – Process Tasks	Automate a task(s) currently being executed manually	Automate load of master data from an excel spreadsheet	BTP Process Automation (Workflow, Intelligent RPA, LCNC), MyInbox, various BTP capabilities
Automation – Actions and Alerts	Automatic triggering of actions	Send an alert to material control if unwanted inbound material is in-transit	
Streamlining	Remove process delays and waste	Automate communication and enable better collaboration between users	
Integrating and Interfacing	Connect multiple applications	Connect ERP production scheduling to shop floor systems	Integration Suite
Custom User Experience	Assemble a user interface specific to efficiently performing a specific role	User interface for monitoring all aspects of inbound and outbound material flow	Work Zone, Fiori, misc BTP capabilities
Application Replacement	Replace aging, unsupported, or inadequate software	Replace manual freight management with SAP Transportation Management	SAP business applications
Application Development and Innovation	Build customer-specific applications and functionality, innovation	Develop a special pricing application for complex price calculations	Application development, LCNC



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# SAP Signavio Process Insights

The fastest path to process excellence for SAP customers



## Same-day insights

Use automated, advanced process data extraction and continuous updates for a clearer understanding of business processes end to end.



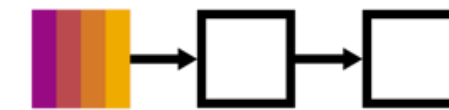
## Narrow your focus

Find out where your issues really are by drilling down to even a single document level and using benchmarking capabilities.



## Connect the dots

Foster collaboration between decision-makers, business professionals, and IT experts through an intuitive, user-friendly application.

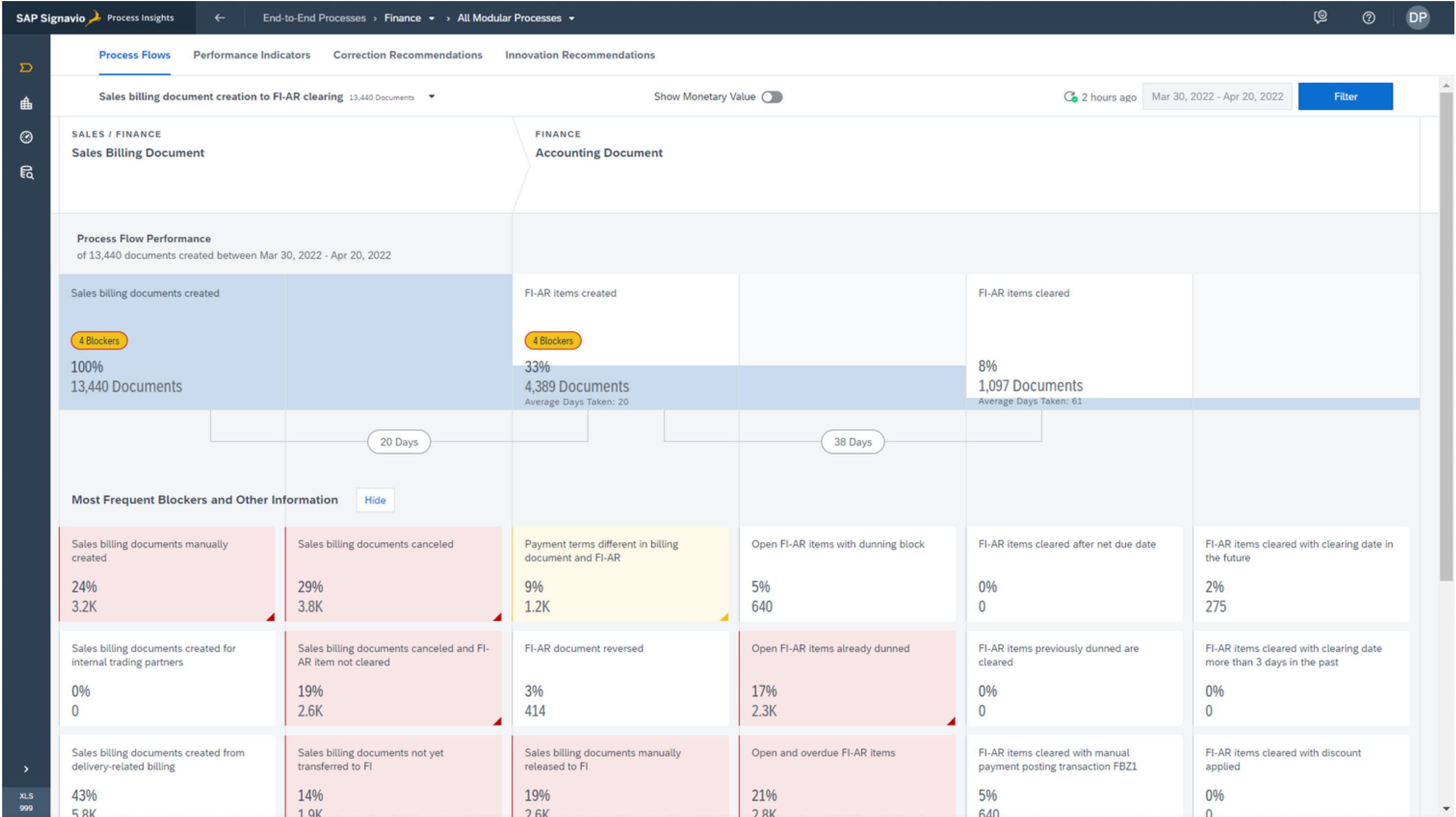


## Start improving right away

Leverage process improvement recommendations, focusing on corrective actions for your SAP software system, best practices, and relevant SAP applications.

# SAP Signavio Process Insights

## Process flows: Data-driven decisions to prioritize process improvements



50+ delivered process flows and 1300+ 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 Signavio Process Insights

## Correction recommendations: Start improving right away

Correction Recommendation

Set up scheduling to create outbound deliveries automatically

Impact  Effort

Finding

Delivery type/sales organization/shipping point combinations were found with less than 30% of outbound deliveries were created automatically. That means 81 outbound deliveries of these combinations were manually created.

Show Recommended Action

Potential Root Cause

Unused standard automation capabilities

Value Driver Affected

Reduce total logistics cost

11 Objects

Delivery Type	Sales Org.	Shipping Pt.	Created	Total count	Automation rate %
BPLF	0001	0001	1	1	0
BPLD	0001	0001	1	1	0
LF	0001	0001	4	4	0
LF	1010	0001	4	4	0
LF	OC02	OC01	3	3	0
LF	S001	P001	27	27	0
LF	ZCIC	SPCI	8	8	0
LO	0001	0001	25	25	0
LO	1010	0001	2	2	0
LO	1010	1010	2	2	0
LO2	0001	0001	4	4	0

Recommended Action

You can configure the system to create outbound deliveries automatically by scheduling ABAP report RRV5OR10C as a regular background job with a suitable variant. You can define this variant using transaction VL10BATCH. You can set up scheduling using transaction SM36 or an external job scheduler.

Close

Download

Process Flows

Performance Indicators

Correction Recommendations

Innovation Recommendations

Correction Recommendations: Lead to Cash

Finding	Recommendation	No. of Objects Affected	IF	Impact	Effort	Value Driver Affected
16179 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	16179		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost
11180 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	11180		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost
Less than 30% of new sales invoices created were created automatically.	Increase rate of automatic invoice creation	4055		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce sales cost
2311 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	2311		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost
695 material/plant/storage location/batch combinations with reserved sales order stock were found where the sales order item is already fully processed. This means that the item was already rejected or delivered.	Check whether stock still exists physically and can be transferred to unrestricted-use stock	695		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce days in inventory
609 open sales order items were found where the planned billing date is at least 1 year in the past.	Reject sales order items where further billing is no longer expected	609		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost
83 error records were found from automatic goods movement postings older than 1 year.	Delete old and obsolete records	83		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce data management cost
Delivery type/sales organization/shipping point combinations were found with less than 30% of outbound deliveries were created automatically. That means 81 outbound deliveries of these combinations were manually created.	Set up scheduling to create outbound deliveries automatically	81		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce total logistics cost
8 promise to pay cases were found with the state "Kept" where the system status of the case is still open or in process.	Schedule ABAP program FDM_P2P_AUTO_CONFIRM regularly	8		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce days sales outstanding
Delivery types/receiving plant/shipping point combinations were found with less than 30% of replenishment deliveries were created automatically. That means 7 replenishment deliveries of these combinations were manually created.	Set up scheduling to create replenishment deliveries automatically	7		<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	Reduce total logistics cost

80+ Correction Recommendations available

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

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

# SAP Signavio Process Insights

## Innovation recommendations: Innovate your processes with new technologies

SAP SignavioProcess Insights

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

DP

Process FlowsPerformance IndicatorsCorrection RecommendationsInnovation Recommendations

SAP S/4HANA Capabilities (51)

SAP Process Automation (20)

Intelligent Technologies (39)

User Experience (14)

Other SAP Solutions (16)

▽ All Lines of Business

Recommendation	Industry Popularity ⓘ	Lines of Business
SAP S/4HANA Capabilities (51)		
Accounts Receivable	■■■	Finance
Advanced Variant Configuration	■■■	R&D/Engineering
Available-to-Promise	■■■	Supply Chain
Periodic Billing Processes	■■■	Service
Sales Billing	■■■	Sales
Sales Contract Management	■■■	Sales
Sales Master Data Management	■■■	Sales
Sales Order Management and Processing	■■■	Sales
Service Billing	■■■	Service
Technical Assets, Structures, and History	■■■	Service
Variant Configuration	■■■	R&D/Engineering
Complaints Management	■■□	Service
Product Marketability and Chemical Compliance	■■□	R&D/Engineering
Sales Monitoring and Analytics	■■□	Sales
Vehicle Ordering and Administration	■■□	Sales

XLS999

**750+ Innovation Recommendations available**

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

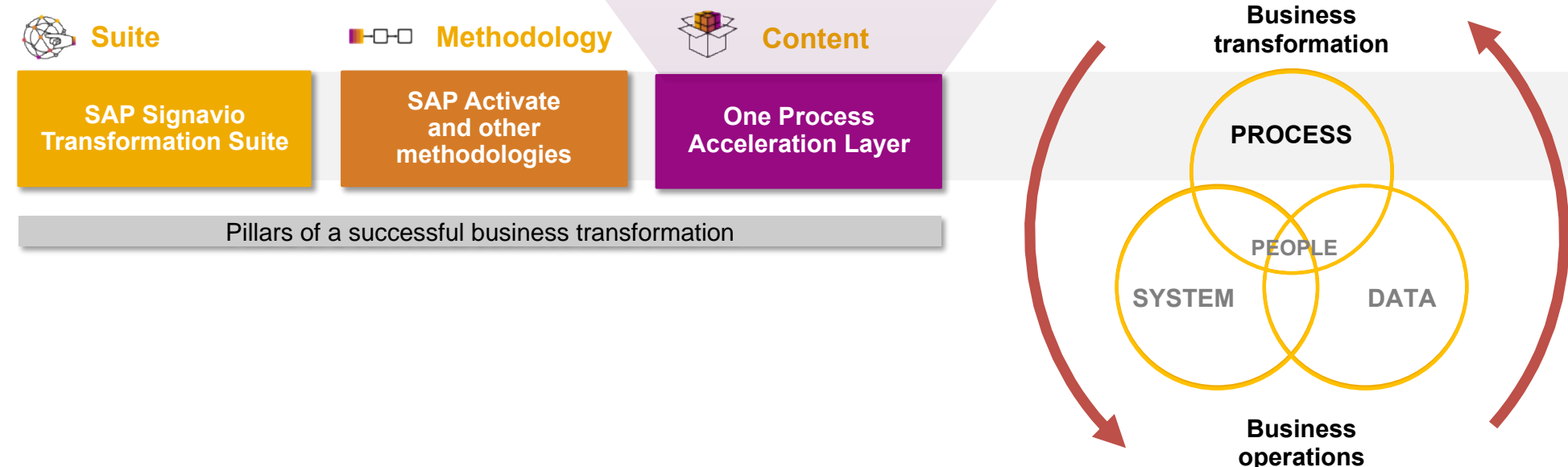
Choose the **improvement path** that is right for your organization.



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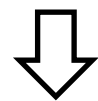
**One Process Acceleration Layer**  
is a **practice** for better and faster transformations and represents the **collective knowledge and experience** in terms of **value accelerators** from transformation projects delivered.



# One Process Acceleration Layer provides a new way to transform and run your business

## One Process Acceleration Layer as a practice

Access accumulated  
**transformation knowledge**  
centrally



Drive business transformations  
with **value accelerators**



Build on **experience**



SAP Signavio Process Explorer



**Content**

Best Practices,  
Reference  
Architecture



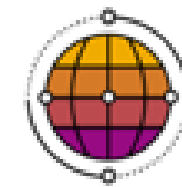
**Benchmark**

Benchmark and  
business metrics



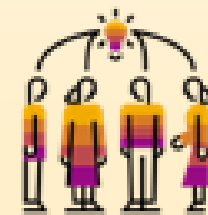
**Expertise**

Design guidelines,  
Thought Leadership



**Community  
content**

Selected partner  
content



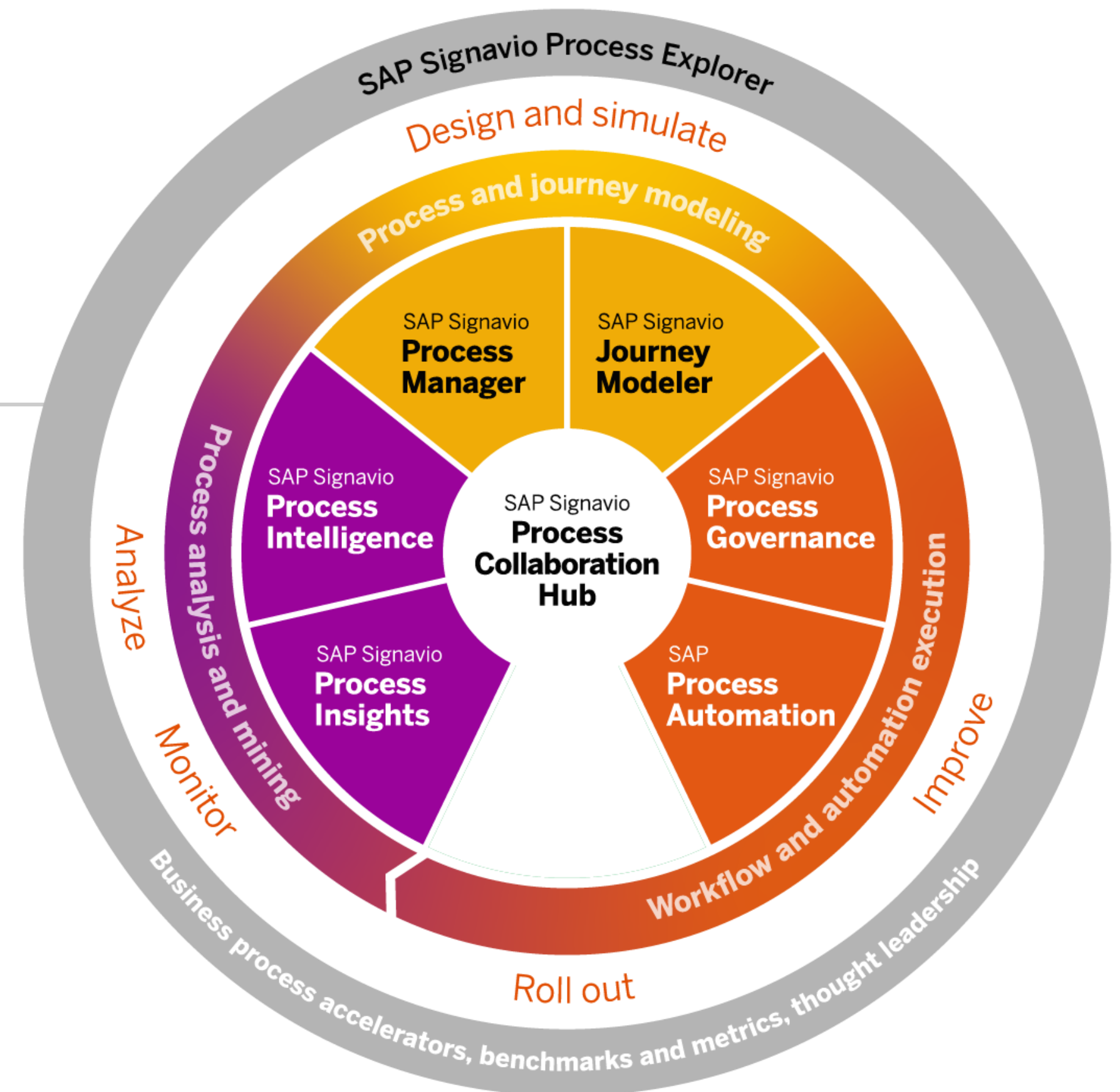
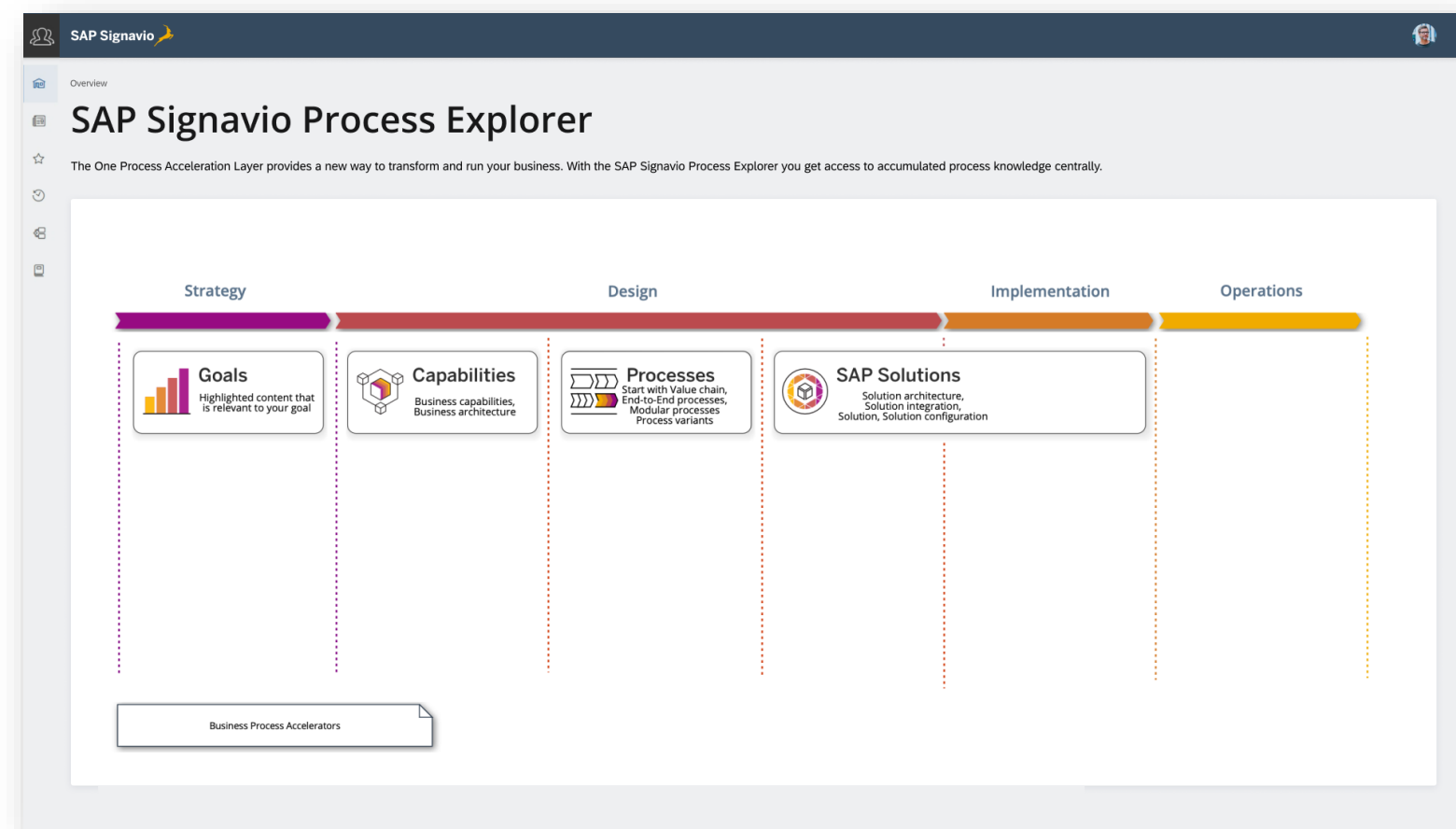
50 years of process and industry  
experience of SAP and  
transformation programs



**Ecosystem**

# SAP Signavio Process Explorer is your gateway to the practice

Explore and consume through the  
**SAP Signavio Process Explorer** to get  
access to all knowledge.



# Explore the value accelerators with the SAP Signavio Process Explorer

Navigate to your value accelerate of choice

Business and solutions capability maps

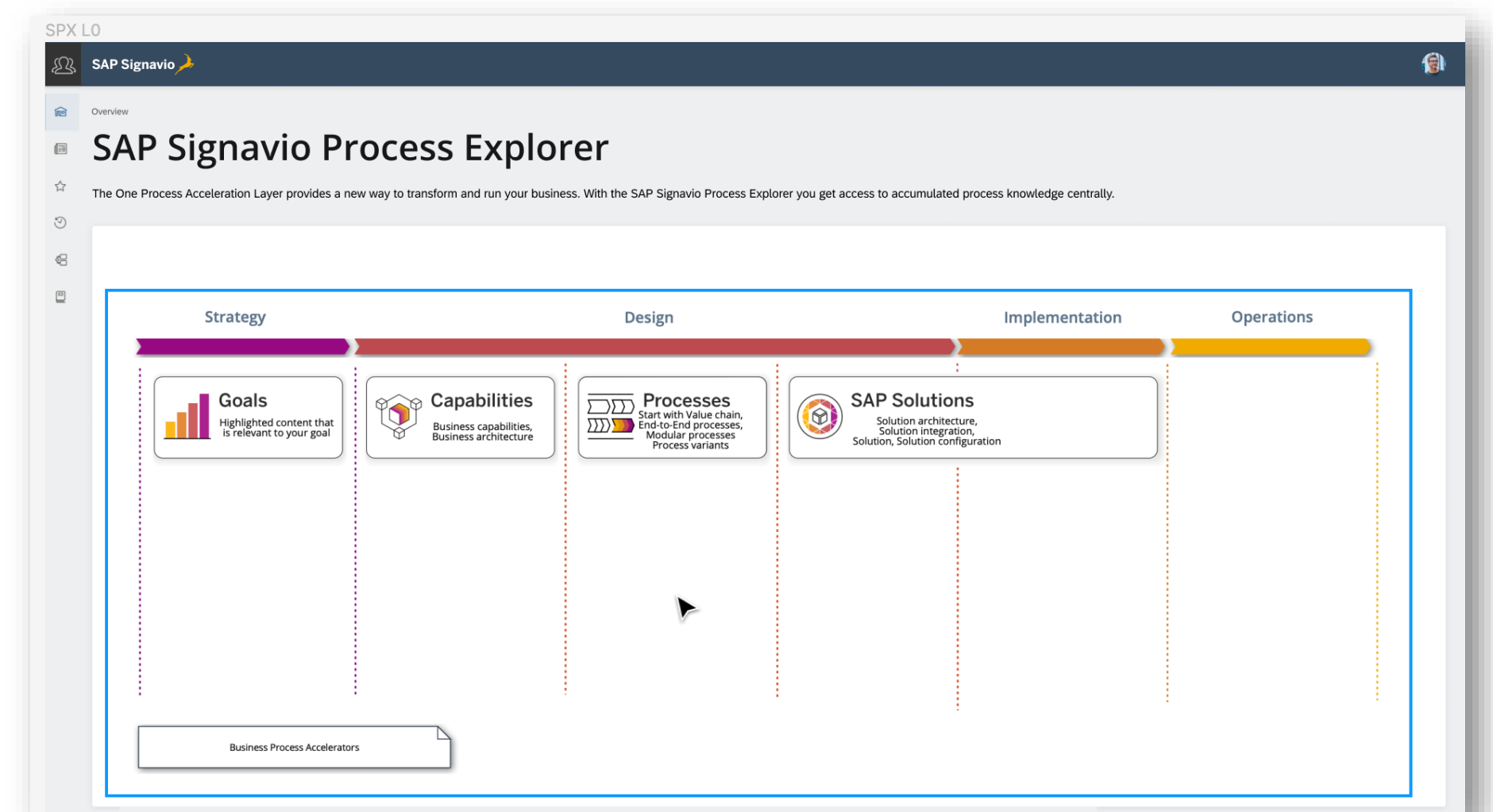
Business process models and journeys

SAP Product Portfolio

Business metrics and benchmarks

Industry specific models

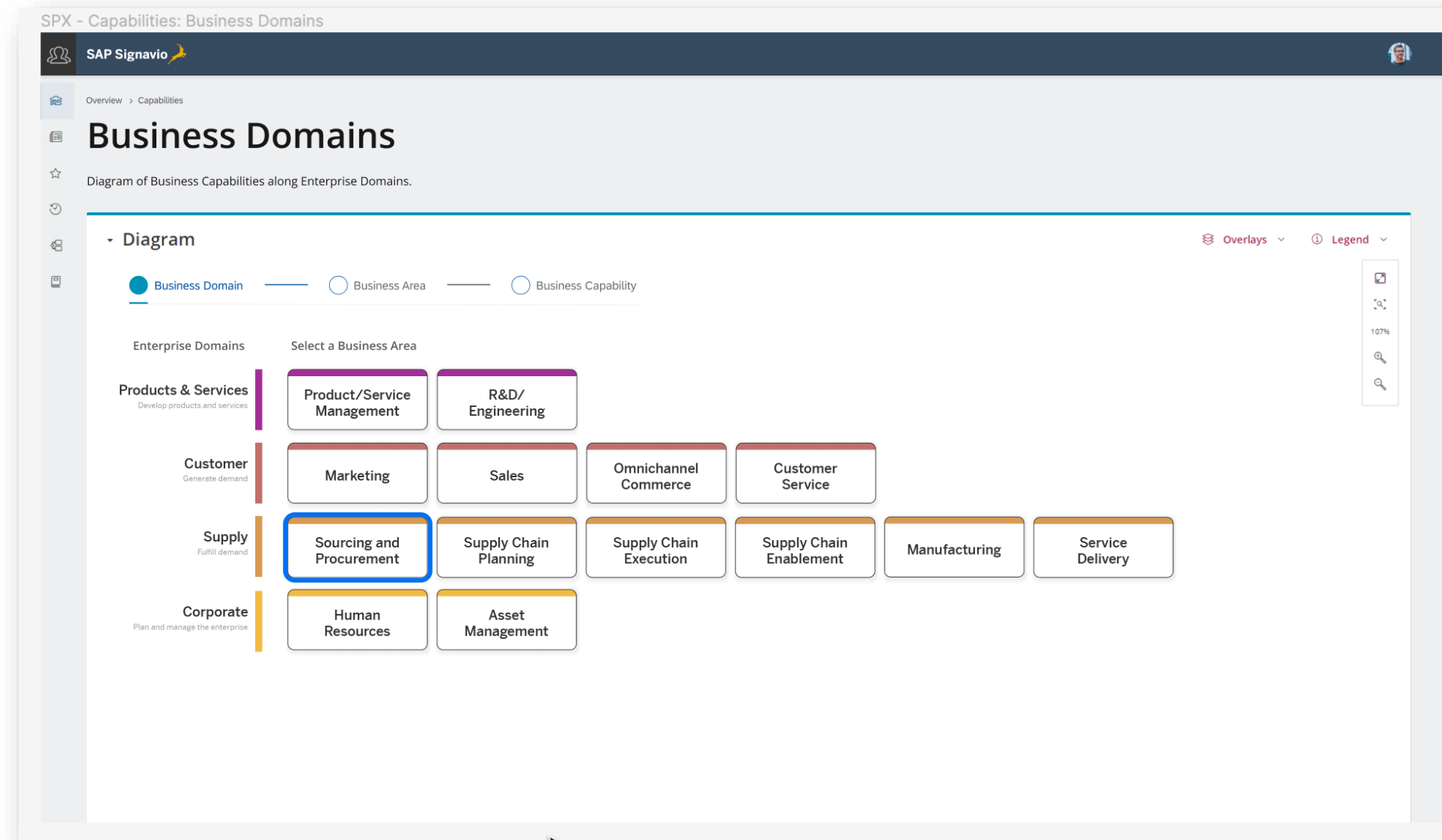
SAP Services Standard Content





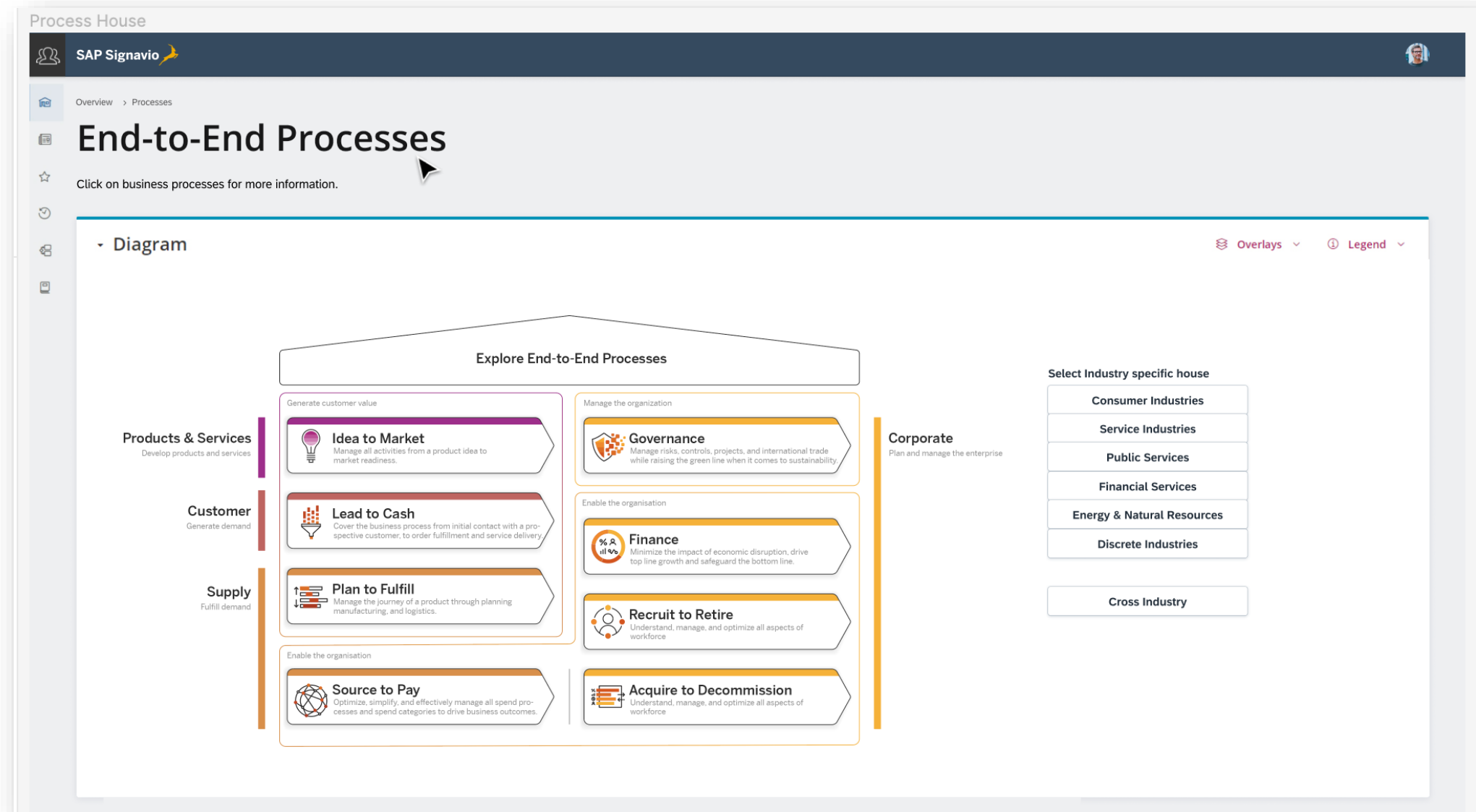
# Overview Value Accelerators

## Business and solutions capability maps



Business and solutions capability maps define the “what” the enterprise does and supporting solutions. They can be used by executives, business consultants, business owners and enterprise architects to identify areas of improvement, as well as where the future IT investments should focus on in order to support the business. They help establish a common language and set the ground for more detailed planning.

## Business process models and journeys



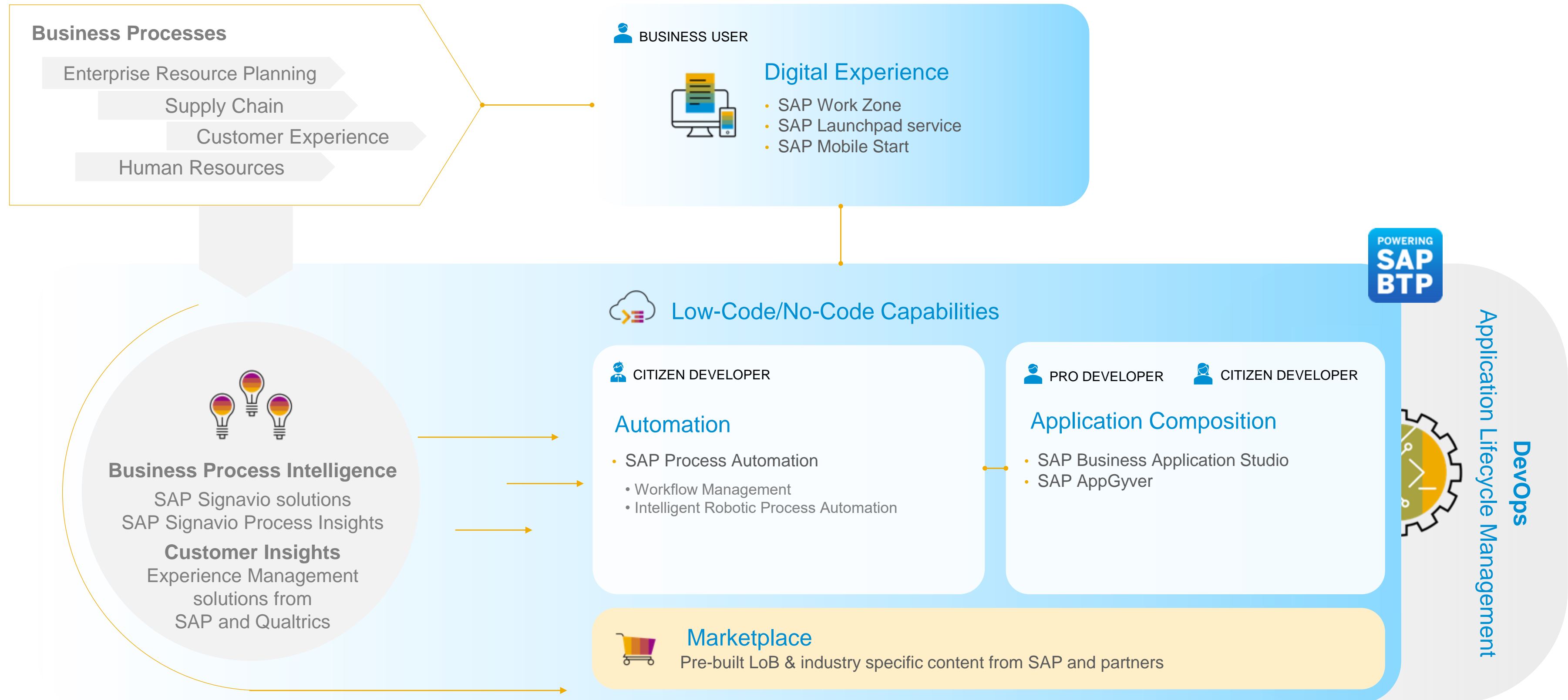
Business process models and journeys are built upon best practices and showcase - using different views and diagrams -, the sequential steps, events, tasks, roles of a certain process and customer journey. They can be used as a reference to evaluate the company's own processes and journeys and as a basis for improvement. Also, they can work as foundational templates when introducing a new business model.

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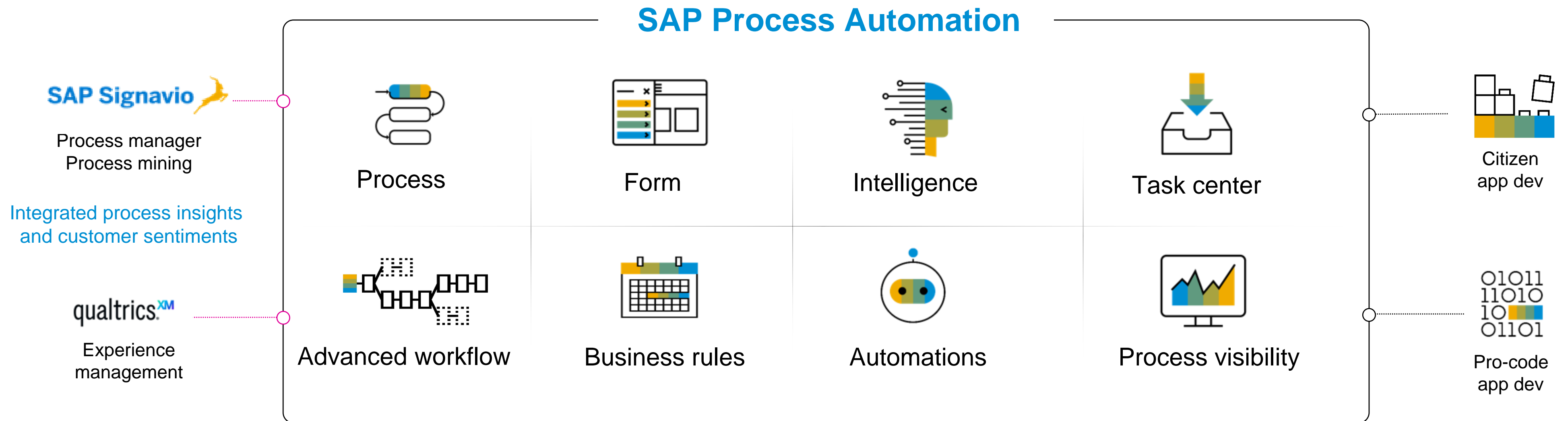
# Accelerated time to value with low-code/no-code

Unified offering across app development, process automation, and digital experience



# Introducing SAP Process Automation

Capabilities: citizen automation for line-of-business builders



- New **citizen automation user experience** (process builder, forms builder)
- All **advanced workflow management** capabilities available (rules, process visibility, process flexibility, AI)
- Embedded **RPA capabilities** to readily combine bot automations with workflows
- Content and **reusable artifacts** (such as bots, workflow components, process steps, actions)
- **Unified launchpad and task center** for citizen developer applications and automations

# SAP Process Automation use cases

**Automate manual, repetitive tasks**



**“Lights-out” automation of high-volume process steps**



**Automatically aggregate data from multiple systems**



**Lead to Cash**

Capital Expenditure Approvals

Invoice Approvals

Account Opening

**Hire to Retire**

Relocation

Visa Permits

HR Employee Self Services

Managing Contingent Workers

**Design to Operate**

Master Data Record Update

Document Approval

Lead Generation Workflows

**Source to Pay**

Return Order Process

Incident Management

Procurement Data Collection

**Digitalize manual & semi-automated processes**



**Extend and adapt standard application flows**

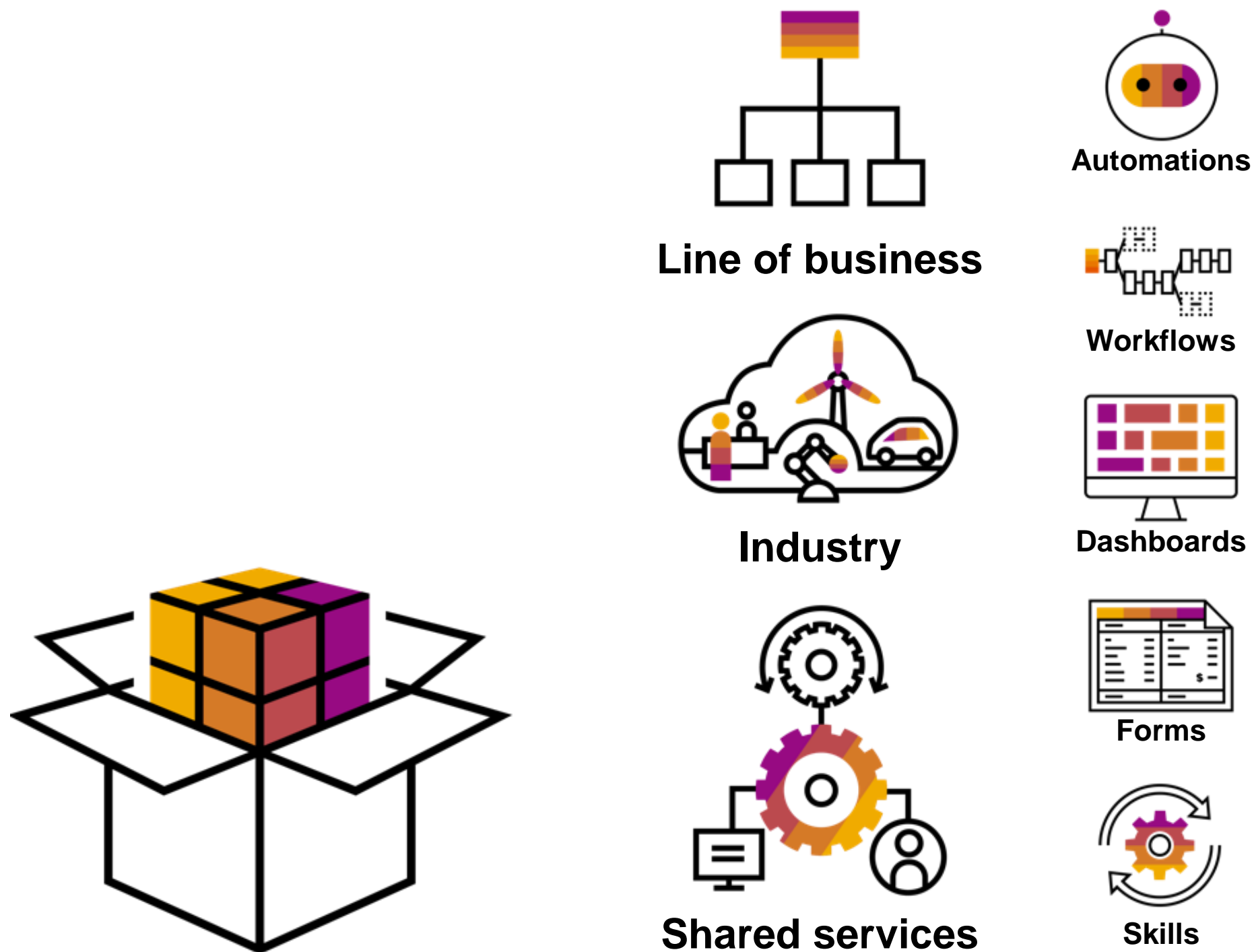


**Automate end-to-end cross-application workflows**





# Accelerate business transformation with prebuilt content packages



- **Jump-start automation development** while making use of **best practices**
- Select from a wide variety of **prebuilt, directly usable packages**
  - across lines of business
  - industries
  - shared functions
- Content ranges from
  - [templated automations \(bots\)](#)
  - [processes \(workflows\)](#)
  - **process visibility dashboards**
  - **form templates**
  - **actions** (called skills)to **complete automation packages combining artifacts**

# Automation content example

## Automatic Creation of Sales Orders from Excel (4G5)

### THE PROBLEM

Sales order processing constitutes a very important part of the order-to-cash process for enterprises. In most B2B scenarios, internal sales representatives get order requests through Excel spreadsheets attached in the emails sent from customers. Then the internal sales representatives have to create sales orders manually in the system based on the received spreadsheets. This is a very time-consuming and error prone process which adds unnecessary manual efforts and potential risks to the business in such a highly competitive business world.

### BUSINESS VALUE – BENEFITS

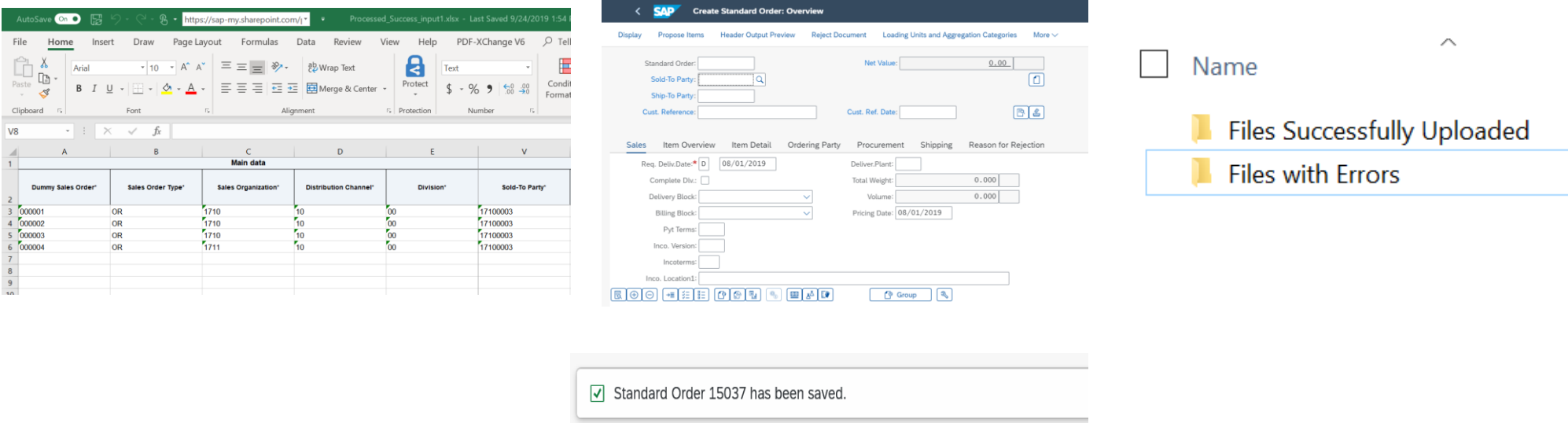
- **Reduce manual effort** – the sales representative can concentrate on the more important tasks
- **Increase efficiency** – more sales orders can be entered to the system at the same time
- **Eliminate the human error**

### BOT SKILL DESCRIPTION

The bot monitors the folder with excel files, recognizes the sales orders, and forwards the attached extracted Excel spreadsheet to the Excel transformation API.

The API transforms the data in the Excel into structured order requests and then forward the requests to order creation API.

When sales orders are created, relevant sales employees and the customers will be notified automatically triggered by the situation handling.

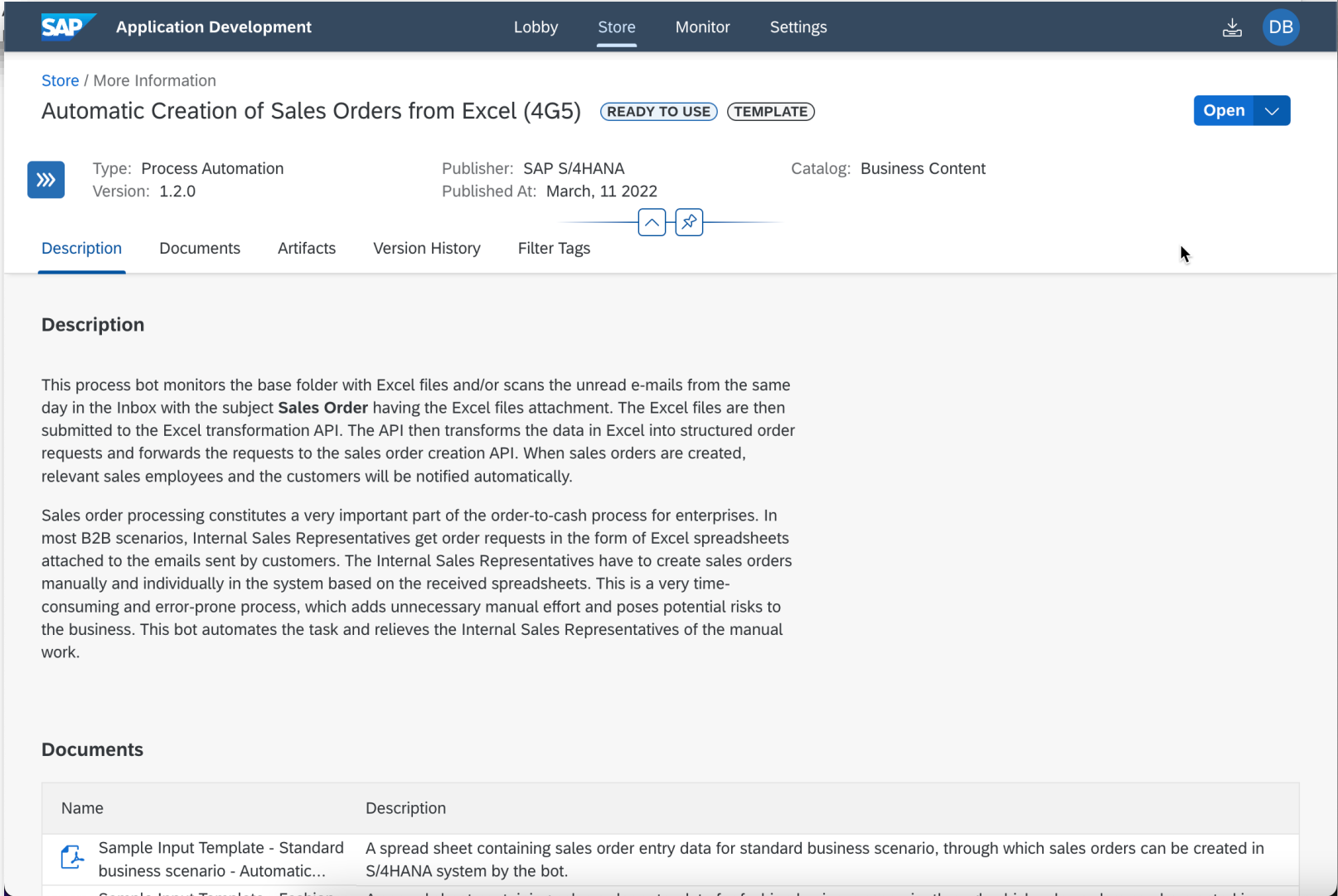
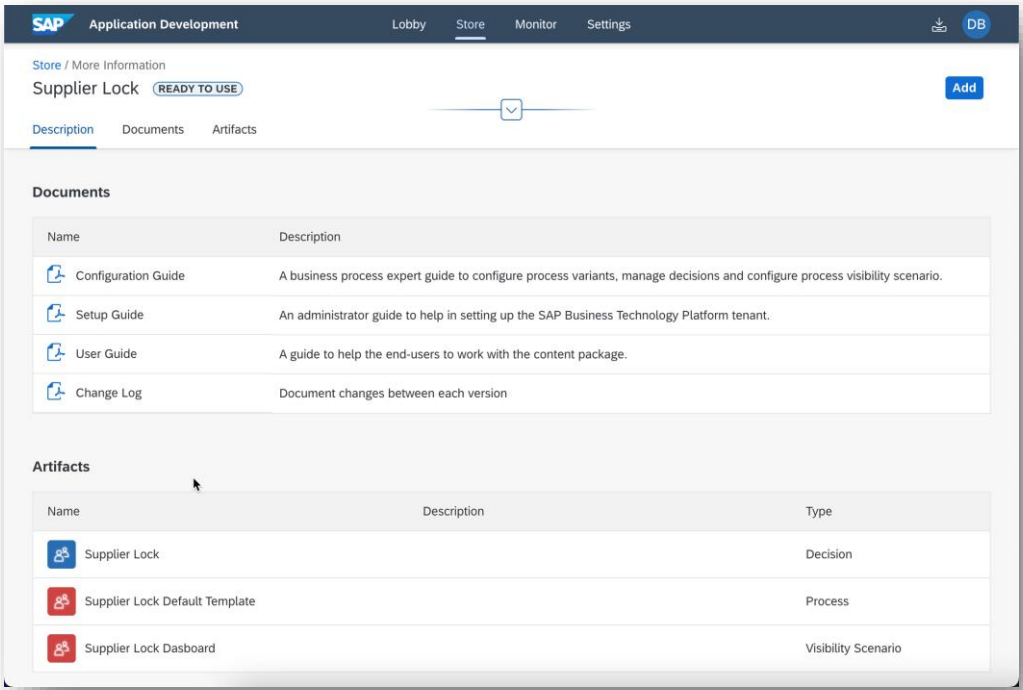
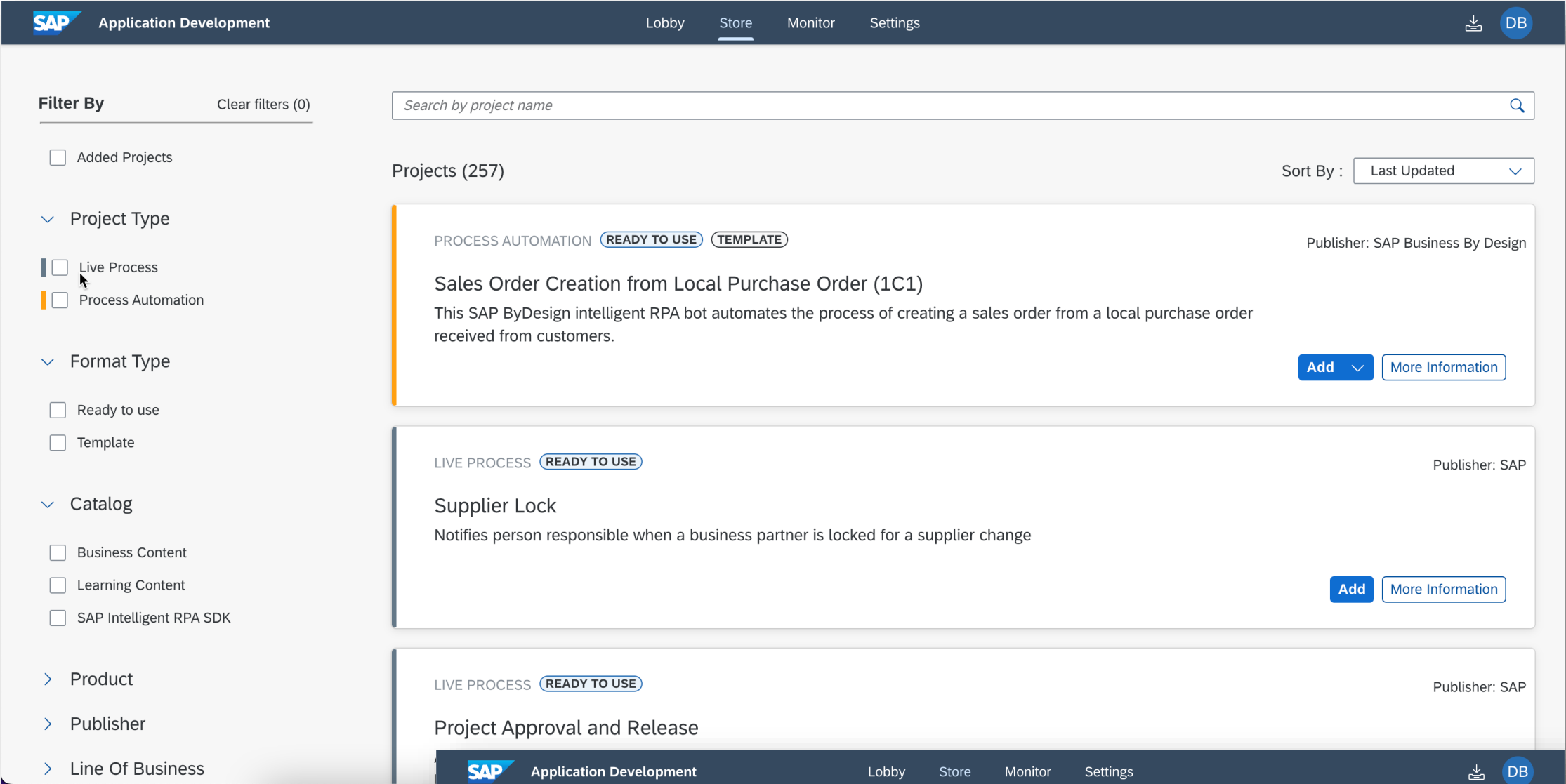


- The sales representative store the customer order excel file into the input folder
- The bot extract the sales order data from excel and create the sales order through API.
- The successful executed excel file will be moved into a “File Successfully Uploaded” file.

# Explore the Store

- Some S/4HANA automation examples:
  - [Automatic Creation of Sales Orders from Excel](#)
  - [Create Purchase Requisitions from Excel](#)
  - [Mass Update Asset Master Data](#)
  - [Production Order Operation Confirmation](#)

- Filter content by
  - Product
  - LoB
  - Industry

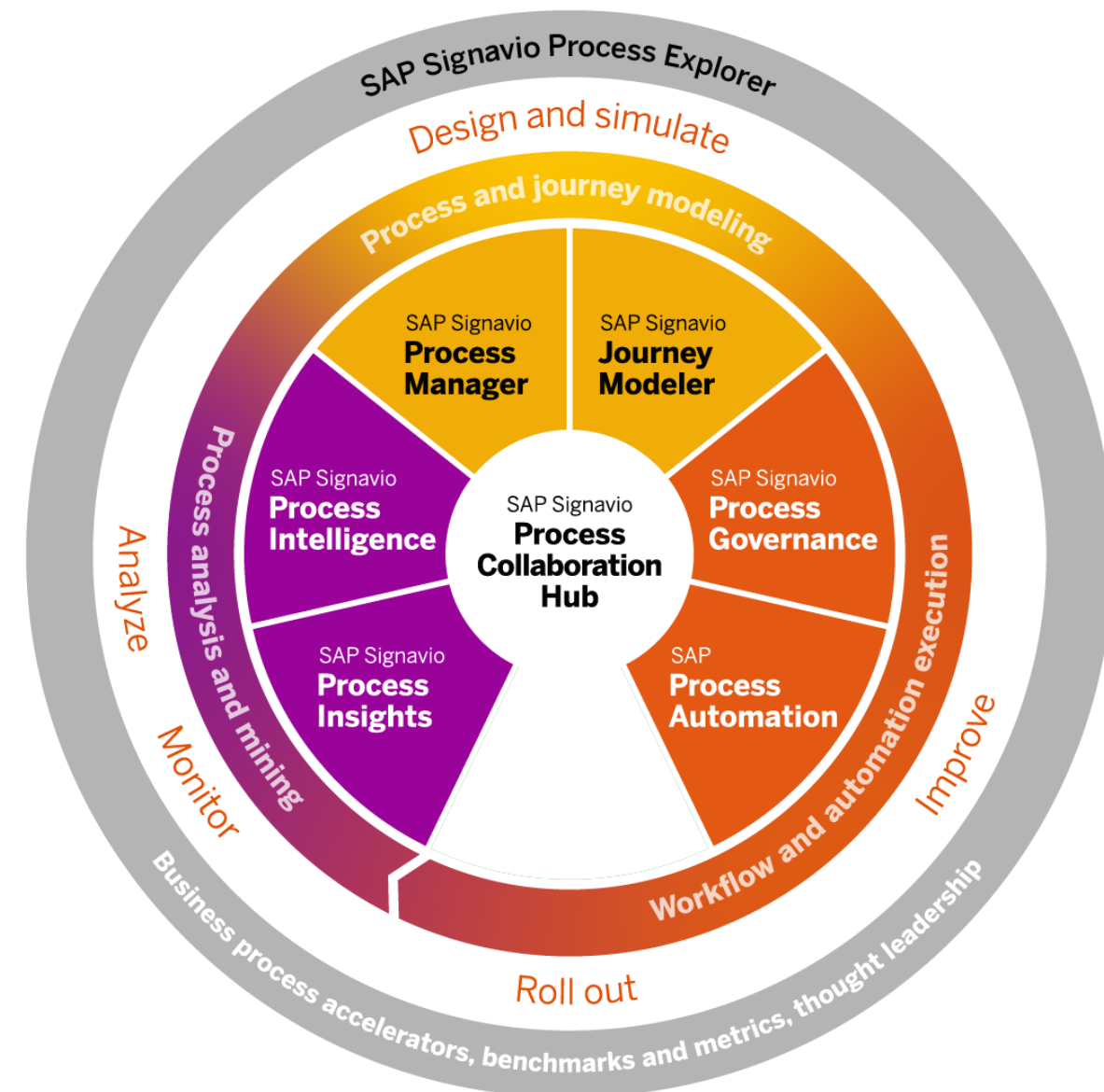


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# Adapt *faster* to change

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



## Find more information:

[Business Process Transformation](#)

[SAP Signavio](#)

[SAP Signavio Community](#)

### Watch recordings:

[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](#)

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

### Register for:

[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 - Replays](#)



# Thank you

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