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Transform Business Processes and Systems to Accelerate Digitalisation and Improve Digital Experience

**Business Process Management (BPM)** is fundamentally a management approach towards business process improvement thorough increased access to information, enhanced collaboration and robust process monitoring. Within the next two years, the primary goal for business process management (BPM) projects will be to drive **digital transformation (DX)** initiatives. Integrated digital technology is changing the customer experiences, operation models, and business models from just two years ago, when **application development and delivery (AD&D)** professionals considered the primary goal to be cost reduction. Businesses today, are witnessing a radical shift in market dynamics. To support and exploit this, vendors and market might pivot their offerings so dramatically that the term BPM will no longer properly describe the category, it will replaced the term BPM with **digital process automation (DPA)**.

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The age of the **customer experience (CX)** means that a focus on the customer now matters more than any other strategic imperative. Many traditional organizations cannot meet these expectations. As a result, competitors born in the digital age can overcome and disrupt the market through rapid delivery of digital products and services combined with advanced algorithms and full access to information.

Customers are demanding from companies in many industries a **radical overhaul of business processes**. Intuitive interfaces, around-the-clock availability, real-time fulfillment, personalized treatment, global consistency, and zero errors - this is the world to which customers have become increasingly accustomed. It is more than a superior **user experience (UX)**, however when companies get it right, they can also offer more competitive prices because of lower costs, better operational controls, and less risk.

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Engagement 
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Enterprises must leverage and extend existing systems to allow greater **systems harmonization**, as well as restructuring current work to support new digital models. Digitalization enables three primary pillars of change:

1. **engagement**: customer is not the end of the process, they part of the whole business and application lifecycles. The [emotional economy](http://emotionaleconomy.com.au) (linking emotional awareness into the customer experience is going to enhance brand loyalty and improve customer relations) and world's quickness forces the companies to [act faster before other one does](http://www.reuters.com/article/us-amazon-com-brazil-idUSKBN16Z2XU) and adapt it accordingly the reviews and feedbacks.
2. **operational business processes**: organizations need to simplify their operations, identify bottlenecks in those processes, and minimize non-value added (NVA) work in process by deploying as often as possible.
3. **business mode**l: market and ecommerce in the digital economy do not restrict to P2P, P2C, O2O, B2C, B2B, C2C, B2G, G2B, M2C, B2F, and so on; it is an information- and network-centric ways where an enterprise connects with partners and customers, customers communicate to other customers and companies, providers and competitors may create partnerships, offering new business relationships, creating what we call B2H – Business to Human.

Successful digital transformation is not the result merely of implementing new technologies, it is more a **mindset shift** than a technical shift, and also of transforming enterprise processes to reap increased profit margins and to seize the possibilities for innovation that those process changes make possible. Business Processes Operations (BPO) continue to evolve and are a key component of today’s initiatives.

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**Real-time reports and dashboards** on processes performance permit managers to address problems before they become critical. Successful companies are reinventing processes, challenging everything related to an existing process and rebuilding it using **digital technology**:

* self-service can eliminate manual processes
* track and monitor end-to-end customer experience
* empower your Customer Centre Of Expertise ([CCOE](https://support.sap.com/en/offerings-programs/ccoe.html)) with skilled staff
* legacy-systems integration can be harder to move along quickly, but there are ways to mitigate the risks of delay

To shorten the gap between your company and the high performers start by taking a closer look at the parts of your application or even your daily technical tasks to discover ways to get started. Examining these areas can help you make incremental improvements in your Business Processes Operations (BPO) which will provide a high rate of return and help your organization win at Digital Transformation.

**Business Process Operations (BPO) on SAP Solution Manager** creates the transparency you need to indicate the status of business processes running on system components to manage efficient and effective operations of SAP-centric solutions. The following functional areas belong to Business Process Operations (BPO):

* **Business Process and Interface Monitoring**: helps you to avoid manual monitoring efforts, allows you to easily get a solution wide overview about the status of your business processes, and proactively ensures reliable business process execution, performance and throughput.
* **Business Process Improvement**: which is kind of a health check for business processes to improve efficiency and effectiveness as in ~90% of the analysis reports SAP identified significant potential for improving the existing SAP implementation. The [list with more than 750 key figures](https://go.support.sap.com/kpicatalog/?sap-language=EN) shipped out-of-the-box helps to keep a status quo and making strategic business decisions.
* **Data Consistency Managemen**t: Apart from user level errors like an incorrect manual entry in the system, there are possibilities of inconsistencies as well on application and technology level. Then it is important to proactively avoid or detect harmful data inconsistency between all involved systems (SAP and non-SAP).
* **Job Management**: handles Jobs efficiently by having a central and living Job Documentation implemented, provides a consistent Change Management Process by integrating with [ITSM](https://wiki.scn.sap.com/wiki/display/SAPITSM) or [ChaRM](http://www.bluepencil.com.au/single-post/2016/11/03/Change-Control-Management-in-SAP-Solution-Manager-72), has a centralized and complete monitoring concept.

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The management of business processes running on system landscapes requires control and governance in order to provide an efficient response in the event of an error and an effective improvement in the event of an identified problem or opportunity. Early and automatic detection of exceptional situations that affect business processes and information flows needs to lead to immediate and defined reaction and resolution, following established processes with dedicated roles and responsibilities. Continuous and efficient identification of improvement potential that increases throughput of, reduces backlog of, and improves users’ experience with business processes or particular steps thereof need to be followed up by implementation of relevant organizational and technical changes.

The value depends on the business model and starting point but can be estimated by allocating costs to end-to-end processes and benchmarking against peers. To jump-start the approach, organizations can pilot one or two processes and then scale rapidly.

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