



Business Process Intelligence and the Customer Experience

Pattabhi Peddinti, SAP, BPI Center of Excellence

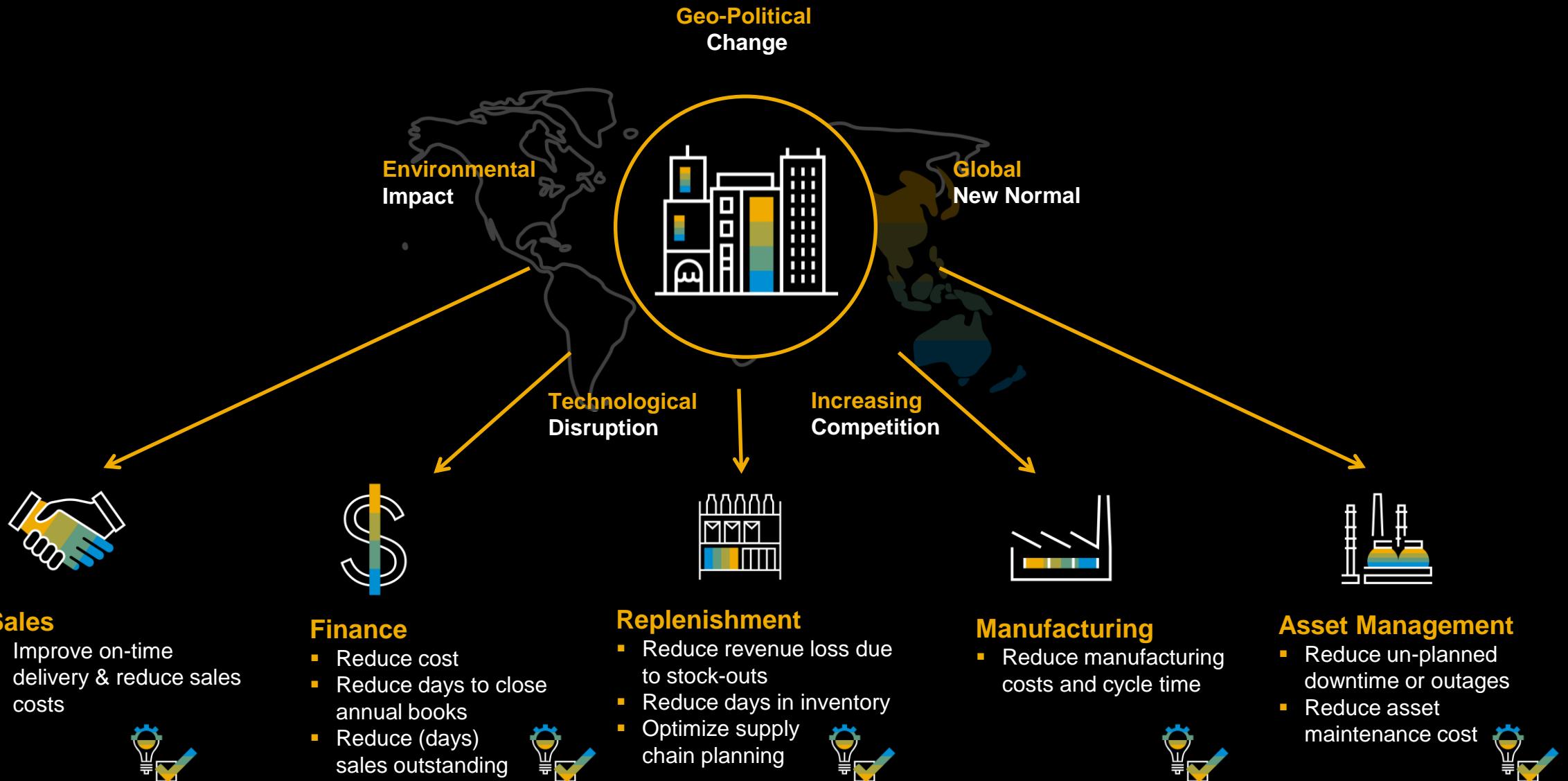
September 12, 2021

PUBLIC

“Change before you have to”

– Jack Welch

Business reality in a complex world



Process Improvement and Innovation Programs to adapt and change

Corporate Initiatives



Process Excellence

Process focus (to address a particular process area)

- Sales Order Management (O2C)
- Purchase requisition to purchase order to payment (P2P)
- Lean manufacturing
- Service management

Performance initiatives (cross- or multi-functional)

- Customer excellence
- Cost reduction (procurement, plant floor, etc.)
- Automation of processes or manual activities
- Governance, Risk, and Compliance

Business Transformation

- Company-wide process standardization and simplification
- Process consolidation inc. shared services
- Equip for mergers and acquisitions, or carve-outs
- Foundation for continuous improvement programs

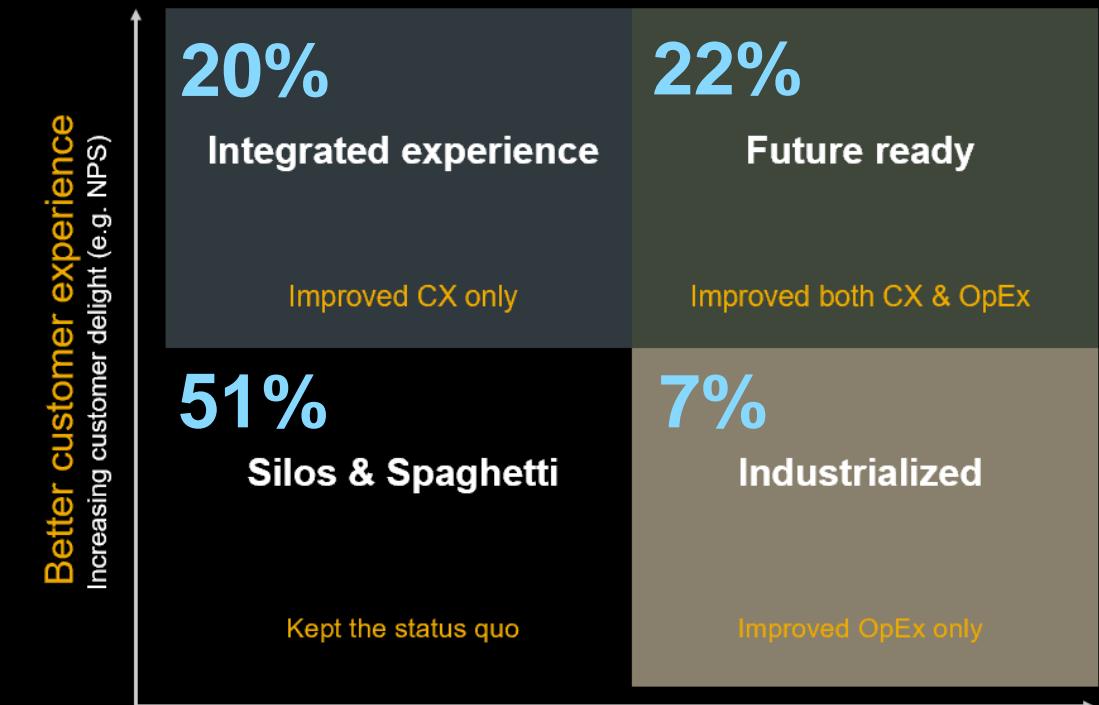
IT Transformation

- Conversion to SAP S/4HANA
- ERP consolidation
- E2E processes across multiple systems
- Digital foundation



Enterprise Transformation

MIT's framework for Digital Business Transformation*

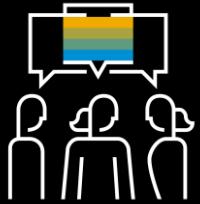


2019% of firms, N=1,311

*Source: https://cisr.mit.edu/publication/2021_0201_PathwaysUpdate_WoernerWeill

Why do most transformation projects underperform or fail?*

Lack of collaboration and insight, and hard-to-adjust IT landscapes



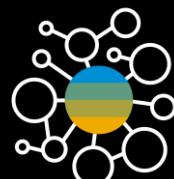
Transformation projects fail for lack of process buy-in by the people on the ground.



Reacting quickly is difficult because getting real-time insights into current state is painful or even impossible.



Decisions are made with low confidence because process knowledge is typically outdated and does not match reality.



Legacy process management slows down change due to lack of an integrated and holistic approach.

*55% of all ERP projects had over-budget issues, 60-70% of all ERP projects fail to meet their objectives – Source: Vanson Bourne Survey; Gartner

Imagine:



Taking the right **data-driven business decisions**

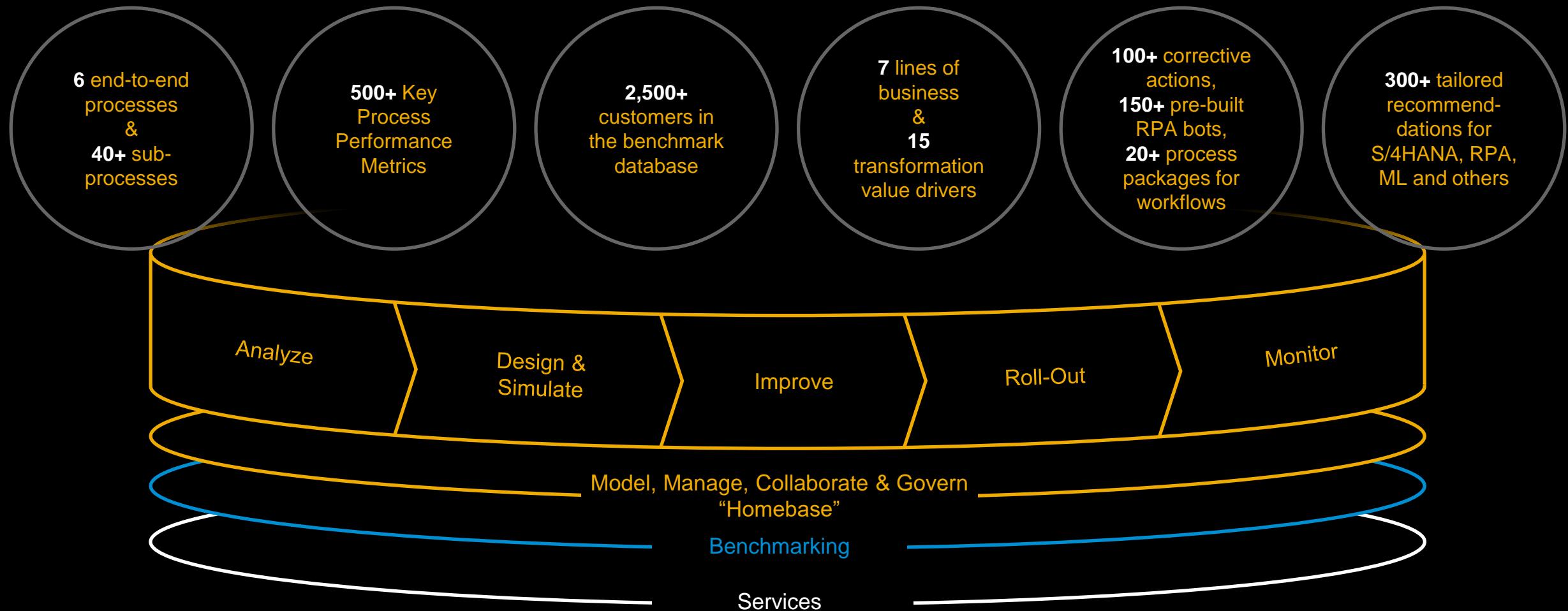
Having **full transparency** of your processes

Being able to align **business and IT** people

Transforming your business **predictably and safely**

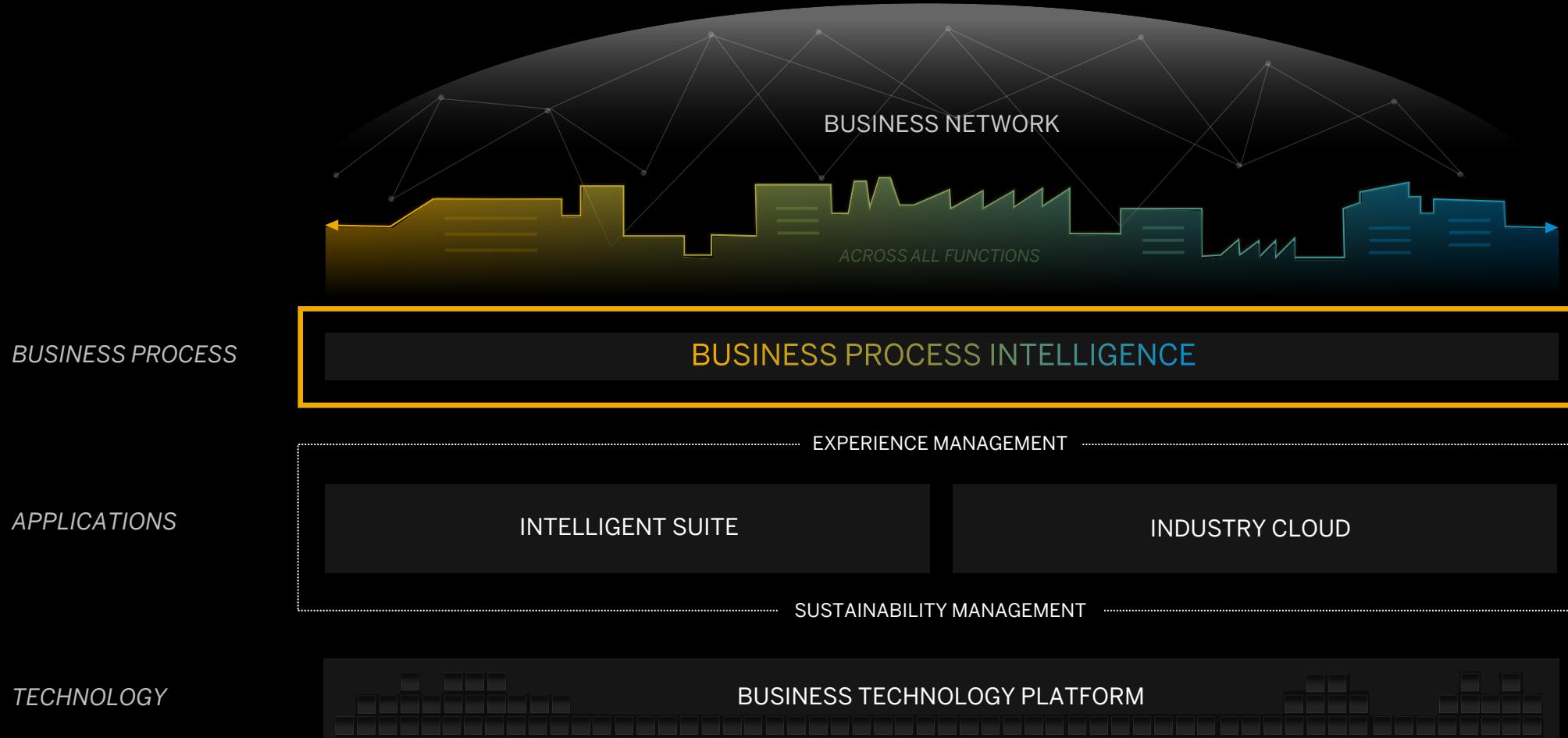
All in one **end-to-end business transformation solution**

Business Process Intelligence enables organizations to continuously understand, innovate and transform all of their business processes



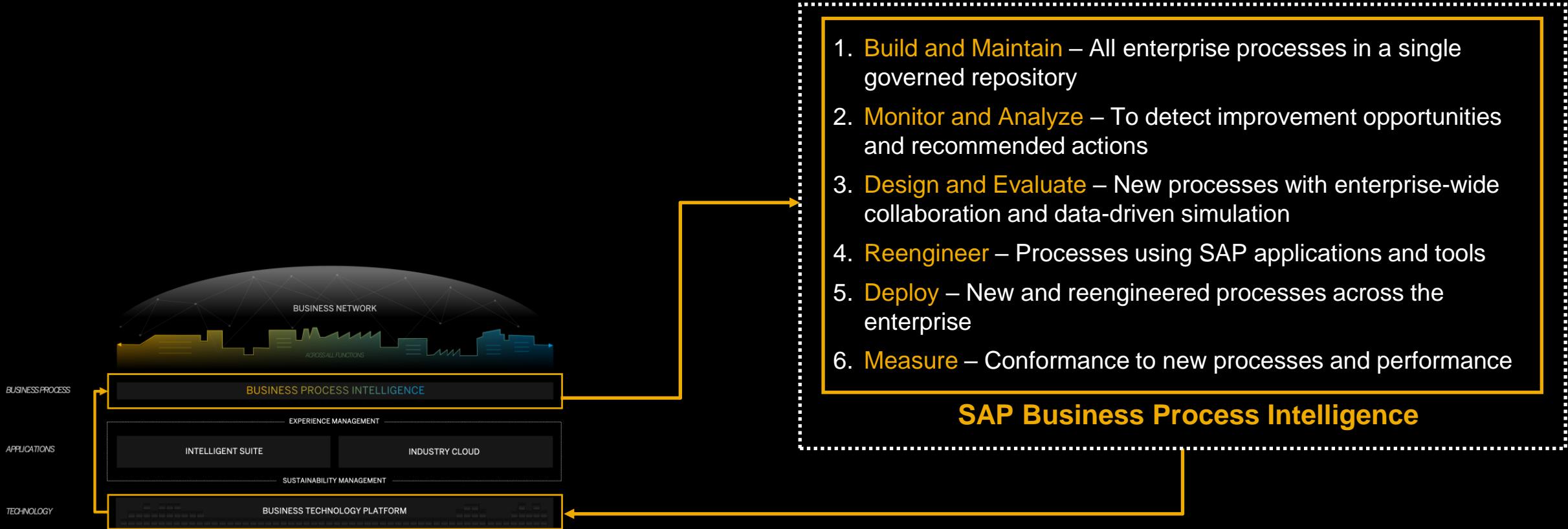
Business Process Intelligence

Embedded in the Intelligent Enterprise

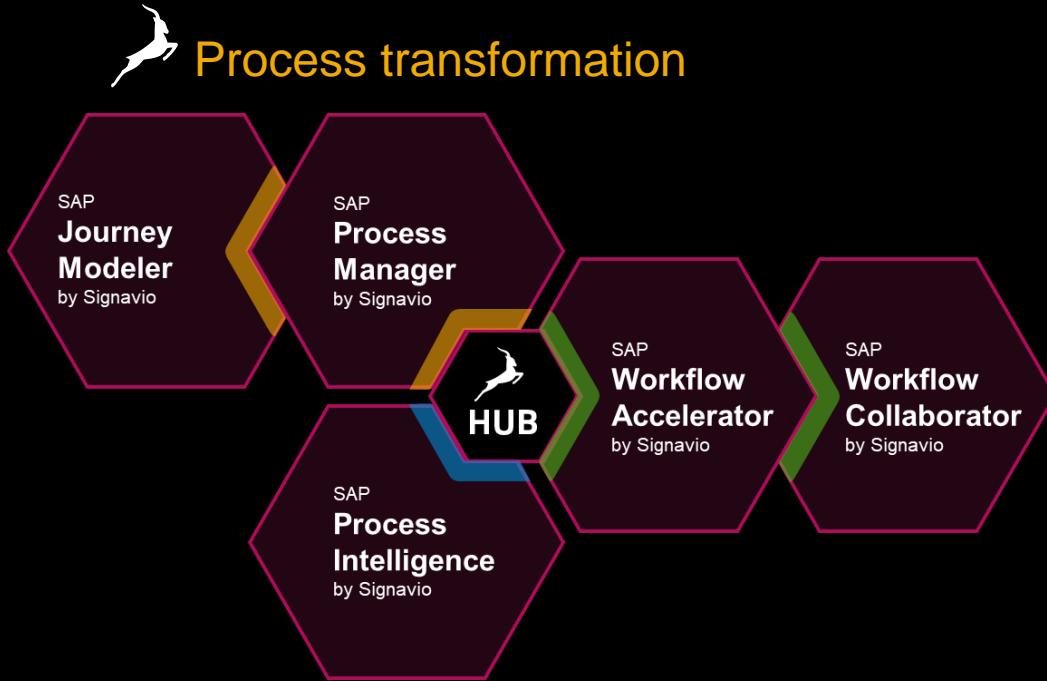


Business Process Intelligence

Capabilities to drive end-to-end Business Transformation and Continuous Improvement



SAP and Signavio join forces: Recognized by customers, analysts, and the ecosystem as market leaders for process transformation and intelligence



1,000,000+ users
at 1,500+ customer sites

2021 Customers' Choice award
for enterprise business process analysis
by Gartner Peer Insights



Insights and improvement

SAP
Process
Insights*

BPI:
Improvement**
Low code, RPA
and workflow

2,500+ customers

"Strong performer,"
the Forrester Wave, robotic
process automation, Q1 2021

Business Process Intelligence

End-to-end Solution for Business Transformation and Continuous Improvement

Capture, document, compare, and simulate your process portfolio, design customer journeys

[Video + JM:](#) [Video](#)

SAP
**Journey
Modeler**
by Signavio

SAP
**Process
Manager**
by Signavio

SAP
**Process
Governance**
by Signavio



SAP
**Process
Intelligence**
by Signavio

SAP
**Process
Insights***
for SAP ECC & S/4HANA

Locate and prioritize process improvement potential for specific SAP systems

[Video](#)

BPI:
Improvement**
Low code, **RPA**, and workflow

Collaboration hub

Enable insights consumption and enterprise collaboration

[Video](#)



Leverage a human-centric workflow engine to execute tasks and enable your integrated governance

[Video](#)

Repair and enhance processes to improve effectiveness and efficiency, and improve business user productivity

*General availability in September 2021

**Preliminary name, new solution planned for Q4/2021

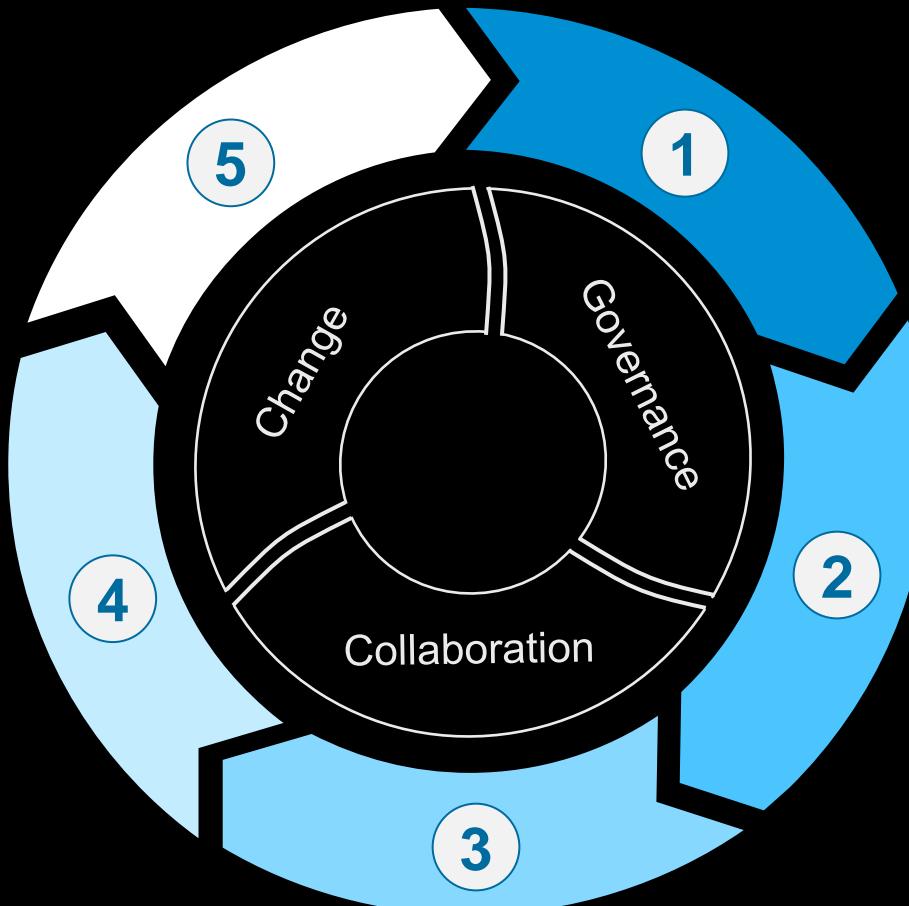
Process Transformation – Before, During and After

Continuous Improvement

Enable a continuous monitoring and assessment of the end-to-end processes. Embrace true operational excellence and improve processes in an agile mode.

Transform

Scope, prioritize, and assign the transformation work. Document & track progress and keep alignment across teams.



Define Scope & Goals

Translate the company's objectives into operational metrics. Define the impacted business scope make the goals of your transformation transparent to everyone.

Discover & Design

Design, capture and analyze the existing processes and compare today's performance to industry benchmarks. Process mining translates data into an actionable process model.

Process Transformation – Before, During and After

Before

Continuous Improvement

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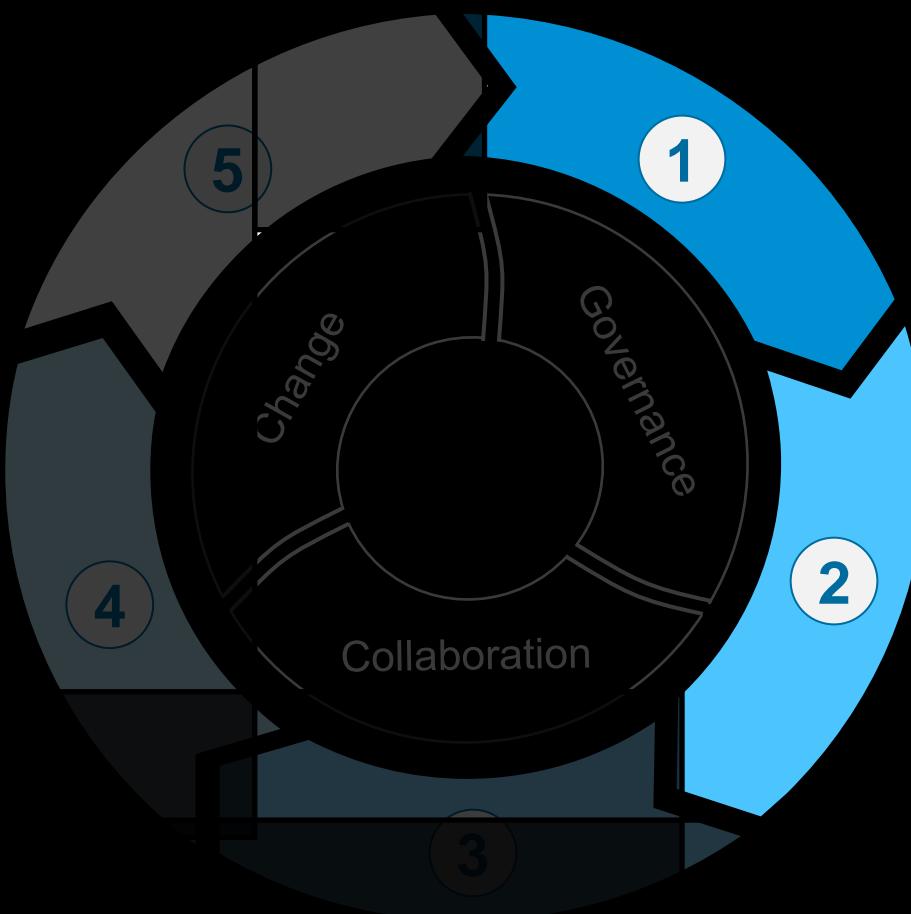
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Define the target & assess the scenarios

Leverage operational realities, best practices and industry blueprints to define the ideal future state.

Business Process Intelligence

End-to-end Solution for Business Transformation and Continuous Improvement



Get All Stakeholders Aligned around Goals, Objectives and Priorities

SIGNAVIO

Create    Internal user
Sales Plays: ERP & O2C & P2P

< Back

Processes > Scenarios > O2C Credit Management Transformation > 1. Define Scope & Goals >

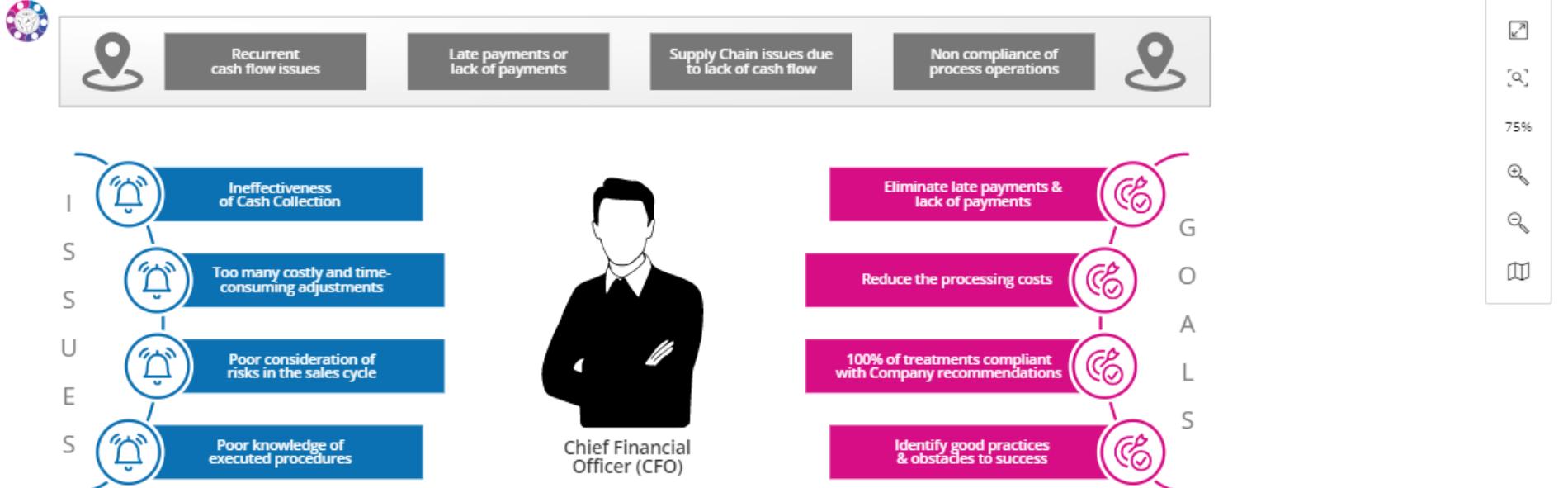
O2C CM - Transformation Business Objectives

Level 1 Revision 39 Last updated 04/02/2021 Last author Cedric Capayrou

This diagram lists the context, key issues, key goals, and key measurement indicators for the transformation project.

Diagram

No comments Overlays (1/27 visible) Legend



Recurrent cash flow issues

Late payments or lack of payments

Supply Chain issues due to lack of cash flow

Non compliance of process operations

Ineffectiveness of Cash Collection

Too many costly and time-consuming adjustments

Poor consideration of risks in the sales cycle

Poor knowledge of executed procedures

Chief Financial Officer (CFO)

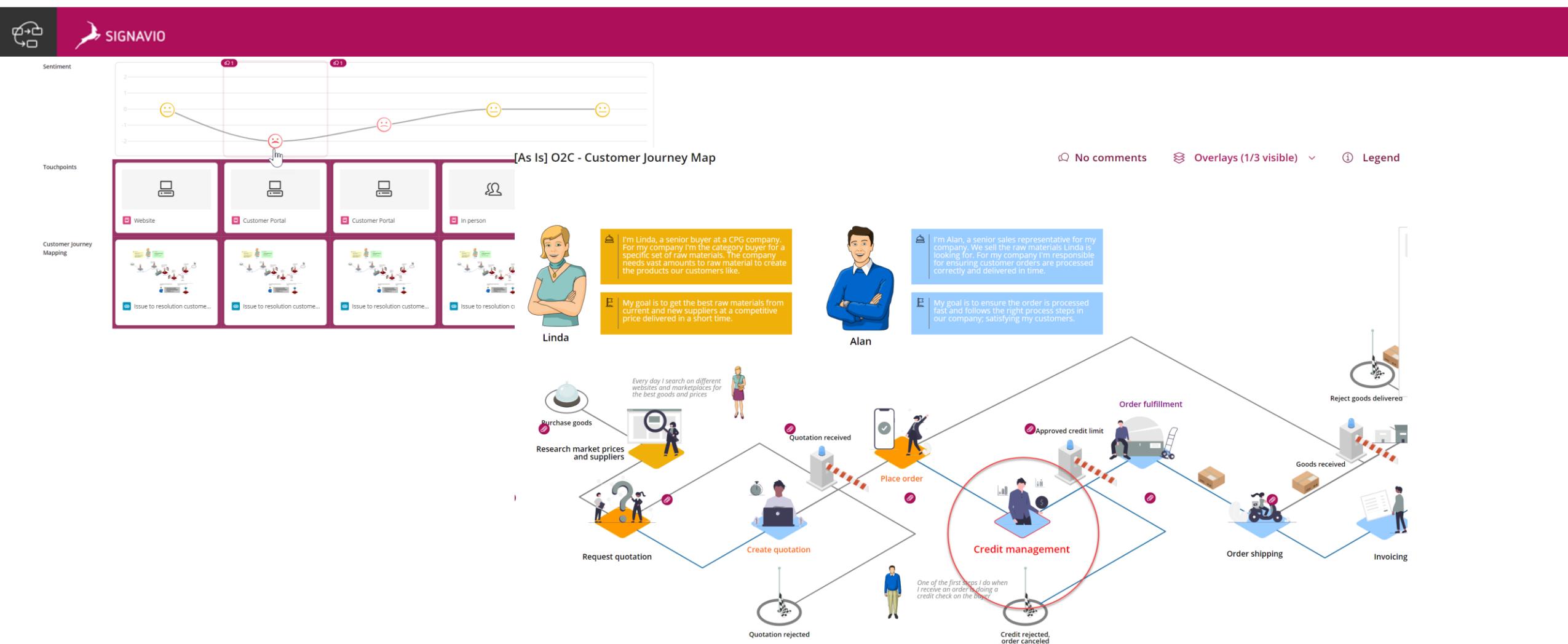
Eliminate late payments & lack of payments

Reduce the processing costs

100% of treatments compliant with Company recommendations

Identify good practices & obstacles to success

Understand the customer journey. Based on outside-in sentiment data.





Understand current state of process. Based on inside-out performance data.



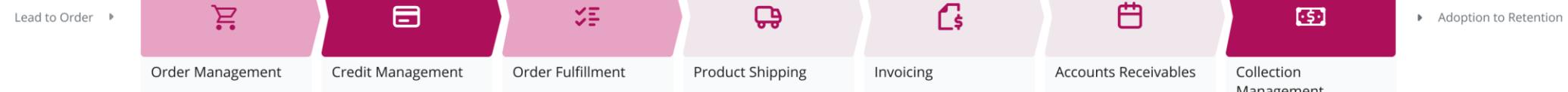
Start > Business Operating Model > Lead to Advocate > Order to Cash

Order to Cash



Order to Cash (OTC or O2C) is a set of business processes that involve receiving and fulfilling customer requests for goods and services.

Insights on Current State

Improvement Potential: High Medium Low

Improvement Potential	Medium	High	Medium	Low	Low	Low	High
Operational Health >	<div style="width: 50%; background-color: #E64A89;"></div>	<div style="width: 50%; background-color: #E64A89;"></div>	<div style="width: 30%; background-color: #E64A89;"></div>	<div style="width: 20%; background-color: #4DB6AC;"></div>	<div style="width: 20%; background-color: #4DB6AC;"></div>	<div style="width: 30%; background-color: #E64A89;"></div>	<div style="width: 50%; background-color: #E64A89;"></div>
Customer Experience							
Process Model Quality	<div style="width: 50%; background-color: #E64A89;"></div>	no model	<div style="width: 50%; background-color: #E64A89;"></div>	<div style="width: 50%; background-color: #E64A89;"></div>	<div style="width: 50%; background-color: #4DB6AC;"></div>	<div style="width: 50%; background-color: #4DB6AC;"></div>	<div style="width: 50%; background-color: #4DB6AC;"></div>
Owner	Stephen Cain	Kim Miller	Brian Rees	Brian Rees	Susan Pritzker	Susan Pritzker	Susan Pritzker
Opportunities and Projects		<div style="background-color: #B0E0E6; border: 1px solid #4DB6AC; padding: 5px; display: inline-block;">SAP S/4HANA transformation opportunity identified See Details</div>			<div style="background-color: #B0E0E6; border: 1px solid #4DB6AC; padding: 5px; display: inline-block;">Improvement Project ongoing See Details</div>		<div style="background-color: #B0E0E6; border: 1px solid #4DB6AC; padding: 5px; display: inline-block;">Continuous improvement and automation opportunity identified See Details</div>

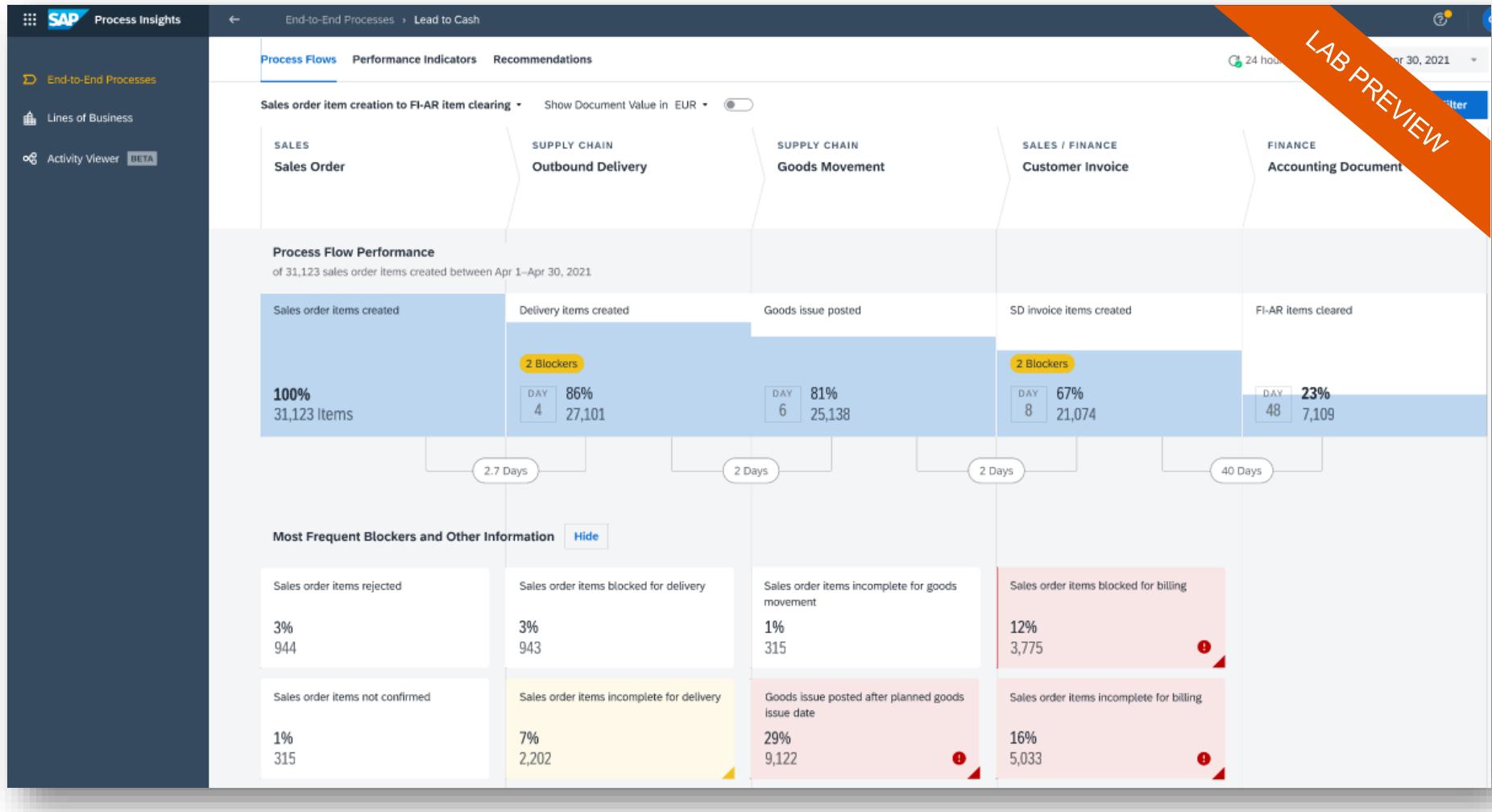
Business Process Intelligence

End-to-end Solution for Business Transformation and Continuous Improvement



*General availability in September 2021

Understand your processes using 40 out-of-the-box process flows and 300+ typical issues and inefficiencies



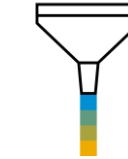
Make data-driven decisions which business areas to prioritize for improvement



Get insights fast: updates happen daily

Dive deep with analytics: filtering for the greatest impact

The screenshots illustrate the SAP Process Insights interface, specifically the 'Sales documents overdue for billing' report. The top screenshot shows the initial view with a total of 9,286 documents. The bottom screenshot shows the 'Filters' dialog where specific criteria are being applied, such as Document Type (e.g., SAP SE) and G/L Account (e.g., 123,123). Both views include a prominent orange 'LAB PREVIEW' watermark.



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



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

From fast insights to immediate results: use the tailored recommendations

The screenshot shows the SAP Process Insights interface for the 'Lead to Cash' process. The 'Recommendations' tab is selected. Two corrective actions are listed:

- 182 job executions for manufacturing order settlement were found where more than 80% of the selected orders had 'no change' or a 'wrong status'. Recommendation: Set deletion flag for old production and process orders.
- 193 job executions of for internal or maintenance order settlement were found where more than 80% of the selected orders had a 'wrong status'. Recommendation: Check and adjust selection variant used in program RKO7K08G.

A large orange diagonal banner across the top right of the screen says 'LAB PREVIEW'.

The screenshot shows the SAP Process Insights interface for the 'Lead to Cash' process. The 'Recommendations' tab is selected. A list of product recommendations is shown:

Recommendation	Type	Line of Business	End-to-End Process
SAP S/4HANA Business Scenarios · View All	SAP S/4HANA Business Scenarios	Finance	Order to Cash
Create and Collection Management (S/4 OP)	SAP S/4HANA Business Scenarios	Finance	Order to Cash
Sales Order Management and Processing	SAP S/4HANA Business Scenarios	Sales	Order to Cash
Service Consulting	SAP S/4HANA Business Scenarios	Finance	Procure to Pay
Sales Planning	SAP S/4HANA Business Scenarios	Supply Chain	Order to Cash

A large orange diagonal banner across the top right of the screen says 'LAB PREVIEW'.

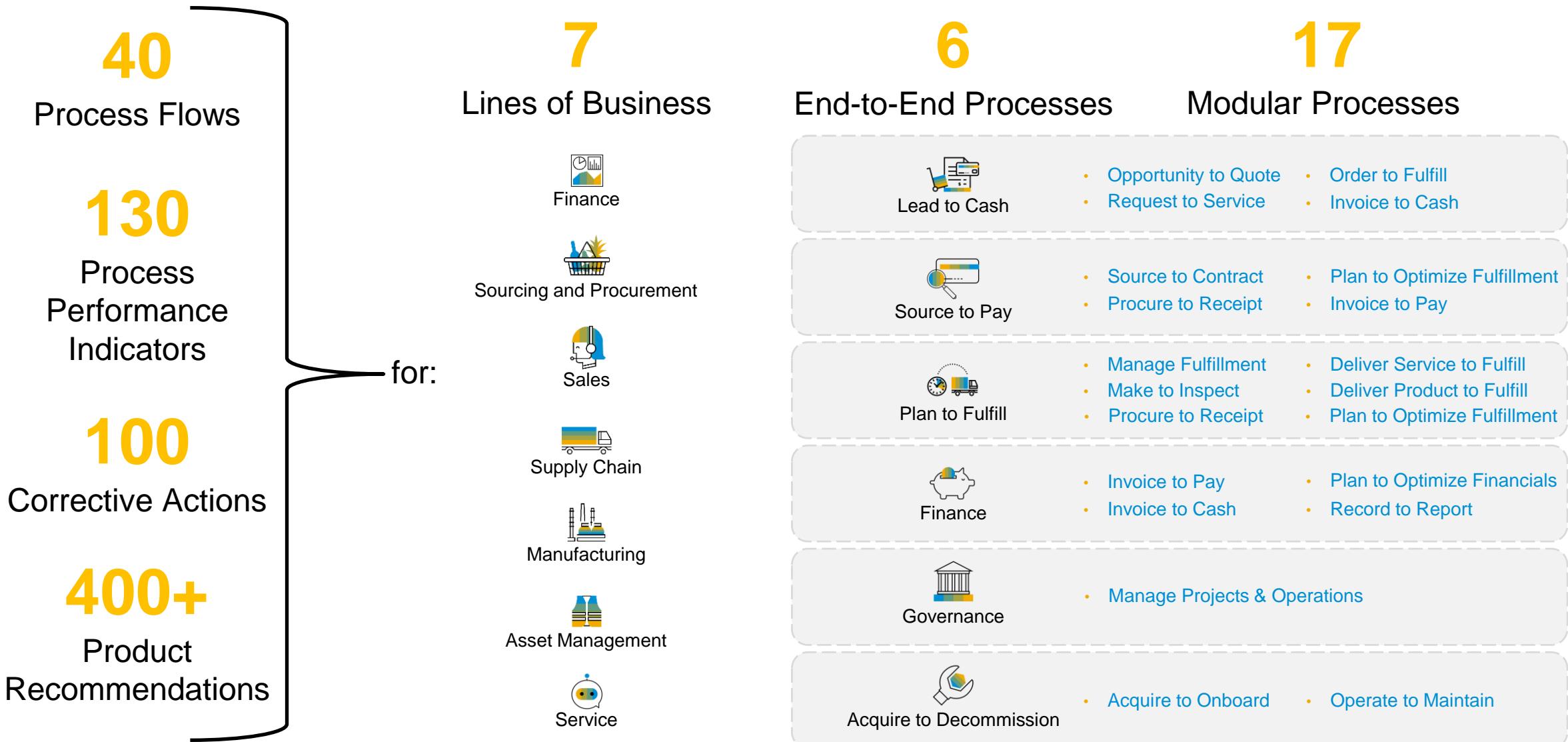


Get **recommendations** specifically linked to previously identified issues



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

SAP Process Insights has unrivaled out-of-the-box content coverage*





Identify inefficiencies in current state. Based on performance data and benchmarks.

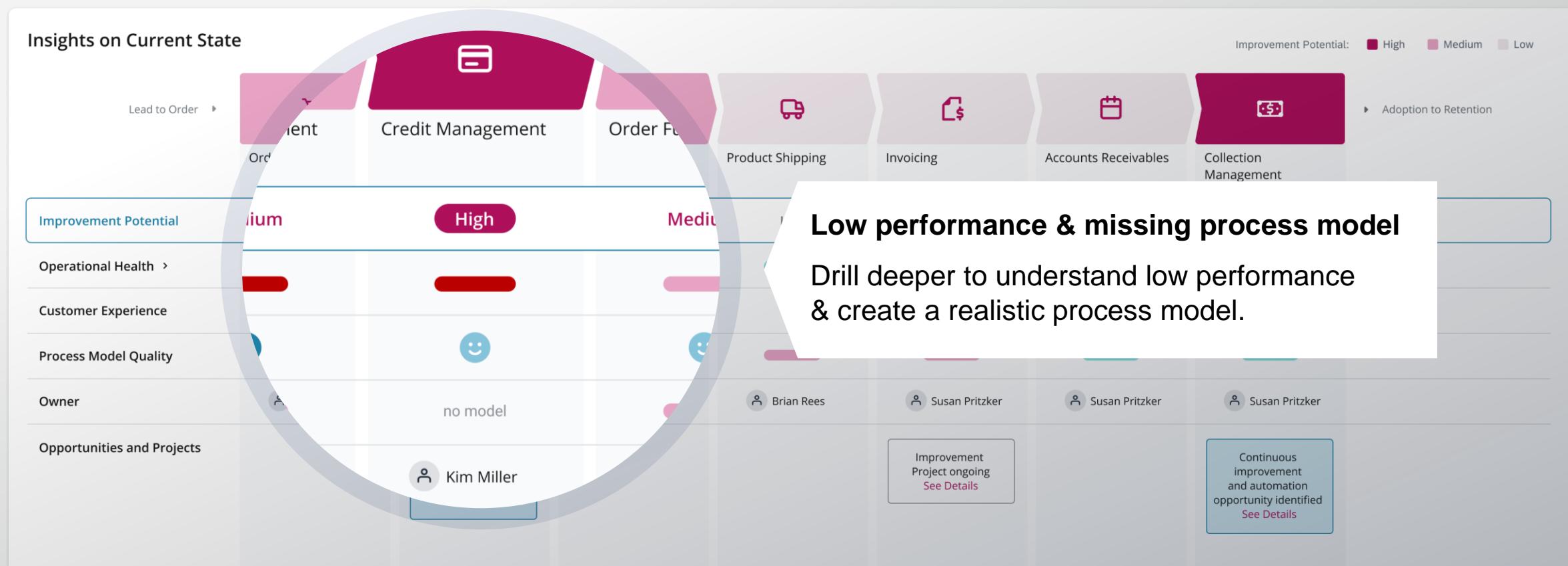


Start > Business Operating Model > Lead to Advocate > Order to Cash



Order to Cash

Order to Cash (OTC or O2C) is a set of business processes that involve receiving and fulfilling customer requests for goods and services.



Use Process Mining to understand execution in current state.

SIGNAVIO

Current State

Process Discovery

Occurrences **Cycle time**

Open as BPMN

Variants

Variant	Cases
1	251
2	178
3	100
4	77
5	72
6	46
7	34
8	33
9	28
10	22
11	21
12	18
13	17
14	11
15	11
16	11

As Is Analysis

Current Credit Management Activities

Activity	Count / Percentage
Conform activities	12,313 / 95.1 %
Create Credit Limit Request	2,417 / 18.7 %
Create Customer Master Data	2,417 / 18.7 %
Calculate Risk Class	1,799 / 13.9 %
Calculate Credit Score	1,799 / 13.9 %
Sell from Stock	1,438 / 11.1 %
Sales of Non-Stock Item	979 / 7.6 %
Review Sales Order	732 / 5.7 %
Release Sales Order	484 / 3.7 %
Reject Sales Order	248 / 1.9 %
Non-conform activities	632 / 4.9 %
Correct Risk Class	228 / 1.8 %
Change Credit Score	216 / 1.7 %
Change Risk Class	188 / 1.5 %

Data Set As Is 37% 2,417



Understand business impact of micro Process Variants.

Credit Management

As Is Analysis

Total Credit Cases 2,417	Total Costs €11,289,007.02	Total Customer Assessments 2,417 Target 1,799	Average Cycle Time 3d Target 4d 6h
Incorrect Customer Assessments 50 Limit 228	Deals with Credit Limit Exceeded 450 Limit 732	Average Cost Per Case €2,500.00 Limit €4,670.67	Process Variants 10 Limit 47

Credit Management Current State

The cycle time, errors and costs for our credit management are too high. We need to look the impact of credit management on our overall Order to Cash process.

Order to Cash

Current State Analytics

- Process Discovery
- End to End Analysis
- Credit Management**
- New chapter

Credit Management

Credit Effectiveness Index

AVG (Credit Effectiveness Index)

90
Target

70
Benchmark

0 30 60 90

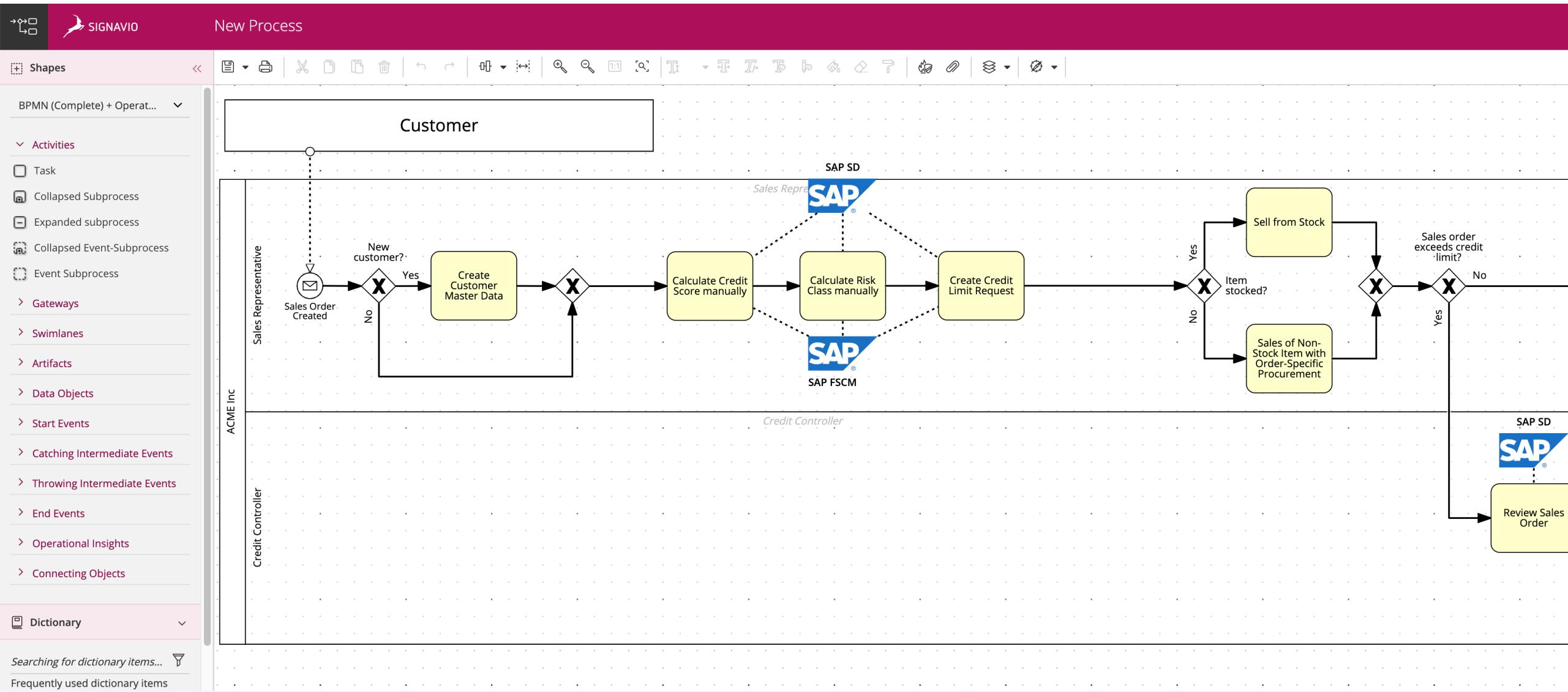
2019-02 2019-03 2019-04 2019-05 2019-06 2019-07 2019-08 2019-09 2019-10 2019-11

CEI Root Cause Analysis

These Attributes are strongly related to **Credit Effectiveness Index**:

Attribute	Value
Credit Reviews per Credit FTE	~0.45
Automation Rate	~0.15
Credit Score	~0.12
Accounts Receivable Turnover Rate	~0.10
Risk Class	~0.05
FTEs per 1Bil Revenue	~0.02

Convert Process Mining results into as-is Process Models.



Process Transformation – Before, During and After

During

Continuous Improvement

Enable a continuous monitoring and assessment of the end-to-end processes
Embrace true operational excellence and improve processes in an agile mode

Transform

Scope, prioritize, and assign the transformation work. Document & track progress and keep alignment across teams.

Define Scope & Goals

Translate the company's objectives into operational metrics. Define the impacted business scope make the goals of your transformation transparent to everyone.

Discover & Design

Design, capture and analyze the existing processes and compare today's performance to industry benchmarks. Process mining translates data into an actionable process model.



Define the target & assess the scenarios

Leverage operational realities, best practices and industry blueprints to define the ideal future state.

Model target state using SAP Best Practices, Process Frameworks (such as APQC), or Partner Offerings.

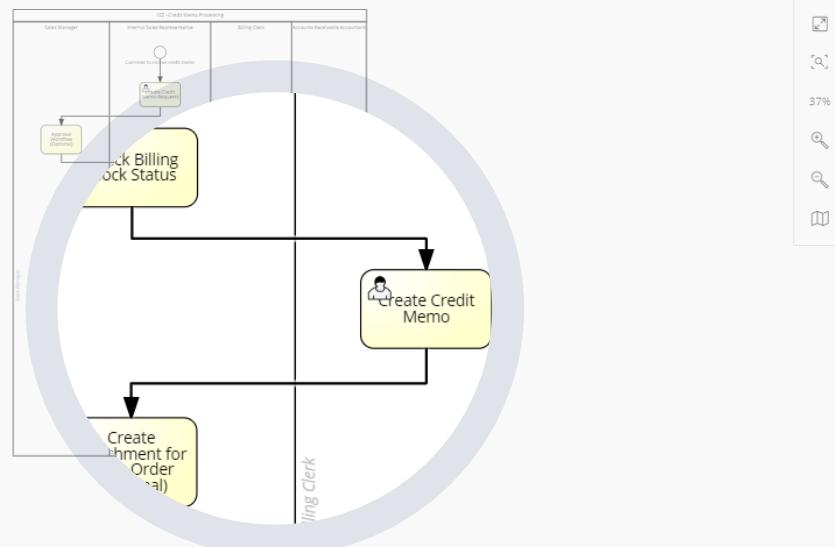


Processes > 5. Reference Library > S4H Best Practices > ProcessDiagrams > Sales > Order and Contract Management > Credit Memo Processing (1EZ) >

Credit Memo Processing (1EZ)

Level 1 | Revision 1 | Last updated 02/11/2021 | Updated by Nikolas Bieker | Published

Diagram



BPMN2 Process Model from SAP Best Practices Explorer

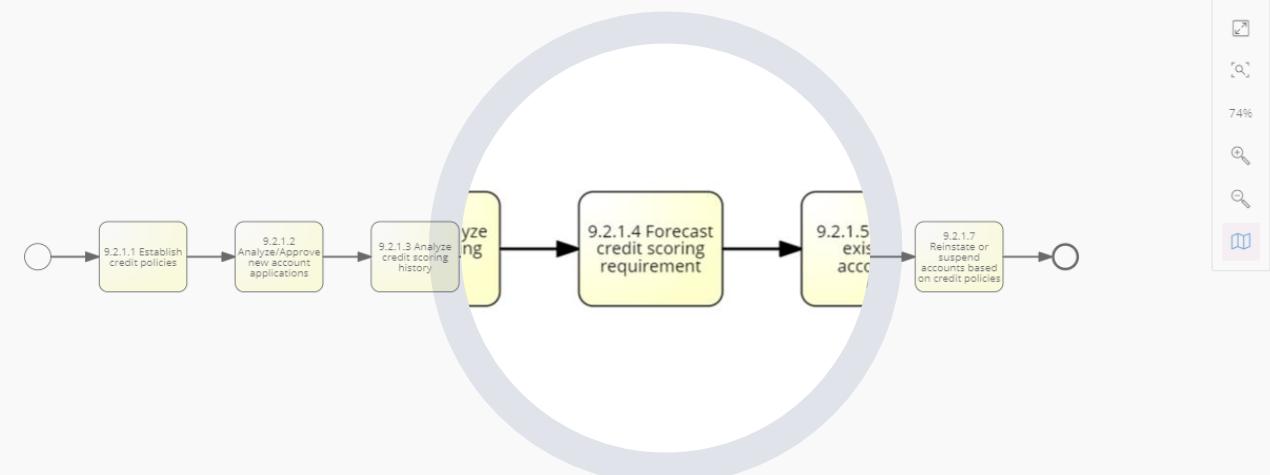
Processes > 5. Reference Library > APQC > 9.0 Manage Financial Resources > 9.2 Perform revenue accounting > 9.2.1 Process customer credit >

9.2.1 Process customer credit

Level 4 | Revision 1 | Last updated 02/11/2021 | Updated by Nikolas Bieker | Published

Evaluating and processing requests for advances. Evaluate credit requests by customers requiring loans to buy products/services.

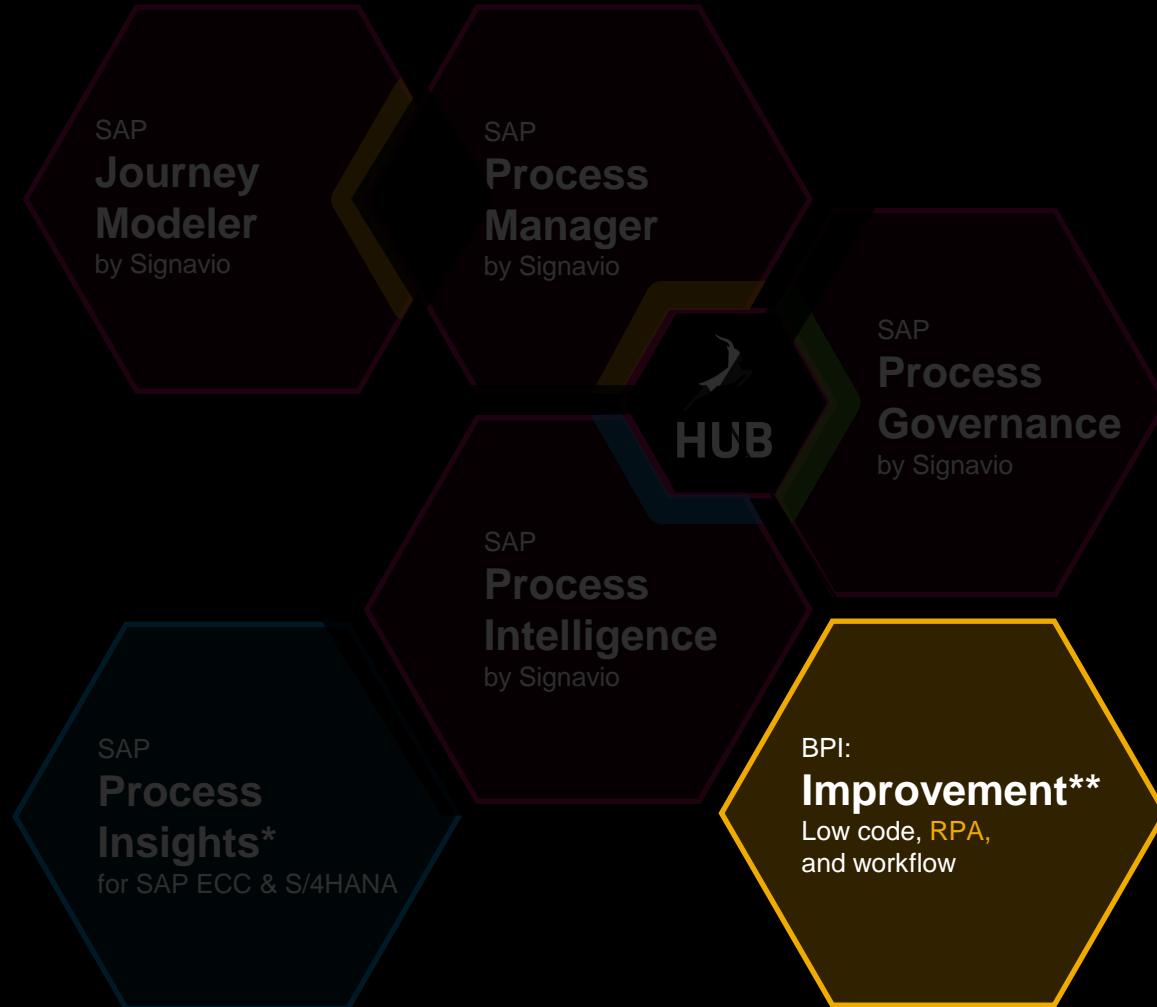
Diagram



Process Model from APQC process framework

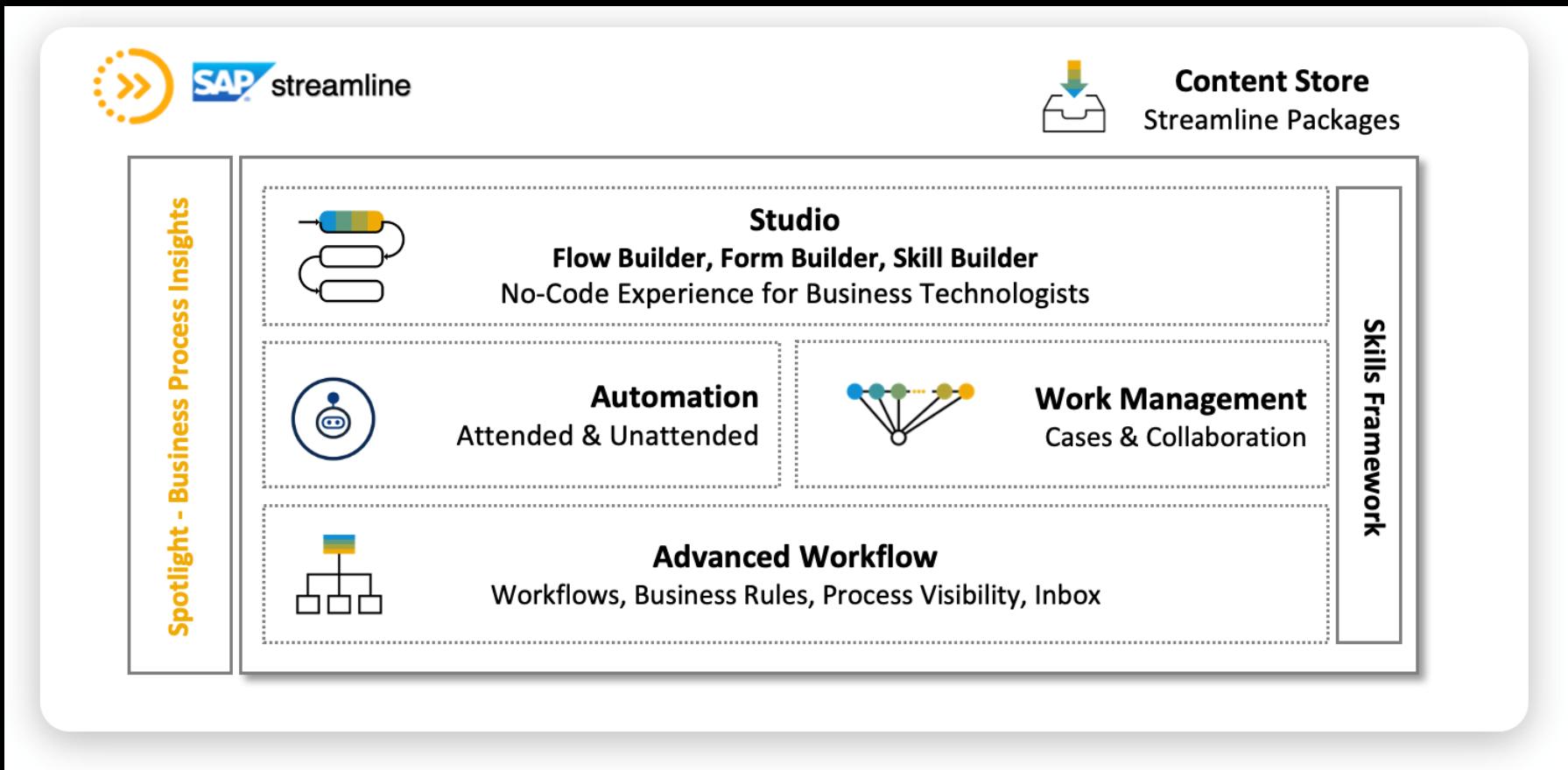
Business Process Intelligence

End-to-end Solution for Business Transformation and Continuous Improvement



**Preliminary name, new solution planned for Q4/2021

BUSINESS PROCESS IMPROVEMENT



SAP BPI Improvement Layer is part of the Extension Suite on the SAP Business Technology Platform:

- Combining SAP's process and task automation capabilities into one single solution, complementing SAP's LoB and industry applications
- Allowing customers to add differentiating capabilities to of-the-shelf software and run innovative processes that add business value to existing solutions
- Serving the continuum of developer personas, together with SAP Rapid Builder (Pro/Low Code to No Code for business technologists)
- Designed to fully leverage our BTP rich ecosystem and allowing customers to benefit from partner-built content, technology skills and solution extensions



Business operations Self-healing

Content Package : Sales Order operations Self-healing



Self-Help

Ticket reduction via self-service

Benefits

- Instant business resolution
- Reduced ticket volume
- Increased ticket quality

Use Case Scope

- 'How To' request



Self-Service

Reduction in ticket resolution time

Benefits

- Reduce business disruption
- Reduced resolution time
- Reduced ticket volume
- Reduced delivery effort
- Improved service quality
- Resolution object

Use Case Scope

- Sales Order ticket creation
- Interactive Sales Order issue resolution

Details on next slide



Self-Healing

Reduction in operational effort

Benefits

- Reduce business disruption
- Reduced operations effort
- Improved service quality
- Resolution objects

Use Case Scope

- Data Exchange resolutions
- Incomplete Document resolutions
- Master Data resolutions

Details on next slide

Sales Order operations Self-healing Resolution Objects*

Incomplete Sales Orders

Name and description	Self Service	Self Healing
Gross Weight	✓	✓
Customer Reference (PO Number)	✓	✓
Incoterms	✓	✓
Payment Terms	✓	✓
Shipping point / Receiving Point	✓	✓

Master Data

Name and description	Self Service	Self Healing
Plant not available (V1369)	✓	!

Data Exchange

Name and description	Self Service	Self Healing
Sold-to party not maintained for sales area (VP197)	✓	✓
There is an order block for customer (VPD020)	✓	✓
Material is not listed and therefore not allowed (V1118)	✓	✓
No item category available (V1320)	✓	!
Partner number XX for customer XX, partner function XX does not exist (VG140)	✓	✓
The material number for item could not be identified (VG203)	✓	✓
Material has been excluded (V1117)	✓	✓
Material not defined for sales org., distr. channel, language (V1382)	✓	✓

Compare current state to the target.

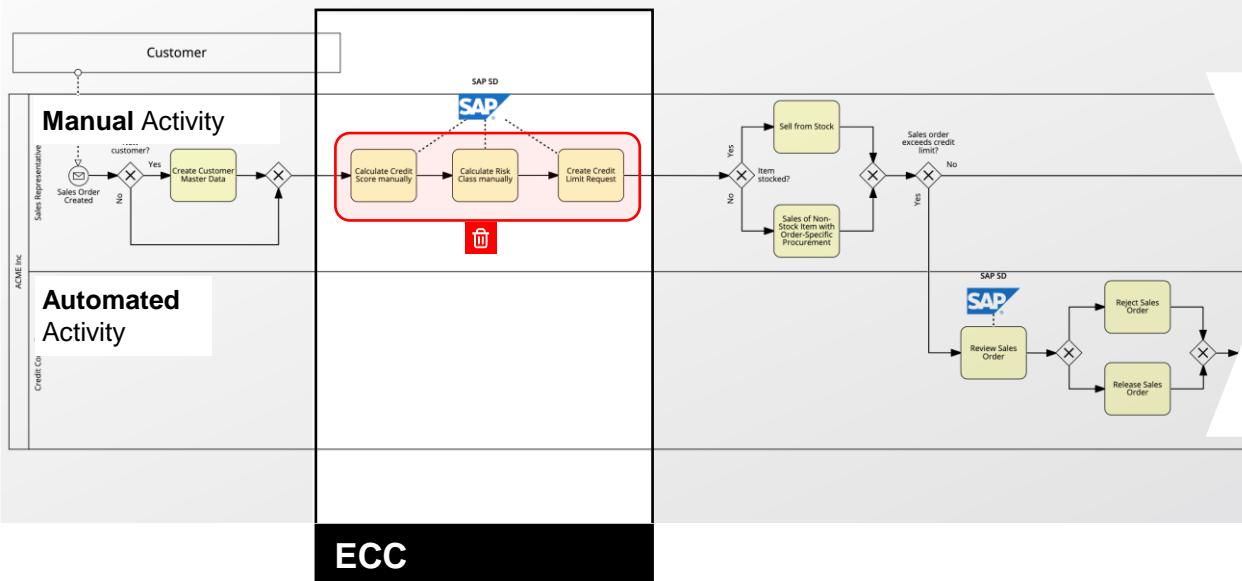


29 changes between Credit Management Current State (Revision 4) and Credit Management Target State (Revision 4)

Choose revisions/diagrams

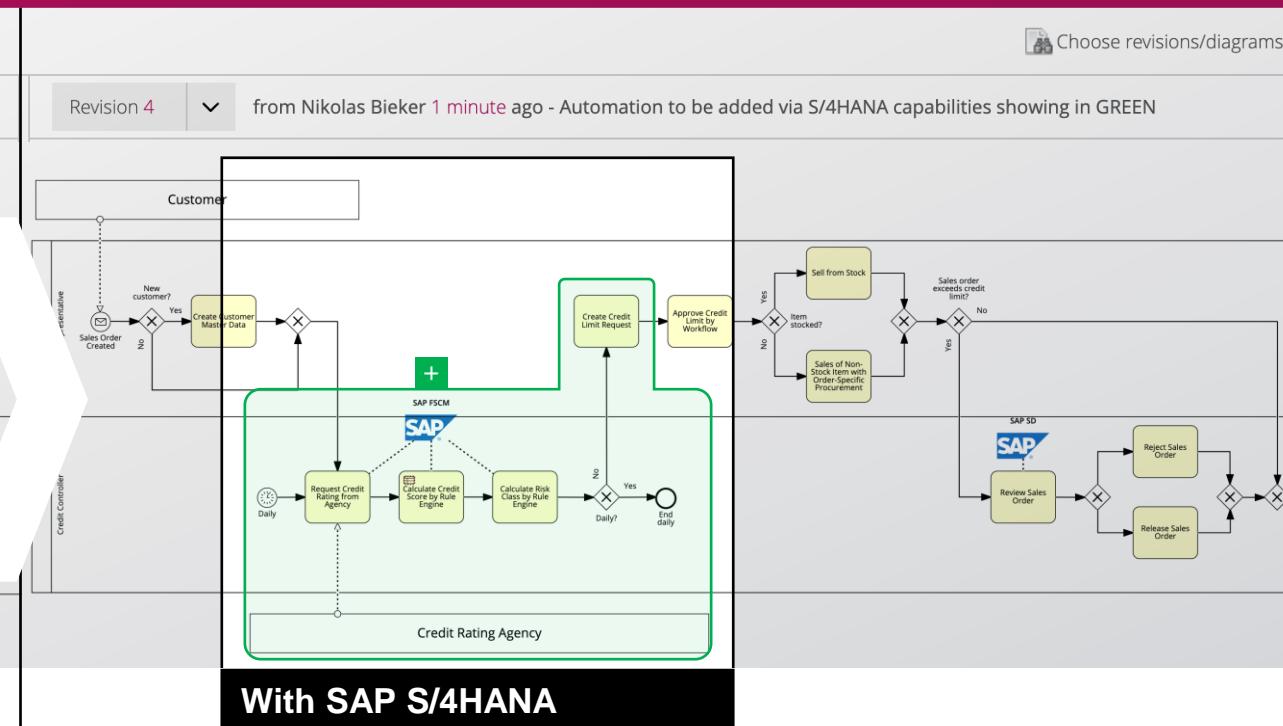
Revision 4

from Nikolas Bieker 1 minute ago - Manual work to be removed showing in RED



ECC

Manual Credit Score Calculation



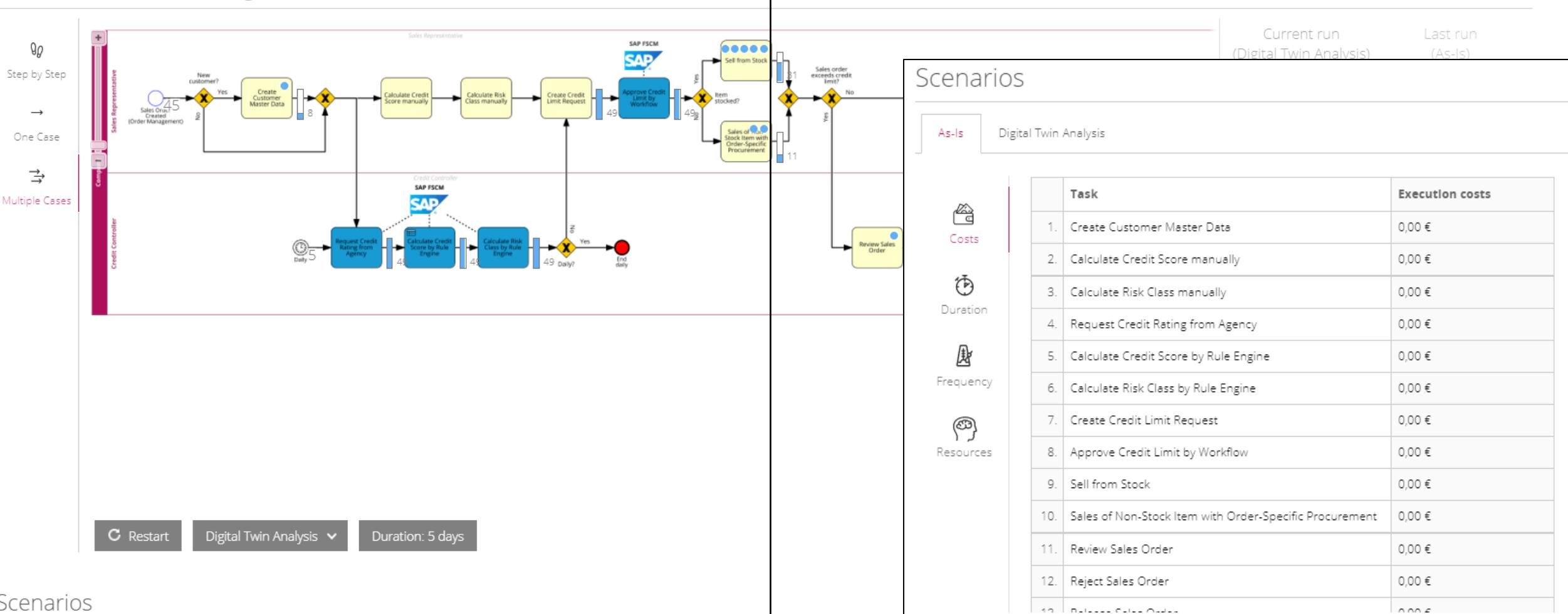
With SAP S/4HANA

Automated credit rating through Rating Agency

Simulate proposed benefits with the target state.



[Simulation] Credit Management



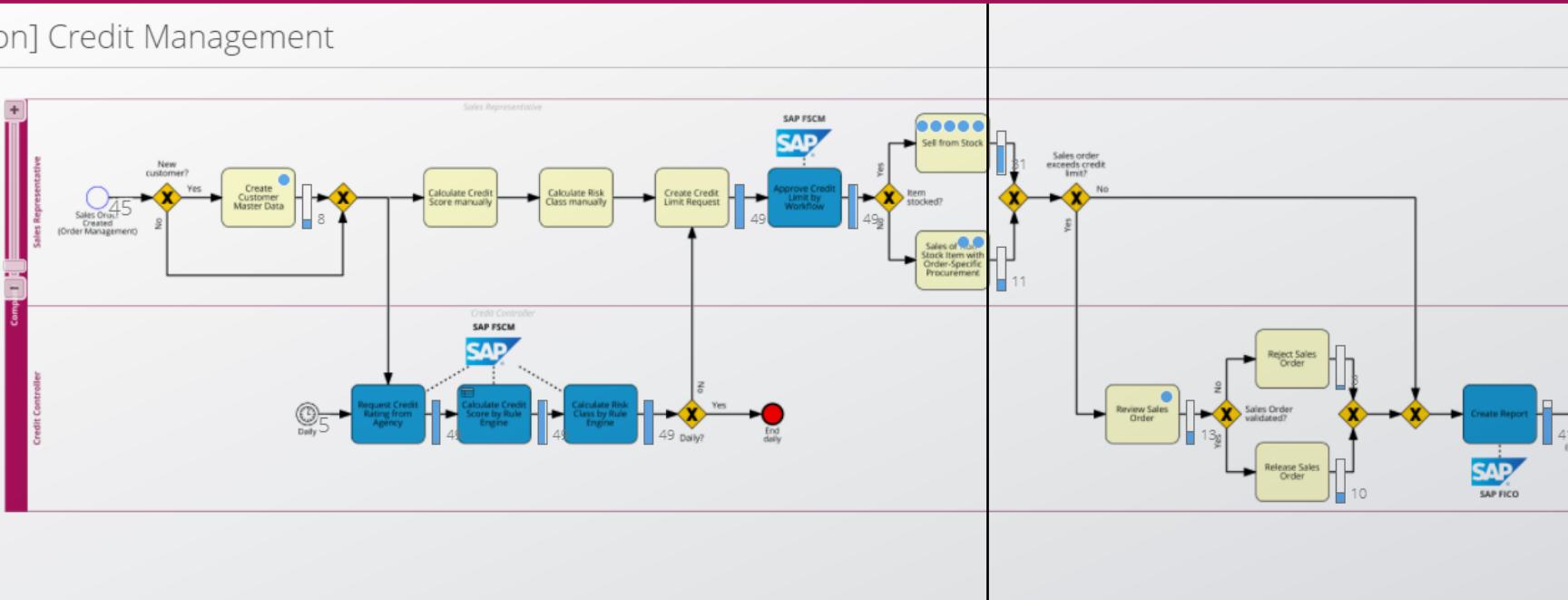
Decide with confidence on the target state.



[Simulation] Credit Management

Step by Step
→
One Case

Multiple Cases



Current run
(Digital Twin Analysis)

Costs
19.296,50 €
[more...](#)

Total cycle time
41d 11h 18m 00s
[more...](#)

Resource consumption
15d 09h 42m 00s
[more...](#)

Last run
(As-Is)

Costs
41.427,50 €

Total cycle time
34d 07h 30m 20s
[more...](#)

Resource consumption
31d 16h 00m 00s

Simulated process performance of S/4HANA credit management

Requires inputs and assumptions e.g. resource availability, execution times or cost per time

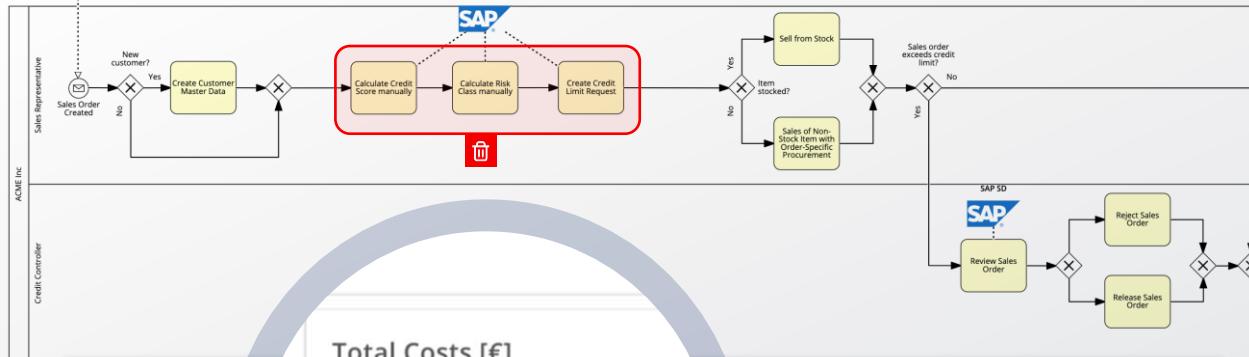
Automated credit rating through Rating Agency

TO-BE

AS-IS

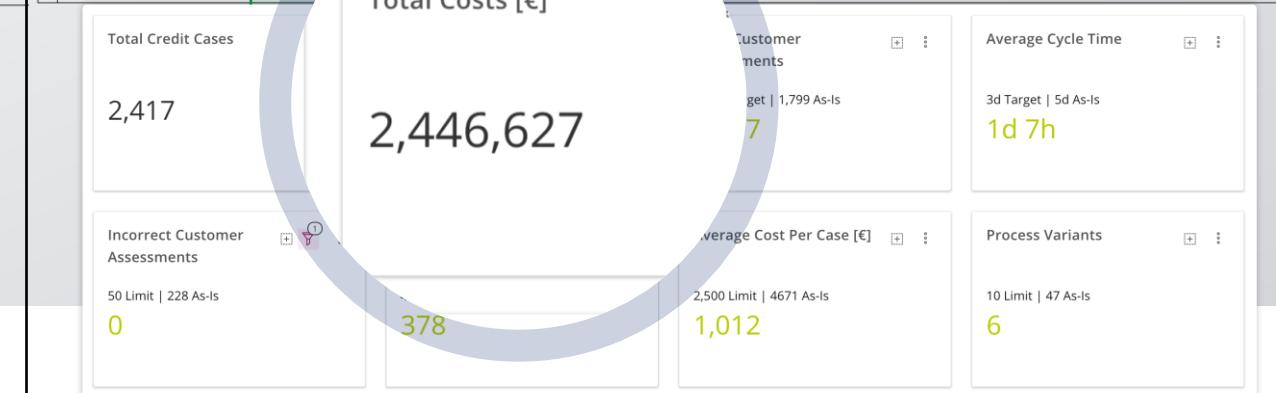
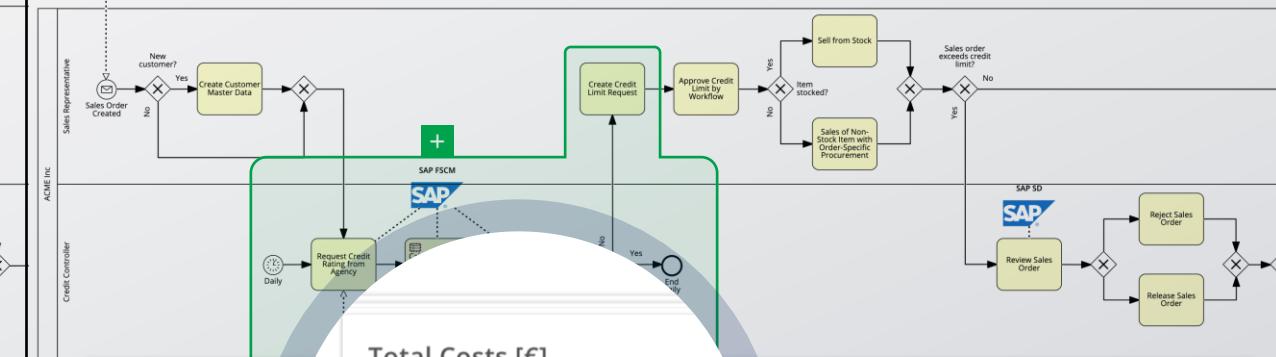
Manual Credit Score Calculation

Support your business case for the target state.



Current process performance of credit management

Based on real process mining data



Simulated process performance of S/4HANA credit management

Requires inputs and assumptions e.g. resource availability, execution times or cost per time

Collaborate, manage and govern roll out of target state.

SIGNAVIO

Processes > Business Processes > Order to Cash > Credit Management

Credit Management

Diagram

```

graph LR
    Start(( )) --> Review[Review Sales Order]
    Review --> X1{ }
    X1 --> Reject[Reject Sales Order]
    X1 --> Release[Release Sales Order]
    Reject --> X2{ }
    Release --> X2
    X2 --> Create[Create Report]
    Create --> End(( ))
    
```

Create Report

Highest credit limit utilization and by the top 10 business partners with the highest credit exposure. You can customize the threshold value. In addition, you can display currency into which all amounts change rate type for the

ERP Transformation

What changes with SAP S/4HANA

- Predefined reports are available for strategic credit analysis with credit controller specific dash boards

Exclusive (XOR) Gateway

Previous step

Exclusive (XOR) Gateway

Next step

Credit case processed

Exclusive (XOR) Gateway

Credit case processed

Sync with Solution Manager to deploy target state.

Solution > Business Processes > SAP Best Practices Import > SAP Best Practices for SAP S/4HANA (on premise) (S... > 1QM - Advanced Credit Management)

1QM - Advanced Credit Management

Type: Process <Link>

Classifications

Site:

Related Documents

- Incidents: 0 assigned
- Requests for C...: 0 assigned
- Work Items: 0 assigned
- Work Packages: 0 assigned

Content Check

Check Results:

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...

Drive user enablement and adoption of target state.



Credit Management Target State

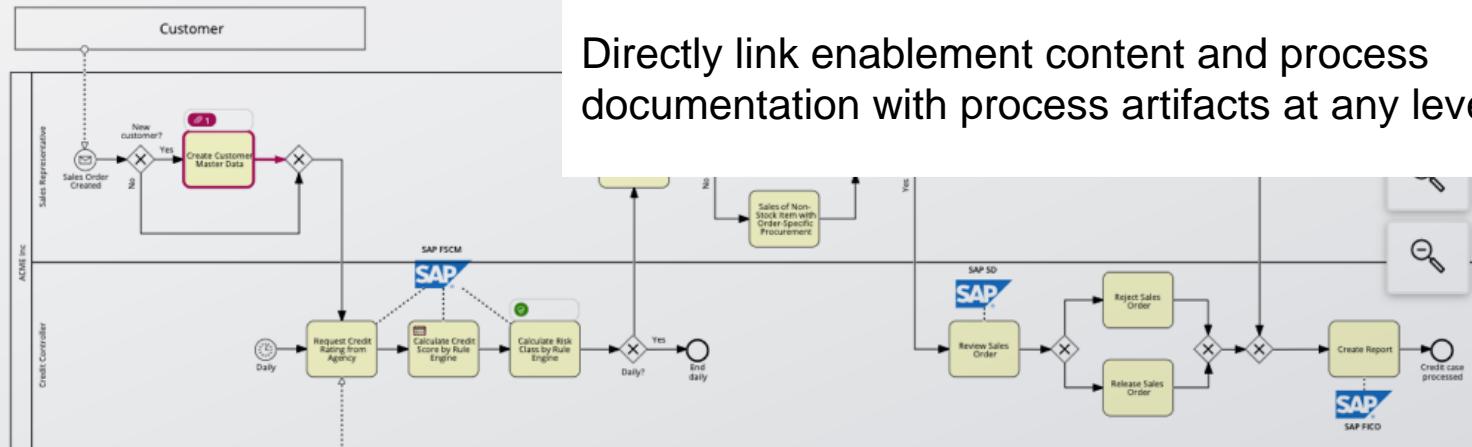


Last updated 4/12/2020 | Revision number 6 | Last published by Jean-Luc Argaud

The creditworthiness and payment behavior of our business partners have an immediate effect on the business results of our company. Efficient receivables and credit management reduces the risk of financial losses and helps to optimize business relationships with our business partners.

Diagram

No comments



Enable Users with Process Documentation

Directly link enablement content and process documentation with process artifacts at any level.

Create Customer Master Data

Storing data centrally avoids need of entering the information twice and inconsistencies in it.

Show more

General

Role

SAP Enable Now

[SAP Training material](#)

EN

S/4HANA Imp

General Business Partner Data
(Person/Organization/Group) - Entry of master data

Process Transformation – Before, During and After

After

Continuous Improvement

Enable a continuous monitoring and assessment of the end-to-end processes. Embrace true operational excellence and improve processes in an agile mode.

Transform

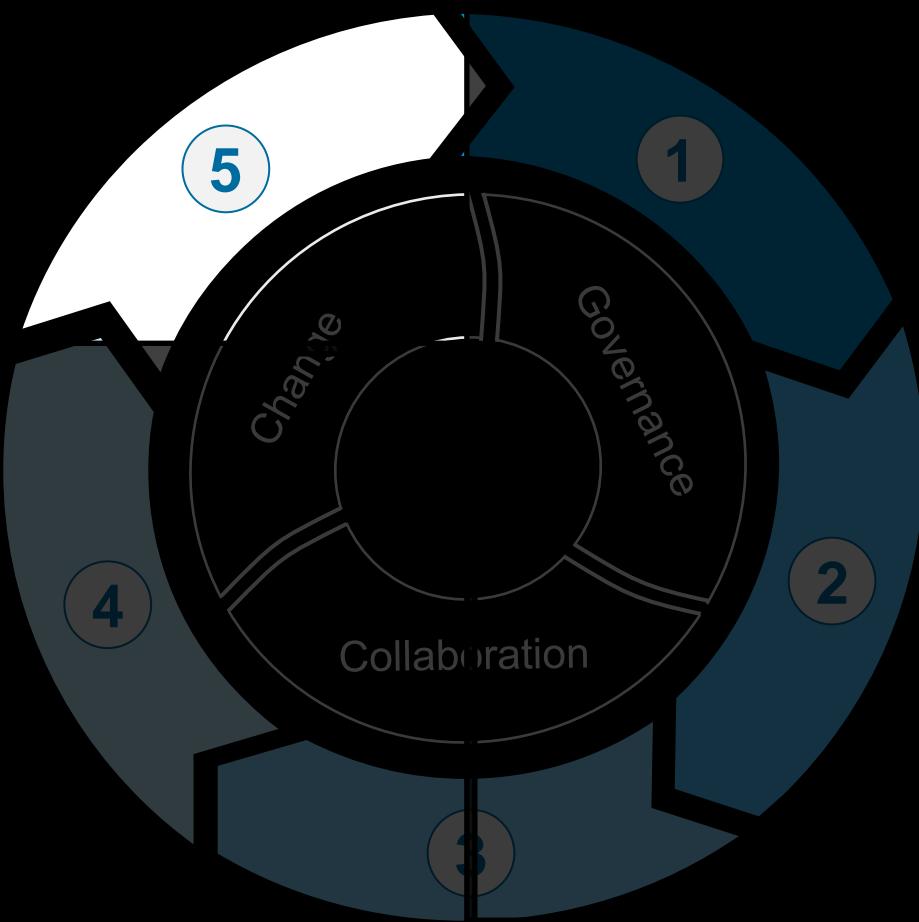
Scope, prioritize, and assign the transformation work. Document & track progress and keep alignment across teams.

Define Scope & Goals

Translate the company's objectives into operational metrics. Define the impacted business scope make the goals of your transformation transparent to everyone.

Discover & Design

Design, capture and analyze the existing processes and compare today's performance to industry benchmarks. Process mining translates data into an actionable process model.



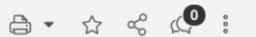
Define the target & assess the scenarios

Leverage operational realities, best practices and industry blueprints to define the ideal future state.

Continuously improve and adjust process through monitoring.



Credit Management

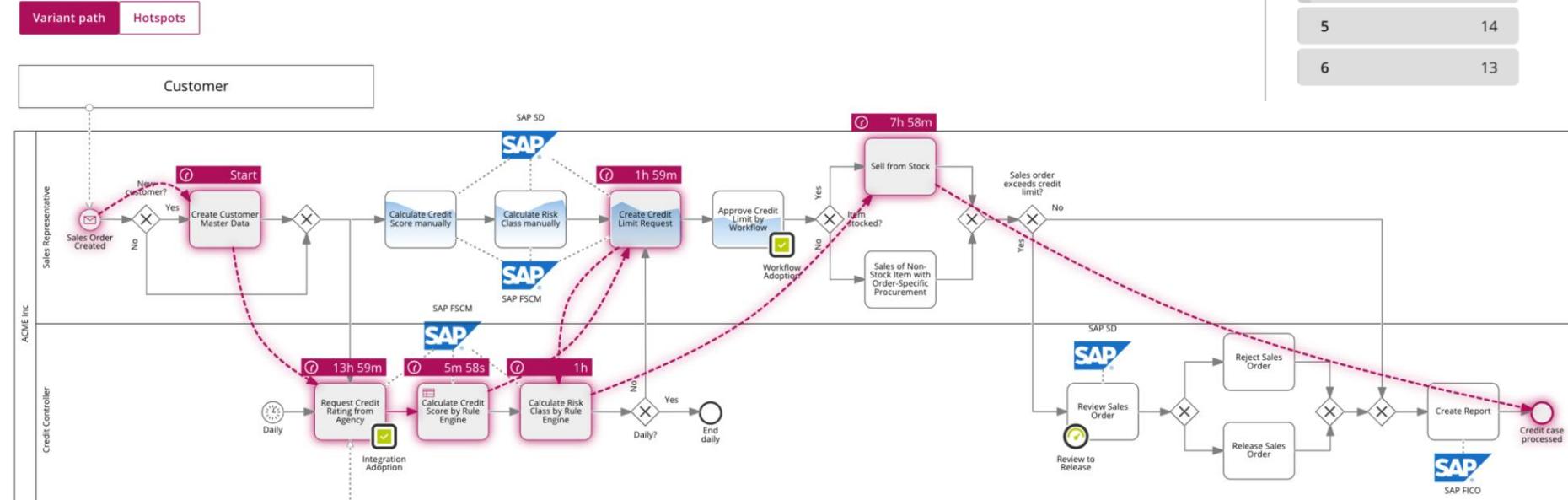
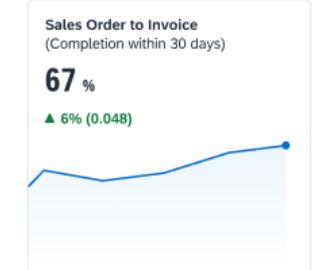
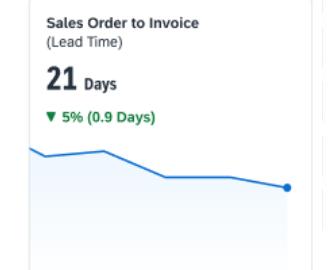


Variant Analysis

Average Cycle Time	Average Costs [€]	Average Review to Release	Average Time to Customer Assessment
3d Target 1d 8h	1,500 Target 1,027	15h Target 12h 12min	5h Target 2h 59min

Variants

Variant	Cases
1	881
2	614
3	114
4	102
5	14
6	13





Gain full transparency on achievements and business impact.

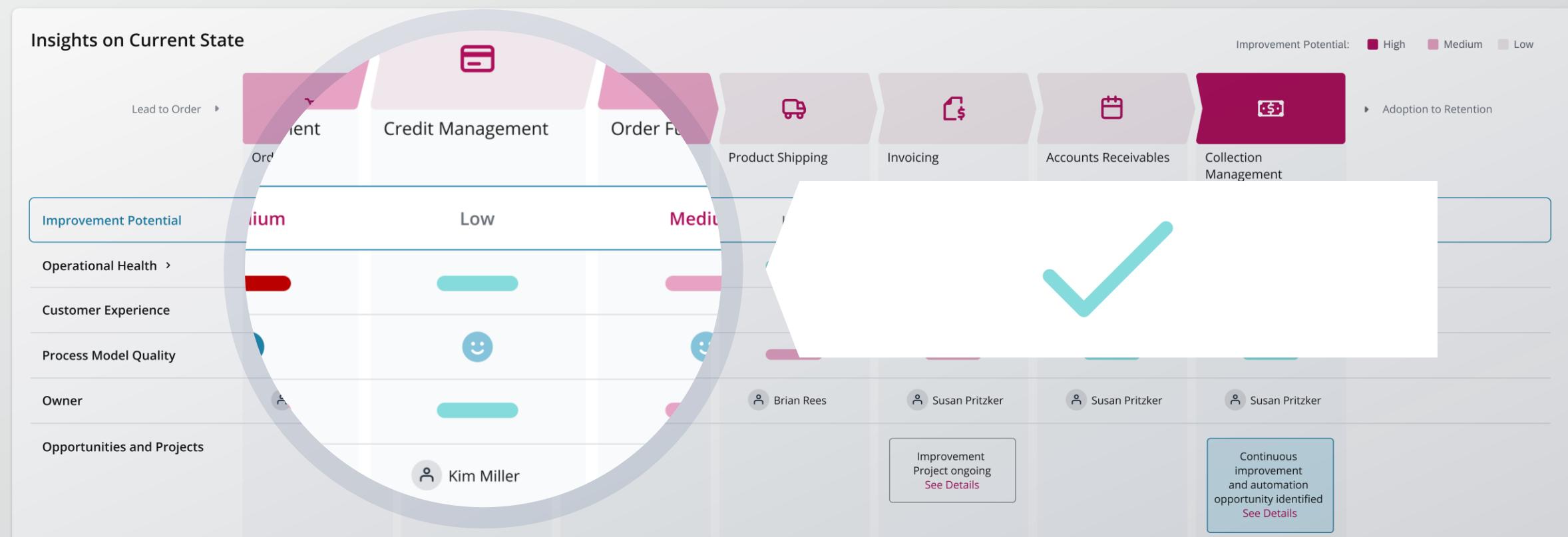


Start > Business Operating Model > Lead to Advocate > Order to Cash



Order to Cash

Order to Cash (OTC or O2C) is a set of business processes that involve receiving and fulfilling customer requests for goods and services.



How to measure the value of Business Process Intelligence



1

Direct benefits

Benefits that directly correlate with the usage of Business Process Intelligence



2

Indirect benefits

Benefits relate to a faster time to value from business transformation

Direct Benefits achieved by using Business Process Intelligence

Customer Example

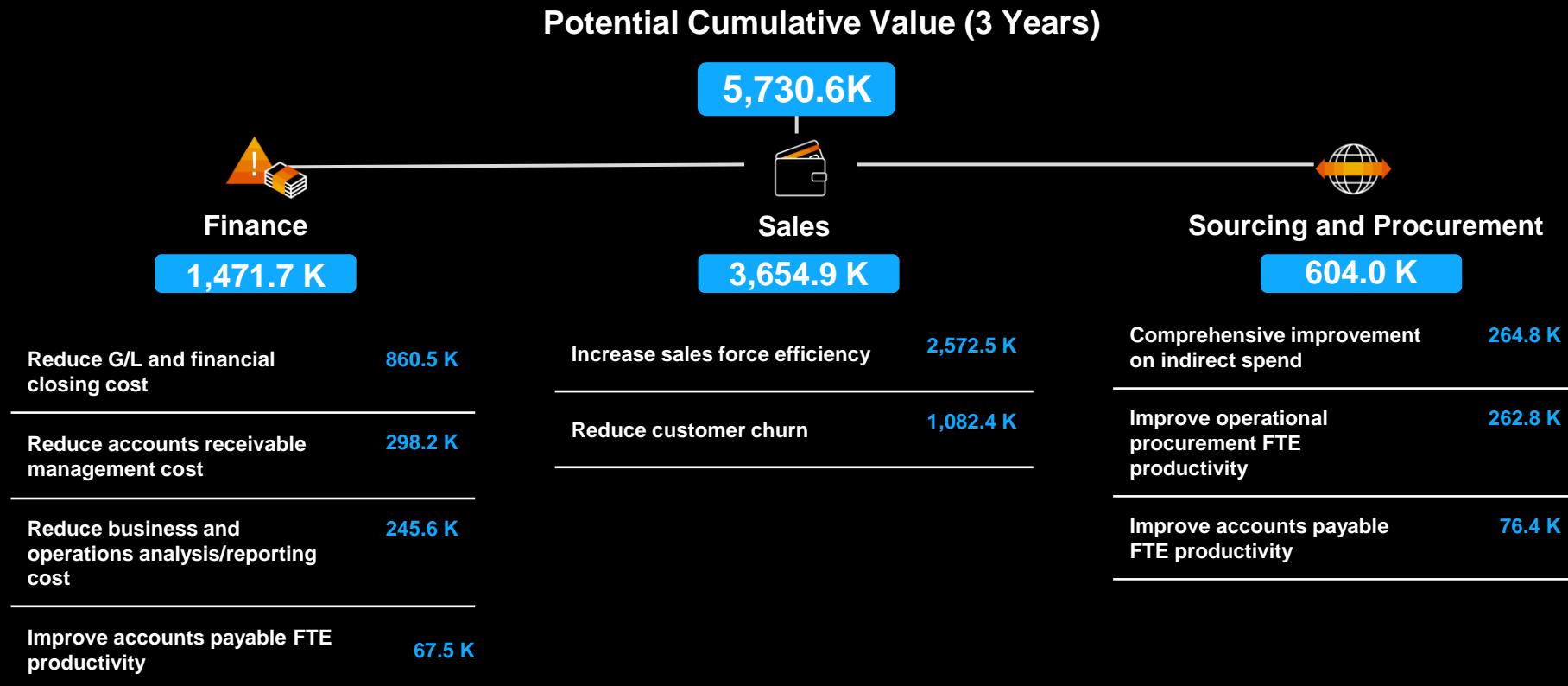
Reduce BPM subscription/maintenance cost	199.7 K
Reduce business process orchestration cost (internal)	9,393.3 K
Reduce business process management optimization cost (internal)	1,565.5 K
Reduce business process monitoring cost (internal)	1,424.6 K
Reduce business process design and model cost (Internal)	1,408.9 K
Reduce business process mapping and analysis cost (Internal) (map and analyze)	1,252.4
Reduce BPM training cost	746.2 K
Reduce business process implementation cost (external)	0
Reduce business process mapping cost (external)	0
Total Benefit	15,990.9 K

Assumptions: Calculation based on ~ 850 internally managed processes (up to process level 5), 3 years

* Further benefits will be generated from year 4 onwards- the amount is mainly defined by new processes to be orchestrated, their corresponding process monitoring, mapping & analysis costs as well as the internal transfer of staff as well as employee fluctuation

Indirect Benefits achieved by using Business Process Intelligence

Transformation to S/4HANA Example



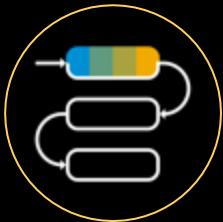
Major assumptions:

- Year 1 5%, Year 2,3 10% of the total SAP S/4HANA Business Benefits due to much faster realization of business benefits
- Focus on 2 processes: Order-to-Cash and Procure-to-Pay, significant additional business benefit potential in the remaining processes

Currency : Euro

Process Improvement and Innovation Programs to adapt and change

Corporate Initiatives



Process Excellence

Process focus (to address a particular process area)

- Sales Order Management (O2C)
- Purchase requisition to purchase order to payment (P2P)
- Lean manufacturing
- Service management

Performance initiatives (cross- or multi-functional)

- Customer excellence
- Cost reduction (procurement, plant floor, etc.)
- Automation of processes or manual activities
- Governance, Risk, and Compliance

Business Transformation

- Company-wide process standardization and simplification
- Process consolidation inc. shared services
- Equip for mergers and acquisitions, or carve-outs
- Foundation for continuous improvement programs

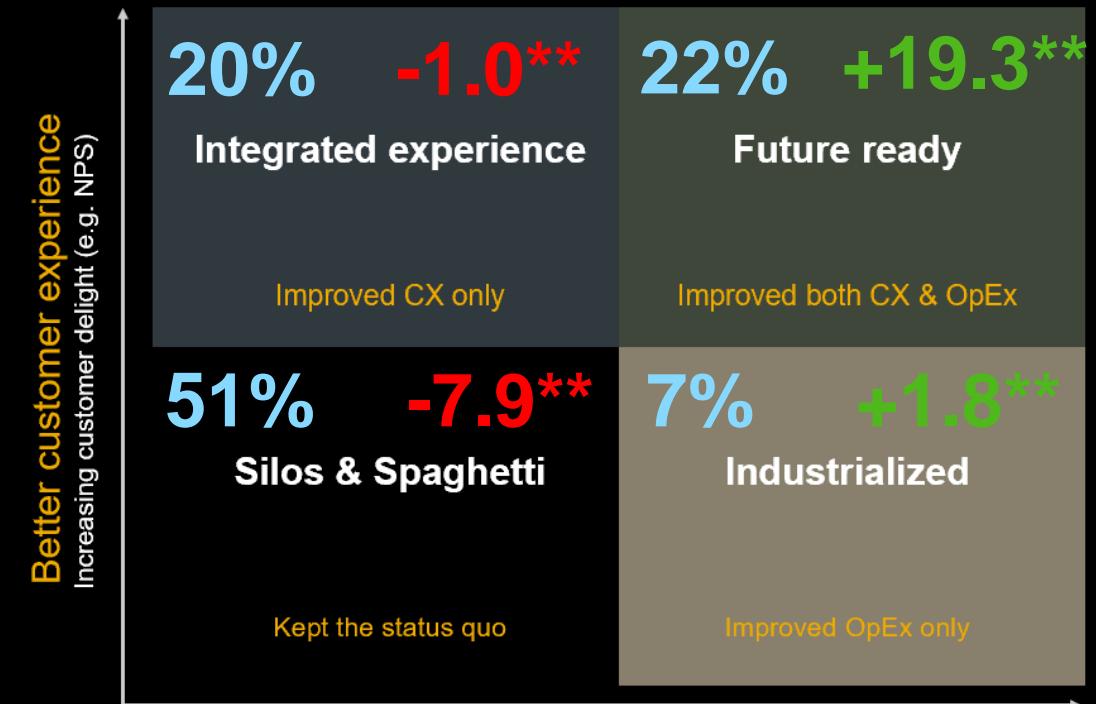
IT Transformation

- Conversion to SAP S/4HANA
- ERP consolidation
- E2E processes across multiple systems
- Digital foundation



Enterprise Transformation

MIT's framework for Digital Business Transformation*



*Source: https://cisr.mit.edu/publication/2021_0201_PathwaysUpdate_WoernerWeill

2019% of firms, N=1,311

**Net margin pp Vs. industry average

What is Business Process Intelligence for a company?

The Home of Transformation

Transform your business **safely and predictably** with the needed **project and process governance** and a **simulation engine** to evaluate the impact of the changes.

Transform along **proven methodologies** and make use of **best-practice content**.

The Automation Powerhouse

Empower your end users to automate their activities with a **low-code/no-code platform** and all needed capabilities for process automation like **workflows**, **robotic process automation**, or **machine learning**.

The Process Machine Room

Get **360-degree insights** and full control of your processes with **standardized KPIs**, process performance indicators and **benchmarks**, **process mining**, and **user-behavior mining**.

Improve your process performance by realizing **intelligent recommendations** tailored to your process issues.

The Symbiosis of Experience Data and Operational Data for Processes

Get an inside-out and **outside-in view of your processes** by analyzing your operational process performance based on **customer experience data**. Define the **customer journey** to put customers at the center of your processes.

Find more information:

www.sap.com/processdiscovery

www.sap.com/bpi

Demos from BPI sessions at 2021 SAPPHIRENOW:

[Drive Global Process Harmonization and Innovation \(~15min\)](#)

[Transform Your Business Model - SAPPHIRE Keynote Hasso Plattner \(~6min\)](#)

Thank You.

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