



HOW TO MANAGE YOUR DIGITAL FUTURE WITH ARIS & SAP® SOLUTION MANAGER 7.2

For decades, ARIS has helped many SAP-based companies design and optimize their business processes. It's a great tool for managing your transformation into an SAP-based digital business and a comprehensive solution for integrating your processes and SAP systems.

In this white paper, you'll discover how the ARIS portfolio helps you manage your business and achieve a best-in-class SAP solution to help secure your success in the digital world.

TABLE OF CONTENTS

- 1** Introduction
- 2** Your secret to success—aligning your business with SAP
- 3** Envision your digital future—setting up your SAP digital business design
- 10** Test for success—process-based testing for high-quality SAP processes
- 11** Empower your business—training and communicating the right processes
- 14** Secure your digital future—analyzing processes for deep insights into your SAP solution
- 17** Take the next step

As the saying goes: “A business process is not something your business does but business processes ARE your business.” That means to be successful now and in future, you need to assure your SAP solution is in line with business needs (and processes) and able to constantly adapt throughout the full application lifecycle.

Your secret to success—aligning your business with SAP

Process-driven Management for SAP Solutions based on ARIS for SAP Solutions gives you the right tools at the right time to achieve best-in-class SAP solutions that fully support your business. The offering features a mature combination of tools, content and methodology that brings your digital processes to life.

The tight integration of business processes with the SAP environment helps your enterprise plan projects, from blueprinting to technical implementation more easily, and realize many other benefits.



Process-driven SAP Solutions

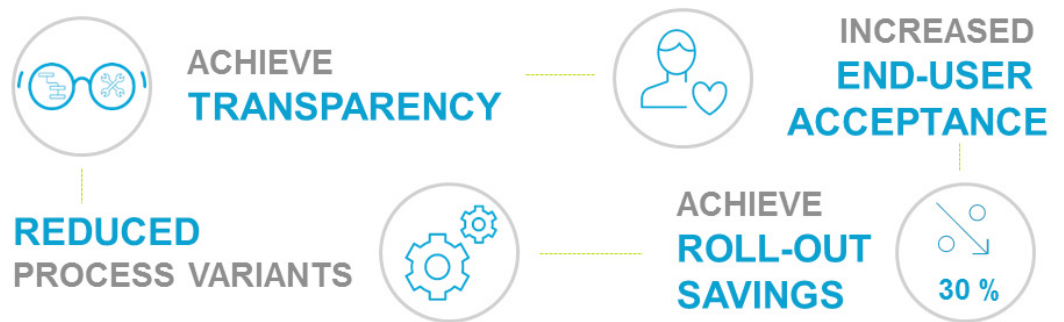


Figure 1: Some benefits of aligning business & SAP

The main backbone of **ARIS for SAP Solutions** covers:

- SAP process blueprinting, from strategy to implementation
- Process-driven testing
- End-user training and go-live support
- Communication of the solution and its underlying processes



Process-driven SAP Solutions

- ✓ SAP redocumentation
- ✓ SAP implementation
- ✓ SAP upgrade
- ✓ SAP optimization
- ✓ SAP template and rollout

Figure 2: What you can do with ARIS for SAP Solutions

As you read this white paper, you'll see how ARIS helps you reach your goals at every lifecycle stage of your SAP solution. You'll see why it's important to know your processes inside and out to implement them the right way in your SAP solution and successfully manage their lifecycle. In addition, you'll discover right turns (best practices) and wrong turns (common pitfalls) on your way to becoming a successful enterprise based on best-in-class SAP solutions.

Mario Baldi, Chief Executive Officer, Scheer GmbH, noted the importance of the new Solution Manager API support with ARIS: *"The fast and timely support of the new SAP Solution Manager API with ARIS secures our customers' investment in state-of-the-art digitized processes. For Scheer GmbH, it sets the ground for successful future projects when we support companies with their digitalization."*

The ongoing success of process-driven management of SAP solutions is secured, since ARIS 10 works already perfectly

with the new SAP Solution Manager 7.2
and offers already a broad coverage of its new capabilities.

Envision your digital future—setting up your SAP digital business design

SAP digital business design, also known as the blueprint phase, sets the groundwork for the success of your SAP solution. No matter what your goals are, whether you intend to manage your transformation to an SAP-based digital business or solely to integrate your processes with SAP, you need to design your business and your processes to work with the SAP solution.

Your targets for this initial project phase are:

- Design your digital business strategy including SAP
- Set up digital business modeling for a best-in-class SAP solution
- Make sure your SAP solution reflects business requirements

To achieve this, you first need to define, develop or refine your digital business strategy and then set up your blueprint by designing your business—that is, you need to design your processes and combine them with the SAP-blueprint-relevant information to create the technical design. An intelligent integration between ARIS and SAP Solution Manager will take care of the exchange of relevant information and make sure both business and IT are on the same “track.”

Getting started: Digital business strategy design for SAP

Best-in-class SAP solutions require some preparation. Usually SAP projects take a lot of time, effort and coordination of many different stakeholders. That's why you need to decide on your strategy from the project's start. Setting a business strategy seems simple enough and it's not a new concept in SAP projects. But you really need to be focused on it from the beginning of your project. And in today's digital economy, you will need to rework your strategy regularly to constantly adapt to business change.

What does this mean for you?

Identifying your enterprise strategy and business model, understanding the core objectives of the company, as well as defining your specific value opportunities gives you strategic information to formulate and prepare for your future SAP solution: its scope, time and budget.

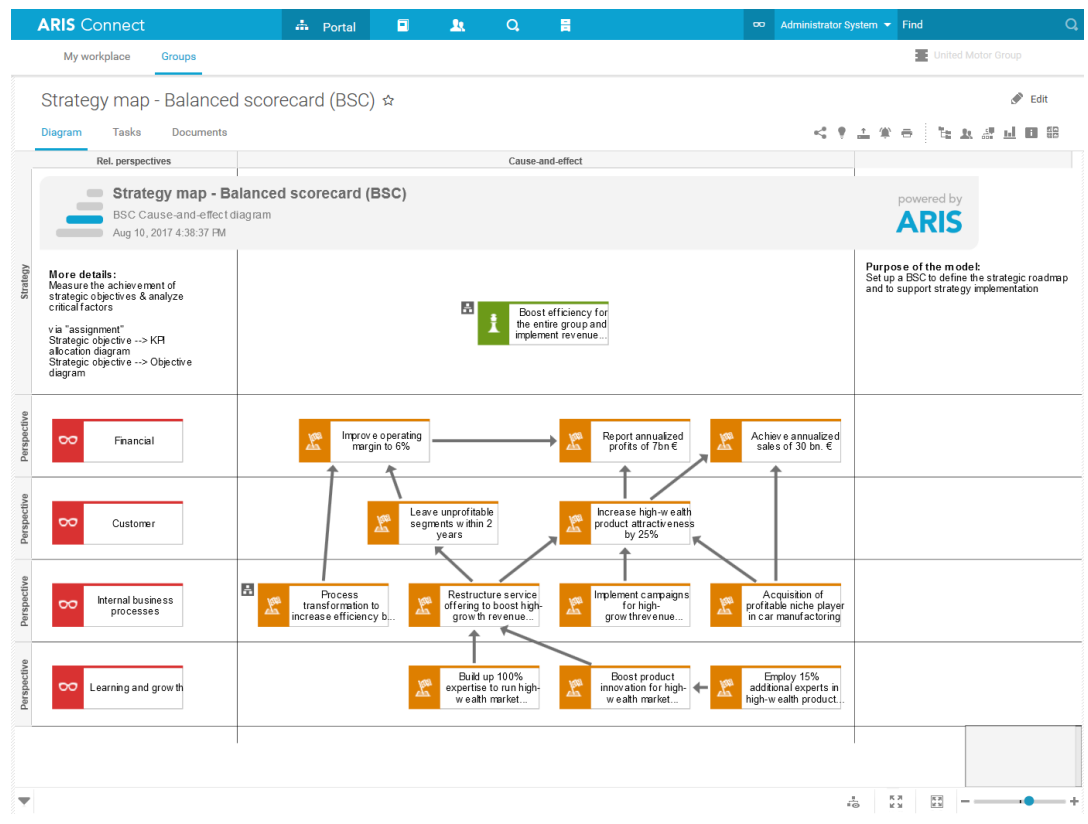


Figure 3: Example of strategy definition in ARIS using a balanced scorecard

ARIS supports the definition of numerous strategic aspects of your business. First, with ARIS, you evaluate your company's as-is status and performance. Then, you design and implement the right strategies while keeping organizational structures and processes in mind.

The **ARIS Business Strategy Extension Pack** enables you to bridge the gap between strategy definition, performance management and underlying processes. Once you have defined the strategy and KPIs, you can interlink them with your process landscape. All of these KPIs can be measured later to help prove the success of your SAP solution.

Process-driven design of your SAP solution

Once you have set your digital business strategy, use ARIS for digital business modeling. Since processes represent your business, you need to think about business needs, the corresponding processes and their possible implementation in SAP.

ARIS allows complete digital business modeling to design your enterprise, spanning:

- Business and IT processes
- Complex process flows and decision logic
- Organizational responsibilities and structures
- Technical and business requirements
- Related data flow and architectures, systems and services
- And much more

ARIS offers models that business people understand easily to help translate business requirements into system requirements. Understanding the relationships between all your company's assets and processes in a visual format brings simplicity and structure to complex SAP solutions.

Blueprinting usually starts with workshops that enable business and IT to collect all the process and blueprint-relevant information for to-be process design and also describe business requirements end-to-end in ARIS. In these ARIS models, you document:

- Relationships between business processes
- The executing organization/role and relevant system, all the way down to the SAP-executables level (such as transaction)
- Input and output data and related documents
- Interface requirements and other RICEF-relevant artifacts

Since best-in-class SAP solutions can only exist when business and IT understand each other, **ARIS for SAP Solutions** combines your business requirements with the SAP world in one view that both business and IT can understand.

To make blueprinting easier, ARIS wizards guide business and IT users to ensure consistent process design modeling and reuse existing objects within the ARIS and the SAP process step library.

Gert Ottosson, Director Business Development Nordic at Ferrologic AB confirms: *"An SAP solution is only as good as its underlying business processes. A process-driven SAP implementation or harmonization is a MUST in our digital world. ARIS is the choice to make sure SAP-based processes support the real business requirements and can be adapted with higher speed and quality."*

SAP wizards in ARIS help you:

- Model SAP functions by guiding you through all required attributes to ensure synchronization conformance
- Automatically build an SAP process step library while modeling your processes
- Select existing SAP functions from the SAP Process Step Library and easily reuse them as variant copies

Digital process design during the blueprint phase can be considered as a kind of contract between the end-user requirements and the SAP solution to ensure expectations match implementation in SAP.

- Use SAP transactions in ARIS to ensure correctness and reuse of existing objects
- Create SAP documentation in ARIS and then upload the document(s) into SAP Solution Manager

When selecting a model, object, symbol or connection types, make sure the ones you select comply with SAP project standards for the interface.

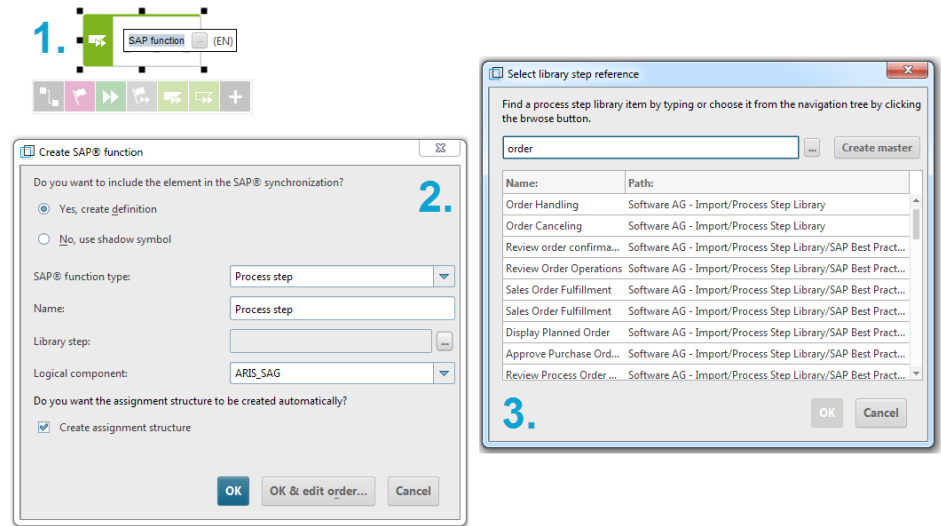


Figure 4: Easy modeling and work with ARIS for SAP wizards

To jump start the time-consuming blueprinting phase, you can reuse Software AG **Performance.Ready** content, SAP best-practices packages (replacing the former BPR content), as well as re-documentation results. All three create a modeling foundation for your specific SAP process design.

SAP re-documentation: Your accelerator for best-in-class SAP solutions

If you're already using SAP, your digital process business design probably won't start on a greenfield but rather by re-documenting your current solution. Re-documenting your SAP solution gives you ideas on what to adapt to your current company situation and where your innovation potential might be. Re-documentation gives you an inventory of running SAP systems and an understanding of what SAP functionalities are currently used and how.

With the Software AG **Performance.Ready Re-documentation Service**, you can save time with complete and automatically generated documentation of your SAP system. The service uses live process models from Software AG reference content as a starting point for process documentation. Identifying improvement potential and redundant or unnecessary functionalities can also significantly improve and speed up the upcoming blueprint phase.

Performance.Ready re-documentation gives insights into your:

- SAP usage and process models related to industry best-practice standards and custom SAP transactions usage statistics
- SAP system's organizational units and structures
- SAP document types and document type usage
- Information extraction in and across SAP systems
- Compliance fulfillment rules, such as segregation of duties

Re-documentation results can be evaluated via reports, dashboards or directly in ARIS via the re-documented processes. This information on your SAP as-is processes will support the next stages of your SAP project and can be reused when designing the to-be processes or when consolidating existing SAP clients (for organizational structures, for example).

Performance.Ready "packaged expertise" accelerates your digitalization with real-world knowledge and gives you a head start on best-in-class SAP solutions.

ARIS for SAP Solutions also links to SAP best-practice content, including SAP industry-best practices and standard processes as the information base to map your processes with the SAP solution you're going to implement. Content imported from SAP Solution Manager includes:

- SAP best practices (including industry-based process scenarios)
- SAP rapid deployment solution

Visit rapid.sap.com for more details.

Digital business design in ARIS gives you the keys to constantly adapt your processes as business evolves. There's no need to start from scratch again to drive innovation!

Intelligent integration between ARIS & SAP Solution Manager: Your technical key to success

The technical backbone of **ARIS for SAP Solutions** features the integration with SAP's central Application Lifecycle Management Solution (ALM) - SAP Solution Manager. With this intelligent interface, you can make sure your business and IT keep in sync and speaking the same language across the project lifetime and beyond. But keep in mind that technical integration is only one key point; the governance of your SAP projects also needs to be set up and established upfront.

ARIS for SAP Solutions is connected with SAP Solution Manager 7.1 and also [supports SAP's new API in the 7.2 version](#). The offering is based on SAP Solution Manager's API in order to exchange relevant data during the SAP project. It offers a central administration area for technical users managing the interface as well as tools to synchronize the information.

Central solution administration ensures efficient management of the integration

After defining your strategy and key process areas, you need to set up the technical environment before the blueprinting phase of your project can start.

The Extension Pack **ARIS for SAP Solutions** offers a central place for the SAP solution administration, covering:

- Preparation of all SAP-relevant settings
- Administration of SAP servers
- Configuration of your SAP servers, SAP branches, project-specific modeling conventions, synchronization objects (such as documents and attributes) and direction (from ARIS to SAP and the other way round)
- Storage of synchronization log files

All in all, you gain a central place to manage the integration and a good overview of your solution at all times.

Synchronize business process design with the SAP project

Once processes are documented and analyzed in ARIS, ARIS for SAP Solutions exchanges only the relevant information stored in SAP Solution Manager and also translates ARIS models (such as EPC or BPMN 2.0™) into the hierarchical structure offered in SAP Solution Manager.

ARIS for SAP Solutions enables you to synchronize all of this with SAP Solution Manager 7.2:

- Multi-level process architecture
 - A flexible process structure covering folders, scenarios, processes and process steps
 - Arbitrary process sequences
 - SAP (automated) and manual process steps



BEST PRACTICES:

- Document your strategy and gain C level sponsorship
- Understand, define and match business requirements with the solution offerings from SAP AG
- Include business AND IT from the beginning in the project



COMMON PITFALLS:

- Starting from scratch with process implementation
- Thinking that digital business design is a one-time exercise
- Forgetting to link the digital business strategy to your business processes
- Ignoring running SAP solutions



BENEFITS:

- Your SAP solution follows your business strategy
- Your business and SAP are aligned
- You design high-quality business processes

- Process Step library
- All types of SAP transactions
- End-user roles
- Documents and documentation links (SAP Knowledge Warehouse)
- Customer attributes defined in SAP Solution Manager and mapped with ARIS attributes
- The transfer of all process diagrams from ARIS (e.g., EPC and BPMN 2.0) to the new modeling environment in Solution Manager 7.2
- The transfer from SAP Solution Manager to ARIS master data, organizational structure and SAP system landscape (logical and physical components)

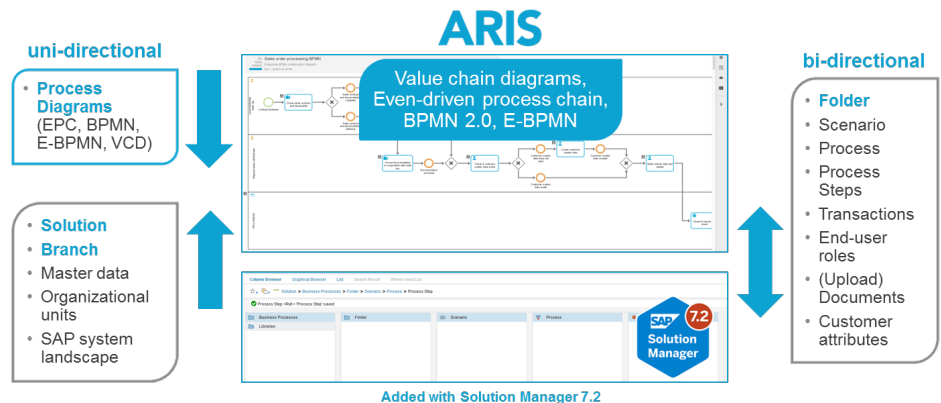


Figure 5: Data exchange/synchronization between ARIS and SAP Solution Manager

Support the whole solution lifecycle and roll-out process by incorporating SAP's best practice

Once the process-relevant data is synchronized with SAP Solution Manager, the IT project team adds or changes technical and configuration information, such as the used SAP transactions, the corresponding customized objects and more. This technical information should be synchronized back with ARIS to seamlessly integrate the business and IT view as well as to make sure all stakeholders have the same information and that process information is up-to-date.

This is important. Here's why. Let's say that your process designers (business users) selected an SAP transaction to create sales orders. Later IT noticed they reused the wrong object. By recognizing this, IT can make the correction in SAP Solution Manager. By synchronizing SAP Solution Manager back to ARIS, the correction gets transferred to the people who need it—the business users.

In today's digital business world, you need to adapt your business constantly.

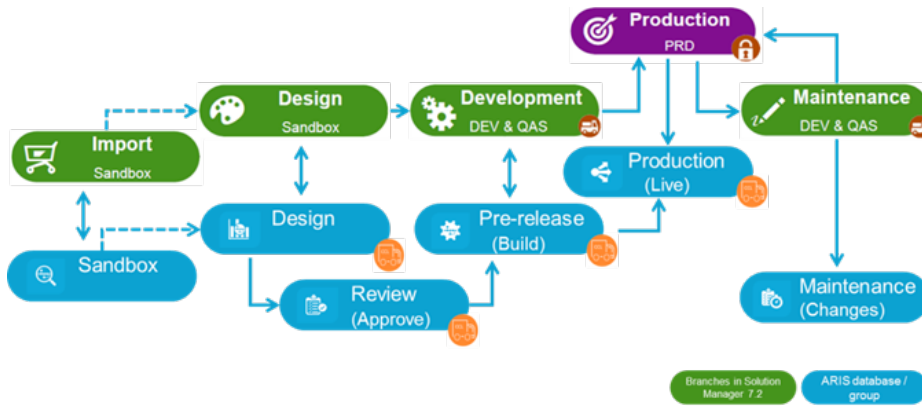
This includes regular process changes, IT systems upgrades as well as new project areas. So synchronization will NOT be a one-time activity, but a regular one.

Since there are many stakeholders involved in an SAP project and change is a constant, it's advisable to define and automate some of your application lifecycle management processes, such as release cycle management, approval, synchronization and publishing processes. **ARIS Process Governance** assures quality and flexibility of your SAP solution over the long term. It makes the synchronization process seamless and ensures documentation quality and consistency throughout and after the project.

Software AG recommends the following integration scenario, which is fully aligned with SAP's best practice:

1. Import SAP best practices from the "Import" branch in SAP Solution Manager into ARIS
2. Choose best-practice process(es) you would like to implement

3. **Design** your enterprise-adapted process model(s)
4. **Optional in ARIS:** Have your designed processes reviewed, approved and stored in a pre-release database
5. **Synchronize** the designed (and approved) models into SAP Solution Manager
6. **In Solution Manager:** Add implementation specifics to the synchronized processes and release the final process design
7. **Synchronize** productive as-is processes to ARIS for publishing purposes—for example, using **ARIS Connect**



To keep track of changes across different branches, there are dedicated branch migration as well as impact analysis scripts available.*

* Not included in the ARIS standard product.

Figure 6: Branch structure in SAP Solution Manager

Once the process design or blueprint is complete, you can reuse the ARIS information for various SAP documentation and analysis requirements such as:

- Automatic creation of blueprint document
- Create and update RICEF specifications
- Technical design document
- RACI charts
- Authorization and security concepts

SAP process automation: agility to the max

Even when using a standard ERP system, such as SAP, the ability to innovate and change quickly is one of your key success factors in the digital world. That's why developing agile processes based on adaptive applications and business process management software is critical.

In addition to synchronizing with SAP Solution Manager, ARIS supports reusing processes for agile process and application development. ARIS allows you to design or transform your process models into BPMN 2.0 and enables you to export models via a standard BPMN 2.0 export functionality.

Those BPMN 2.0 models can be imported into any BPMN 2.0-based agile process platform like, for example, Software AG's webMethods Dynamic Applications Platform or SAP NetWeaver® BPM.

Leveraging the information modeled in ARIS will save valuable time and resources

throughout the different phases of your SAP project and help you realize, step by step, the full benefit of Process-driven Management for SAP Solutions.



BEST PRACTICES:

- Create accurate process documentation as the single point of truth and communication
- Set up governance processes to manage process design
- Clearly define one central responsible person for the management of the interface



COMMON PITFALLS:

- Forgetting about the documentation after the project start
- Focusing only on the technical integration
- Using solely SAP standard reference processes



BENEFITS:

- Flexible customization of your synchronization procedures
- Improving your SAP project by re-using reference content including technical information
- Supporting the SAP project team with concrete and clear requirements

Test for success—process-based testing for quality SAP processes

Testing is an extremely important milestone for a successful go-live and fully working best-in-class SAP solution. Thus, the definition of your business test scenarios is the key to your success. As processes will not keep the same forever, they'll need to adapt throughout the application's lifetime and accordingly to business strategy changes. Thus they will need to be tested again and again. **ARIS Test Designer Extension Pack** will help you save time down the road by re-using previously designed processes, test scenarios and test data.

Functional testing that is usually directly tested in SAP is followed by cross-functional or so-called end-to-end testing. As processes ARE your business, it's important to make sure they are working exactly the way business needs them to work. That said, testing phase time and resources are usually insufficient; end-users require support and need to understand the new processes and IT systems quickly.

Defining integration test scenarios is a major resource-eater in IT projects and an error-prone step. High quality in testing is achieved only by process-driven testing. It requires good insights of all process variations. ARIS Test Designer ensures close collaboration between the end-user and the IT project team as well as testing tools to partially automate this phase and properly document the results.

ARIS Test Designer also helps define integration scenarios and real business processes based on the process models previously documented in ARIS. Across the models, end-to-end processes are recorded and documented using an easy-to-use and intuitive graphical interface. This ensures, first of all, that the system actually corresponds to the designed business processes and the processes tested correspond to the processes implemented, which in turn helps to ensure quality in testing and implementation. In addition to recording various end-to-end scenarios, related test-case documentation can be created, including a graphical representation of the selected model path and further relevant information. It includes related functions, expected results (events/outcome), required roles, transactions, data input and output and additional pre-defined test-related attributes maintained in ARIS.

You can choose from different ways to record test scenarios:

- Manual definition of the scenario based on recording the click path of the user
- Automatic creation of all possible test scenarios related to a process
- Semi-automatic creation of test scenarios where the users selects the test paths that are proposed by the system

Once the test scenarios are defined, test cases can be transferred into external test management tools. SAP Solution Manager Test Suite for test plan creation or other testing tools, such as HP Application Lifecycle Management®, can be used to execute the testing.

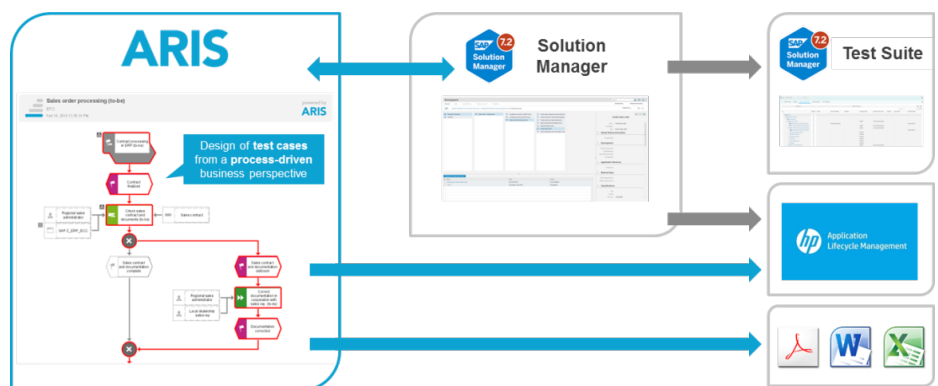


Figure 7: ARIS Test Designer with different interface scenarios

ARIS Test Designer saves time because you can reuse modeled processes. It minimizes project risks and improves process and system quality. Including the end-user in the validation of process models and definition of test scenarios ensures high end-user acceptance and motivation. This in turn increases your chances of project success and improves delivery time and quality.

Empower your business—training and communicating the right processes

Even if training and communication are considered as different project phases, they go hand-in-hand based on the same tools.

Spreading the word and delivering the right training for your new SAP solution is another big task for the project team. Here again, a process-driven approach helps. It assures the whole company understands the new SAP-based processes and end-users know how to work in their new environment. Especially when business processes often change and innovation plays an important role, regular training and information require dedicated attention.

Process-driven training for knowledgeable stakeholders

Process-driven training plays a huge role in the success of the SAP solution. User acceptance and understanding are important for your project's success. Process documentation created in previous project phases and stored in ARIS and SAP Solution Manager should be reused for training.

Whether for a go-live, for dedicated training sessions or on regular basis when processes change, end-users need to get to know the new environment and learn how to deal with new processes and systems. To make sure that business really works smoothly after go-live, you'll need to train stakeholders beforehand on both the process and the technical SAP side. **ARIS** in combination with **ARIS for SAP Solutions** gives you the technical base for both technical and process knowledge.

ARIS supports training by having all the required information already documented. Evaluating the relationship between the business roles, the processes they perform, and the related transactions required enables you to automatically document the training requirements of your users and user groups without filling out endless Microsoft® Excel® spreadsheets. Using standard reports in ARIS, you can filter this information and even publish it to all end-users.

Once you have clarity on the training areas and groups, **ARIS Connect** supports you in setting up role-based training and allows the users to walk through the new business processes. In the training sessions, you can dive into the process flows, supporting IT systems, executing roles and much more.

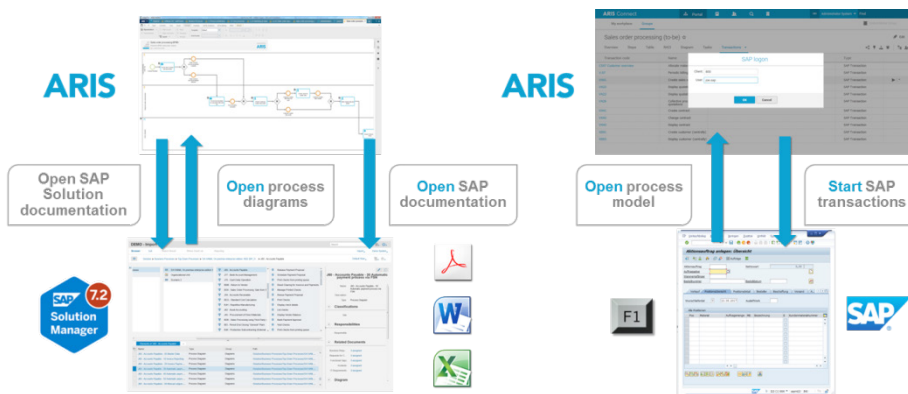


Figure 8: All process and SAP-related information in ONE place



BEST PRACTICES:

- Define strategic end-to-end processes early on
- Include business departments in the definition of integration tests
- Select a standard testing tool



COMMON PITFALLS:

- Focusing on functional testing only
- Underestimating the time needed for testing
- Ignoring business departmental feedback



BENEFITS:

- Time savings by reusing modeled processes
- Lower project risks and higher system quality
- Increased end-user acceptance

While designing your SAP solution, you already created training and information platform—
single point of truth and communication
—for all stakeholders for the entire project and long after the project is completed!

Users understand the process flow and its dependencies, they can open related training documents, such as videos or training descriptions, and also jump directly into the related SAP transaction with the ARIS Online Guide. Doing so, you can show and train within ONE system the process AND its technical implementation. Of course you need the technical SAP training. But this procedure gives you the unique opportunity to connect the process understanding with the underlying SAP systems and give users the key to find out by themselves later in the project.

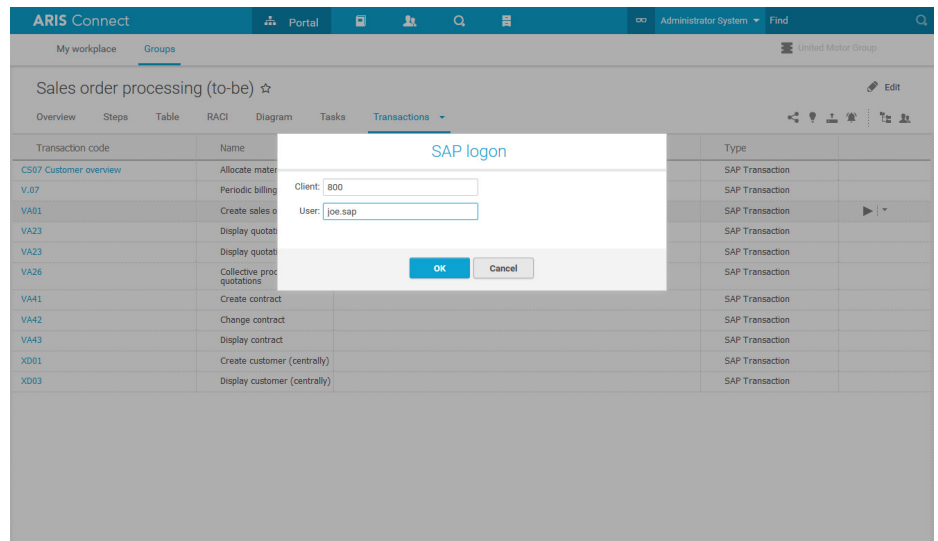


Figure 9: Support end-users when they need it

Especially valuable during and after go-live when SAP users may wonder how to deal with a specific problem and find out by themselves. ARIS gives you another great feature: within the SAP transaction itself, the relevant process model describing the related business process information (such as roles and processes) can be accessed directly via F1 for help. This easy access to the process documentation enables users to understand the business process they are executing, giving them valuable documentation on data entry and access to related training material.

ARIS as your internal process communication and collaboration platform

Communicating the project status and particularly the company processes is NOT something you just do for go-live or IT system implementation. It is basically the foundation for a smooth working business with end users who are well-informed AND able to give feedback in order to continuously improve business processes.

Using **ARIS Connect** as your Enterprise Management System makes sure that your digital process documentation is available globally at any time and to everyone via intranet for review, communication and training. Process models and all related documentation stored in various tools and sources (such as SAP Knowledge Warehouse and Microsoft® SharePoint®) can be easily and directly accessed from one central point. It gives your stakeholders knowledge on what's currently the right way to proceed and gives solutions in daily business situations. Dedicated views such as the "steps view" give user process information in an easy-to-understand format.

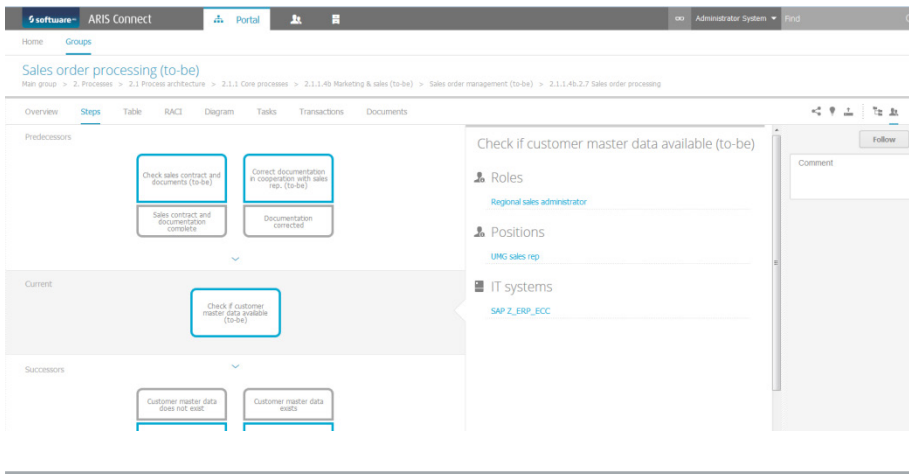


Figure 10: Easy access to process information and collaboration with ARIS Connect

Additionally this information is role-based, which means that you may share the generic process structure and information with everyone in the company to get their feedback and, at the same time, have more detailed information available for process owners who could use design functionalities to rework the drafted processes.

Collaborative process improvement

Process information and collaboration are critical at every project stage. As change happens faster and process innovation becomes your daily business, you need to pay a lot of attention to change management and process improvement topics. Indeed process information and availability across the enterprise lead to process improvement, which in turn leads to the need for integrated change management. Since your processes ARE your business, you surely want to improve them continuously.

ARIS Connect supports collaborative process design to take advantage of the “wisdom-of-the-crowd”. Your process stakeholders stay involved, get the chance give feedback, to review, comment, follow and even rework processes.

To manage and govern the standard process of process management in SAP projects, ARIS Connect offers pre-defined workflows that enable any stakeholder for example to initiate a (process) change request. This request goes straight to the owner of the process or the respective SAP application. Such a change request is visible to the requester and the owner only; thus, it provides a direct communication channel for process improvement. At this point, stakeholders can discuss, delegate, reject and approve the proposed changes.

Optionally using **ARIS Mobile** stakeholders can review a process on mobile devices and spontaneously comment or give feedback.

ARIS brings together ALL defined stakeholders from the business and IT (SAP) together to ensure high quality and acceptance. It supports changes on both the technical and SAP sides—that is, as the result of change requests in SAP Solution Manager or like business-related changes impacting supporting SAP systems.

Access to the process information is role-based so you can share different information with target groups.

Collaboration and governance are the perfect fit to support continuous process improvement.

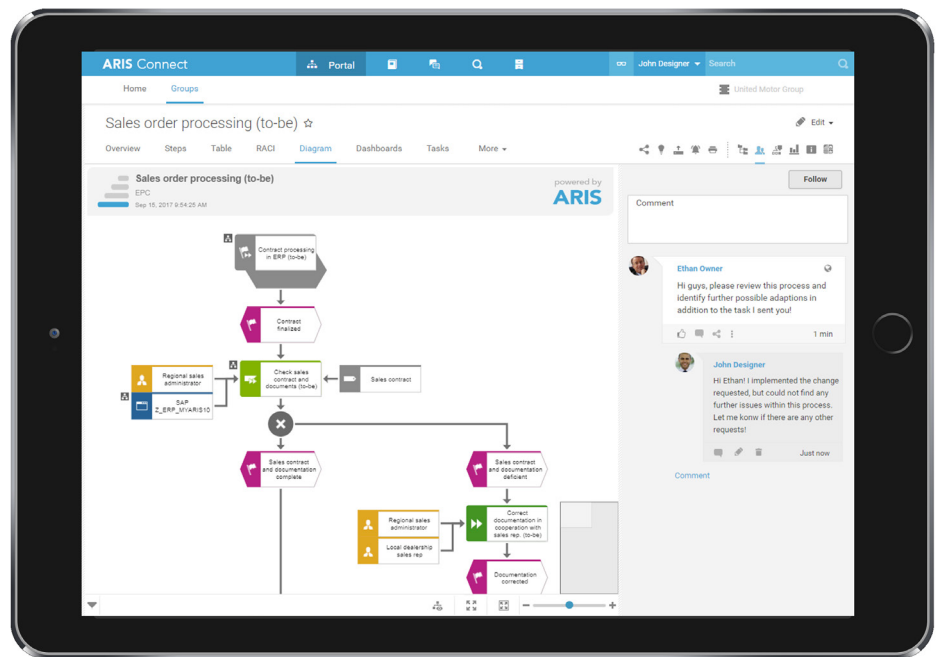


Figure 11: Continuous process improvement with ARIS Connect

Secure your digital future—Analyzing processes for deep insights into your SAP solutions

Once your system is up and running, your project will profit from the numerous analytical capabilities in ARIS by re-using all pieces of information available in the repository. You'll have the chance to analyze every piece of information, from organizational reports and process efficiency analysis to what-if analyses, number of cost counting and much more. Process analytics Analytics and process mining capabilities of ARIS span from simple queries and tables, to complex analysis and real-time dashboarding, including actual process performance and visualization, fully adapting to your needs and requirements.

ARIS Process Performance Manager (PPM) measures the actual performance of your business processes and can visualize it side-by-side to your modeled to-be processes using **ARIS Aware**. This allows you to experience interpreted process analytics. In addition to monitoring process measures, ARIS PPM helps you to discover and analyze the executed process sequences in your SAP systems for benchmarking and bottleneck analyses. Based on these insights on actual process execution, your process design can be adapted in order to capture the "real world" in your solution documentation.

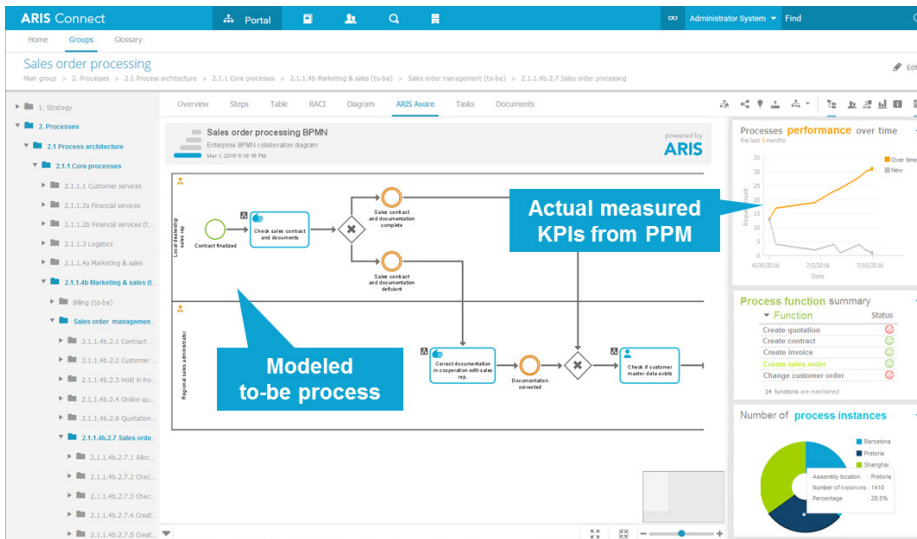


Figure 12: Actual measured process performance vs. designed process

In addition to visualizing corresponding KPIs, charts and dashboards in an integrated environment, ARIS Aware provides out-of-the-box use cases for faster business value and insights. You can reuse these templates or tailor them with individual enhancements—for example, to monitor the current process and SAP situation in terms of process change requests, their number, process areas and status.

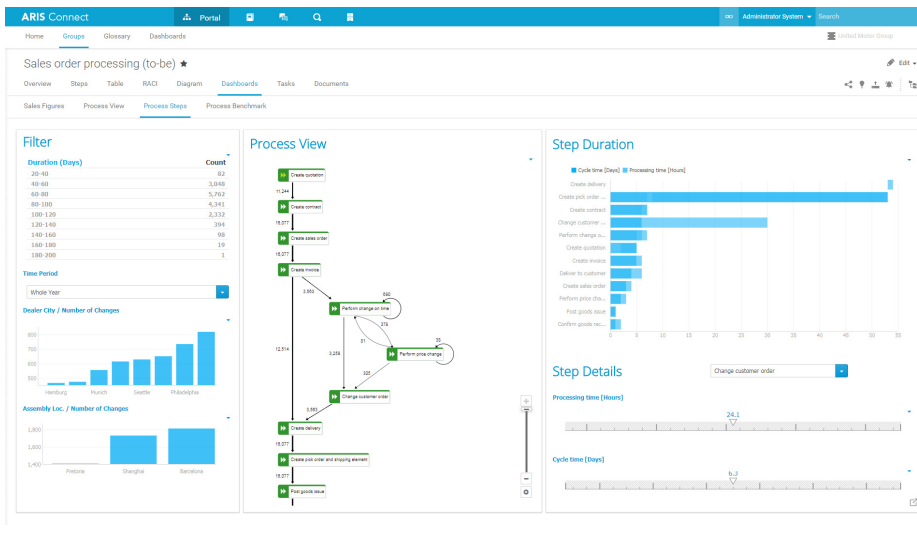


Figure 13: Process analytics to monitor and manage process performance

Besides these analytics and dashboard capabilities, ARIS offers many different reporting and analyses options:

1. With **ad-hoc analysis**, you can visualize complicated interrelationships in ARIS with just a few mouse clicks either automatically or step by step. The interrelationships are represented graphically as an analysis path. This helps you answer questions like: What functions do my employees carry out in which SAP system? Or which employees need access to a specific SAP system?

The value of your management system is proven by its ability to support your decisions.



BEST PRACTICES:

- Reuse available process information in ARIS for process-driven training
- Assure early information and collaboration on SAP processes
- Make sure to manage the process of process management



COMMON PITFALLS:

- Solely training on SAP features and functions
- Keeping the new processes secret until go-live
- Ignoring user feedback and comments



BENEFITS:

- Peace of mind that processes are known and well executed
- Continuous improvement of processes and SAP solutions
- Adaptive best-in-class SAP solutions

Related rules, systems and transactions		SAP ECC	SAP S/4HANA	SAP S/4HANA	SAP S/4HANA	SAP S/4HANA
Functions						
Billing		✓				
Budgeting & controlling						
Channel management						
Customer services						
Marketing & sales						
Pre-sales management		✓				
Production						
Sales order management		✓				
Contract Processing in ERP						
Customer qualification						
In-house fair						
Online quotation processing						
Quotation Processing in ERP						
Sales order processing						
Allocate vehicle			✓			
Allocate vehicle			✓			
Assemble accessory				✓		
Check if customer master data available				✓		
Check if vehicle in stock				✓		
Check sales contract and documents				✓		
Create customer master data				✓		
Create sales order				✓		
Create sales order				✓		
Enter vehicle data and details				✓		
Send confirmation and order status to client				✓		
Send documentation in cooperation with Sales R...			✓	✓		
Sales planning		✓				
Strategic planning & implementation						

Figure 14: Re-using process information for system access and role definition

2. Queries show interrelationships between database items as graphics and in a spreadsheet for stakeholder-oriented analysis. You can do complex calculations in a spreadsheet. Calculations can be started by your stakeholders. This gives you, for example, an overview of all roles and SAP systems involved in specific process areas.
3. Spreadsheets are a simple and easy-to-use calculation tool within ARIS. They reuse important model information about cost (like the average cost of process or cost of an application system) or times (like the cycle times of a certain process step). They also enable direct data entry.

Take the next step

Process-Driven Management for SAP Solutions from Software AG has helped many companies to becoming an SAP-based digital businesses. Using the Software AG solution gives your SAP projects a much more strategic position within your organization. Indeed, it is not about just implementing a specific SAP solution. Rather, it's about transforming your business and its processes—especially those based on SAP. With ARIS, you get the right tools to support your SAP projects and at the same time provide the necessary agility for continuous transformation to become a digital business.

Taking a process-oriented approach that considers all relevant requirements and aligns all stakeholders on both the business and IT sides brings you to the next level. A best-in-class SAP solution as well as an integrated enterprise management system—all of which is critical to assuring a high-quality and survival in the digital world. You will further benefit from higher management commitment, better end-user acceptance and increased process competence at all levels.

So take the next step now and start on your journey today. Software AG has the proven tools, methodologies and expert guides to help you along your way. Contact your Software AG representative for details.

See the next page to learn about other successful enterprises that are on their way!

Learn more at www.softwareag.com/arisforsap

Selected reference projects



SAP Solution roll out realized on time and on budget

Diplomat transformed into a process-oriented company in order to enable worldwide expansion and realized rapid and highly efficient SAP roll-out projects around the globe.

"I really believe in BPM methodology. Processes are the main pillar a company should stand on, within the SAP roll out, ARIS Was our asset for process knowledge from blueprint to go-live. It is our main bridge between business and IT."

— **Shay Michel** | CIO, Diplomat Group

[Read the story](#)



Assan Hanil sets on ARIS for SAP Solutions in the highly competitive automotive industry to integrate 192 ! processes with SAP Solution Manager and foresee the potential impacts of process changes beforehand.

[Watch the video](#)



Reduced process documentation times and lower costs at Evonik Industries

The roll out of the SAP platform in Greater China was supported by good-practice processes from Europe and the U.S., which were adapted to local requirements. Benefits included substantially reduced process documentation times, resulting in lower costs.

"Having ARIS as a support tool meant we were able to slash project documentation times, plus it gave us a highly efficient way of communicating within the project team ... At the same time, it helped us organize our workshops efficiently and train users because we'd all been talking about exactly the same processes."

— **Thomas Goebel** | Corporate IT, Evonik

[Read the story](#)

ABOUT SOFTWARE AG

Software AG (Frankfurt TecDAX: SOW) helps companies with their digital transformation. With Software AG's Digital Business Platform, companies can better interact with their customers and bring them on new 'digital' journeys, promote unique value propositions, and create new business opportunities. In the Internet of Things (IoT) market, Software AG enables enterprises to integrate, connect and manage IoT components as well as analyze data and predict future events based on Artificial Intelligence (AI). The Digital Business Platform is built on decades of uncompromising software development, IT experience and technological leadership. Software AG has more than 4,500 employees, is active in 70 countries and had revenues of €872 million in 2016. To learn more, visit www.softwareag.com.

© 2017 Software AG. All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.

SAG_Manage_Your_digital_Future_with_ARIS_WP_19PG_Oct17

