Intelligenz, Agilität und Flexibilität als Erfolgsfaktoren bei der Digitalisierung von Geschäftsprozessen

Arne Speck
Solution Architect, Global Center of Excellence, Platform Solutions
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Problem Space and Challenges: How do you make smart business decisions in real-time?

1. How do you track performance of key business (operations) processes?

2. Are you able to identify trends, forecast events, and adapt quickly?

3. How do you find out when things go wrong?

4. Can you detect and respond rapidly to threats and opportunities?

Sales  Operations  Business Partner  Finance
Gartner’s definition of Intelligent Business Operations

The next generation of business processes will have to move beyond cost savings and efficiency, and become more adjustable to changing market and customer dynamics.

Tomorrow’s business operations will integrate real-time intelligence

This will require a new approach using IBO — a style of work in which real-time analytic and decision management technologies are integrated into the transaction-executing and book-keeping operational activities that run a business.

New Process Formula: Business Process Management + Real Time Intelligence
Intelligent Business Operations example processes:

Customer Case: Loan Origination in a major Bank:
- Lead Generation
- Opportunity Processing
- Offer Processing
- Underwriting
- Closure and Funding

Innovation Case: Accident management for an Insurance Company:
- Process Incident
- Process Service Request
- Vehicle Inspection
- Vehicle Service
- Vehicle Delivery

1. **Manual effort** via phone calls and emails to manage and run the process

2. Heterogeneous cross-application processes, lack of **end-to-end visibility**.

3. Hard to follow up on **opportunities or risks** in a timely fashion.
The traditional business ‘Direction-Execution-Feedback’ cycle is holding us back

Changes to products, markets, relationships, processes etc

Projects (changes)

Procedures (steady state)

Goals

Annual / quarterly planning cycle
Cost, revenue, profit, etc

KPIs

Reports

Data Warehouses cubes etc

Employees, partners etc

Applications

Credits: Neil-Ward Dutton, MWD Advisors
How to get value from big process insights?

Intelligence Value

Value Diminishes

Increased Value

Triggered Event

Data Latency

Analysis

Decision Latency

Data Integrated & Ready for Analysis

Information Delivered

Action Taken

Time

Action Time

Reduced Time To Action

Credit: Dr. Richard Hackathorn, Bolder Technologies Inc.
SAP Operational Process Intelligence is a “business navigation system” for process participants such as line-of-business users, operations managers and process owners to intelligently manage business operations with real-time operational intelligence.

Empowers line-of-business users to make better-informed operational decisions in real-time by:

- Providing “big picture” process visibility and intelligent insights into big processes spanning across SAP and non-SAP systems, within and beyond the enterprise – in real-time
- Helping track real-time process metrics and key process indicators
- Sensing evolving situations in real-time and automatically proposing appropriate actions

Enables developers and solution experts to create smart process applications by consuming workflows, rules and visibility on end to end processes on premise and in the cloud.

SAP Operational Process Intelligence is also part of the SAP Intelligence Business Operations (IBO) bundle including additionally SAP Process Orchestration (PI, BPM, BRM), SAP PowerDesigner (Modelling), and SAP Event Stream Processor
An Intelligent Business Operations customer case: Loan Origination in a major Bank

The questions the Process Manager was asking, and SAP Operational Process Intelligence (Part of SAP IBO) is now answering.

- Which are the current loan requests which are taking longer to process? Which ones are close to violating the SLA?
- How many opportunities were won and lost in the current month?
- What is the average time taken to accept an offer?
- What is the current average number of quotations per opportunity?
Typical Challenges a Process Manager Faces …

- I have no transparency how the process is executed in reality and which variants occur.
- I am struggling to visualize the current as-is process to compare it to the defined to-be process.
- Do we really track the right KPIs to secure performant process execution?
- I would like to understand the adoption and impact of process improvements.
- Which indicators have performance impacts?
- I would like have clarity on current bottlenecks within my process to instantly define countermeasures and improvement.
New Insights from Process Mining
What is process mining?

Every process execution leaves “digital footprints” in the application systems

Process Mining makes business processes transparent

Process Expert analyzes and interprets

Benefits
- **Efficiency**: Identification of Bottlenecks
- **Compliance**: Detection of „non-compliant“ processes/instances
- **Usage**: Identification of unforeseen process execution
DEMO: SAP Process Mining by Celonis powered by SAP HANA

SAP Process Mining by Celonis provides **process mining techniques** to automatically discover and visualize process models, check conformance levels and improve process enhancements.

**Empowers Business Process Experts and Analysts to analyze process and variances behavior by:**

- extracting ‘Spaghetti’ processes from information systems (event logs, audit trails, transaction logs)
- leveraging complex algorithms to detect and preserve process characteristics
- enabling visualization for detailed analysis on execution variances
- offering a highly user friendly and intuitive user interface for root-cause analysis, weak spot analysis, automated model detection, and process compliance checks

**Process Mining is a state-of-the-art technology that allows organizations to get 100% transparency over their business processes and complements the SAP IBO solutions including SAP Operational Intelligence.**
Process Excellence mit SAP
Usage Patterns

**Discovery**
- Non-Compliance Issues
- Root Cause Analysis
- Best Practices / Areas for Optimization

**SAP Process Mining**
by Celonis

**POWERED BY SAP HANA**

**Real Time Insight to Action**
- Operationalize Best Practices
- Safeguard Big Processes
- Optimize Operational Decision Making

**SAP Operational Process Intelligence**
Interested in more Information, Demonstrations or willing to see what it means to YOUR Data and Processes?

Arne Speck
Solution Architect
Global Center of Excellence, Platform Solutions
SAP (Schweiz) AG

Arne.Speck@sap.com