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Agenda

• Introduction
• SAP NetWeaver Process Orchestration
• SAP Operational Process Intelligence
• Demo SAP Operational Process Intelligence
Introduction
How important is the improvement of business processes for you over the next 12 months?

- Critical or high priority for 63% of IT Executives
- Critical or high priority for 60% of Business Decision-Makers


Q: Which of the following IT management initiatives will be a priority for your IT organization?
Today’s environment brings a high level of complexity
How do you keep tabs on your mission critical processes?

Best Practices

Sales

Operations

Business Partner

Finance

Insight

???

Several Systems

Several Media Breaks

Several Sources of Information

Several People / Parties

Own Practices

Several Business Rules

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Are you facing any of these issues?

- Inability to quickly adapt processes
- Too complex user interfaces
- Lack of process transparency
- Poorly integrated systems
- Inconsistent, manual processes & responsibilities
- Inefficient collaboration with biz partners
Integrated End2End Processes

Operations

Own Practices

System Integration

Best Practices / Standard Software

3rd Party

ERP

SRM

SAP NetWeaver Process Orchestration

Partner

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Adopting non-standard processes can be challenging
Because traditional applications are often too inflexible to change

To manage core processes you rely on **Best Practices**
- Provided by standardized out-of-the-box software

But what if you want to create your **Own Practices**?
- To create innovative, differentiating, company-specific processes
- Traditional applications are often too inflexible for fast-changing business processes
- Implementing new processes takes too much time and is too costly
SAP NetWeaver Process Orchestration
Process Orchestration Solution
Enable own practices through composition & integration
Overview of SAP road map for Process Orchestration

Solution today

Planned innovations

Future direction

- Optimized for HANA
- Cloud Integration
- Intelligent Business Operations
- Mobile User Extensions
- Full B2B Gateway
- Hybrid Orchesturations
- Smart Process Applications
- Low Barrier Cloud Integration
- Big Processes
SAP NetWeaver Process Orchestration
Support for every stage of the business process improvement lifecycle

- **Process stakeholders**
  - Monitor and analyze process performance
  - Identify opportunities for optimization

- **End user**
  - Execute processes and tasks on different devices
  - Receive notifications

- **Business process expert**
  - Collaboratively model and document business processes
  - Define business rules

- **IT**
  - Build processes with model-driven development tools
  - Deploy processes and monitor infrastructure

SAP NetWeaver Process Orchestration
Support for every stage of the business process improvement lifecycle
Process modeling: SAP StreamWork
Jointly and simultaneously design processes

Business process experts
Access SAP StreamWork
Jointly model processes
Execute in SAP NetWeaver Process Orchestration

Export BPMN 2.0-based process model and import into SAP NetWeaver Process Orchestration for implementation
Model processes in SAP NW Process Orchestration
Using the same environment for modeling and implementation

Business-friendly tools for **modeling** processes

Developer-friendly **implementation** perspective

No details lost in translation!
What you model is what you execute
BPMN across all tools
Bridging the gap between business and IT
SAP NetWeaver Process Orchestration
Support for every stage of the business process improvement lifecycle

• Build processes with model-driven development tools
• Deploy processes and monitor infrastructure
Implementation needs derive from process model
Add technical details to human and automated activities and gateways

<table>
<thead>
<tr>
<th>Process Model</th>
<th>Implementation Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Activity</td>
<td>Create and assign <strong>user interfaces</strong></td>
</tr>
<tr>
<td>Automated Activity</td>
<td>Connect to <strong>business applications</strong></td>
</tr>
<tr>
<td>Automated Activity</td>
<td>Configure <strong>A2A and B2B integration</strong></td>
</tr>
<tr>
<td>SAP</td>
<td>3rd-Party system</td>
</tr>
<tr>
<td><strong>X</strong></td>
<td>Define and assign <strong>business rules</strong></td>
</tr>
</tbody>
</table>
Refine and implement processes

IT

Define process context → Auto-generate user interface

Leverage public API → Create UI of choice

Select or create service in ESR* → Define message mapping

Select an integration pattern → Determine mappings, channels & interfaces

Define rules → Maintain rules

* Enterprise Services Repository
SAP NetWeaver Process Orchestration (BPM)
Model processes instead of coding

Using the graphical notation BPMN* to define process flows

*BPMN = Business Process Model and Notation
SAP NetWeaver Process Orchestration (PO)
Configure A2A and B2B integration

Select an integration pattern
Determine mappings, channels & interfaces

Simplified configuration through enterprise integration patterns

Sender system
Receiver system
SAP NetWeaver Process Orchestration
Support for every stage of the business process improvement lifecycle

- Execute processes and tasks on different devices
- Receive notifications

End user
End user experience
Using the task list in the SAP NetWeaver Portal as starting point

End user

Access task list and select task

Execute task
SAP NetWeaver Process Orchestration
Support for every stage of the business process improvement lifecycle

- Monitor and analyze process performance
- Identify opportunities for optimization

Process stakeholders

SAP NetWeaver Process Orchestration
Monitor and analyze processes (performance)
Using process monitoring capabilities

- **Process Administrator**
  - Show me all running, completed and canceled processes

- **Business process expert**
  - How long does the process run? What’s the average duration? How many processes are completed? …

- **Process Administrator**
  - What’s the status of all running B2B processes?

- **Application support**
  - What happened to purchase order 4711?
SAP Operational Process Intelligence powered by SAP HANA
SAP Operational Process Intelligence powered by SAP HANA
Achieve visibility into end-to-end processes

**Process visibility** defines the degree to which process information is

- Contextualized
- Integrated
- Relevant
- Timely
- Trusted
SAP Operational Process Intelligence powered by SAP HANA
Steer operational decision making

- Track performance of key business (operations) processes
- Identify trends, forecast events, and adapt your business quickly
- Find out when operations go wrong
- Detect and respond quickly to threats and opportunities

Sales | Operations | Business Partner | Finance
Intelligent business operations
Infusing intelligence into end-to-end processes

- Gain competitive advantage
- Quickly adapt to changing business dynamics
- Turn big “process” data into actionable information
- Leverage process-aware analytics
- Lead the transformation of your business
- Be proactive instead of crisis management
- Accelerate and optimize operational decisions making

“By 2016, 70% of the most profitable companies will manage their processes using real-time predictive analytics or extreme collaboration.”

Gartner Predicts 2013
Today’s environment brings a high level of complexity

How do you keep tabs on your mission critical processes?

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

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

How do you find out when things go wrong?

Can you detect and respond rapidly to threats and opportunities?
SAP Operational Process Intelligence powered by SAP HANA
Across structured and unstructured data, SAP and Non-SAP, cloud and on-premise

Workspace
- State-of-the-art user interface
- Desktop and mobile
- Open for SAP dashboard technology & extensions on SAP HANA

Operational
- Built-in processes (transactional, via Process Observer)
- SAP Business Workflow
- SAP NetWeaver Business Process Management
- SAP NetWeaver Process Integration for 3rd party applications and integration visibility across A2A & B2B
- Complex Event Patterns via Sybase ESP (Event Streams)
Scenario Implementation
Overview of implementation steps

Data replication → Configure the business scenario → Define the phase model

Replicate events and context data
Scenario definition and configuration in SAP HANA Studio
Data correlation SAP HANA Studio (Correlate logs to context & master data)

SAP HANA
Process Data Correlation and Analysis

Non-SAP  Sybase ESP  SAP Business Suite  SAP NW PO

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Scenario Evaluation
Overview of “Phases, Milestones, Process Performance”

Gain an overview of your processes   Drill-down in process details

SAP Operational Process Intelligence – process overview

SAP Operational Process Intelligence – process details
Do you want to know more? – Check out the content
SAP Operational Process Intelligence by SAP HANA


• Detailed information, solution videos, contact the experts on SCN: http://scn.sap.com/docs/DOC-35420

• Test the tool right now on saphana.com: http://hanademo.testdrivesap.com/sapopint/
Demo
SAP Operational Process Intelligence
powered by SAP HANA