State Of The Nations Survey
Business Process Transformation in the Netherlands - 2022

43 Organizations >1000 Employees
118 Respondents

C-suite executives, VPs, Managers, Directors of business transformation, Business transformation specialists, IT specialists

Top 3 Digital Transformation Priorities

Operational Excellence
Customer Journey
Process Transformation

On the road to a process-driven organization
Survey respondents reveal the steps they’ve taken towards becoming process-driven organizations.

Automation, Process Mining
“We have implemented automation or process mining.”
46.6%

Design and Restructure
“We have restructured or redesigned some key processes.”
30.5%

Move to the Cloud
“We have moved process automation to the cloud.”
15.3%

Goals vs. challenges

Cost savings
Better serve customers
Improve customer journey

Aligning departments, functions + stakeholders
Driving cultural change
Allocating the right resources

BPM discipline continuum: Data-based Process Owners Governance Structure Processes Continuous Improvement Technology Value driven

Focus Areas

Reasons for transformation project FAILURE

Lack of C-level engagement; the BPM initiative is not supported at the top.
No focus: the goals & planning are not realistic and you cannot show results.
User acceptance: there is no buy-in from process users due to unclear parameters.

Transformation requires that an organization is

Value-driven.
Process-led.
Data-based.

Find the full white paper here.

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