Unleash the Power in Your Process Data with **Process Mining**
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Unleash the Power in Your Process Data with Process Mining

Quick Facts

**Summary**
SAP® Signavio® Process Intelligence is a collaborative process mining solution that helps you achieve operational and experience excellence at scale. Reducing time to insight and identifying levers to improve performance and efficiency, the solution fosters continuous, end-to-end transformations and process excellence initiatives with a data-driven approach across departments, system landscapes, and data sources.

**Objectives**
- Increase visibility into your actual operations to discover how processes are executed and monitor potential improvement areas
- Eliminate process inefficiencies, such as long cycle times, bottlenecks, loops, or other process issues leading to high costs and poor customer experiences
- Identify root causes of your issues, allowing you to understand the related dynamics in the data
- Improve process standardization and compliance throughout the company

**Solution**
- Process data integration and preparation from different systems
- Process discovery, process variant analysis, and process conformance checks
- Compliance and performance analytics, visualization widgets, and metrics
- In-depth data analysis
- Ready-to-consume insights
- Sharing of insights across the organization
- Experience-driven process mining

**Benefits**
- Improved operations with data-driven decision-making and performance management
- Greater process efficiency and harmonization and reduced costs
- Improved service levels and customer experience
- Increased agility to renew or redesign your business processes
- Better process compliance

**Learn more**
Find out more about SAP Signavio Process Intelligence by visiting us online.

SAP Signavio Process Intelligence provides you with a comprehensive view of what is currently happening in your processes.
Transform and **Continuously Innovate** with Process Mining

Process mining helps you gain transparency into your as-is processes and assess how your operations actually run. You can foster process improvements by comparing your as-is processes to your to-be processes, identifying issues and improvement opportunities in a continuous, governed cycle with SAP® Signavio® Process Intelligence.

**Process mining is your path to successful process analysis.** It provides a means of automatically analyzing your data and generating insights to improve your operations and customer experience. Process mining helps you reduce costs and improve process compliance.

However, to continuously optimize your business processes in today’s rapidly changing environment, **process mining initiatives must move beyond onetime projects.** Instead, continuous monitoring of your process and experience data needs to be the new norm.

By introducing a data-driven approach, SAP Signavio Process Intelligence helps you become more efficient and effective with your processes, activities, people, and resources in business transformations and process excellence initiatives. You can manage complexity and remain both resilient and agile by **improving and innovating continuously** (see Figure 1).

Now you can transform and continuously innovate, sustain, and grow your business with a **process-first, data-driven, and customer-centric mindset.**

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**Figure 1: North-Star Metrics of the SAP Signavio Portfolio – Fast Time to Insight and Fast Time to Adapt**

![Diagram](Image)
To optimize your business processes, you need a clear picture of how your processes run. Process mining uses data to reconstruct and visualize the various ways in which a process was actually executed. The SAP Signavio Process Intelligence solution allows you to acquire data from several systems with multiple integration options, helping you mine your processes comprehensively and at scale.

When processes are executed, they leave traces in all the systems that they touch. Process mining requires specific data integration and modeling capabilities to generate event logs from those systems. These can then be mined and related to the business data.

With SAP Signavio Process Intelligence, you can connect and extract offline and online data across diverse systems and landscapes with comprehensive process data management capabilities, standard connectors, and multiple integration options, including the SAP Data Intelligence Cloud solution.

SAP Signavio Process Intelligence can help you:
• Leverage comprehensive connectivity options and management of data sources, including access credentials management
• Define what data to extract and how and when to extract it by leveraging pseudonymization and partitioning schemas as well as data pipeline scheduling and management
• Save time in preparing your process data with data transformation support and create data pipelines that describe how to transform raw data into event logs from your connected sources in an environment where business, process, and IT can work collaboratively
• Increase your agility and reduce your time to analysis with standard process data transformation templates for the most common processes and systems
Discover Your Process Reality and Identify Improvement Opportunities

Process mining changes the way you can analyze your business processes and allows you to measure performance against your preconceived process models. SAP Signavio Process Intelligence helps you gain a comprehensive view of what is currently happening in your processes, helping you identify potential areas of improvement during business transformations and process excellence initiatives.

From data acquisition and management to gaining detailed process insights, SAP Signavio Process Intelligence provides you with a clear understanding of your actual process reality. The solution can help you:

- **Identify long cycle times, most common process paths and their current performance, most impactful or dangerous outliers, and main activities** as well as stakeholders and their behaviors with process discovery (see Figure 2), which provides you with a graphical representation of your process, exactly as it was executed.
- **Improve your understanding of process dynamics in your organization** and validate your gut feelings with data by gaining an overview of your process variants and comparing the different ways in which your processes are executed.
- **Evaluate adoption of your processes or system customizations and record best practices** to support IT and business alignments in transformations or process excellence initiatives, identifying opportunities to standardize, simplify, or redesign your processes or improve their degree of automation.
- **Save time in implementing changes and best practices** by automatically generating new Business Process Model and Notation (BPMN) models from selected process variants and publishing them directly into the SAP Signavio Process Manager solution.
- **Run conformance checks to visualize potential compliance violations** and compare process variants against your designed process models.

The result is a clearer understanding of what truly happens in your business processes and, ultimately, more alignment between as-is process models and operations, and an easier, safer and more effective execution of process migration or transformation initiatives.

Figure 2: Increased Visibility with Process Discovery
Get In-Depth Process Insights and Empower Your Teams

If issues or bottlenecks remain unidentified and unresolved, your business performance will be damaged – as will the perceived experience of your customers, employees, or other stakeholders with whom you do business. Gaining meaningful insights from your process and experience data in SAP Signavio Process Intelligence allows you to improve your day-to-day operations and make smarter decisions faster.

SAP Signavio Process Intelligence can help you:
• Uncover process inefficiencies for improved operations and identify opportunities to change and innovate by running process mining investigations
• Add visualization widgets and metrics to your investigations to monitor your performance and compliance, measuring them against your business outcomes
• Perform tailored, in-depth analysis of your data with the SAP Signavio analytics language (SIGNAL) while leveraging customizable queries that you can use even without expert IT knowledge
• Reduce your time to insight with ready-to-consume analytics (see Figure 3) that reveal hidden correlations or anomalies in your data, allowing you to more easily identify potential root causes of poorly performing processes or poor customer experiences, or be alerted of abnormal values in your data that would otherwise remain unidentified
• Speed up your analyses and problem identification by recording, managing, and collaboratively sharing your insights and findings with your peers
• Increase visibility in your organization by embedding your results into your journeys and processes in the SAP Signavio Journey Modeler solution and SAP Signavio Process Transformation Suite
• Quickly turn insights into actions and achieve quick wins by integrating to automation engines, like workflow management or RPA capabilities, be it SAP (like SAP Build Process Automation) or 3rd party solutions*.

SAP Signavio Process Intelligence can help you find potential for process improvements and automation in a more focused manner, allowing you to conduct improvement initiatives more efficiently while continuously measuring your performance.

*General Availability: May 2023

Figure 3: Automated Insights
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Make the Experience Count with Experience-Driven Process Mining

Synchronizing customer expectations with daily business operations is a challenge for companies worldwide. With SAP Signavio Process Intelligence, you can gain insights into the combined process and experience reality by merging and analyzing process data from your operational systems and experience management solutions.

Companies often rely on information from operational systems to make decisions. However, this data lacks perspective into a critical element – people. There is a danger of focusing too much on achieving cost-driven efficiency and automation and too little on customer, employee, or supplier sentiments. This can lead to a disengaged customer base and disengaged employees, and it can also put supplier relationships at risk.

Adding an outside-in perspective to your process excellence and transformation efforts is the true game changer that helps you get a differentiating edge in the market. To this end, the solution can help you:

- **Achieve better business outcomes** and delight your customer, employees, and suppliers by considering their perspective at every step of your process analysis
- **Unearth your process and experience reality together**, see how experience and process data are related by leveraging experience-driven process mining capabilities (see Figure 4), and easily identify process variants that are potentially negatively impacting experience metrics
- **Find potential root causes in your data**, helping you gain a better understanding of the interactions between stakeholders

Finally, you can publish your analysis results directly in your journeys in SAP Signavio Journey Modeler, thereby helping you **increase visibility and establish a process and experience-driven mindset** across process and experience teams in your organization.

![Figure 4: Analysis of Process and Customer Experience Data](image-url)
# Benefits of SAP Signavio Process Intelligence for Your Organization

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<th>Main Capabilities</th>
<th>Details</th>
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| Process data management       | • Standard connectors  
  • Data integration with SAP Data Intelligence Cloud and SAP Data Warehouse Cloud  
  • Upload CSV files  
  • Bring your own data integration tools | • Easily acquire and prepare process and experience data across any complex landscape |
| Analytics and visualization   | • Process discovery  
  • Process variants analysis  
  • Process conformance  
  • Visualization widgets  
  • Dashboards  
  • Metrics library | • Discover your process reality  
  • Rapidly identify issues and inefficiencies  
  • Understand your process dynamics  
  • Identify noncompliant processes  
  • Monitor your performance  
  • Visualize your main metrics |
| Process analysis engine       | • SAP Signavio analytics language (SIGNAL)  
  • Automated insights | • Perform detailed, tailored process data analysis  
  • Identify relations and anomalies in your data  
  • Save time to find insights in your data |
| Collaboration                 | • Insights management  
  • Embedded insights | • Speed up your analysis and problem identification  
  • Monitor your process performance and experience metrics |
| Accelerators                  | • Standard process data transformation templates  
  • Standard metrics | • Enable a fast start to process analysis  
  • Speed up the creation of process data pipelines |
| Actions*                     | • Integration with process SAP Build Process Automation  
  • In-app notifications and emails  
  • Integration to 3rd party automation engines | • Quickly turn insights into actions  
  • Trigger the execution of workflow or bots or influence the behavior of business rules |
| Task mining                   | • Integration with FortressIQ  
  • Integration with user experience management platform KNOA | • Perform deeper analysis by considering how your users execute tasks |

*General Availability: May 2023*
SAP Signavio Solutions – Make Process a Part of Your DNA, Transform, and Continuously Innovate

SAP Signavio Process Transformation Suite is a suite of solutions for process and journey modeling, process analysis and mining, governance, and automated execution. Leveraging best-in-class industry standards, it helps you start right away and quickly locate, narrow down, correct, and prioritize process issues, pointing you in the right direction and helping you fast-track your process mining and continuous business transformation initiatives.

Process mining capabilities help you build your path to successful in-depth analysis of your end-to-end processes, unearthing your process reality and generating insights to identify improvement opportunities. Combined with full-scope process and journey modeling, the capabilities allow you to take your processes to the next level while improving your operations and experience for customers and employees.

With SAP Signavio Process Transformation Suite, you are able to not only understand your existing business processes but also proactively manage and optimize them to achieve the agility needed to succeed, thrive, and develop a resilient and sustainable business model. The suite offers a single destination for collaboration and continuous change to harness the power of processes and people.

To learn more, please visit us online.