How Does Continuous Process Improvement Level Up a Leading Gaming Business?

By improving cycle times for patent management processes by 25%

Aristocrat Leisure Limited is a global entertainment and content creation company that leverages technology to deliver world-leading mobile and casino games. Aristocrat wanted to improve its business processes to accelerate its resilience and success. Previously, the company had laid a solid foundation for business process management, so it hoped it could realize significant business value through an initiative for continuous business process improvement. However, process maturity varied significantly across Aristocrat’s business units. Aristocrat knew it needed to establish a standard for process ownership and performance metrics to maintain its edge in a competitive industry.
Accelerating Enterprise-Wide Continuous Process Improvement with SAP® Signavio® Process Transformation Suite

Before: Challenges and Opportunities
• Need for support from the entire organization for continuous process improvement; strong dedication from leadership to business process management (BPM)
• Varying levels of process maturity across many different business units and users who have little experience with concepts such as process ownership and process performance metrics
• Imperative to embed process ownership and relevant process performance metrics into the organization to drive specific business outcomes

Why SAP
• SAP® Signavio® Process Transformation Suite to accelerate continuous process improvement
• Ability to embed solutions from SAP Signavio Process Transformation Suite into key projects with high visibility across the business to create buy-in and support from users
• Previous success implementing process mining for defined projects and in specific areas with SAP solutions, which can also support enterprise-wide process improvement to drive and monitor key KPIs

After: Value-Driven Results
• Achieved stronger compliance and received an affirmative rating by external auditors on core field service systems, processes, and controls, as well as recognized efforts for continuous improvement
• Improved cost savings across various business units, including spend and technical services
• Reduced avoidable loss of revenue by 0.13% and regained millions of dollars of potential losses

“Significant growth coupled with low visibility of BPM practices were hurdles to improving processes at Aristocrat. SAP Signavio Process Transformation Suite helps us make management practices tangible, scale the business, and accelerate cultural change.”

Phil von Behr, Global Transformation, Senior Vice President, Aristocrat Leisure Limited

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<th>Cost savings on external spend (contractors and consultants) by reducing discovery phase efforts</th>
<th>Reduction in cost for technical services parts processing</th>
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<td>10%</td>
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Aristocrat Leisure Limited
Sydney, Australia
www.aristocrat.com

Industry
Sports and entertainment

Products and Services
Gaming content and technology and mobile games publishing

Employees
> 7,500

Revenue
$A5.6 billion (US$3.7 billion)

Featured Solutions
SAP Signavio Process Transformation Suite
Building Upon a Foundation for Continuous Process Improvement

The global entertainment and content creation company Aristocrat Leisure Limited is passionate about business process management (BPM). Its BPM Center of Excellence trusted SAP® Signavio® Process Transformation Suite to help accelerate continuous process improvement across the business. Previously, Aristocrat used SAP Signavio solutions to enable process mining.

The company embedded the business process transformation solutions into key projects with high visibility across the organization. Aristocrat’s early investments in the BPM Center of Excellence helped make this a success. It quickly grew into a central resource among employees for process knowledge, education, and enablement, and it became a force for enterprise-wide continuous process improvement. The company now has more than 50 current process improvement projects across a range of business functions and operations, and these are still strictly high-impact and strategic initiatives.

As the next steps toward process maturity, Aristocrat is now introducing process ownership and related process performance metrics that will be tightly linked with the company’s strategy. Aristocrat plans to use reference content from SAP and APQC, the leading authority on benchmarking and business performance improvement, helping the business choose the right metrics for process performance analysis.
Featured Solutions and Services

To enable **continuous process improvement enterprise-wide**, Aristocrat Leisure Limited used the following solutions from SAP® Signavio® Process Transformation Suite:

• SAP Signavio Process Manager
• SAP Signavio Process Governance
• SAP Signavio Process Collaboration Hub
• SAP Signavio Process Intelligence