Korcomptenz

Achieve comprehensive process excellence with **AI-driven** capabilities of **SAP Signavio**

The Efficient enterprise operations depend on well-designed and optimized processes. Legacy workflows often hinder business growth and competitiveness, requiring modernization. Within the SAP landscape, SAP Signavio empowers businesses to discover, design, optimize, and automate processes, leverage AI-driven insights, streamline operations, and enhance customer engagement.

Key Components of SAP Signavio

SAP Signavio Process Manager for Process Modelling & Documentation

- Enables businesses to design, model, and document processes using BPMN 2.0.
- Supports collaborative process design and version control.
- Provides best-practice templates and standard process libraries.

SAP Signavio Process Intelligence for Process Mining & Analytics

- Uses process mining to analyze real execution data from ERP & other systems.
- Identifies inefficiencies, bottlenecks, and root causes of process issues.
- Provides AI-driven insights and predictive analytics for process optimization.

SAP Signavio Collaboration Hub for Enterprise-wide Process Collaboration

- Offers a centralized portal for teams to collaborate on process changes.
- Provides real-time collaboration and feedback on workflows.
- Ensures alignment between business & IT teams.

SAP Signavio Journey Modeler for Customer Journey Mapping

- Helps map out customer journeys and align them with business processes.
- Identifies pain points & improvement opportunities across touchpoints.
- Ensures a customer-centric approach to process transformation.

SAP Signavio Process Governance for Workflow & Compliance Management

- Enables organizations to define policies and governance rules for processes.
- Supports automated approvals & compliance tracking.
- Supports easy auditing and regulatory compliance.

Artificial Intelligence in SAP Signavio

AP Signavio integrates artificial intelligence (AI) to enhance process mining, modelling, and automation. Some key AI-driven capabilities include:

Process Mining & Analysis

- **Automated Insights:** AI detects inefficiencies, bottlenecks, and deviations in processes.
- **Predictive Analytics:** Forecasts potential process failures or inefficiencies based on historical data.

  Root Cause Analysis: AI identifies underlying issues causing performance drops.

Process Modelling & Optimization

▶ **AI-Powered Recommendations:** Suggests best practices and optimizations based on industry standards.

▶ **Automated Process Discovery:** Uses AI to map out as-is processes from system data.

Simulation & Scenario Planning: AI helps evaluate different process change impacts before implementation.

Automation & Workflow Enhancement

▶ **Task Automation Suggestions:** Identifies repetitive tasks for RPA (Robotic Process Automation) or workflow automation.

▶ **Intelligent Process Matching:** AI recommends process templates based on business-specific needs.

Natural Language Processing (NLP)

▶ **Smart Documentation:** Converts unstructured text (emails, notes) into structured process steps.

▶ **Conversational Process Modelling:** AI assists users in defining workflows using natural language using SAP Joule.

Integration with SAP AI Portfolio

▶ Works with SAP AI Core and SAP Business AI to enhance decision-making.

▶ Seamless integration with SAP S/4HANA for end-to-end process intelligence.

Use cases of SAP Signavio across Diverse Industry Verticals

▶ Manufacturing

- Optimizing Production & Supply Chain Efficiency.
- Process Mining detects bottlenecks in production workflows.
- Enhances shop floor automation by identifying repetitive manual tasks.
- Improves supplier collaboration by streamlining procurement workflows.
- Ensures quality control compliance by tracking deviations in production processes.

▶ High-Tech

- Accelerating Product Development & IT Process Optimization.
- Models and optimizes R&D workflows to speed up time-to-market.
- Uses AI to analyze IT service management (ITSM) processes and enhance ticket resolution.
- Streamlines software development lifecycles (SDLC) and agile workflows.
- Improves cybersecurity compliance through governance and risk assessments.

▶ Retail

- Enhancing Customer Experience & Supply Chain Optimization.
- Maps customer journeys to improve personalized shopping experiences.
- Uses process mining to reduce stockouts & overstocking in inventory management.
- Enhances omnichannel order fulfilment by optimizing e-commerce and in-store operations.
- Automates returns & refund workflows to boost customer satisfaction.

▶ Professional Services

- Enhances efficiency & Enhancing Client Services.
- Streamlines contract management & approvals using automated workflows.
- Optimizes billing and invoicing processes for faster payments.
- Improves project management efficiency by identifying delays in deliverables.
- Ensures compliance with industry standards (ISO, SOC 2, GDPR, etc.).

Korcomptenz is an **SAP Solutions Partner** with over two decades of experience in ERP consulting, implementation, and support. Our deep domain expertise can help you achieve the required digital maturity with solutions for efficient process discovery, optimization, and automation. Do contact us to leverage the complete potential of **SAP Signavio** to accelerate your path towards digital transformation.

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Total Technology Transformation