Maximizing SAP Business Transformation Success: IBM's Proven Approach

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Meet the Team

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Companies aim to achieve ...

- Clear baseline
- Confident decision making
- Close business & IT alignment
- High level of adaptability

... yet often experience hurdles on their way

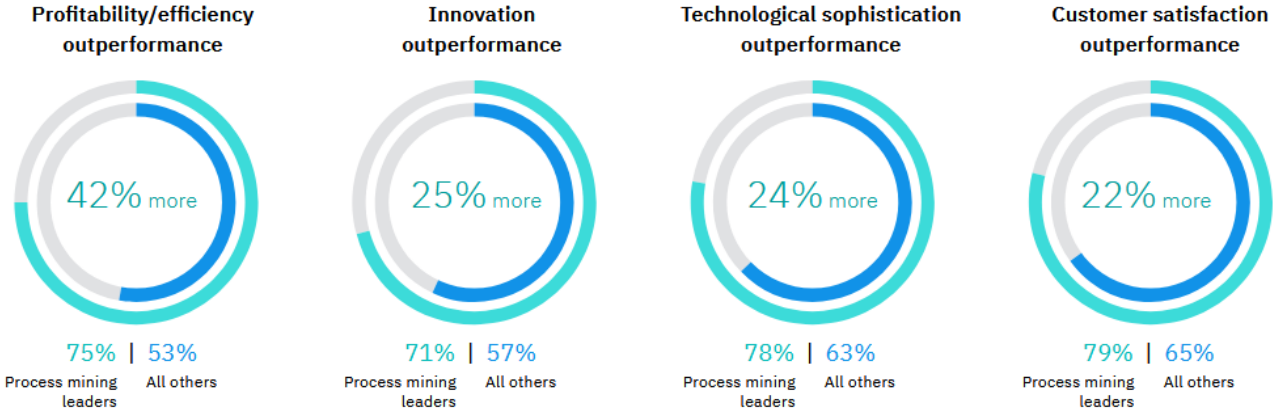
70%
admit disconnected applications hinder decision making & reduce agility

80%
state that siloed, context-poor data weakens AI insights and capabilities

$1.14M
costs in lost productivity per week due to incorrectly & not fully utilized technology

45%
of businesses operating on legacy systems are less likely to adopt enterprise- wide AI

Process mining and business performance



Source: IBM Institute for Business Value and APQC analysis based on a global survey of 2000 C-suite executives conducted in collaboration with Oxford Economics.

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Customer Challenges - Business

"Are the "right" payment terms used?"

How many errors and what kind of errors occur during our automatic billing-due runs?

How many sales orders (services, third-party) are not billed yet?

Where inefficiencies are in our invoice-to-cash process (delays, long lead times, high cancellation and credit memo rates, low automation rates, manual reworks)?

Is the invoice-to-cash process harmonized across all our countries? (Where are our internal best practices and where are the worst practices?)

What kind of information (missing fields) is missing on sales orders that is preventing the timely creation of the invoice?

Are the master and configuration data in the system still suitable? Is there obsolete data?

How many sales orders have a billing or a credit block?

How many deliveries shipped to customers have not yet been billed?

How many invoices were created later than planned?

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Customer Challenges - IT

How do I govern my processes as they evolve?

Is the system being used as designed?

How do I know which apps are providing what business capabilities?

Do GPO's review and approve process changes?

What is the opportunity area for cloud enablement of apps?

Capability to do a What If, for envisioned process changes?

How do ensure my process hierarchy is synced to my operations?

How can I increase user adoption?

Can I identify users who need additional guidance and support?

Which apps are at risk from technology perspective?

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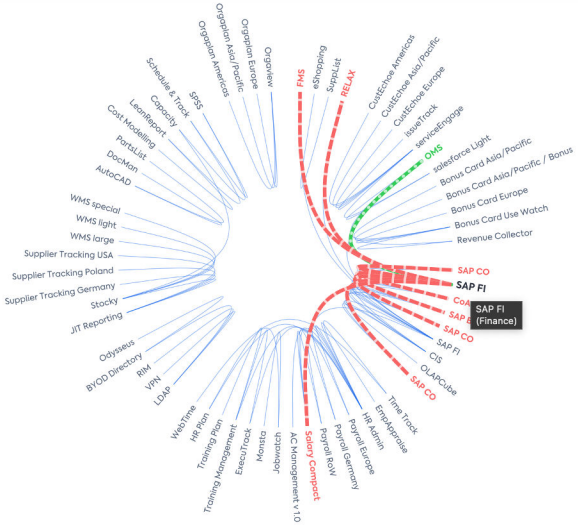
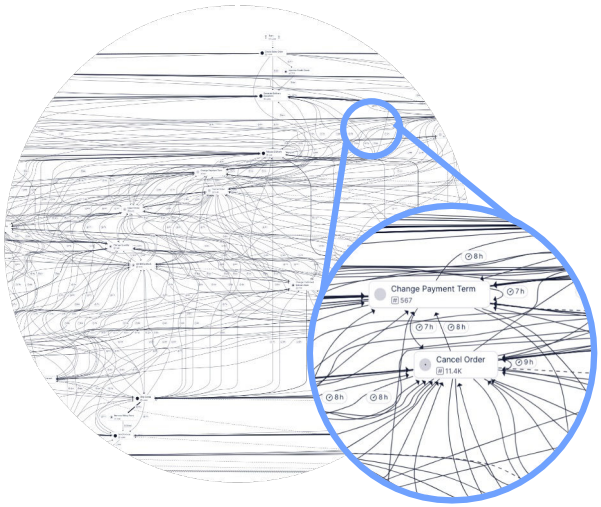
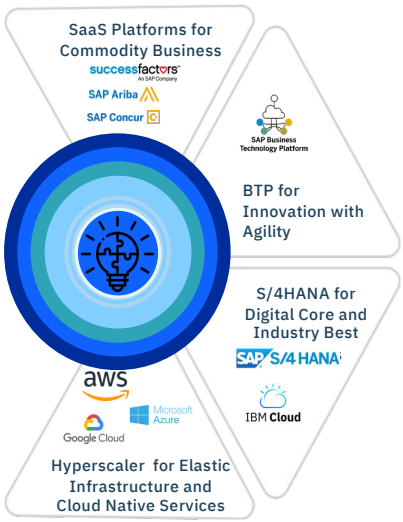
Driven by Business Needs and Evolving Application Landscape

Real-Time Business insights | Secure and Compliant Data and Processes | Business Agility and Innovation | Standard and Scalable Architecture | Productivity Improvement with Automation







Challenges with complex system landscapes

- Difficulty in understanding which application support specific business capabilities
- Lack of visibility entire application portfolio
- Difficulty in managing dependencies

Challenges with Process Harmonization & Standardization

- Lack of consistency
- Difficulty in identifying & leveraging leading practices
- Inefficiencies and inconsistencies
- Inadequate process documentation

Evolution of SAP's product Suite

- Evolving SAP IT ecosystem
- Use of Business Technology Platform (BTP)
- Transitioning to new cloud-based solutions

Driven by Business Needs and Evolving Application Landscape

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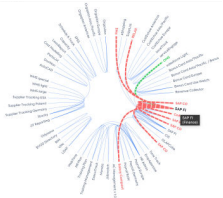
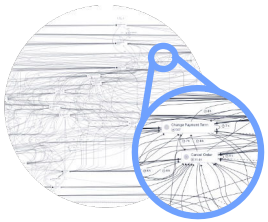
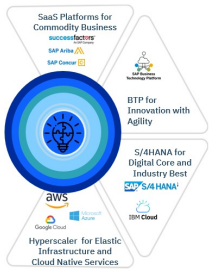






Governance

SAP Signavio | LeanIX | SAP Cloud ALM | walkme

Automation + GenAI

Joule | Copilot | SAP Business Technology Platform | watsonx

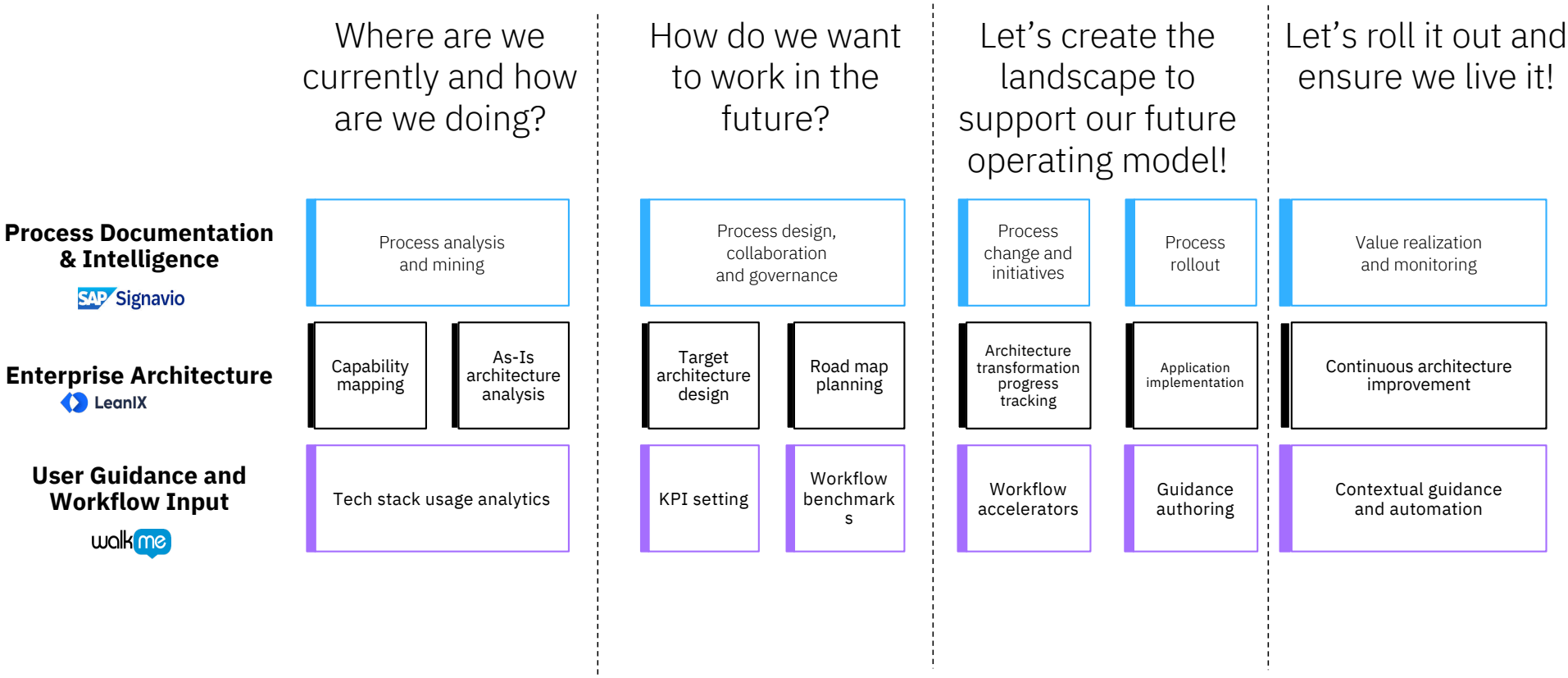
Governance

- Fit-to-Standard business processes
- Industry Standard Technical Architecture
- Standardized Operations
- Change Management & increased User Adoption
- Identify automation opportunities

Automation + GenAI

- AI embedded business processes
- AI enabled process mining
- Intuitive User Training
- Implement automation across enterprise

How the Tool Chain addresses the key questions facing CxOs...



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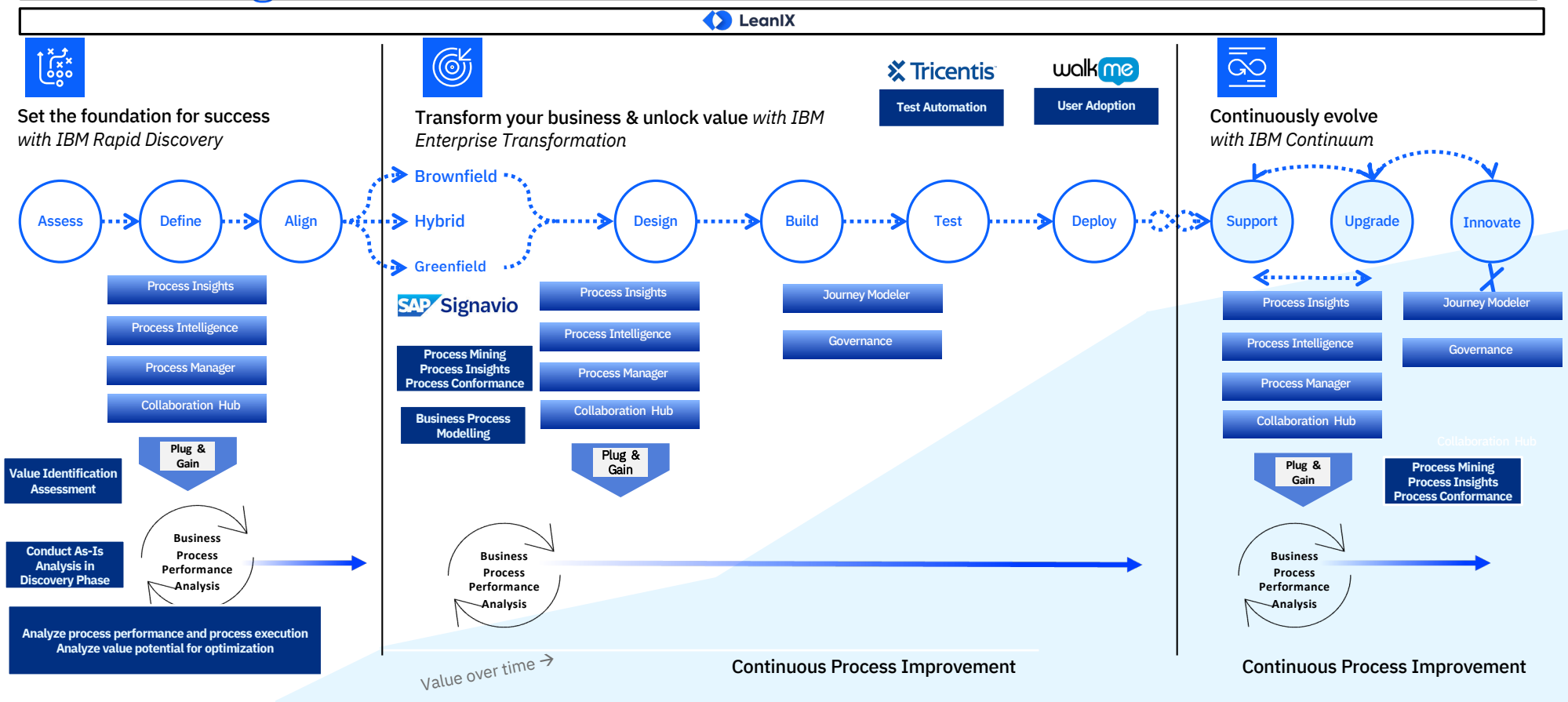
We've been a leader in embedding the Transformation Suite throughout our offerings



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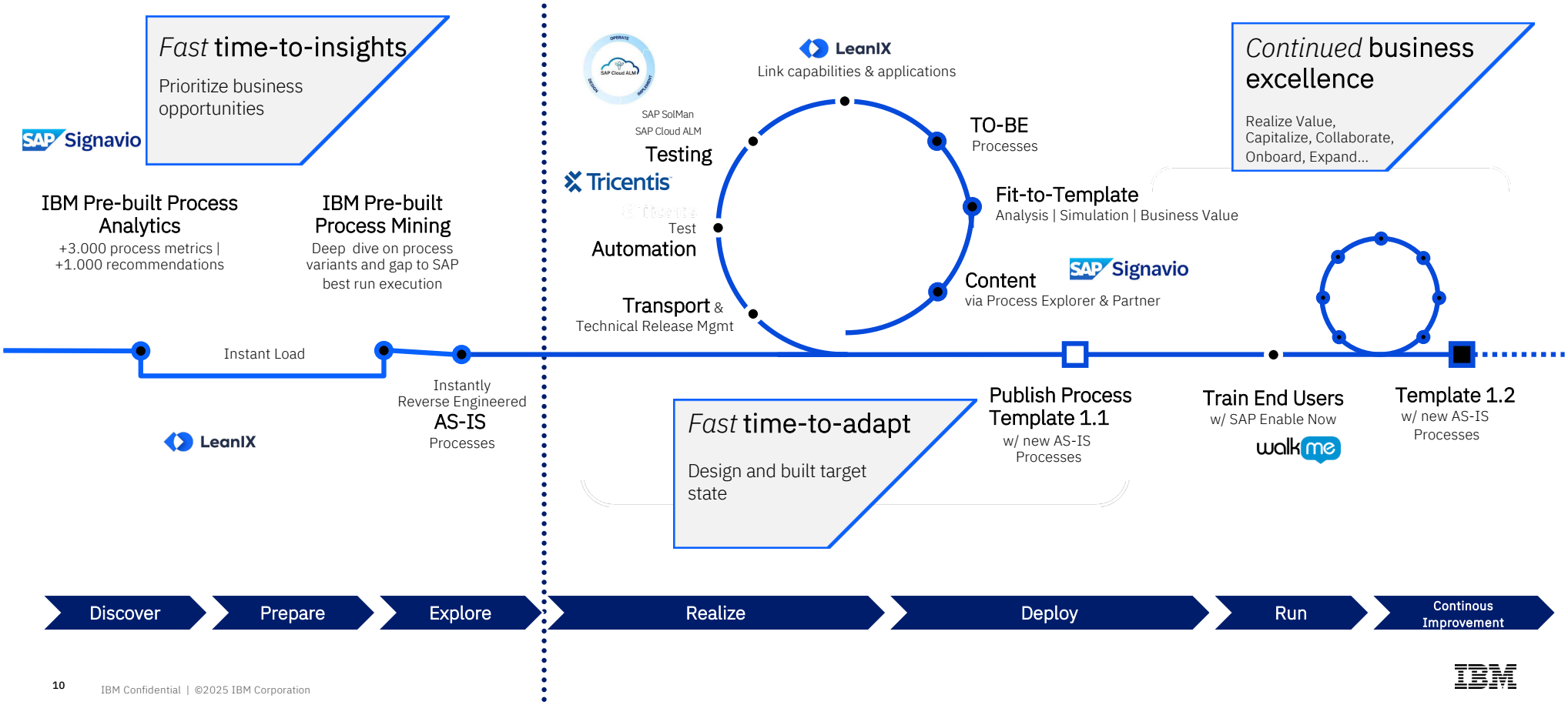
Bringing it all together in a Big T Transformation program



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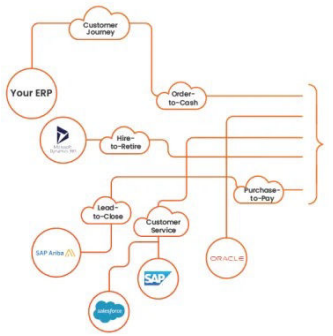
Outside a big T transformation, the IBM Garage approach leverages the Transformation Suite to address specific opportunities/pain points

CONNECT
The data of the end-to-end process will be integrated into the product

- Objective impact of MVPs visible and value can be measured
- MVPs on single process or x-process, not restrained by technical product

Mobilize

Co- Create



ENHANCE
Automation of Tasks, suggestion of intelligent actions and proactive process improvements

- Automation accelerates speed to scale (+value)
- Feedback loop to drive prioritise optimal path to value

Co-Execute

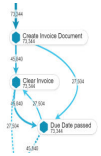
OPTIMIZE
Continuous Improvement Progress through monitoring and regular check-ins

- Garage Value Orchestrator integrates with the product vendor automating value measurement.
- Technical debt measured and continuous improvement value assessed to drive more value.

Co-Operate

Starter Garage Kit

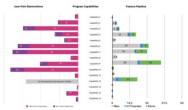
Transparency of As-Is



Identification of Improvements

Evaluation of Impact

Objective Backlog Prioritization



Golden Thread + Process Mining Assets by IW (Starter Kit)

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IBM Case Study: Process optimization at a CPG client

"One Source of Truth" Process Library

Signavio platform fosters collaboration among all stakeholders, allowing employees and external partners to document, share, and edit business processes in real-time.

Faster path to process transformation decisions

Collaborate cross-functionally in a consistent and aligned way

Data Driven Process Decisions

Signavio offers an all-in-one BPM solution that combines sophisticated modeling, effective workflow management, and powerful analytics.

Safer path to go-live

Plan with confidence and implement changes with less risk

Secure and Autonomous Operations

Signavio provides a comprehensive suite that supports process modeling, workflow automation, and real-time analytics.

Clearer path to continuous improvement

Continue improving the process, while tracking value realization

Solution Highlights

Date Sources	Process Models	Technical Fact File	Other Fact File	Key Functions
• 4 SAP ECC instances covering across the globe • Coupa • AWS S3/ Athena (Veeva)	• Accounts Payable • Purchase to Pay (Veeva)	• Integrated pipeline across the globe • Near-real time refreshes • Writeback capability • Actions for notifications	• 65+ dashboards • 1500+ dashboard objects	• Accounts Payable (Invoice Reversals, Early Warning System Dashboards, etc.) • Procure to Pay (Region Specific PO Analysis, PO Timeliness, etc.)

Key KPI improvements

- First Pass Yield: ↑ 5%
- Payment on Time: ↑3%
- CSAT: ↑6%
- Tax Error: ↓14%
- Invoice Cycle Time: ↓2.2 days

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Additional IBM Case Studies

Faster path to process transformation decisions

Roadmap of improvement opportunities for performance

Clearer path to continuous improvement

Transformation of Secondary Distribution Management

Solution Highlights

Data Sources	Process Models
• S/4 HANA	• Order to Cash

Data Sources	Key Functions
• S/4 HANA • IS Oil	• Procure to Pay • Order to Cash • Secondary Distribution Management

Key KPI’ s identified for improvements

- Automation rate Rework rate
- Improve Delivery performance
- Vendor consolidation Compliance, Spend leakage
- Launch of SDM 2.0 transformation

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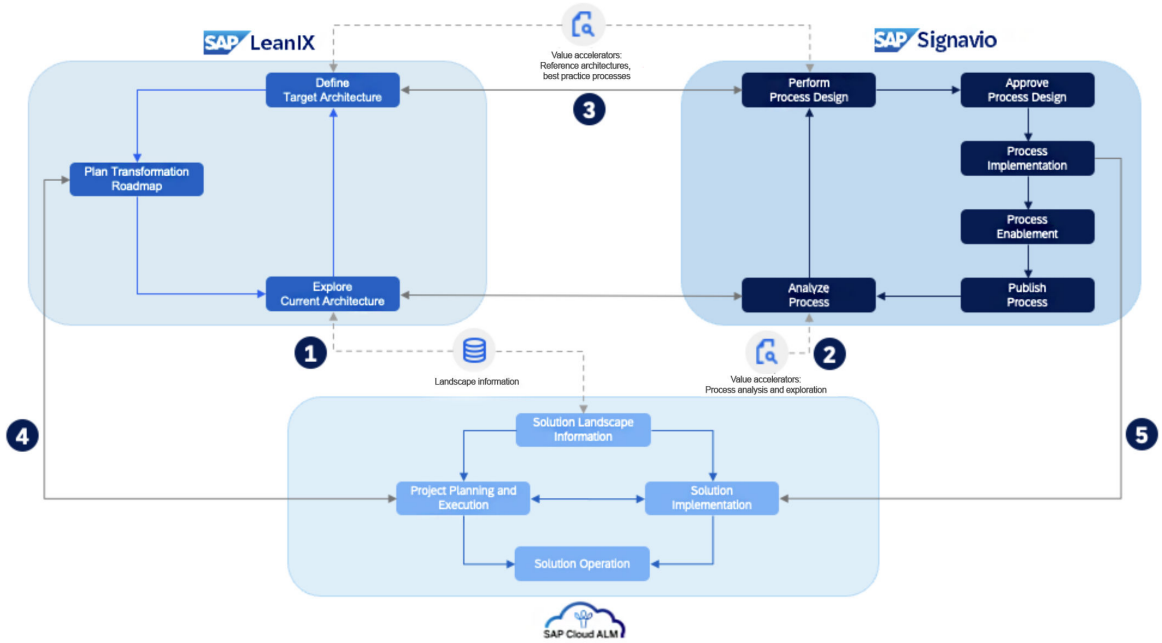
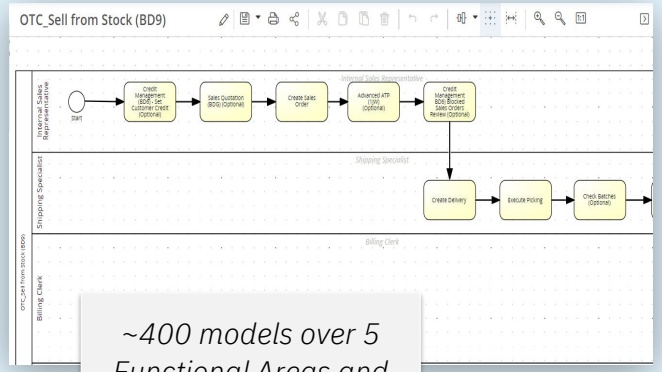
IBM Case Study: Platform to enable efficient Process Design for a Global Airline Company

Efficient Process Design to arrive at To-Be S4HANA processes after a Greenfield Transformation from ECC



Integrated tool chain
Lean IX + Signavio + Cloud ALM



~400 models over 5 Functional Areas and synced with Solution Manager

~200 IT systems and Applications synced with LeanIX

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Where is the opportunity in your business?

Technical / Process Architecture management

Application portfolio rationalization

Technology obsolescence risk

Strong collaboration between IT and Business

True reflection of the KPI's and deviation of processes, identify transformation opportunities

Strong governance of processes including the Business Process Owners

Identify Training needs
Increased acceptance & User Adoption

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