

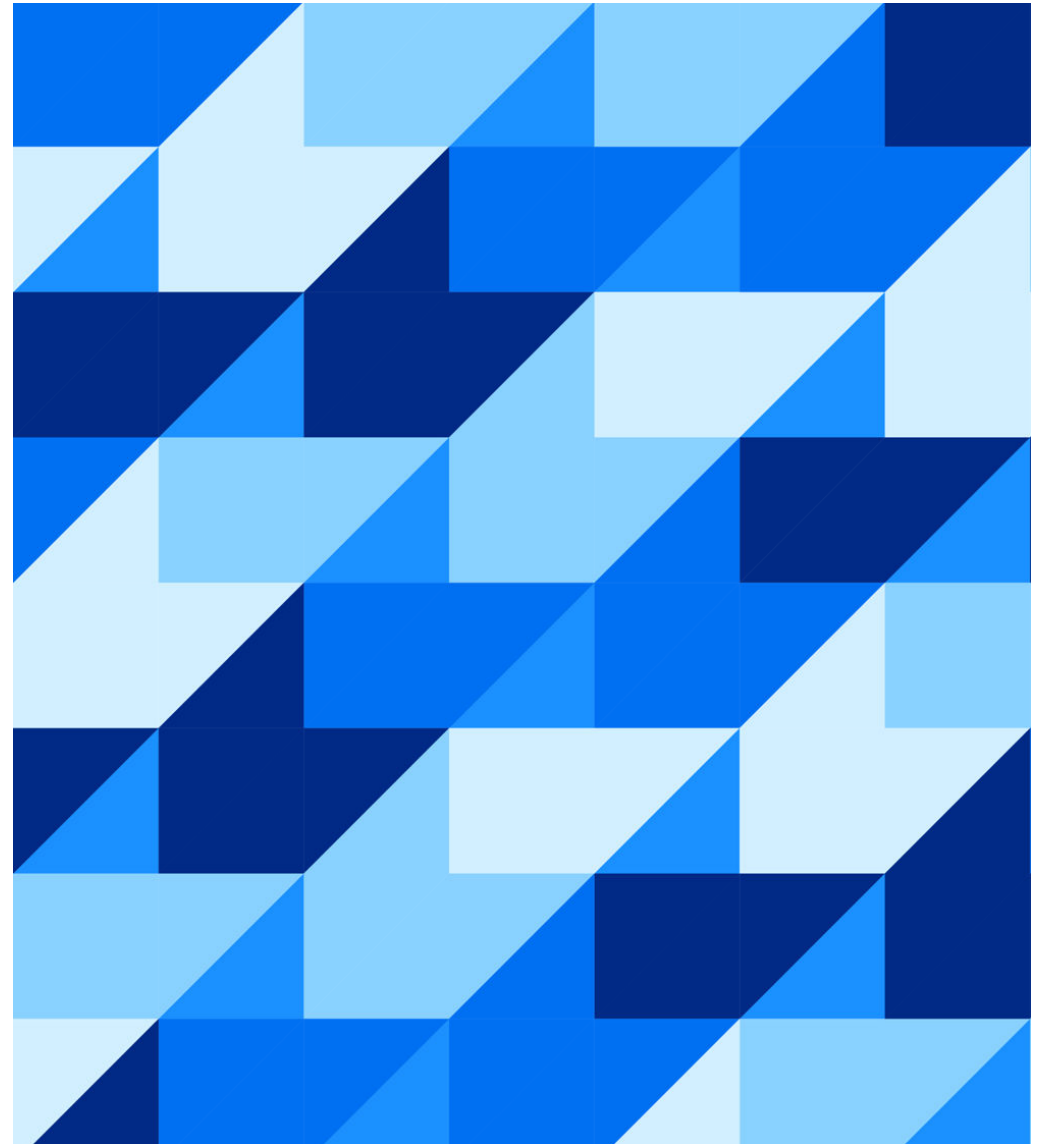


How SAP LeanIX professional services drove fast value for a global consumer products leader

Professional Services:

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A global consumer products leader is using LeanIX to drive a complex transformation

Situation

- Situation**
- Global consumer products company with 250k+ employees in 185 countries
 - Major SAP customer – uses SAP solutions to run all core business functions
 - **RISE transformation of ERP systems**, as well as broad-reaching business transformation
 - Purchased the **integrated toolchain** (LeanIX, Signavio, WalkMe) to facilitate the transformation
 - No single, widely used Enterprise Architecture tool prior to adopting LeanIX – **information siloed and fragmented**

- Services**
- Hands-on to configure and test key integrations
 - Team of expert consultants as **trusted advisors**
 - Advise on **best practices** to ensure optimal value and outcomes

- Benefits**
- **Deliver value faster** – in days, not months
 - Continuous knowledge transfer
 - Reduce data siloes and manual processes
 - **Force multiplier** for customer's own resources



SAP LeanIX

SAP Signavio

walk me
An SAP company

Integrating LeanIX and Signavio unites architecture and processes

- LeanIX and Signavio consultants guided customer SMEs through discovery workshops to define scope and directionality of data flow between the two systems.
- Leveraged experience from past implementations to set up the integration in hours, which would have taken the customer days to weeks of work on their own.

Outcomes & Benefits

- Process models designed in Signavio are now visible in LeanIX as business context fact sheets.
- The inventory of applications managed in LeanIX is now available in the Signavio dictionary.
- Both systems are kept up-to-date and synchronized in real time after any change.

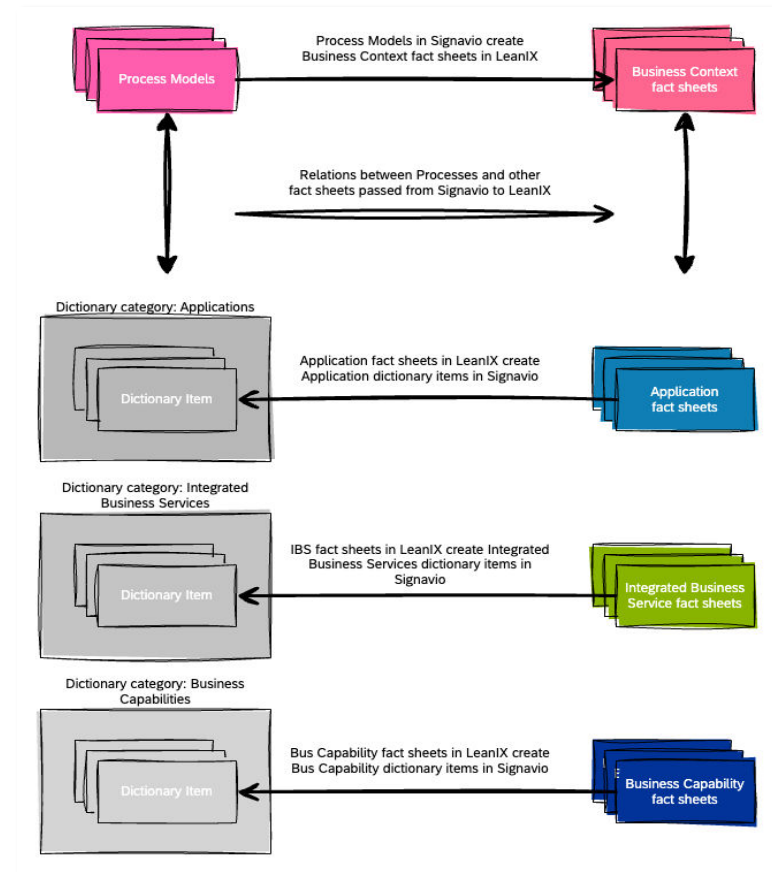
Without support from Professional Services

- Several weeks of effort to define, configure, test the integration
- Moderate to high potential for data quality issues due to suboptimal configuration



With support from Professional Services

- Setup completed in hours, not days or weeks
- Full data flow tested
- Experts on-hand throughout process to answer questions and enable customer's SMEs



WalkMe integration pulls in SaaS applications and usage data

- LeanIX and WalkMe consultants set up the out-of-the-box WalkMe integration in LeanIX.
- The integration discovered 800+ SaaS solutions in use across the company and will continue to update automatically.

Outcomes & Benefits

- The LeanIX application inventory is enriched with a comprehensive list of SaaS solutions in use.
- For each app, usage data is available, including number of active users, average time spent using the app, and a priority score compared to other similar apps.
- This data will drive conversations around app rationalization, e.g., whether to decommission apps with little usage or high redundancy.

Without support from Professional Services

- Potential confusion around generating needed API keys
- Moderate to high potential for uncertainty around how to interpret use results in discovery inbox

With support from Professional Services

- Setup completed in hours, not days
- Enablement sessions on how to use results in discovery inbox and utility for app rationalization

INTERNAL – SAP and Partners Only

SaaS Discovery Inbox

748 Action Needed | 96 Linked | 0 Rejected | 844 Total

Discovery Item	Status	Priority Score	Fact Sheet Link	Integration	Discovery Date	Action By
Kudoboard	Action Needed	51	Kudoboard	WalkMe Integration	2025-07-18	
Credly	Action Needed	51	Credly	WalkMe Integration	2025-07-18	
PayScale	Action Needed	51	PayScale	WalkMe Integration	2025-07-18	
Awardco	Action Needed	51	Awardco	WalkMe Integration	2025-07-18	
Built In	Action Needed	51	Built In	WalkMe Integration	2025-07-18	
Peakon	Action Needed	96	Peakon	WalkMe Integration	2025-07-31	

Kudoboard Action Needed

Overview Details **Priority** Changelog

Priority score: 51 out of 100

Priority level: 1 (Low) to 100 (High)

Priority Score Details

For more information on priority score, please visit the [documentation](#).

Applications in Same Product Category

24 applications in 'HR / Talent Management'. 100

More applications in the same product category result in a greater priority rating because they present likely rationalization opportunities.

Usage Indicator

2879 active users. 2

The application with the highest usage in 'WalkMe Integration' is 'Bling' which has 153659 active users.

SAP Landscape Discovery provides details on all SAP products in use

- LeanIX consultants set up the out-of-the-box Cloud ALM integration in LeanIX for SAP Landscape Discovery.
- The integration discovered 1200+ SAP systems and solutions in use across the company and continues to update automatically.

Outcomes & Benefits

- The LeanIX application and IT component inventory is enriched with a comprehensive list of SAP solutions in use, including system details (e.g., dev, test, prod environments).
- This data will be key for modeling as-is and to-be state architectures of the RISE transformation program.
- Significantly reduces manual work and improves data quality compared to bulk imports.

Without support from Professional Services

- Potential confusion around generating needed API keys
- Moderate to high potential for uncertainty around how to interpret use results in discovery inbox



With support from Professional Services

- Setup completed in hours, not days
- Enablement sessions on how to use results in discovery inbox and import/model as fact sheets in LeanIX

The screenshot displays the SAP Discovery Inbox interface. At the top, it shows summary statistics: Action Needed (1273), Linked (6), Rejected (0), and Total (1279). Below this is a search bar and filter options for Classification, Product, System Role, and Customer. The main table lists various SAP systems, including SAP Supply Chain Management, ABAP platform, and SAP Solution Manager, with columns for Discovery Item, Classification, Status, Fact Sheet Link, Integration, and Last Seen At. A detailed view for 'SAP S/4HANA Cloud Private Edition' is shown below, listing various modules such as Asset Management, Finance, Human Resources, Manufacturing, R&D and Engineering, Sales, Sourcing and Procurement, and Supply Chain. The 'SAP S/4HANA Cloud Private Edition 2023' module is selected and expanded to show 'SAP S/4HANA Private Cloud 2023'.

ServiceNow integration keeps LeanIX updated with data from CMDB

- LeanIX consultants set up the out-of-the-box ServiceNow integration in LeanIX.
- The integration synchronizes 9,800+ applications, 900+ IT products, and 400+ organizational entities from ServiceNow to LeanIX in real-time – with no impact on system performance.

Outcomes & Benefits

- Replaces a tedious and error-prone weekly manual import process from ServiceNow that took 8+ hrs to run.
- Ensures LeanIX (EAM) exactly mirrors data in ServiceNow (CMDB, ITSM) for accurate modeling and decision-making.
- Leverages advanced configurations like dot-walking and automations to handle all corner cases seamlessly.

Without support from Professional Services

- Weeks or months of work to define scope, data mapping, sync rules
- High potential for challenges around advanced configuration, dot-walking, and automations

With support from Professional Services

- Setup completed in days, not months
- Full data flow tested
- Experts on-hand throughout process to answer questions and enable customer's SMEs

Fact Sheet Mapping

Fact Sheet Type	Direction / Source	ServiceNow Table	Sync Mode	Filter	Field Mapp...
apm.Application	←	Business Application cmdb_ci_business_app	Overwrite sync	1 Constraints	14 Mappings
IT Organization	←	Organizational Entity u_it_organizational_entity	Overwrite sync	1 Constraints	1 Mappings
apm.IT Product	←	Business Capability cmdb_ci_business_capability	Overwrite sync	1 Constraints	2 Mappings

Relation Mapping

Fact Sheet Mapping	Fact Sheet Mapping	Source System for R...
apm.Application / cmdb_ci_business_app	IT Organization / u_it_organizational_entity	LeanIX ← ServiceNow
apm.Application / cmdb_ci_business_app	apm.IT Product / cmdb_ci_business_capability	LeanIX ← ServiceNow
IT Organization / u_it_organizational_entity	IT Organization / u_it_organizational_entity	LeanIX ← ServiceNow
apm.IT Product / cmdb_ci_business_capability	apm.IT Product / cmdb_ci_business_capability	LeanIX ← ServiceNow

apm_Application Mapping

Mapping Type	LeanIX ampApplication Field	Direction	ServiceNow cmdb_ci_business_app Field
VALUE_MAPPING	scope	←	u_application_scope (3 Value mappings)
VALUE_MAPPING	category	←	application_type (5 Value mappings)
VALUE_MAPPING	apmStatus	←	install_status (3 Value mappings)
EXTERNAL_ID	externalid	←	number
FOREIGN_FIELD	description	←	short_description
VALUE_MAPPING	classification	← from ServiceNow	u_application_classification... (Configure Det...)
FOREIGN_FIELD	lifecycle/active	←	start_date
VALUE_MAPPING	application/Live	←	u_app_is_live (2 Value mappings)
VALUE_MAPPING	servicenowSubtype	←	u_application_subtype (3 Value mappings)
FOREIGN_FIELD	lifecycle/endOfLife	←	u_new_planned_decommission_date
SUBSCRIPTION	RESPONSIBLE - Stream Lead	←	u_product_platform_stream.owned_by

Workspace Review revealed insights to improve data quality and usability

- LeanIX consultants performed a comprehensive review of the customer's LeanIX workspace and configurations.
- Provided a prioritized list of actionable recommendations to improve data quality, completeness, and usability.

Outcomes & Benefits

- Provides an outside-in perspective based on best practices and experience from working with dozens of enterprise customers.
- Gently steers the customer back towards best practices and away from suboptimal configuration/modeling choices that could be costly to clean up later.

Without support from Professional Services

- Data quality and completeness issues
- Ad hoc solutions and workarounds adopted
- Risk of bloat and non-value adding complexity

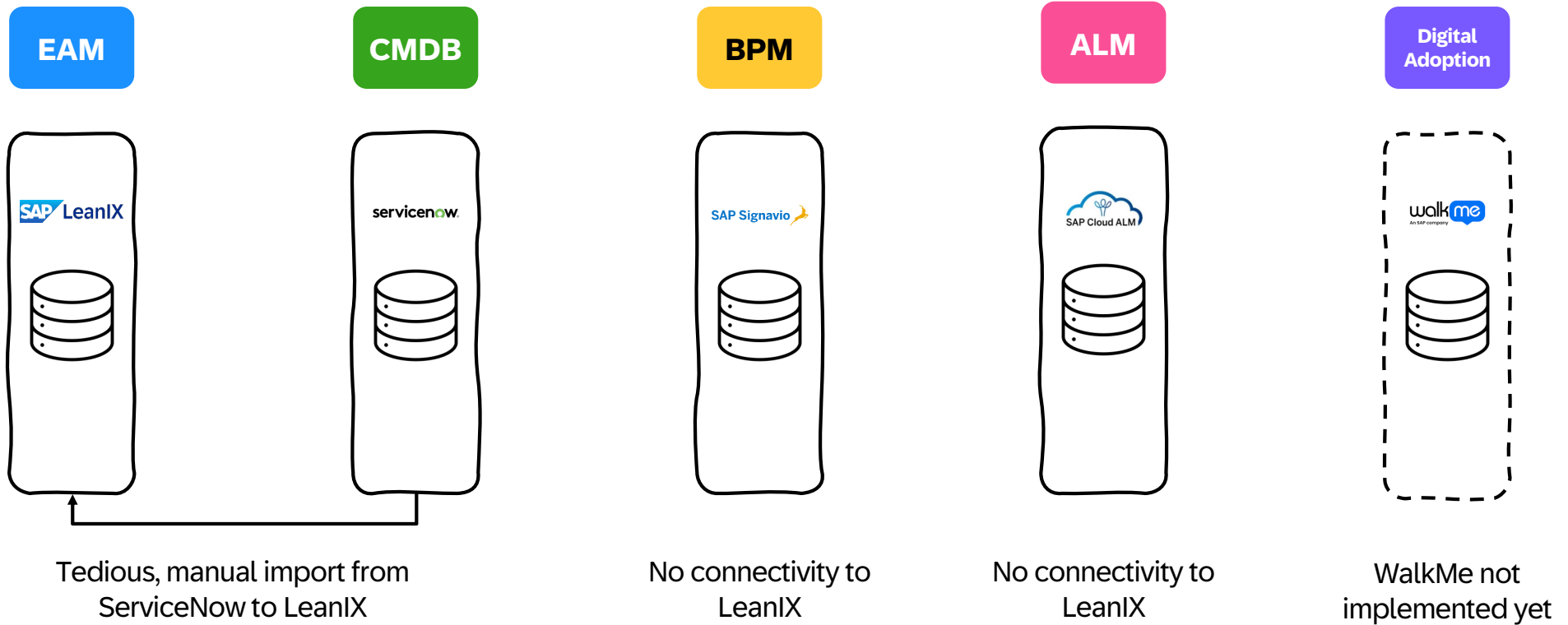
With support from Professional Services

- Reached consensus around next efforts to prioritize
- Potentially expensive issues caught early and mitigated
- Learn from best practices at other customers



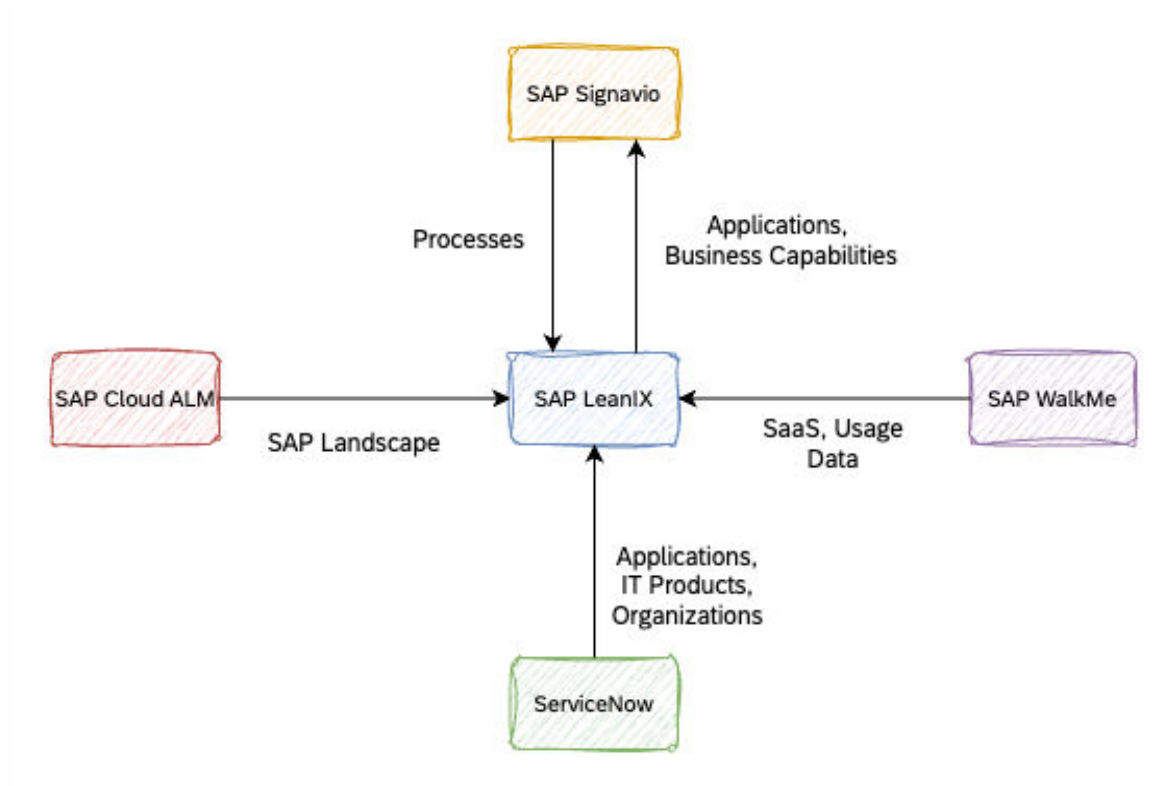
Category	Item 1	Item 2	Item 3	Item 4
Category 1	Item 1.1	Item 1.2	Item 1.3	Item 1.4
Category 2	Item 2.1	Item 2.2	Item 2.3	Item 2.4
Category 3	Item 3.1	Item 3.2	Item 3.3	Item 3.4
Category 4	Item 4.1	Item 4.2	Item 4.3	Item 4.4
Category 5	Item 5.1	Item 5.2	Item 5.3	Item 5.4
Category 6	Item 6.1	Item 6.2	Item 6.3	Item 6.4
Category 7	Item 7.1	Item 7.2	Item 7.3	Item 7.4
Category 8	Item 8.1	Item 8.2	Item 8.3	Item 8.4
Category 9	Item 9.1	Item 9.2	Item 9.3	Item 9.4
Category 10	Item 10.1	Item 10.2	Item 10.3	Item 10.4

Before Professional Services engagement, data was siloed and fragmented



After Professional Services engagement, LeanIX highly integrated and data transparent across systems for fast decision-making

- LeanIX inventory now contains continuously up-to-date data on processes, applications, and SaaS usage to drive transformation planning and app rationalization.
- Signavio dictionary contains comprehensive inventory of applications and taxonomy of business capabilities for process modeling.
- Data quality and completeness dramatically improved. Manual data entry and imports in LeanIX dropped to nearly zero.
- Each integration was configured, tested, and deployed within days – not weeks or months – with continuous knowledge transfer to the customer's team.





Thank you!

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