

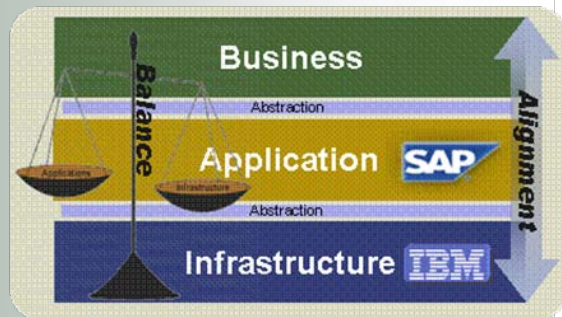
IBM BPM for SAP



Improve SAP Value with IBM BPM Capabilities

IBM Forum
Sofia, October 17th, 2012

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IBM Software Group
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Agenda

- Challenges of an SAP only environment
- Introduction of IBM BPM
- IBM BPM for SAP Capabilities
 - Process Discovery and Monitoring
 - Process Blueprinting
 - Guided Workflow
 - Process Integration and Orchestration
 - Process and Decision Automation
- The Third Way – Combining SAP with IBM BPM

Integrated Business Applications Deliver Strong Value

...and SAP is the best

- Improve alignment of strategies and operations
- Improve productivity and insight
- Reduce costs
- Support changing industry requirements
- Reduce risk
- Improve financial management and corporate governance
- Optimize IT spending
- Gain higher ROI faster
- Retain top performers
- Provide immediate access to enterprise information
- Give employees new ways to access the enterprise information required for their daily activities.



SAP customers excel by taking advantage of SAP's industry-specific knowledge, best practices and standardized processes – all codified into the world's leading integrated application platform.

Business Process Management and (SAP-) Enterprise Applications

Source:



Unstructured

Documents, Spreadsheets, presentations

eMail IM

Unstructured Collaboration
Most work in companies takes place through informal, unstructured communication using these simple mechanisms

~30%

Loosely Structured

Processes automated and supported through BPM
BPM allows processes to be designed, managed, and automated in a flexible manner

~45%

Highly Structured

Enterprise Applications
Enterprise applications automate transactions and structured processes that can be configured

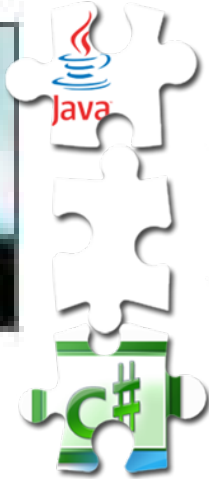
~25%

But SAP Implementations Often Have Process Management Issues



Most SAP implementation **documentation is static** and does not reflect the processes actually being used

...**much customization** is often required



Most SAP processes rely on **human compliance with process documentation**

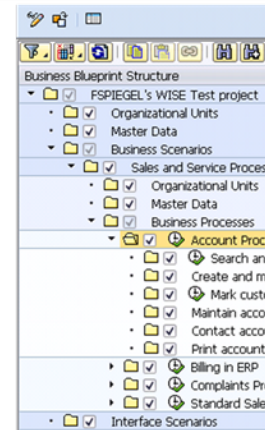
...making it **difficult to migrate** to future releases



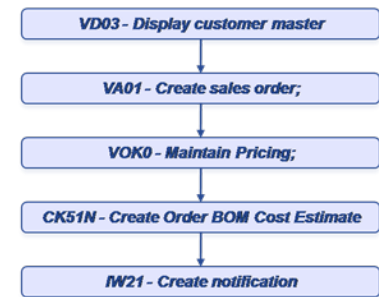
SOLUTION IMPLEMENTATION
SAP CONFIGURATION

With This Approach, How Can You?....

- Quickly know the status of key processes?
- **Ensure that the process you designed is the process that is being executed?**
- **Get real-time visibility into where workload or other bottlenecks are causing business issues?**
- Effectively reroute work to less experienced workers to reduce bottlenecks?
- **Know which process changes are most likely to help improve business performance?**
- **Quickly rollout SAP process changes?**
- Quickly integrate new process workers into your business?



A high level process blueprint is defined in PowerPoint, Visio, SAP Solution Manager or a modeling tool, including transactions:



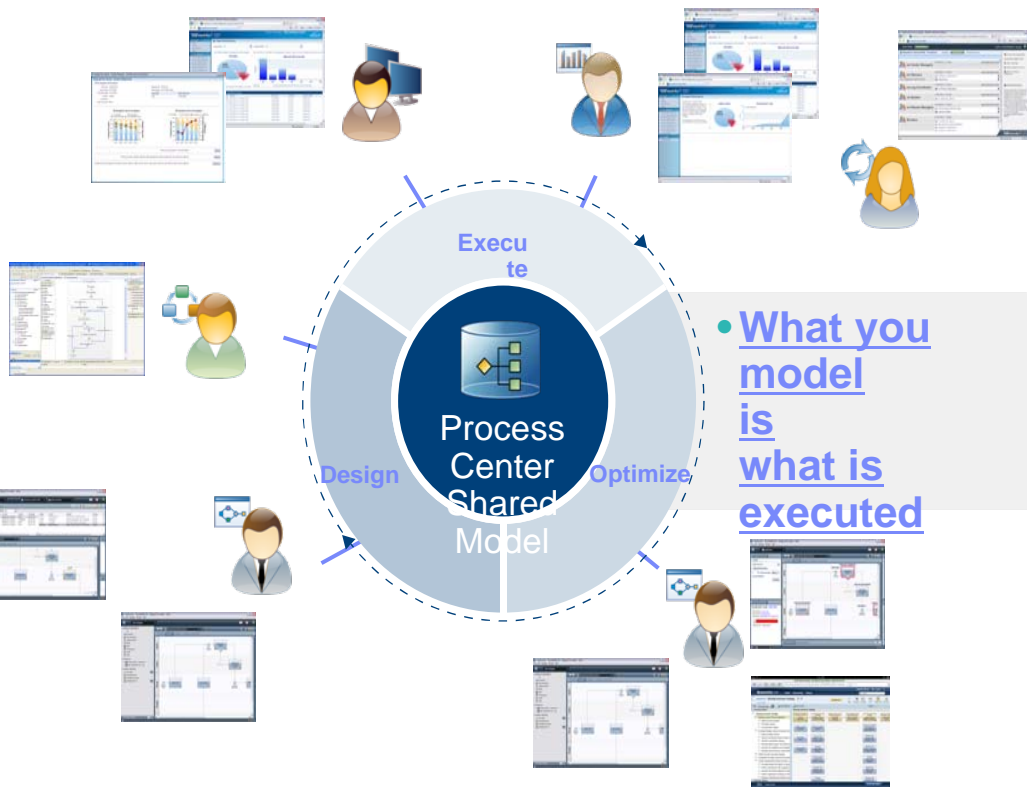
The implementation then relies on users to read, properly understand and comply with documentation by entering the proper sequence of transaction codes in SAP.

Many SAP customers attempt to address these issues with customization.

IBM BPM Overview

The Picture is Your Process

- BPM provides innovative tooling to **capture, understand, document, collaborate, and optimize** ANY business process causing the most pain, or needing the most visibility
- BPM projects **do not require disruptive multi-year investments**
- IBM BPM allows you to create process models that **execute the process** while capturing process metrics and key business data for **improved visibility and control**



The picture IS your SAP process...

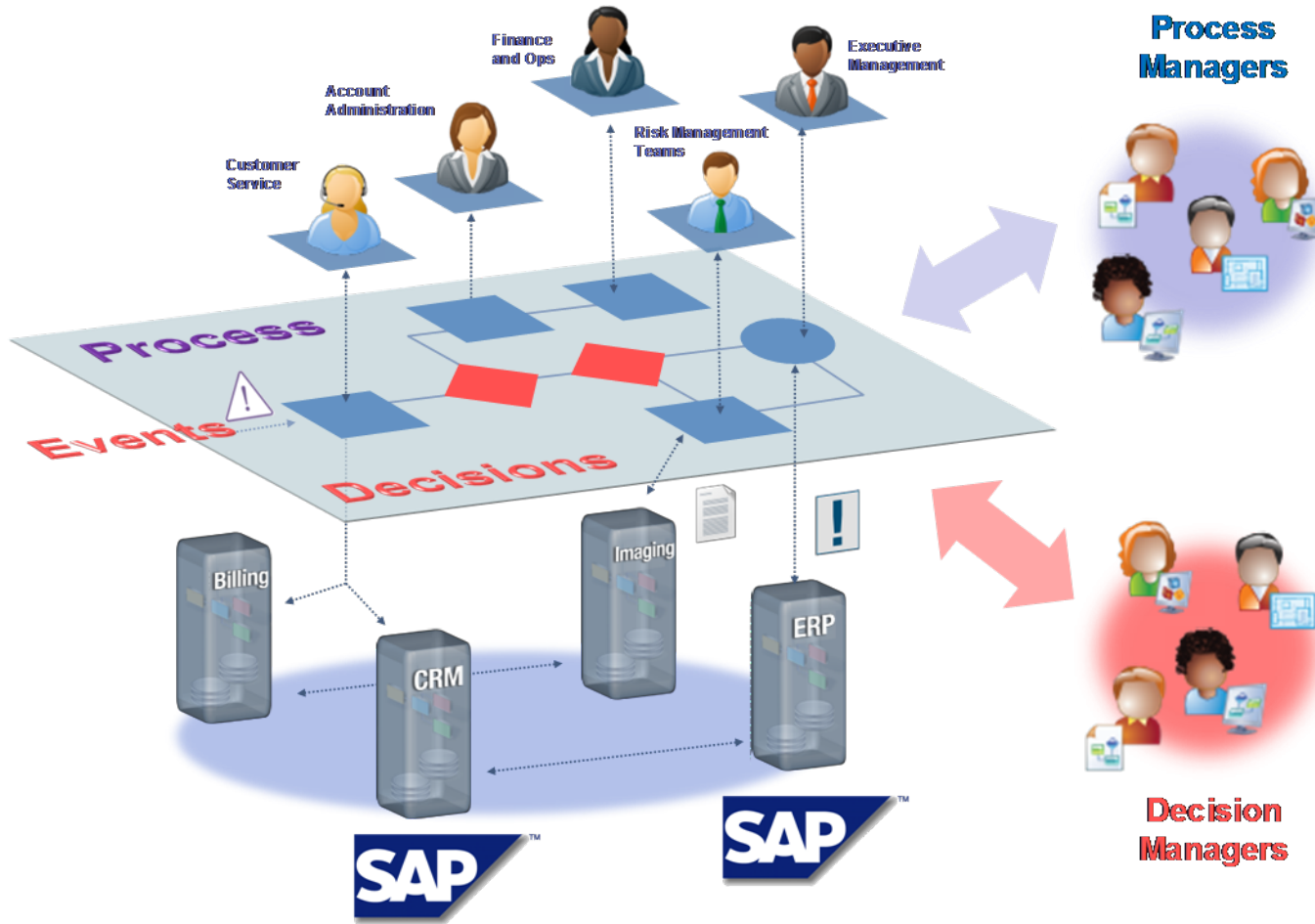
Draw a picture, create a smarter process.

"Within the first few hours of the first day, you can run a meaningful process - enabling direct process and decision management by business users."

➔ Schedule a live custom demo.



IBM BPM Brings Order to the Chaos

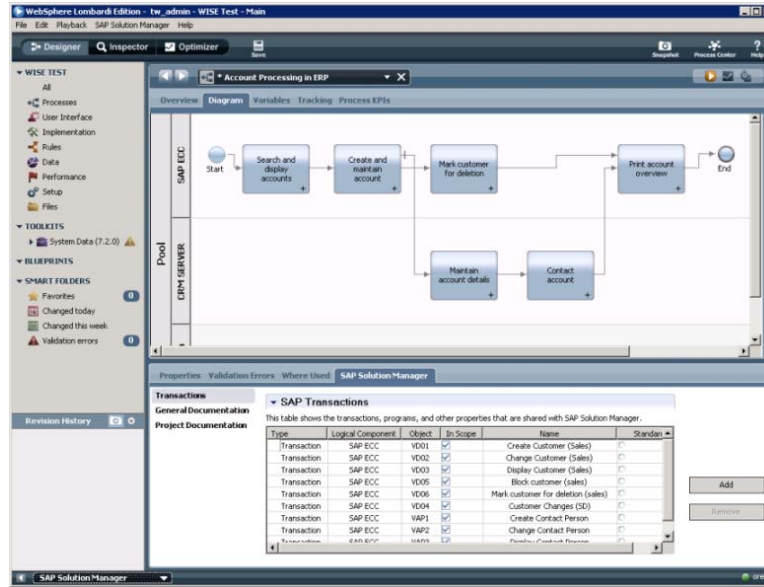


- 1 Automate workflow & decision making
- 2 Reduce errors and improve consistency
- 3 Standardize resolution across geographies
- 4 Leverage existing systems and data
- 5 Monitor for business events and initiate actions
- 6 Real-time visibility and process control

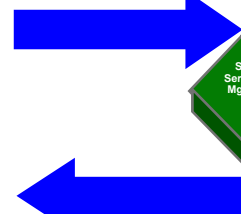
Customer Benefits:

- Huge Reduction in Manual Work, Errors
- Faster, More Consistent Issue Resolution
- Easier to Manage the Business
- Consistent Case Handling

IBM BPM V8 Integrates Seamlessly with SAP



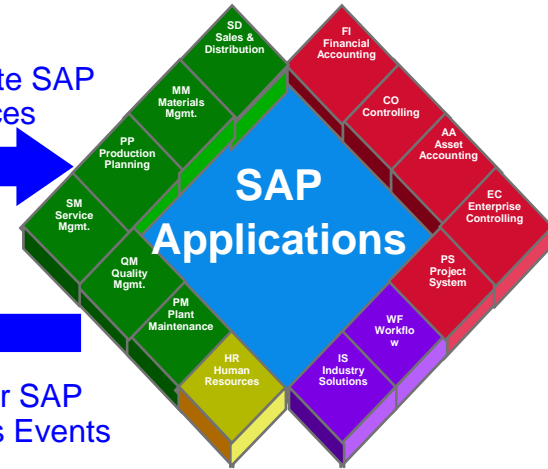
Orchestrate SAP Services



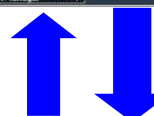
Monitor SAP Business Events



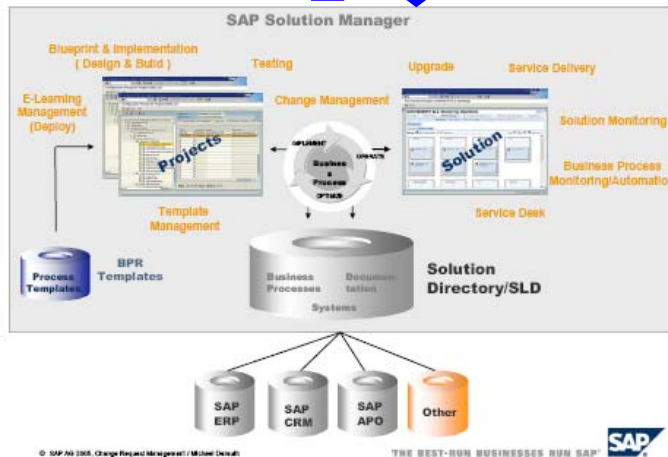
Retrieve Enterprise Service Definitions



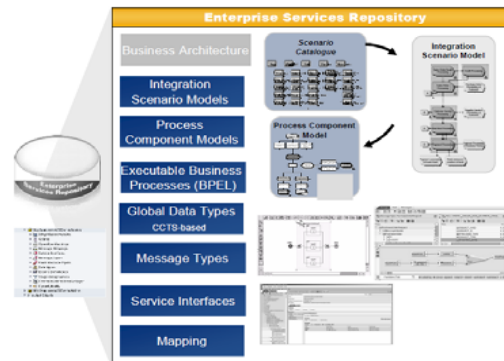
Download processes from Solution Manager



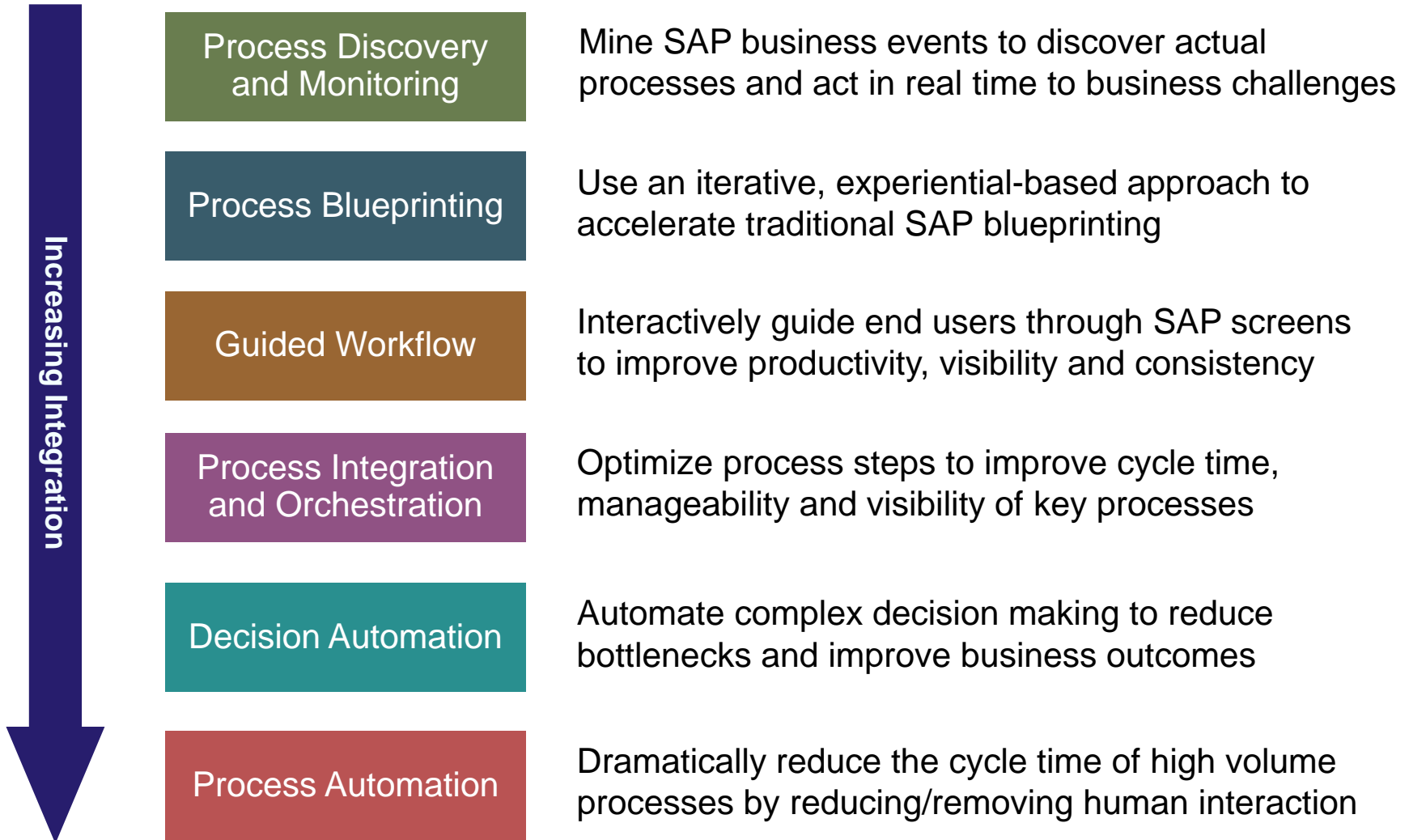
Upload processes to Solution Manager



ES Repository Objects



IBM BPM for SAP Capabilities



IBM BPM for SAP Capabilities



Process Discovery
and Monitoring

Mine SAP business events to discover actual processes and act in real time to business challenges

Process Blueprinting

Use an iterative, experiential-based approach to accelerate traditional SAP blueprinting

Guided Workflow

Interactively guide end users through SAP screens to improve productivity, visibility and consistency

Process Integration
and Orchestration

Optimize process steps to improve cycle time, manageability and visibility of key processes

Decision Automation

Automate complex decision making to reduce bottlenecks and improve business outcomes

Process Automation

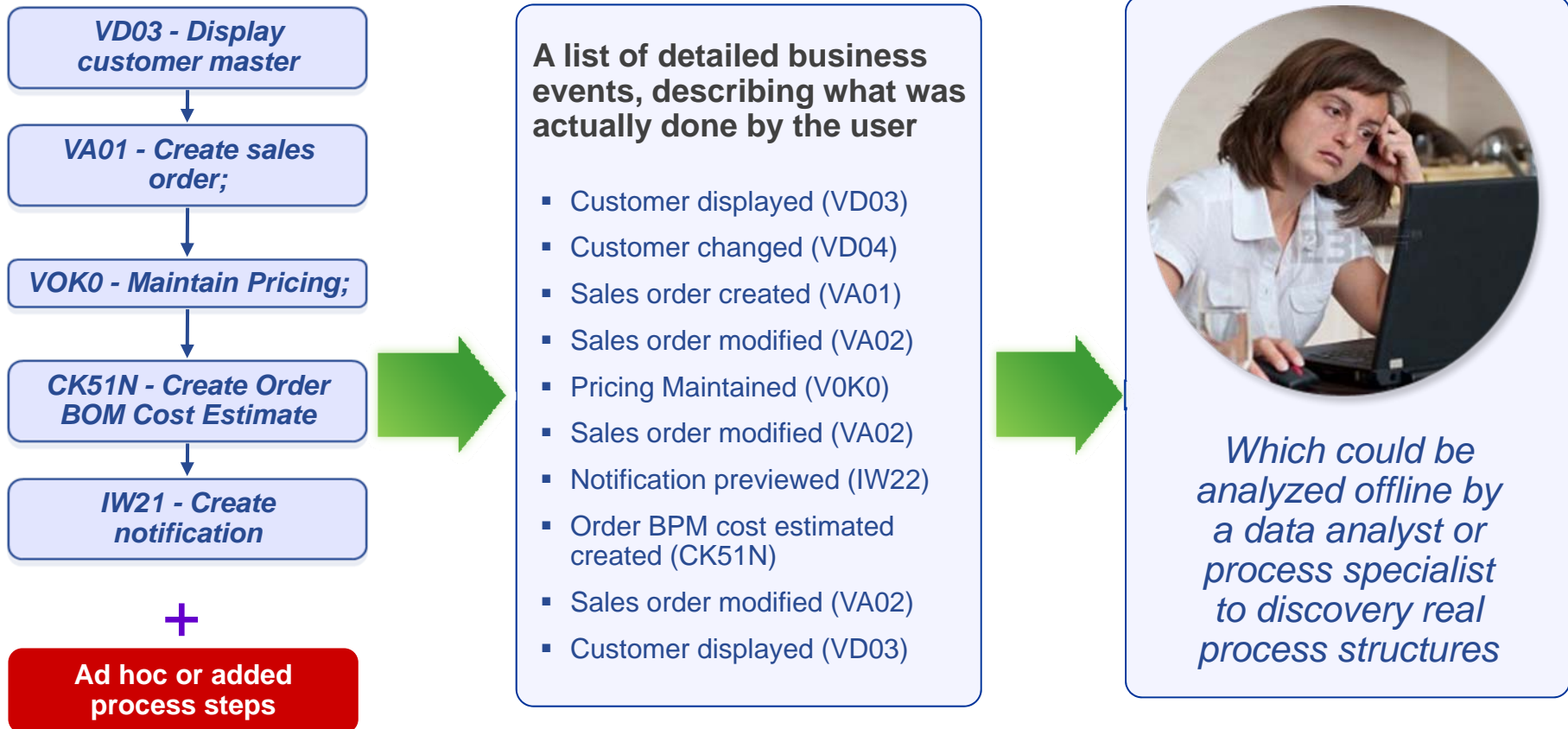
Dramatically reduce the cycle time of high volume processes by reducing/removing human interaction

Process Documentation Is Usually Outdated – so what process is really executed?

2008		2012	
SAP process blueprints created			Probably Outdated
SAP design completed			Probably Outdated
SAP configuration changes completed	Additional SAP configuration changes		Documentation Possibly Outdated
SAP customization completed	Additional SAP customization		Documentation Possibly Outdated
	Ad hoc changes to processes by end users		Blueprint Not Updated

Without insight into the ‘real’ SAP processes being used in production, it is very difficult to initiate and build an effective process innovation program or to migrate to a newer SAP release.

Event-Based Business Monitoring Can Be Used to Uncover the 'Real' SAP Processes



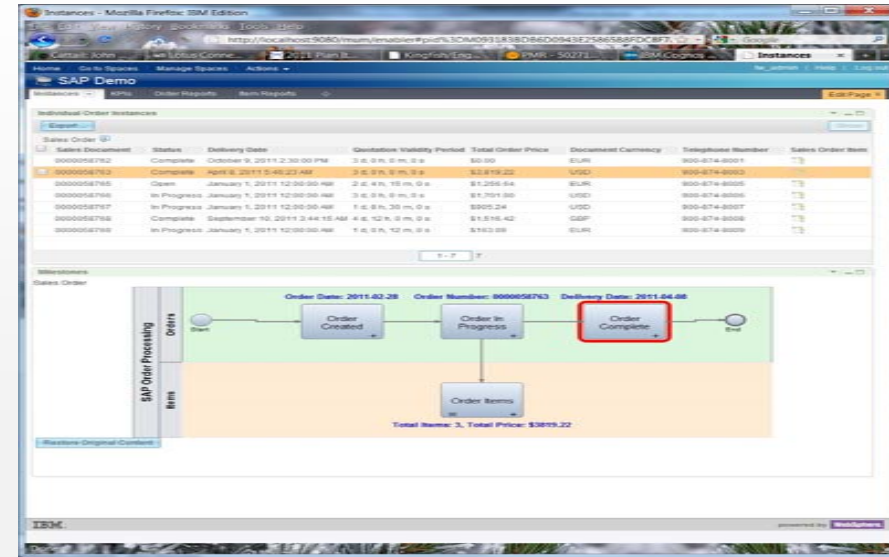
SAP can create and publish the business events needed to discover the actual business processes in production

IBM Business Monitor Provides Easy to Use SAP Process Discovery

- View SAP transactions as processes
 - Each transaction has a monitoring context and a set of metrics associated with it
 - Build a global monitoring context
 - If necessary link the monitoring contexts to create a chain of monitoring contexts
 - Create ‘shadow process’ views of SAP Business Events

- Completely non-intrusive to SAP – simply turn on the SAP Business Events needed

- Automatically create a process view of any SAP Business Event(s) to:
 - Understand the actual SAP processes being used in production
 - Prepare for process innovation
 - Detect business challenges as they happen



*All without disrupting
your SAP environment!
(and no custom coding)*

IBM Business Monitor - Powerful BAM and Real-Time Reporting for SAP

- *Monitor metrics, business situations, and events in real-time*
- *User customizable dashboards to ensure targeted, relevant information*
- *Feed and correlate alerts with business event processing for enhanced pattern visibility*
- *Interact directly with processes in real-time*
- *Predict future values of KPIs based on historic and cyclic trends*
- *Trigger alerts when predicted values indicate a problem detection*

The screenshot displays the IBM Business Monitor interface with several key components:

- Key Performance Indicators (KPIs):** A 3D bar chart titled "Analysis by underwriter" showing metrics like Average Application Age, Average Underwriting Duration, and Average Credit Check Duration.
- Alerts:** A section titled "Alerts" with a table listing "Delayed Underwriting Alert" events with timestamps.
- Loan application instances:** A table with columns for Loan ID, Status, Size of Loan, and Associate ID.
- Mobile Device:** An iPhone at the bottom left showing a mobile-optimized version of the dashboard.

Identify trends, forecast events, make smart choices

Understand up-to-minute business performance by monitoring KPIs

Detect, respond rapidly to change

Continuously improve key business processes

Customize dashboards easily

Rebalance human workload on the fly

Leverage mobile devices

IBM BPM for SAP Capabilities

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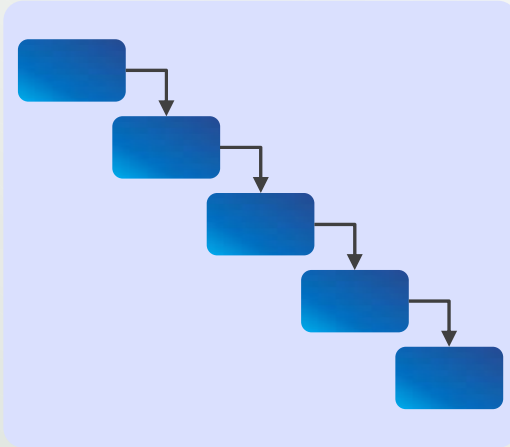
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Automate complex decision making to reduce bottlenecks and improve business outcomes

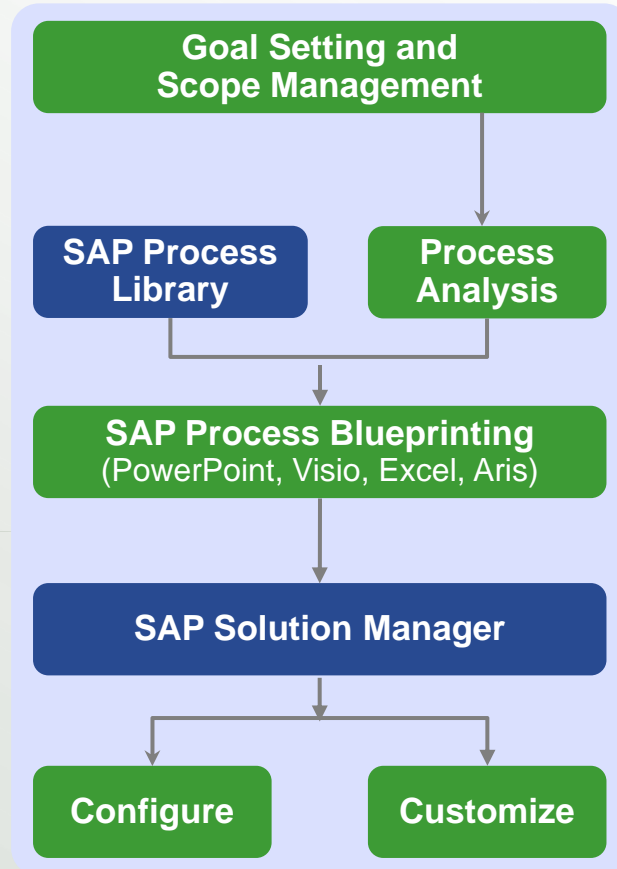
Process Automation

Dramatically reduce the cycle time of high volume processes by reducing/removing human interaction

Traditional SAP Implementation Approach



- Most SAP implementations follow a typical waterfall approach
 - Goal setting
 - Analysis
 - Design
 - Test
 - Deployment
- SAP maintains their process flows in Solution Manager, (*documentation only*)



- Most SAP customers use *general purpose documentation tools* such as Office or Visio
- Some leverage Aris or another documentation-centric *modeling tool*
- These tools encourage:
 - Documentation-centric SAP implementations
 - A waterfall approach filled with risk and multiple delay points
 - Lengthy ‘analysis paralysis’

But With IBM BPM 8.0

The picture IS your SAP process...

Draw a picture, create a smarter process.

"Within the first few hours of the first day, you can run a meaningful process – enabling direct process and decision management by business users."

→ Schedule a live custom demo.



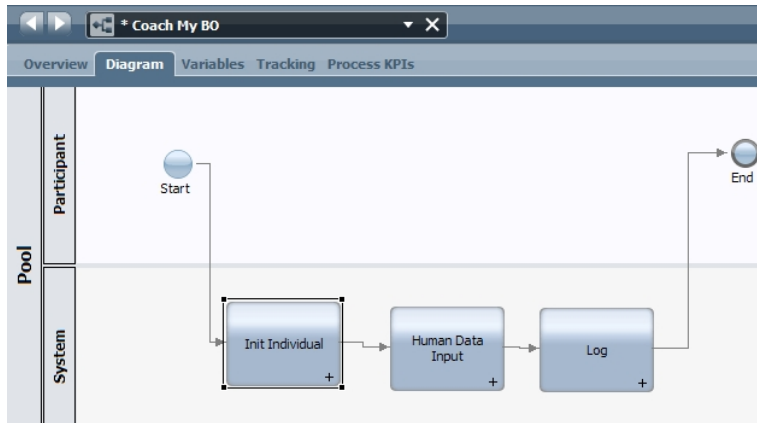
**IBM
Business
Process
Manager**

Analyze. Define. Execute. Monitor. Improve.

All in one tool – analysis through execution through improvement

So SAP Processes Can Be Played Back At Any Time

Regardless of their definition maturity



Playback



- Start by importing SAP or IBM best practice libraries
- Playback any process from the design environment – regardless of the level of detail and completion
- Include real screens, mockups or images
- Clarify roles, process steps, flow, KPIs, SLAs and reporting
- Even process skeletons can be executed
 - Process execution is logged
 - All process performance parameters are visible
 - KPIs are calculated and displayed in real time

Design SAP Processes Experientially

- Playbacks allow each **stakeholder to participate DIRECTLY** in the blueprinting process

- The **ability to see, feel and touch** the process as it's executing:
 - *Delivers a richer, superior design experience*
 - *Allows a broader range of participants*
 - *Allows stakeholders to participate as their schedule permits*
 - *Encourages an iterative approach*
 - *Decreases the time required to blueprint a process*



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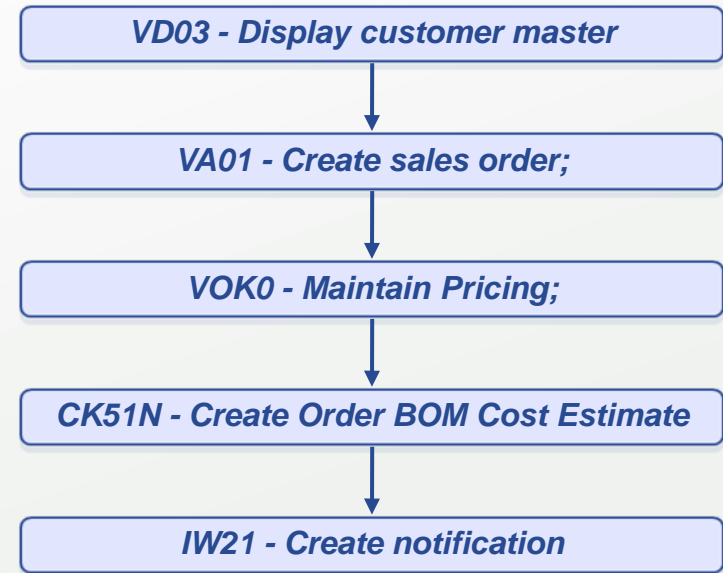
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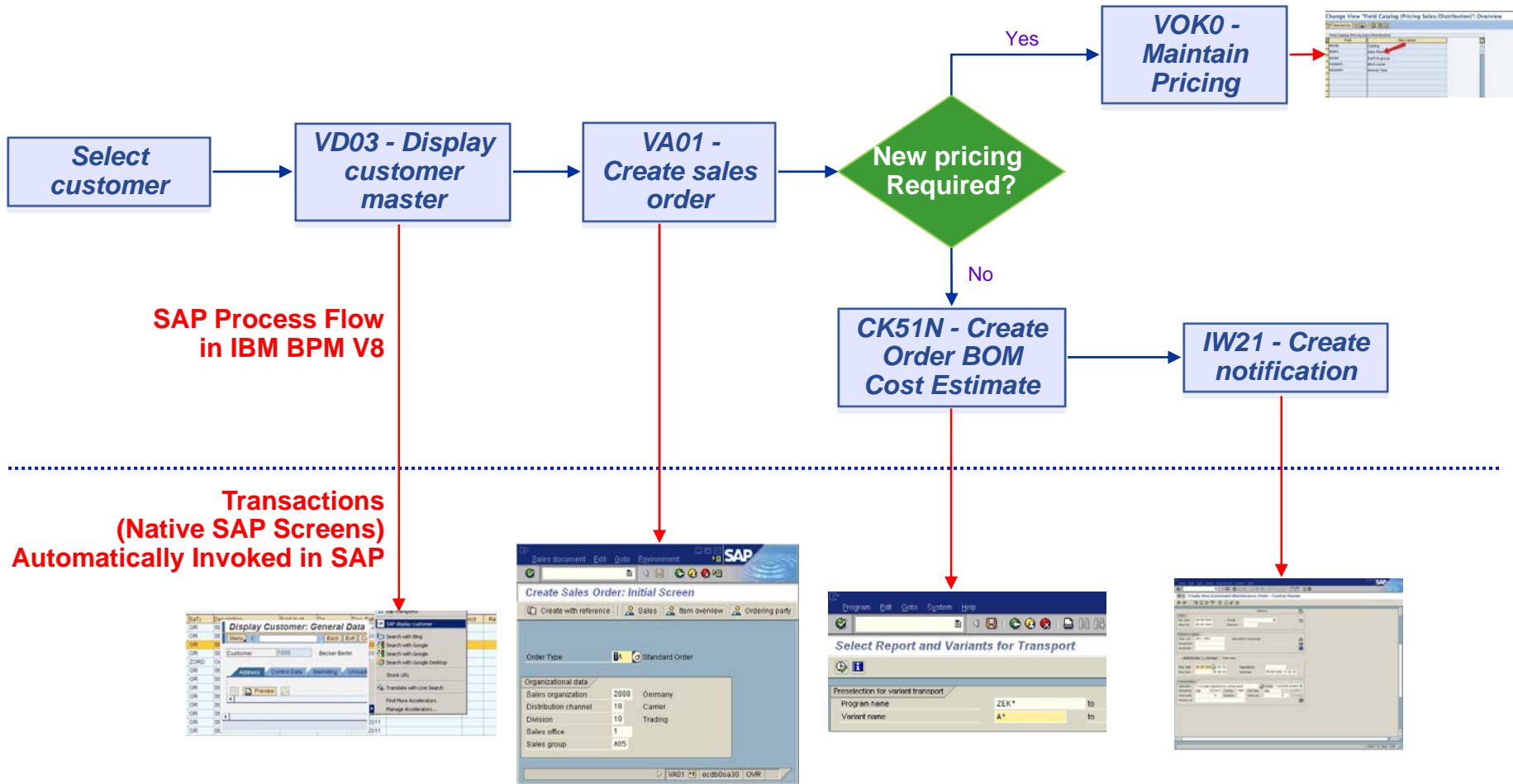
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Workflow in the Traditional SAP Implementation



- Process designers create SAP documentation (paper, Word, HTML, etc.)
- Users are trained in how to use the SAP process documents
- Some users comply with the process as designed, others create their own
- Training time for new users is often lengthy
- Difficult to move users from task to task, even in the same department
- Little to no visibility of backlogs, bottlenecks, poor throughput and other process issues

IBM BPM Can Deliver Guided Workflow for SAP



Invoke the correct SAP transaction sequence for each process instance, while gaining real time insight into business performance issues and opportunities

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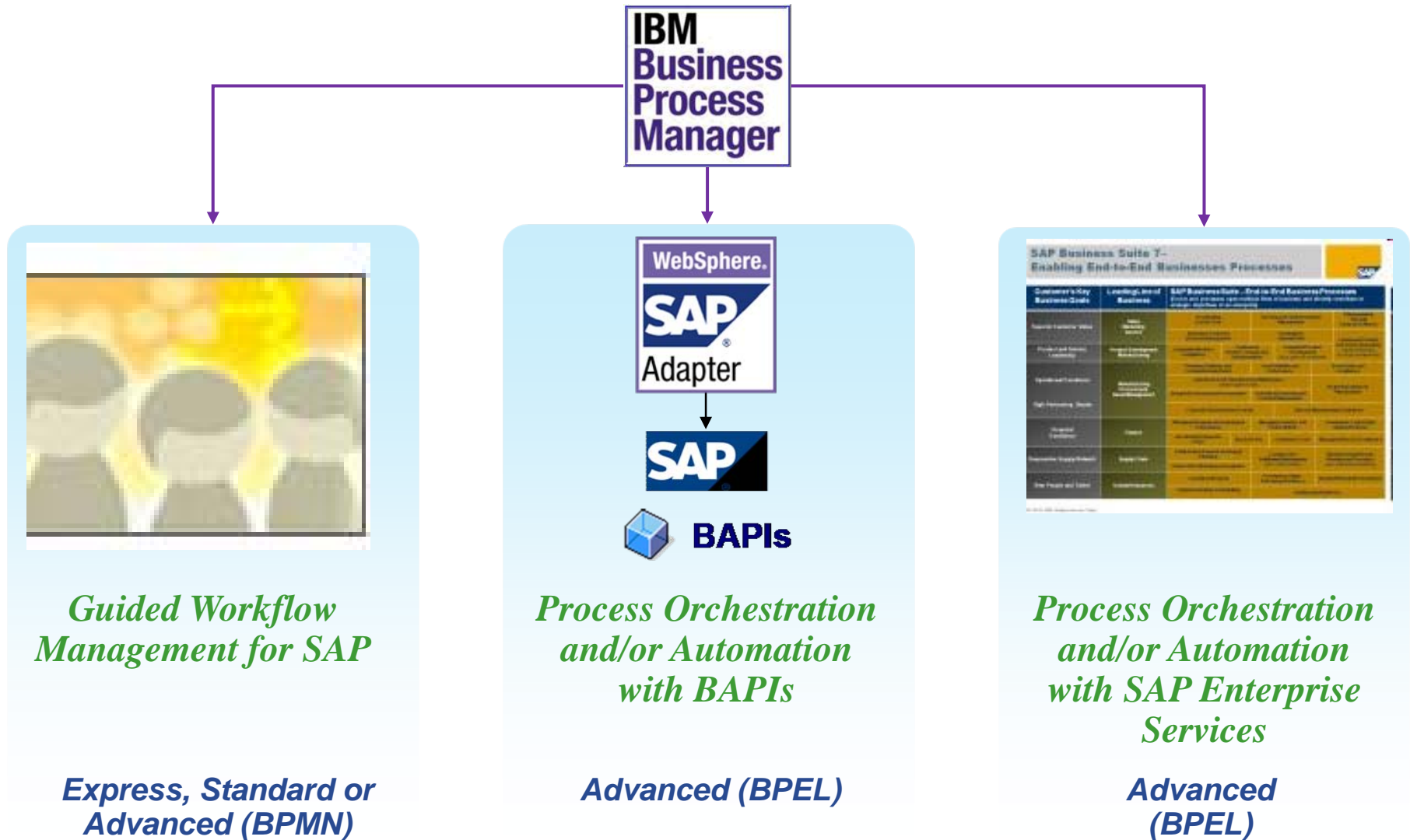
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Use IBM BPM V8 to Orchestrate SAP



Easily Encapsulate and Bind SAP Enterprise Services



Create Sales Order

(synchronous inbound service operation (A2X))

```
<wsdl:definitions name="SalesOrderCreateRequestConfirmation_In"
targetNamespace="http://sap.com/xi/APPL/SE/Global"><wsdl:documentation>Create
Sales Order</wsdl:documentation><wsp:UsingPolicy
wsdl:required="true"/><wsp:Policy
wsu:Id="OP_SalesOrderCreateRequestConfirmation_In"/><wsdl:types><xsd:schema
targetNamespace="http://sap.com/xi/SAPGlobal20/Global"><xsd:import
namespace="http://sap.com/xi/APPL/SE/Global"/><xsd:element
name="SalesOrderCreateRequest_sync"
type="p1:SalesOrderCreateRequestMessage_sync"/><xsd:element
name="SalesOrderCreateConfirmation_sync"
type="p1:SalesOrderCreateConfirmationMessage_sync"/><xsd:element
name="StandardMessageFault"><xsd:complexType><xsd:sequence><xsd:element
name="standard"
type="p1:ExchangeFaultData"/></xsd:sequence></xsd:complexType></xsd:element
/></xsd:schema><xsd:schema
targetNamespace="http://sap.com/xi/APPL/SE/Global"><xsd:simpleType
name="DivisionCode.Content"><xsd:restriction base="xsd:token"><xsd:minLength
value="1"/><xsd:maxLength value="2"/></xsd:restriction></xsd:simpleType>
```



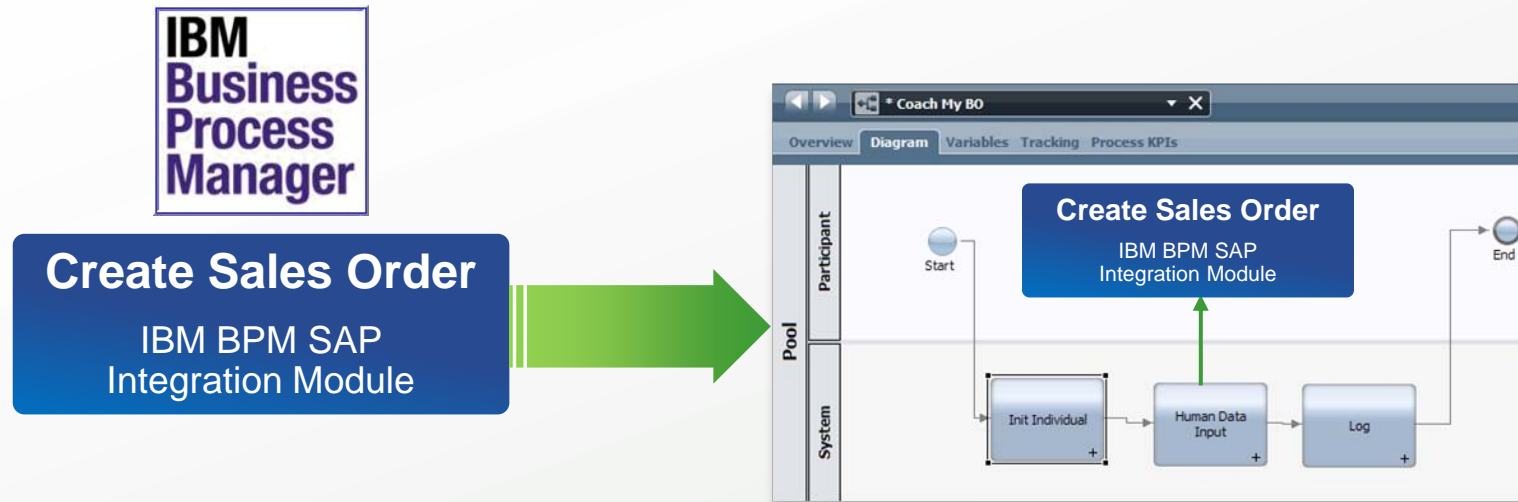
Create Sales Order

IBM BPM SAP
Integration Module

- Encapsulated with SCA
- Bound per technical environment standards
- Ready for drag and drop into the Process Designer

IBM BPM simplifies usage of SAP Enterprise Services so that they can easily be used by process designers with knowing the complex technical details of the SAP service itself.

Drag and Drop SAP Enterprise Services Into the Process Model



- Allows process designers with no technical knowledge of SAP Enterprise Services to use them in process diagrams
- Simplifies all process interactions with the SAP environment
- Streamlines process design
- Eliminates complex coding for SAP interfaces

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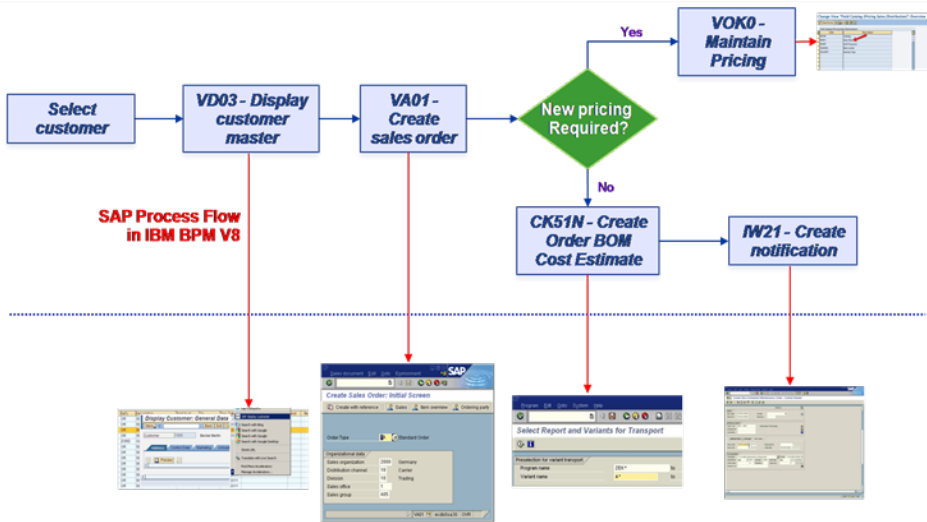


Process Automation

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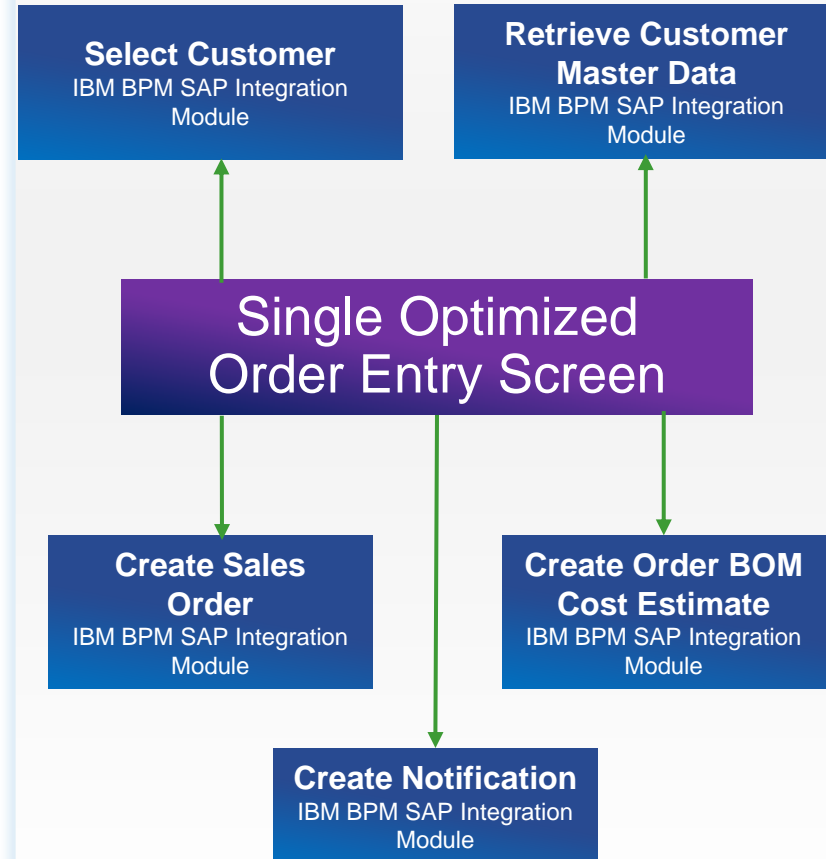
Simplify Complex SAP Transaction Flows with Simpler User Interactions and Process Flexibility

Replace....



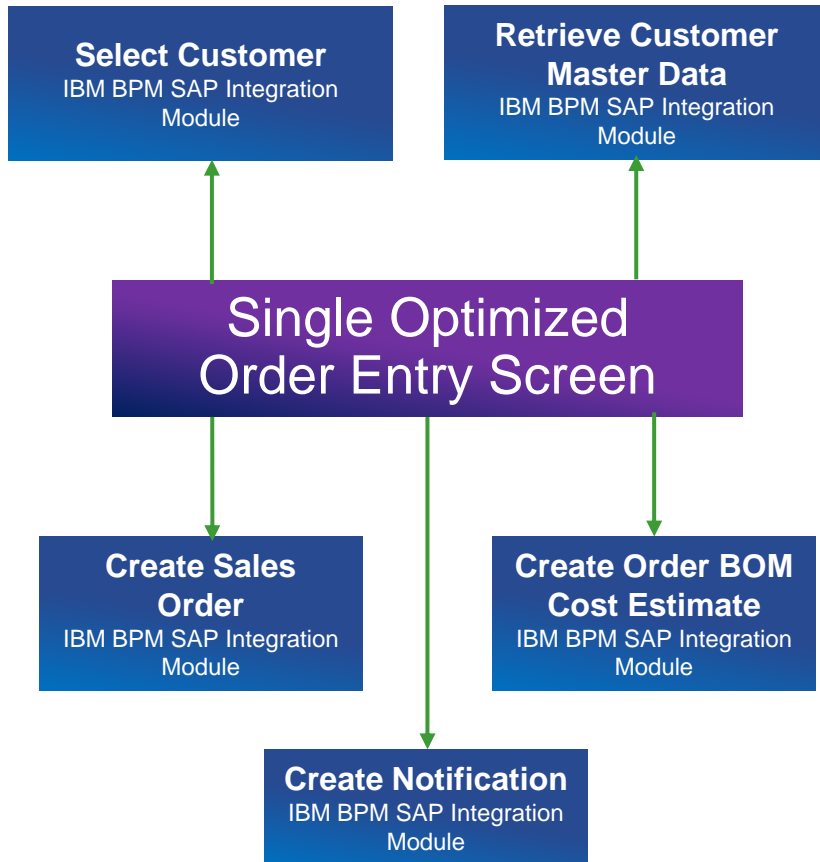
- Replace complex flows of multiple SAP transactions with highly efficient single screens
- Simplify work content
- Reduce process cycle times and errors
- Improve business performance

.....With

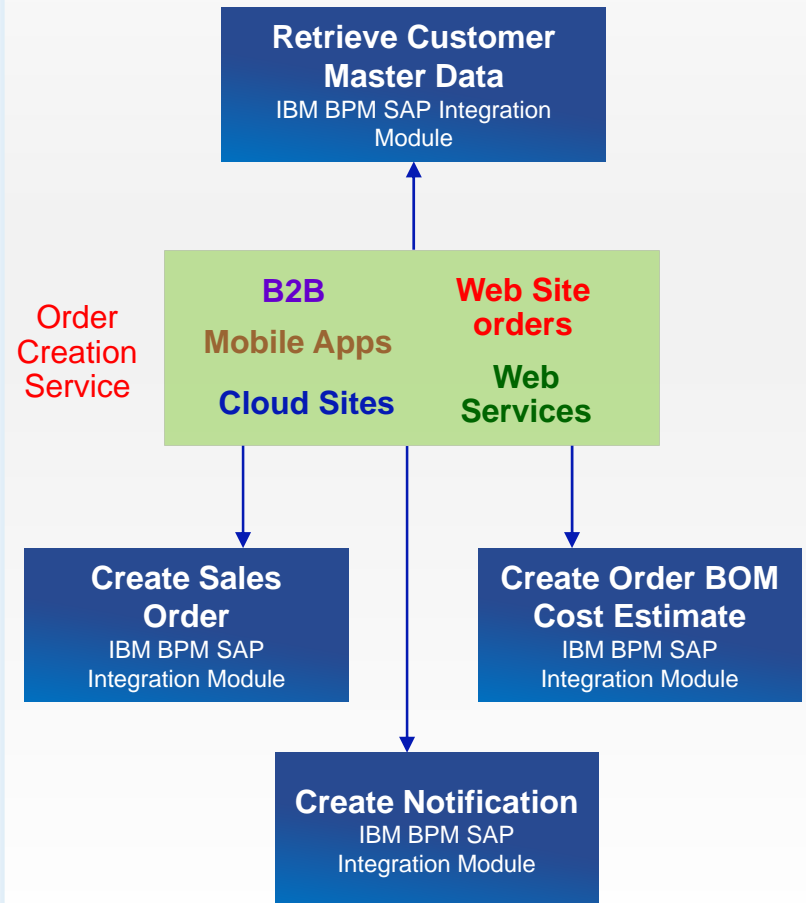


Completely Automate User Interactions

Supplement...

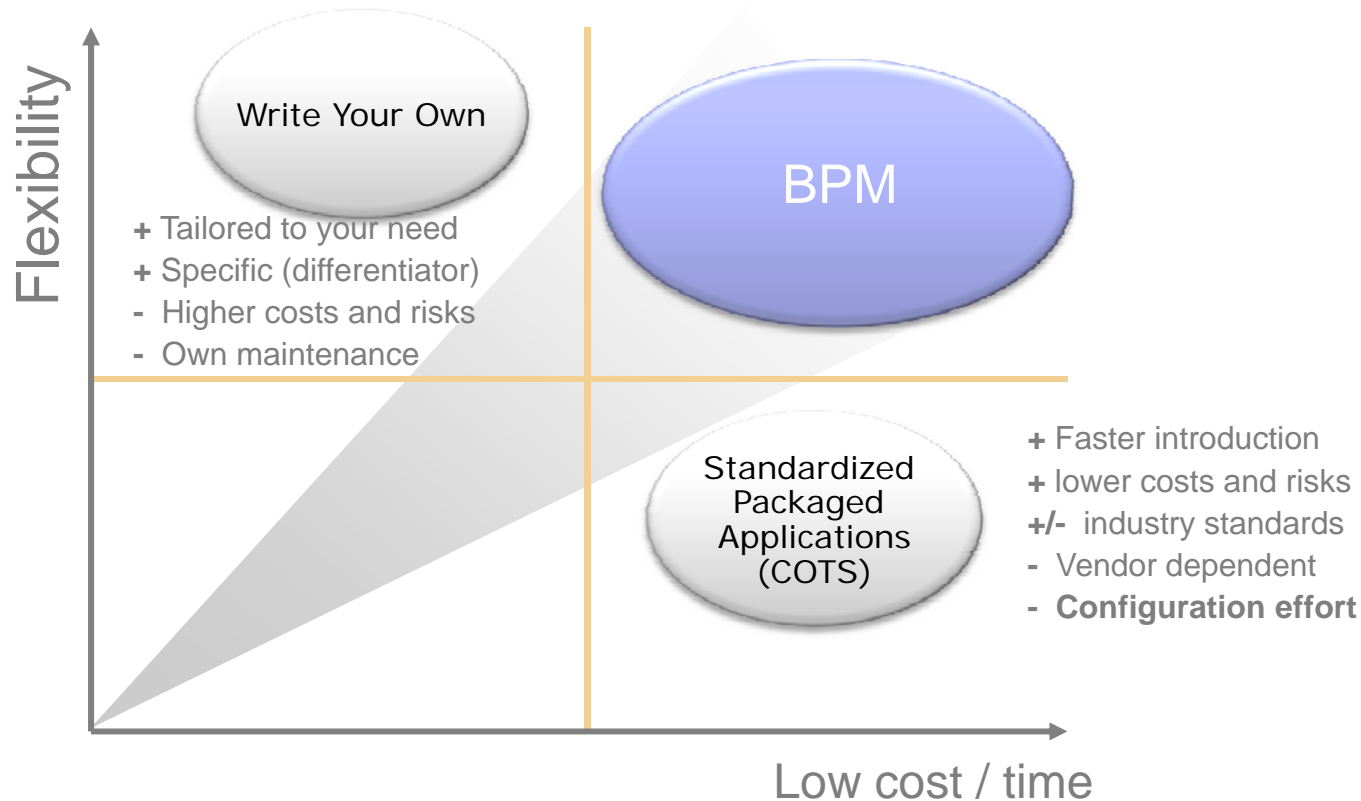


...With



Use the same or similar set of SAP Enterprise Service calls used for user interfaces to accomplish process automation

Business Prozess Management – The Third Way



Process-improvement requirements are likely to be unique, which favors build rather than buy. And the timeframes and costs of both are often not compatible with process improvement, so a 'third way' is required.

Gartner

Value Summary of IBM BPM for SAP

- Quickly:
 - Know the flow and status of key processes
 - Rollout SAP process changes
 - Integrate new process workers into your business
- Ensure that the process you designed is the process that is being executed
- Detect and resolve bottlenecks
 - Effectively reroute work to less experienced workers to reduce bottlenecks
 - Automatically escalate problem process instances
 - Modify queued and running processes on the fly to respond to changing business conditions
- Apply the correct amount of process integration and automation
- Know which process changes are most likely to help improve business performance

- *Business Performance*

- *Agility*

- *Flexibility*

- *Visibility*

- *Variability*

- *Manageability*

- *Audit ability*

- *Consistency*

Improve the quality, visibility and agility of your SAP processes in order to deliver an exceptional customer experience, reduce costs and optimize business performance.

Thank you!
Jim Jones

