



## Innovation Story

# Building the Next-Generation Enterprise with Sustainable Transformation Capability

## Southern California Edison

Utilities

Transformation Impact



# Building Next Generation Enterprise with Sustainable Transformation Capability



- Rapidly shifting energy landscape, combined with increasing customer expectations, requires SCE to modernize its operations, enhance efficiency, improve customer experience, thus proactively shape the future energy landscape
- The ERP footprint is a critical enabler of the shift in operating model to ensure SCE leads the way in the new era of the industry
- SCE decided to approach its journey to SAP S/4HANA as a Business Transformation, creating an opportunity to redesign business processes, adopt more standard capabilities, optimize its technology landscape and maximize value realization
- To achieve the targeted outcomes above SCE identified the need for adopting an Integrated Transformation toolbox covering Business Process Management, Enterprise Architecture and Application Lifecycle Management
- SCE selected SAP's Business Transformation solutions, SAP Signavio, SAP LeanIX and SAP Cloud ALM to deliver its Integrated Transformation toolbox capabilities
- This Integrated Transformation toolbox establishes a foundation for a sustainable transformation capability

# Building Next Generation Enterprise with Sustainable Transformation Capability

## CHALLENGE

- Missing centrally governed business process repository that consistently followed standard process modeling practices.
- No shared, organization wide understanding of how processes were executed, their integration points, the business roles accountable for each activity, the IT systems supporting various process steps, or the performance indicators required to monitor process effectiveness.
- Mechanism to track changes made to business processes or supporting IT solutions was missing.
- Effort to transform or improve processes, enhance operational efficiency is heavily dependent on individual knowledge and requires significant manual effort

## SOLUTION

- SAP Signavio Process Transformation Suite selected to support Business Process Management, Process Analysis, Process Governance, and Process Performance Monitoring.
- SAP LeanIX selected for Application Portfolio Management, strategic capability mapping and initiatives planning.
- SAP Cloud ALM for Project Tasks planning and execution.
- SAP Enable Now to drive user adoption and training.

## OUTCOME

- SAP Signavio Process Insights and Process Intelligence used to analyze current process execution, identify pain points, and baseline performance across seven end-to-end process areas, covering ~200 KPIs.
- Redesigned future-state processes in SAP Signavio Process Manager, resulting in ~420 standardized Level-4 process models.
- IT application landscape mapped in SAP LeanIX and integrated with SAP Signavio to align processes, capabilities, and supporting applications.
- Integration with SAP Cloud ALM for end-to-end linking of project artifacts and task execution to the L4 processes.
- SAP Signavio process documentation fed directly into test script creation.

420

L4 Processes  
defined

Centralized digital process repository  
providing enterprise-wide transparency  
  
Enabled faster impact assessment for  
transformation

200

PPI measured  
and monitored

Greater visibility of process performance  
indicators and continuous monitoring  
  
Improved process efficiency and business  
process conformance

471

Applications  
Live on SAP LeanIX

Mapping of applications to business  
processes enabling impact assessment  
  
End to end visibility across business  
processes and IT applications

# Project details

## PROJECT OBJECTIVES

- Digitize all key transformation elements - including business processes, IT solutions, and people-related information.
- Seamlessly integrate all transformation-supporting solutions to enable smooth data flow across downstream systems.
- Establish enterprise-wide transparency into business processes, IT applications, and business roles.
- Reduce dependency on individual knowledge and drive transformation initiatives through systems, data, and facts.
- Build transformation as an organizational capability and embed it as a continuous, repeatable and sustainable capability.

## DEPLOYMENT COUNTRY

USA

## DEPLOYMENT DATE

02/28/2026

## USE CASE

- Business teams previously lacked a common, shared understanding of how processes were executed, how they performed, the pain points, and the underlying IT applications supporting them.
- Using SAP Signavio Process Insights and Process Intelligence, data from legacy systems was mined to gain visibility into actual process performance, improvement opportunities, and process flows.
- Design of future state processes in SAP Signavio Process Manager resulting in approximately 420 Level 4 process models.
- Complete IT application portfolio and related capabilities were uploaded in SAP LeanIX and linked to respective business processes through integration with SAP Signavio.
- SAP Cloud ALM used to manage the transformation program, all transforming business processes were synchronized, and project artifacts were mapped to the appropriate process levels, enabling full end to end traceability.
- With these seamlessly integrated solutions, managing the entire transformation lifecycle—previously seen as a highly complex, resource intensive effort—became significantly simpler and enabled ongoing, continuous improvement.

## NUMBER OF END USERS

10,000

## TRANSACTION VOLUME

Number of Business Processes at Level 4 ~ 420.  
Number of IT applications ~ 471

# Innovations

## ◆ INNOVATIVE USE OF SAP TECHNOLOGY

SCE's goal of establishing transformation as a core organizational capability - and digitizing the entire transformation lifecycle - will be best achieved by leveraging SAP's cutting-edge business transformation suite, including SAP Signavio, SAP LeanIX, SAP Cloud ALM, and SAP Enable Now.

A key differentiator of SAP's transformation solutions is the native integration. Content created in one solution seamlessly flows into downstream tools, enabling complete end to end visibility across business processes, roles, IT applications, application fact sheets, project artifacts, realization and deployment documentation, testing assets, training content, and process performance metrics.

With this connected toolchain, SCE is now positioned to drive ongoing, incremental improvement. Capabilities like Process Transformation Manager provide a robust framework to manage continuous improvement initiatives, track progress, and measure value realization effectively.

## ■ WHY SAP

SAP integrated Suite of products represents an opportunity to achieve a data driven approach to Future Innovation

“By leveraging SAP's integrated transformation suite - SAP Signavio, SAP LeanIX, and SAP Cloud ALM —we've been able to digitize the entire transformation lifecycle and gain true end-to-end visibility across our processes, systems, and roles. This connected toolchain now empowers SCE to drive continuous improvement, track outcomes, and realize measurable value at scale.”

[Managing Director, Enterprise Transformation Services](#)

# Benefits and outcomes

## Integrated Digital Toolchain Driving Continuous Business Transformation

### BUSINESS AND/OR SOCIETY

- Enterprise-wide transparency in business processes, performance indicators, and supporting IT systems enables clearer insights and sparks innovative ideas to improve underperforming areas.
- Faster adoption of improvements and reduced change resistance, supported by on-demand digital learning content and digital assistants that guide users through new ways of working.
- Continuous measurement and monitoring of key process performance metrics drives sustained improvement—because what gets measured and monitored consistently improves.
- Digitizing the business transformation lifecycle reduces stress, enhances predictability, and increases the likelihood of successful outcomes.

### IT

- SAP Signavio Process Manager enabled consistent, BPMN-based process modeling with active collaboration from business SMEs, while preloaded SAP best-practice content accelerated process redesign
- Native integration between Signavio Process Manager and SAP Cloud ALM allowed seamless linkage of solution gaps, requirements, and project artifacts, ensuring end-to-end traceability
- With SAP LeanIX integrated to SAP Signavio, live links between process tasks and IT application fact sheets made impact assessments faster, more accurate, and independent of individual knowledge
- Digitized process documentation, performance metrics, and application fact sheets create a strong foundation to leverage AI for automating and accelerating future transformation initiatives

# Deployment details

## SAP TECHNOLOGIES AND SAP PARTNER PRODUCTS

| SAP SOLUTIONS                                                             | DEPLOYMENT STATUS<br>(Live or Proof of Concept) | SAP BUSINESS AI FEATURES<br>(if applicable) | CONTRIBUTION TO THE PROJECT                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SAP Signavio Process Insights                                             | :Live                                           | NA                                          | Provided quick scan of the business processes, identified process blockers, improvement opportunities, measurement of process performance indicators and comparison to industry benchmarks.                                                                                             |
| SAP Signavio Process Intelligence                                         | Live                                            | Auto-Insights, Text to insights             | Provided deeper process analysis, discover as-is process, uncover process variants, identify process redesign and improvement opportunities, process performance measurements and dashboards                                                                                            |
| SAP Signavio (Process Manager, Process Collaboration, Process Governance) | Live                                            | Text to Process, Process Recommender        | Platform to model business processes following BPMN 2.0 standards, leverage SAP best practice process flows preloaded content, facilitate collaborative building of process models, institute strong governance maintaining consistency                                                 |
| SAP Cloud ALM                                                             | Live                                            | NA                                          | Provided project management capability covering all the phases of project life cycle. Native Integration with Signavio Process Manager provided end to end traceability from business processes to requirements, user stories, features, specifications, testing and technical objects  |
| SAP LeanIX                                                                | Live                                            | NA                                          | Capture fact sheets for the entire Application Portfolio, support assessment of applications from functional and technical fit perspective, native integration with Signavio to enable end-to-end visibility of business processes to business capabilities and supporting IT solutions |
| SAP Enable Now                                                            | POC                                             | NA                                          | Provided capability to build learning content associated to Signavio business process flows with native integration. Enhanced business user experience and expedited adoption to changes                                                                                                |

## SAP SERVICES AND SUPPORT

| SAP SERVICES                                                | CONTRIBUTION TO THE PROJECT                                                                                                                                                       |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SAP Max Attention                                           | Provided expert guidance, proactive risk management, and end-to-end quality assurance to ensure successful and value-driven delivery                                              |
| SAP Preferred Success                                       | Accelerated project outcomes by providing proactive guidance, best-practice recommendations, and continuous engagement to ensure optimal adoption and business value realization. |
| Design, Success & Learning Services and SAP Value Assurance | Supported project success by building user capability through structured learning programs and ensuring targeted value realization through expert guidance and governance.        |

## HYPERSCALER

(please mark one or more if applicable)

☒ AWS

☐ Google Cloud

☐ Microsoft Azure

☐ Other

Other:

# Southern California Edison Company

## HEADQUARTERS

Rosemead, CA

## INDUSTRY

Utilities

## WEBSITE

<https://www.sce.com>

## NUMBER OF EMPLOYEES

16,000



- *Southern California Edison (SCE) is an Edison International Company*
- *One of the nation's largest utilities, SCE is an investor-owned utility, a private company owned by shareholders/investors and regulated by the California Public Utilities Commission and Federal Regulatory Commission*
- *More than 135 years of history*
- *50,000 square miles of SCE service area across Central, Coastal and Southern California*
- *184 cities, 15 counties and 13 Native America tribes*
- *15 million residents*
- *5.2 million customer accounts*

# Partner information

Infosys is collaborating with Southern California Edison (SCE) on a multi-year, enterprise-wide transformation program centered on digital modernization and AI-driven innovation to enhance customer experience, strengthen grid resilience, and modernize its operations. This partnership supports SCE's ambition to become a modern, data-driven utility with improved efficiency across both customer-facing and technical functions.

A key priority in this journey was establishing transformation as an organizational competency by digitizing the entire transformation lifecycle. Drawing on extensive industry expertise and experience with global utilities, Infosys assembled a high-caliber team that worked closely with SCE SMEs to advance the company's strategic vision.

Infosys' strong domain knowledge enabled the team to extract meaningful insights from process analysis, identify improvement opportunities, articulate value, and define the transformation scope. These insights drove fact-based design decisions, shape future-state business processes, and informed selection of optimal IT solutions to meet process goals efficiently while elevating user experience.

The team successfully implemented a connected toolchain powered by SAP solutions, digitizing the transformation lifecycle and enabling SCE to treat transformation not as a one-time initiative but as a continuous, repeatable capability.

## PARTNER COMPANY

Infosys Limited

“Our collaboration with Infosys is accelerating SCE's journey toward a modern, data-driven utility. Their deep industry expertise, fact-based process insights, and deployment of an integrated SAP toolchain have helped us digitize the transformation lifecycle, enhance operational efficiency, and embed continuous transformation as a core organizational capability.”



