



SAP Signavio 

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How to Create a **Single Source of Truth**

A Guide for Business Transformation

Table of Contents

3	Introduction
<hr/>	
4	A Single Source of Truth Saves the Day
<hr/>	
5	What Is a Single Source of Truth?
<hr/>	
6	Why Do You Need a Single Source of Truth?
<hr/>	
7	How Can a Single Source of Truth Change Your Business?
<hr/>	
8	Using SAP Signavio Solutions to Create a Single Source of Truth
<hr/>	
11	Find Out More

Introduction

Change in every direction is affecting businesses faster than ever before. This is especially true when it comes to new technologies. The sheer **complexity, volume, and cost of keeping pace** are enough to keep most business owners and professionals up at night.

Many of the most critical challenges businesses face stem from new technologies and digital transformations. The evolution of technology has been on a continuous upward slope, bringing new opportunities to businesses. But the opportunities aren't without challenges.

NEW, SHIFTING, AND COMPLEX REGULATIONS

Staying compliant is more challenging than ever, as more regulations are enacted to govern the increasingly global interactions between companies. How do you ensure that your company is not only up to date on the latest laws but also integrating them immediately into daily processes? Delays or mistakes in incorporating new regulations can result in significant costs.

A FOCUS ON THE CUSTOMER EXPERIENCE

Customer service and customer satisfaction aren't enough anymore. Now, businesses need to reach for customer excellence and ensure flawless touch points throughout the entire customer journey.

THE ABILITY TO DECIPHER VOLUMES OF INTELLIGENT DATA

As companies gain more and more ways to capture information about their customers and potential clients, the amount of data they need to analyze grows exponentially. Without a tool to process and analyze that data, your company could be missing out on valuable insights about your customers' preferences and demands.

THE BATTLE FOR TALENT

Attracting and retaining top talent takes a lot more than ping pong tables and catered meals. Employees want to feel empowered and

supported in their roles in addition to having access to company perks and professional development opportunities.

ORGANIZATIONAL ALIGNMENT AND TRANSPARENCY

One of the most repeated complaints from employees, no matter the sector or type of company, is a lack of clear communication from management. When leadership is focused on customer-facing activities, awareness about internal changes or processes can sometimes suffer. For example, employees may not know the latest metrics their managers are trying to reach or the new process for submitting expense reimbursement tickets. Team or departmental hierarchies can become unclear, and transparency between departments can be even more opaque.

WHAT TO DO ABOUT IT

In business, any one of these challenges could affect your bottom line. If your company suffers from more than one of these issues, it could have far-reaching repercussions. How can your company keep pace with these changes and new challenges? How can it survive as new technologies replace old ways of doing business? You must evolve and adapt.

Undertaking change within a company is often difficult – especially if it's on a large scale. Yet many executives believe their organization is only somewhat or not at all prepared to successfully execute a business transformation today. While those executives may have differing issues that they feel are preventing their business transformation, there's one area that could help all of them get closer to their goals: creating a single source of truth.

A Single Source of Truth Saves the Day



Adam is the manager of a regional branch of the Square company. He's been working on a deal for weeks now, and the client has made a request that he doesn't know if he can fulfill.

We are going to need a decision on this, fast!



Adam needs answers from headquarters (HQ).

He makes phone calls and sends dozens of e-mails, but no one from HQ is responding to his messages. The deal is getting colder by the second.

What do you mean he's playing golf? I need to speak to him NOW!

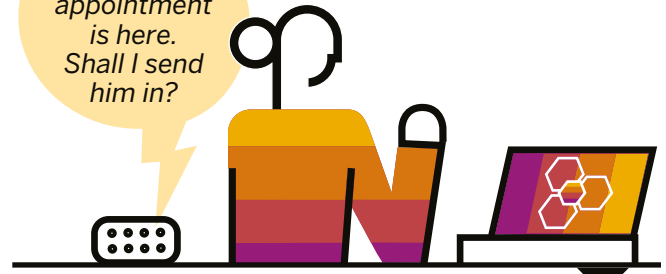


Without confirmation from HQ, Adam was unable to close the deal, resulting in a loss for his branch and for the whole company.



Jane is a regional manager for the Triangle company. Every day she must make important decisions quickly. But that doesn't faze her.

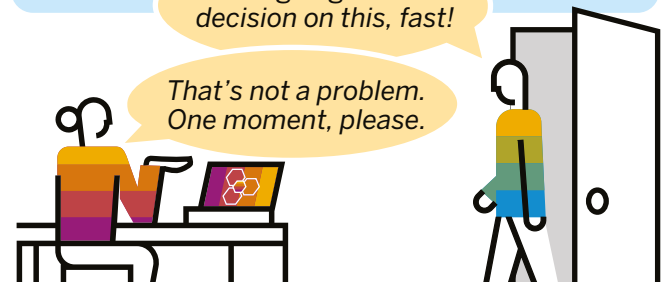
Your 9:00 a.m. appointment is here. Shall I send him in?



This new client has made a request that needs a quick answer. But that won't be a problem for Jane.

We are going to need a decision on this, fast!

That's not a problem. One moment, please.



Jane smiles and points to her laptop.

By having a single source of truth, Jane is able to answer her customer's question in the blink of an eye.

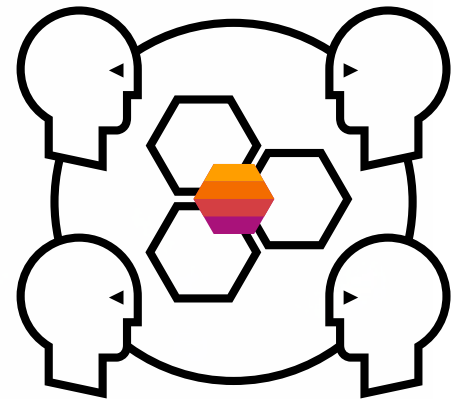


Don't waste another second. Begin your business transformation today.

What Is a **Single Source of Truth**?

In this context, a single source of truth means having a definitive collection of the information employees need to do their jobs effectively and efficiently, such as details on roles and responsibilities, along with tasks and workflows. This also includes information on internal processes and procedures, such as HR-related activities like vacation requests or employee referrals, or internal operations, such as expense reimbursement or contract negotiations with outside vendors. A single source of truth can also encompass processes that are specific to certain departments.

Most companies have many different sources of information that employees need to consult on a regular or semiregular basis. These range from legal documents detailing regulations to onboarding manuals and specific process or software manuals. Consolidating all of these in one place in a digital format helps your employees be more efficient and supports potential audit requirements. Creating a digital single source of truth gives you the ability to implement updates automatically and eliminates the need for reprinting paper copies.



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Why Do You Need a Single Source of Truth?

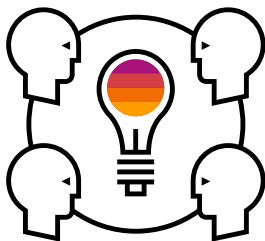
There are many benefits to creating and maintaining a single source of truth.

You can create a knowledge base that captures the current state of your business processes. This allows employees to contribute with their own processes and share institutional knowledge that might otherwise be shared in an ad hoc way or lost altogether. The resulting knowledge base can then continue to expand and grow alongside your business.

You also gain a single point of reference for you and your employees. Not only does onboarding and offboarding new employees become easier, but existing staff can now easily locate the answers to many of their common questions instead of asking colleagues or other departments for help. This saves everyone time and provides an opportunity for better collaboration on new issues, rather than spending time recreating resources that might already exist but no one can find.

Creating a single source of truth in the cloud solves accessibility issues stemming from using a local drive. Employees no longer need to work from one location or a designated office. Now, you can equip your employees to better face the globalization of your industry and the increasing prevalence of remote work. This enables you to focus on hiring the best talent regardless of geography.

A single source of truth presents an opportunity to go beyond typical collaboration and enter a new phase: crowdsourcing solutions to problems. If you are using a single source of truth and benefiting in the ways mentioned above, employees can begin to see where there are inherent issues with certain processes or where pieces of information are missing. Colleagues can then brainstorm in one place. This takes collaboration beyond the typical sharing of **information** and into a new level of sharing **solutions**.



A single source of truth takes collaboration beyond the typical sharing of information and into a new level of **sharing solutions**.

How Can a Single Source of Truth Change Your Business?

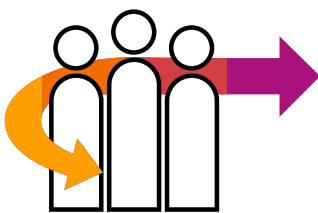
In addition to the benefits listed above, establishing a single source of truth can assist with business transformation. While everyone's business transformation project is different, a single source of truth can lay a strong foundation for success by enabling a process-based approach, establishing a culture of transparency, and providing an opportunity for analysis and retrospection. Each of these benefits can go a long way in helping ensure your business transformation project not only succeeds but also is sustainable and more widely accepted.

Any business transformation project impacts your company's processes, sometimes in ways that you didn't predict. This is especially true in cases where some processes were not previously documented, or if you lacked a central repository where updates could be made. By establishing a single source of truth, you create a central meeting point for employees, where processes are now visible. Everyone is working from the same source. This eliminates the need for paper-based documentation, which reduces the risk of updates and changes being buried in a confusing revision history.

Another must-have for any successful business transformation project is transparency. Change can be challenging enough on its own, not to mention when it's rolled out without explanation.

Instead, you can use a single source of truth to keep employees updated on current and future plans. This way, everyone knows or can find out the same information. Keeping plans and materials visible improves collaboration and encourages knowledge sharing across the organization. And as an added benefit, employees feel more satisfied at work because they know what's going on with the company and what's expected of them.

Before, during, and after any business transformation project, business professionals should analyze their processes. Many focus solely on the "to-be" state that they are trying to achieve without taking the time to document the current state. This often means that they don't fully understand how processes need to change to complete the business transformation project. Then, after the project is finished, there's a hesitancy to evaluate it and analyze how successful it was. But these are all necessary steps in undertaking successful business transformation projects. With a single source of truth, it's easier to see gaps in knowledge and address them throughout the transformation project, instead of addressing them afterward. It's also a convenient way to leverage the data collected from processes to gain insights. This can highlight places where bottlenecks occur or where processes could be more efficient.



A single source of truth can lay a **strong foundation for a successful business transformation** by enabling a process-based approach, establishing a culture of transparency, and providing an opportunity for analysis and retrospection.

Using SAP® Signavio® Solutions to Create a Single Source of Truth

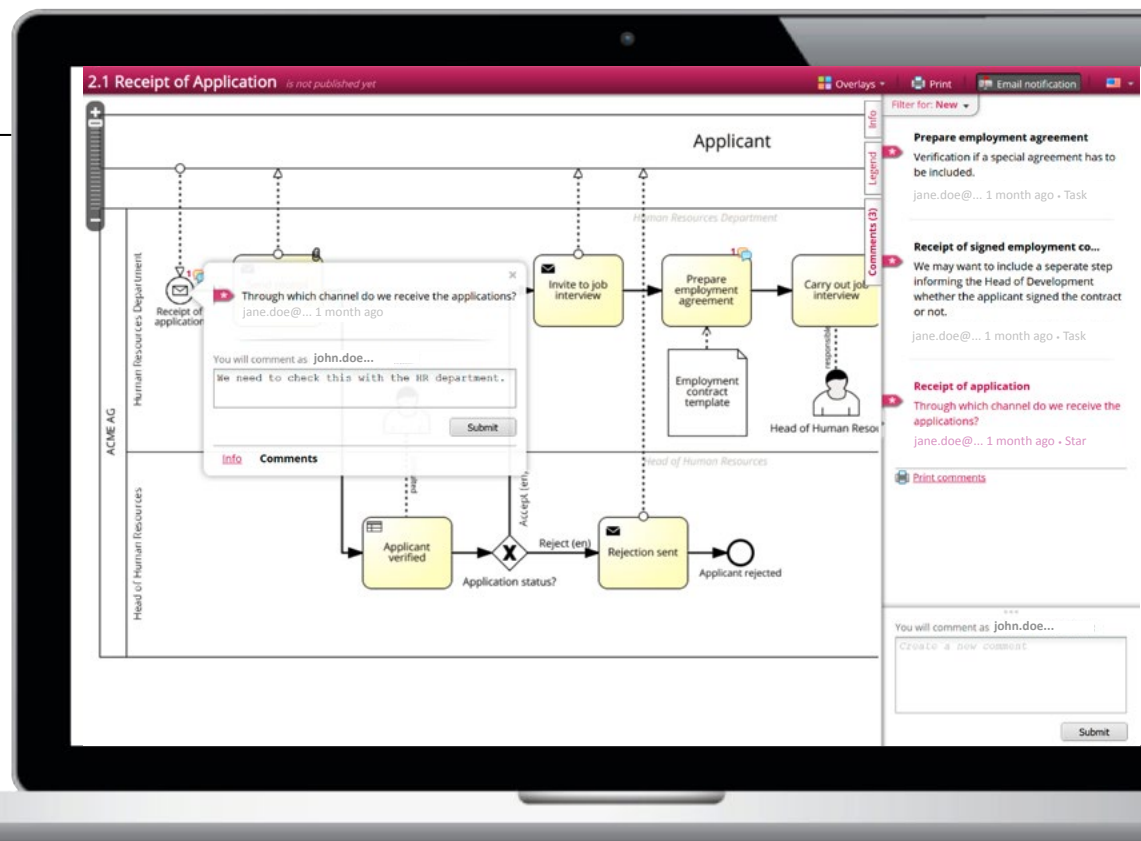
SAP® Signavio® Process Transformation Suite makes it easier to establish a single source of truth. Designed with collaboration in mind from start to finish, the suite provides commenting and sharing functions that allow users to conveniently access information and contribute knowledge. In fact, the very heart of the suite lies in the SAP Signavio Process Collaboration Hub solution, a central meeting point for employees to exchange ideas and share information and solutions.

Let's look at a specific example so you can see how it works. We can take one of the issues discussed above – improving the employee onboarding experience – and see how it plays out at a process level. You want to ensure that your company is recruiting, onboarding, and retaining top-notch talent to differentiate your

business within the marketplace. The easiest way to do that is at a process level.

The first step is to model your current-state process. This is the best way to see how many people from different departments and external vendors are involved in the process from start to finish. Then, you can conveniently share the mapped process with your team or even participants who don't have licenses. Simply invite stakeholders to comment on the process by e-mail. The user receives a personalized link, which opens the diagram in a Web browser, as shown in Figure 1. They can then comment or provide suggestions for improvements directly on the individual process steps. This lets you see everyone's comments in one document and helps ensure that the institutional knowledge relating to the process is collected in one place.

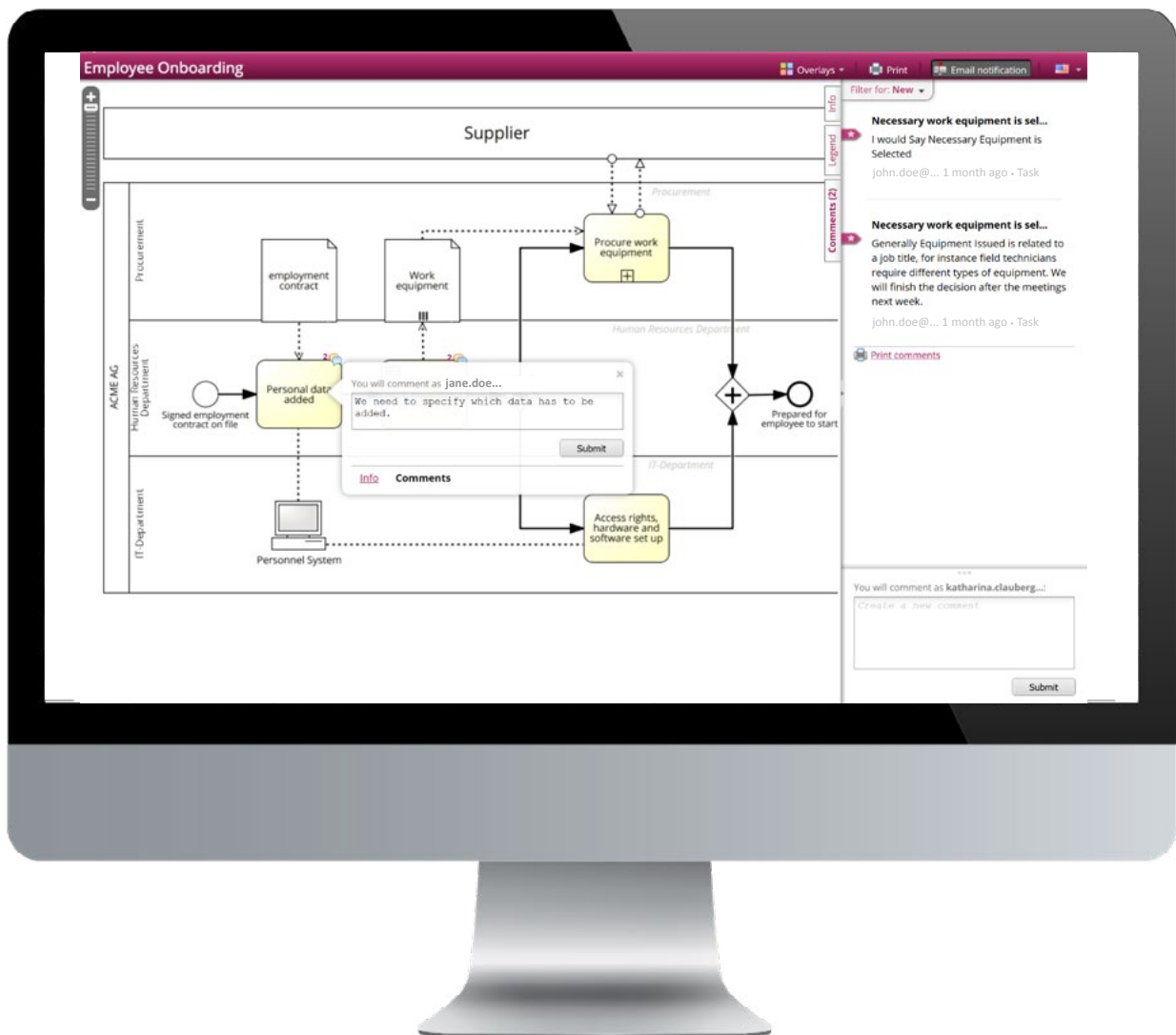
Figure 1: Modeling the Application Process in SAP Signavio Process Governance



For this example, the application and onboarding processes are modeled in the SAP Signavio Process Governance solution. Employees and managers can comment with questions or add input about the process. Once their comments are addressed, the process owner can mark them as *factored in*, which archives them for reference later, if needed.

After all the comments are collected and factored in, if applicable, you can start to improve your process based on the feedback. Using capabilities in SAP Signavio solutions, you can see the revision history and save each version with comments that let others know exactly what was updated between versions (see Figure 2).

Figure 2: Modeling the Onboarding Process in SAP Signavio Process Governance



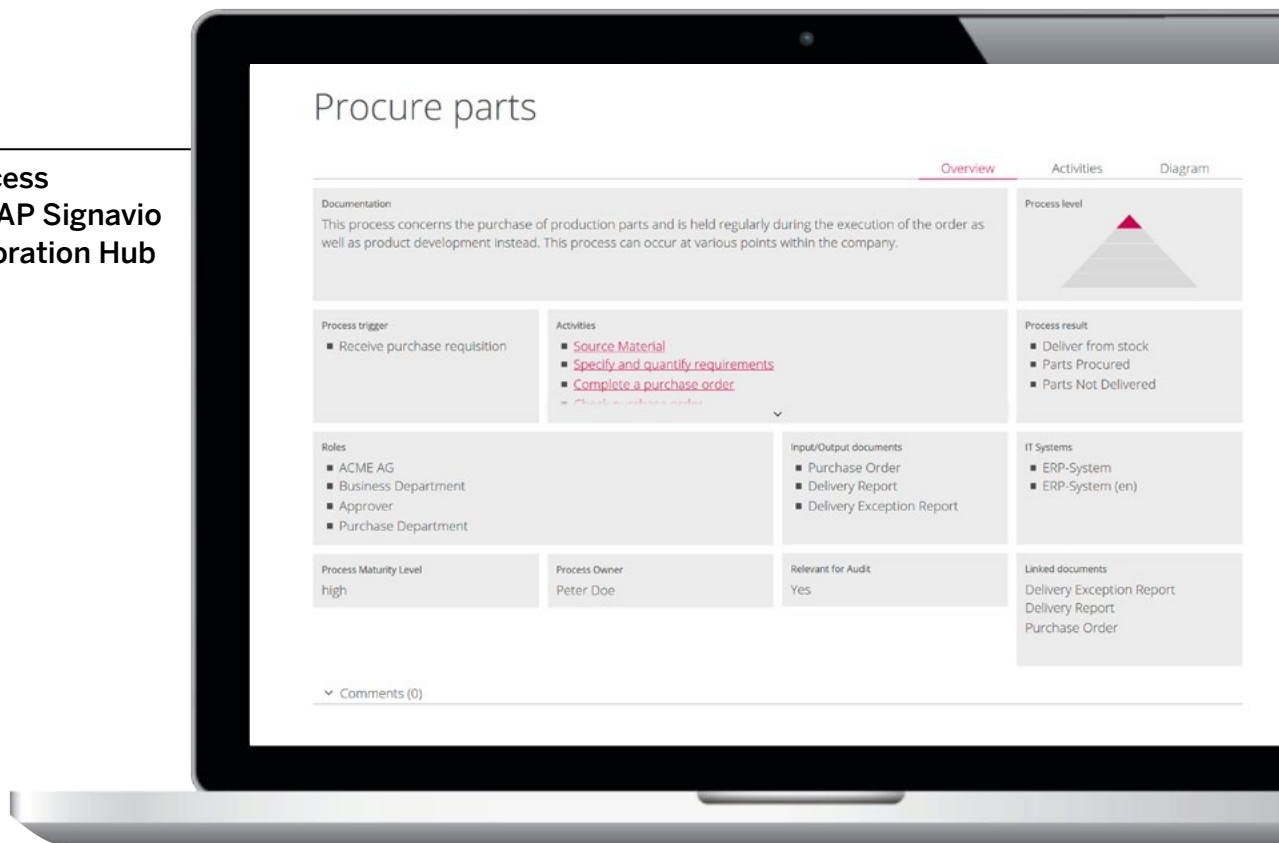
Once the final process is approved and published, stakeholders can refer to it anytime and from anywhere using a Web browser. If you're using SAP Signavio Process Transformation Suite, whenever an approved change is made to a process, it's updated automatically in SAP Signavio Process Collaboration Hub.

SAP Signavio Process Collaboration Hub provides the details about a process in a simple format. As shown in Figure 3, a dashboard lists the description of the process, the trigger activity, and all activities in the process, as well as the process owner and the roles and responsibilities involved throughout the process. You can navigate to a tab that summarizes the activities, and another tab provides a diagram of the process. Comments on the process are displayed at the bottom of the dashboard for easy viewing.

SAP Signavio Process Collaboration Hub allows you to store the relevant information about a process in a single place while encouraging users to interact directly in the self-service portal. The portal allows everyone to access relevant information, including responsibilities, roles, process hierarchies, and process steps – which can be viewed at a glance. Using this method enables you to avoid cumbersome, time-consuming e-mail chains and searching through folders for the latest versions of documents.

In short, a single source of truth offers the tools employees need to do their jobs effectively and efficiently while achieving a greater level of transparency across your business.

Figure 3: A Process Dashboard in SAP Signavio Process Collaboration Hub



Find Out More



To learn more about SAP Signavio solutions and how you can establish a single source of truth for your organization, visit us [online](#).



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