

SAP Signavio Process Transformation Suite – Journey to Process Analytics

THE BEST RUN 



Summary

As part of SAP® Signavio® Process Transformation Suite, journey to process analytics is a process management practice and toolset that connects data and teams of experience and business operations to understand, improve, and transform your customer and employee experiences.

There can often be a disconnect between operational excellence initiatives and the experience layer. Journey to process analytics helps you close this gap and unleash the full potential of your processes, achieving operational and experience excellence. SAP® Signavio® solutions merge experiences into the operating reality to bring data, systems, people, processes, and experiences together.

Objectives

- Eliminate the risk of implementing siloed experience and process excellence initiatives.
- Understand how your operating model is perceived by your customers, employees, or suppliers.
- Reduce friction in the journeys of your customers, employees, or suppliers.

Solution

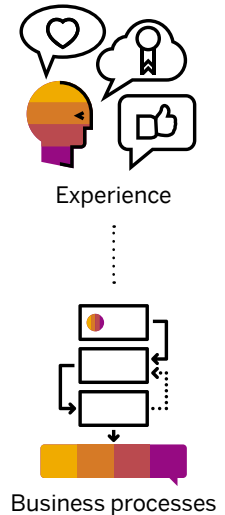
- Collaboratively document, model, design, and simulate your business processes.
- Model the experience journeys and map them with your processes, metrics, systems, and roles.
- Leverage process mining to discover your process and experience reality together while identifying improvement opportunities.
- Implement data-driven changes in your organization, helping you safeguard your business and grow with a new process-first, customer-centric mindset.

Benefits

- Better business outcomes
- Ability to attract and retain customers, your best talent, and key suppliers
- Increased agility and reduced time to insight and time to action
- Greater efficiency
- Continuous improvement and transformation of your business, processes, and journeys with a top-line-oriented mindset

Learn more

Become one of the first customers to gain value from journey to process analytics: www.signavio.com/journey-to-process



After a positive experience, customers are more likely to trust, recommend, and purchase more. Similarly, employees and business partners become more engaged.

However, achieving experience excellence over all touch points within your company and identifying the root cause of bad experiences is often revealed only by considering how you operate as a business.

With SAP Signavio Process Transformation Suite, you can bring journeys and processes together and discover hidden relationships between your experiences and process reality.

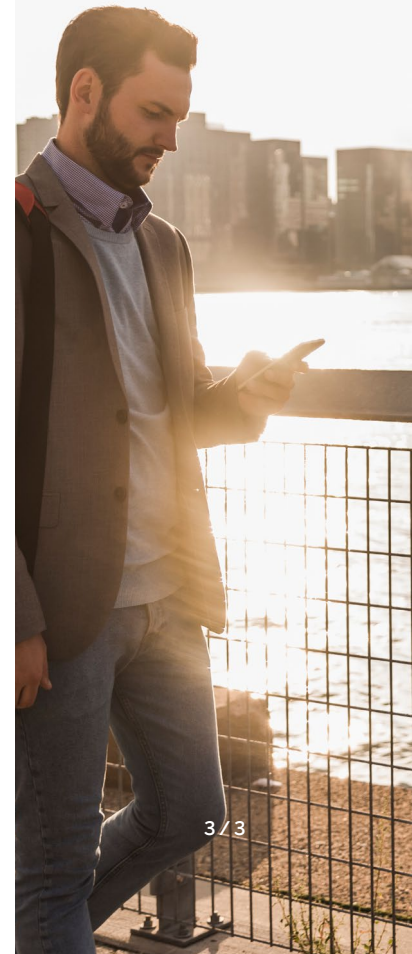
See how and when processes hurt the sentiment of your customers, employees, or suppliers, then quickly and accurately identify what you need to do to improve today.

SAP Signavio solutions help you untap the potential of adding an outside-in perspective in process analysis.

**Discover journey to process analytics
– a way to fully realize your process-first,
data-driven, and customer-first mindset.**

“Connecting internal process flows with customer sentiment can help us understand how customers perceive our operating model and optimize our internal processes accordingly.”

Alexander Roettcher, Director Markets and Industries, Endress+Hauser Services AG



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