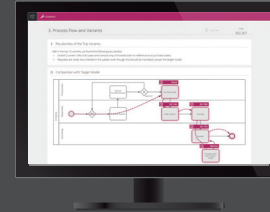




Case Study

# Signavio Process Intelligence

provides surprising insights  
and enables rapid fact-based  
improvement



Would you like to see Signavio Process Intelligence in action?  
Contact us at [info@signavio.com](mailto:info@signavio.com) and arrange a personal web demo.

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A global manufacturer turns to Signavio for planning and accelerating their ERP consolidation.

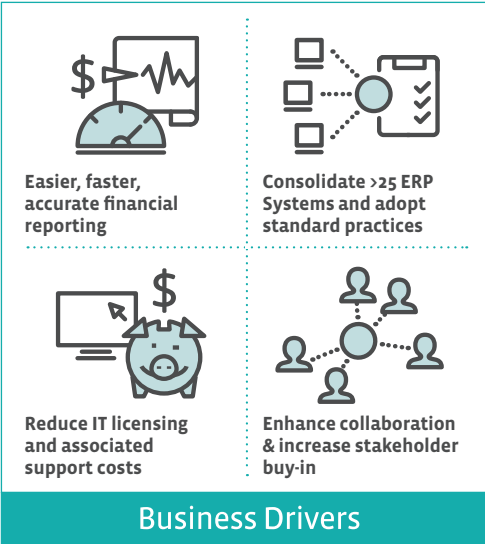
A series of acquisitions helped a major global manufacturer grow tremendously but presented a number of new challenges. Geographically-based IT systems duplicated efforts, multiple versions of similar processes cropped up and collaboration was now required between more than 30,000 employees.

As the organization sought to improve and reduce the cost of reporting, they also realized that reducing the number of systems in use would significantly lower IT costs. Spurred by the idea of creating a single, consolidated SAP-based ERP system, they set out on a multi-year journey to rationalize and standardize processes for migration.

In the past, such projects would involve heavy up-front analysis. Multiple stakeholders would all inevitably argue why their system was special or why standard processes could not address their needs. Rather than simply relying on the “knowledge of a few experts,” the manufacturer wanted a solution that enabled them to make more fact-based decisions and use that data to engage stakeholders in meaningful discussions.

The Signavio Benefit

They turned to Signavio for help as they knew of Signavio’s significant experience in collaboratively engaging large numbers of employees. Signavio’s latest innovation, Process Intelligence, represented an exciting breakthrough, and they were eager to use fact-based data to start stakeholder discussions. The ability to deliver results in mere weeks, not months, meant these conversations could get started in short order.



Also vital was finding a process mining solution that worked across multiple systems, as many of the systems intended for replacement were homegrown.

The integration of Signavio Process Intelligence with Signavio Process Manager meant they were able to combine process models with underlying data and thus build a more complete picture than with other solutions. The manufacturer could compare what was implemented with how it was working, as well as with design models. This was a major improvement over past reporting on “as-designed” processes, and it gave them additional insight into risk and compliance issues.

Surprising Insights Speed Up Project and Reveal New Issues

Currently 9 months into the project, the company have already discovered many amazing, actionable insights, creating cost benefits earlier than expected. Further, their findings even led them to reassess some of their initial goals and objectives.



Process mining efforts to date have focused on the company’s Procure to Pay and Order to Cash processes. The act of mining these processes and discovering what is actually happening helped them identify quick wins to reduce debtor days, uncover many exceptions and pinpoint potential maverick buying behavior in the purchasing process. Rolling out a more collaborative way of

“With Signavio Process Intelligence we can obtain useable insights and identify issues in weeks, not months.”

working changed stakeholder involvement from passive to active, resulting in positive feedback and decreased resistance to change.

While they still have some way to go before achieving their overall objectives, current signs are overwhelmingly positive that they can complete this large transformation ahead of time. There is great confidence that Signavio Process Intelligence will not only address standardization issues, but also be accepted across the business worldwide.

Perhaps most importantly, management are pleased that benefits are being realized on a regular basis, no longer needing to wait until project completion before having significant business impact.

