



**IBM BusinessConnect**

# **Ključ do rešitev 2014**

Misli prihodnost. Bodi sprememba.

GH Bernardin | 23. oktober 2014

IBM BusinessConnect

# Ključ do rešitev 2014

Misli prihodnost. Bodi sprememba.



## Optimizirajte svoje SAP processe z IBM Business Process Managerjem

[saso.popovic@si.ibm.com](mailto:saso.popovic@si.ibm.com)

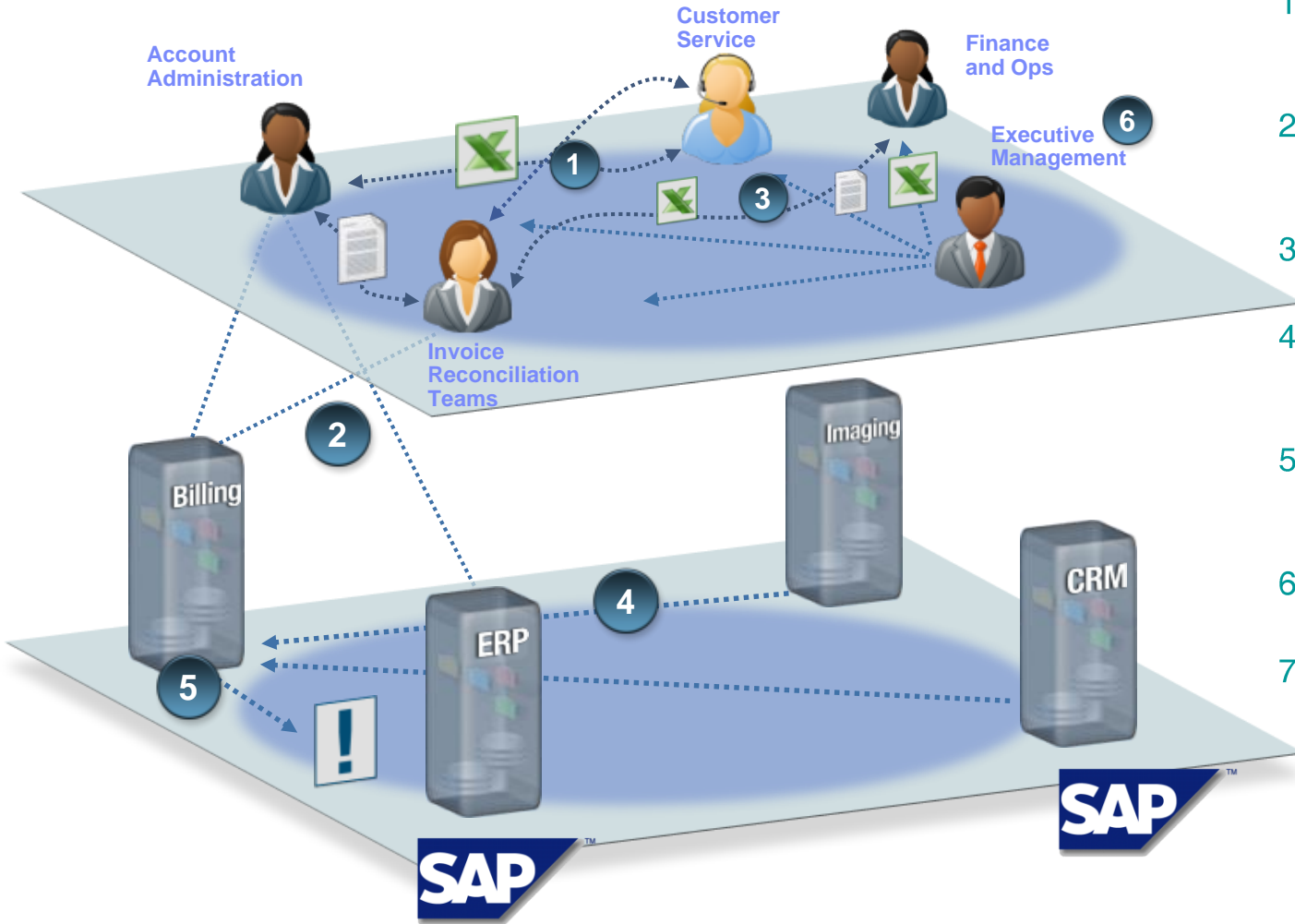


"Statues at Lambeau Field" by JL1Row - Own work. Licensed under Creative Commons Attribution-Share Alike 3.0 via Wikimedia Commons - [http://commons.wikimedia.org/wiki/File:Statues\\_at\\_Lambeau\\_Field.jpg#mediaviewer/File:Statues\\_at\\_Lambeau\\_Field.jpg](http://commons.wikimedia.org/wiki/File:Statues_at_Lambeau_Field.jpg#mediaviewer/File:Statues_at_Lambeau_Field.jpg)



# Process is a Priority to Clients

## Typical Process Challenges



1. Unstructured Tasks and Communication (ex Paper or email)
2. Inefficient Working Environment Spans Systems
3. Inconsistent Prioritization
4. Incomplete or Inaccurate Data Flow Between Systems
5. Lack of Control Over System and Business Events (Exceptions)
6. Poor Visibility Into Process Performance
7. Inconsistent or inefficient execution of business rules



# IBM BPM – An innovative solution to a complex problem

*Embrace complexity, adapt quickly and exceed expectations*

Process



People



Information



**IBM BPM delivers the most  
comprehensive view of  
your business**

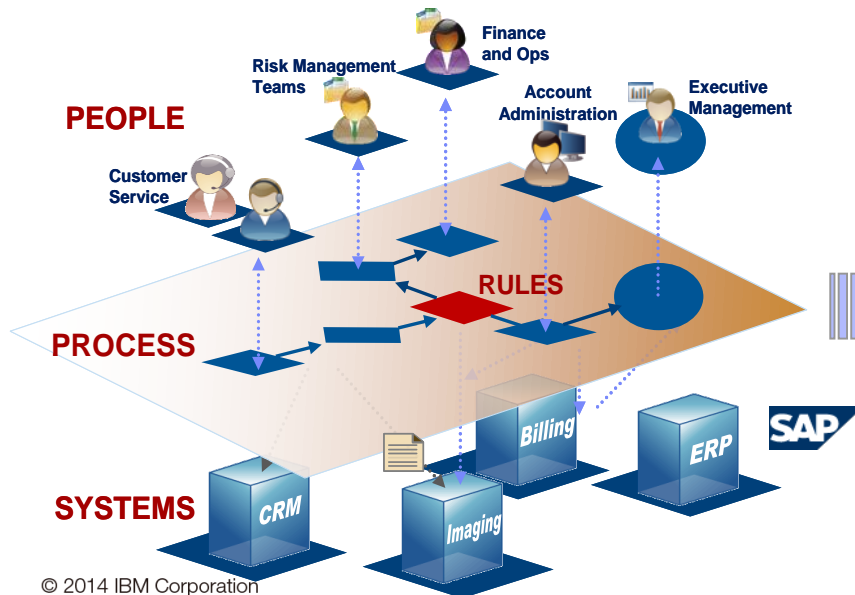


# IBM BPM Overview

*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**

## From Chaos ...to... Order



**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.





# In This Presentation, You Will Learn How IBM BPM Enhances the Value of Your SAP Investment...

Benefit	SAP Only	SAP with IBM BPM
Improve alignment of strategies and operations	✓	✓✓
Improve productivity	✓	✓✓✓✓
Improve insight	✓	✓✓✓
Reduce costs through increased flexibility	✗	✓✓✓✓
Support changing industry requirements	✓	✓✓
Optimize IT spending	✓	✓✓
Reduce risk	✓	✓✓
Improve financial management and corporate governance	✓	✓✓
Gain higher ROI faster	✓	✓✓✓
Provide immediate access to enterprise information	✗	✓✓
Give employees new ways to access enterprise information	✓	✓✓



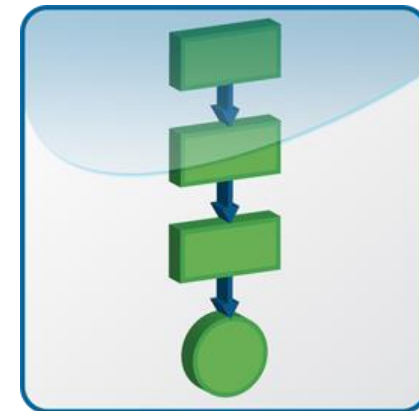
# But Most SAP Implementations Have Issues Today



Late Deployments



Over Budget



Rigid Processes



Poor Operational Visibility



ROI Targets Not Met



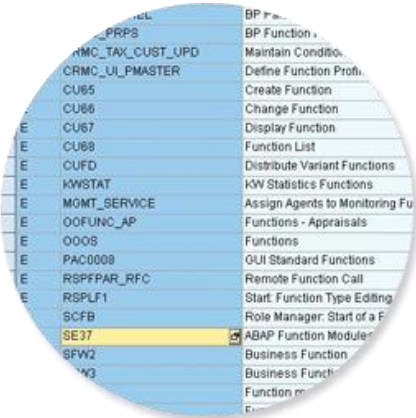
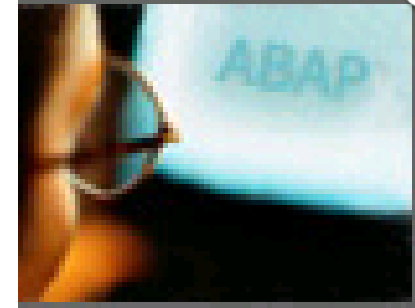


# SAP Process Management Issues



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

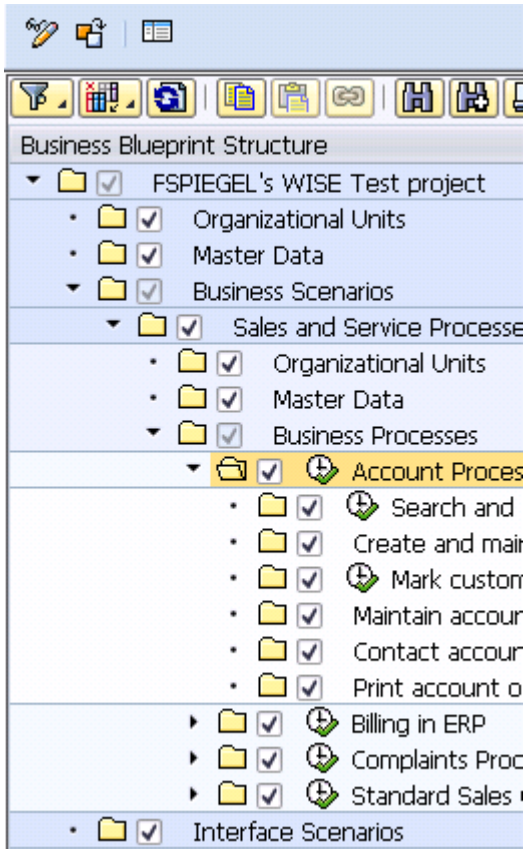


**SOLUTION IMPLEMENTATION**

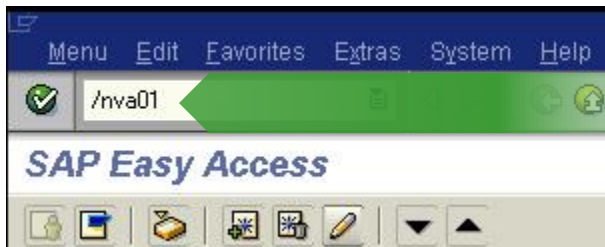
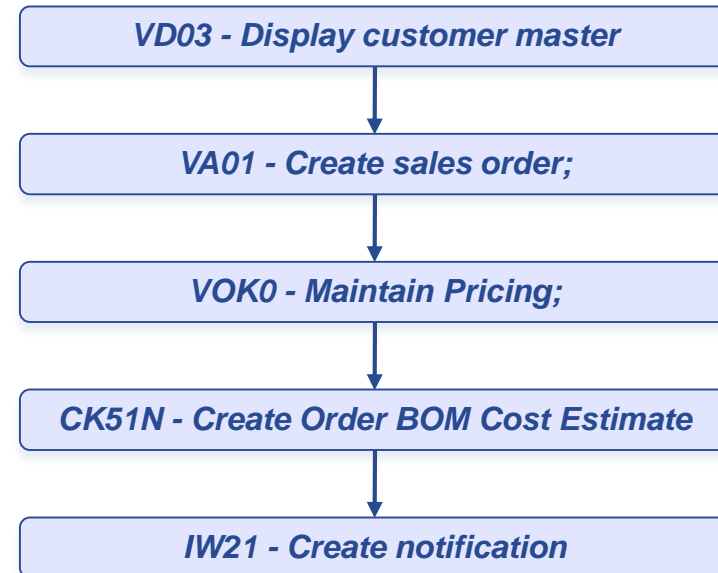
SAP CONFIGURATION



# A Simple SAP Process Today



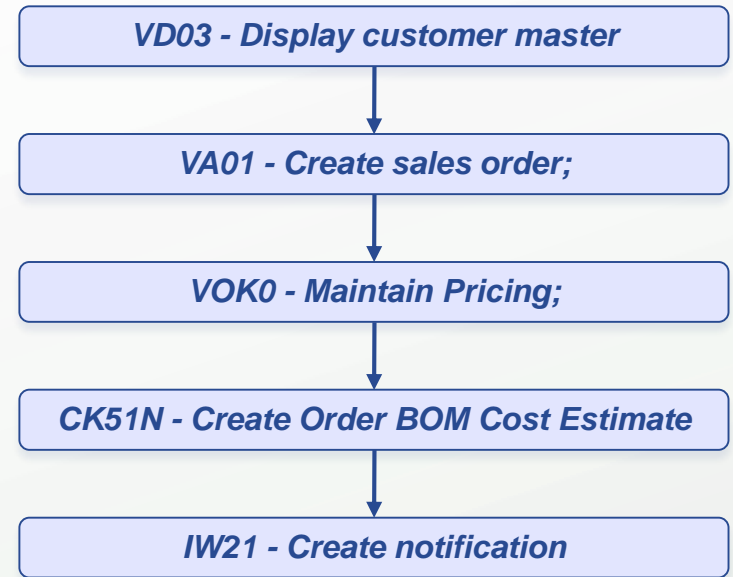
A high level process blueprint is defined in PowerPoint, Visio, SAP Solution Manager or a modeling tool, including transactions:



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



# Workflow in the Traditional SAP Implementation



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



# IBM Offers a Comprehensive Solution to SAP Process Challenges

Challenge	IBM Solution
Opaque SAP processes make process analysis and improvement difficult	Iterative, playback-based modeling facilitates <b><i>transparent process definition</i></b>
Rigid SAP processes increase time to value	Directly execute SAP process models for <b><i>flexible processes</i></b> and <b><i>rapid process change cycles</i></b>
End-to-end processes are difficult to model, simulate and manage	Easily orchestrate heterogeneous processes for <b><i>simple end-to-end control</i></b>
SAP Enterprise Services are difficult to use and incomplete	<b><i>Easily consume and deploy</i></b> SAP Enterprise Services at the business level
Limited SAP process and real-time visibility causes risk to KPIs and SLAs	<b><i>Actively monitor and manage</i></b> SAP and heterogeneous processes in real time
Low utilization of inline operational decision management limits productivity	<b><i>Improve process throughput, consistency and responsiveness</i></b> with active inline decision management



# Business Needs Two Methods to Optimize Business Process

## 1. Packaged Applications

- Improve 100's of processes at once
- Sunset inflexible legacy systems
- Catch up to competitors
- Huge multi-year projects

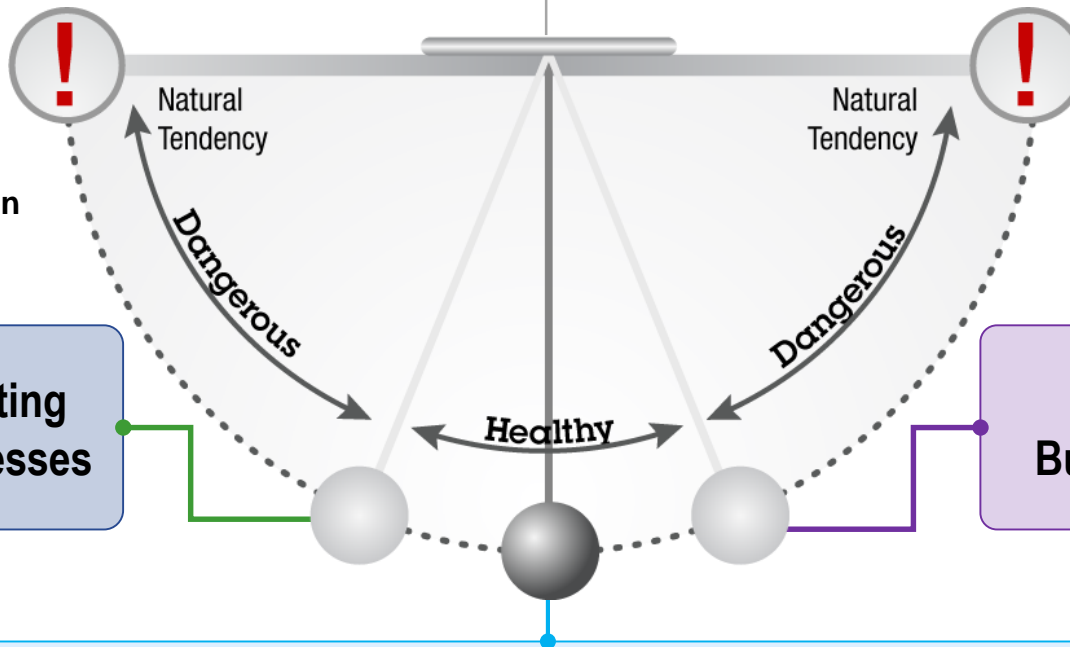
## 2. BPM Tools & SOA

- Adapt quickly
- Outpace the competition
- Process visibility across core & fringe application systems
- Smaller, incremental projects



Process Optimization Approach A

Non-Differentiating Business Processes



BPM

Process Optimization Approach B

Differentiating Business Processes

**Successful organizations will have a balanced I/T Strategy of SOA/BPM and ERP Consolidation**



With IBM BPM 8.5.5

# 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***



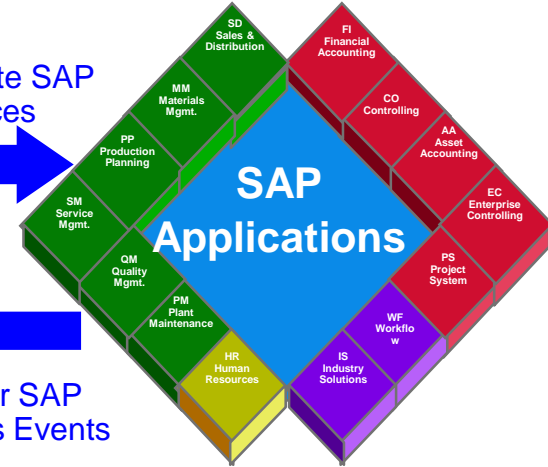
# IBM BPM V8.5.5 Integrates Seamlessly with SAP

The screenshot shows the SAP Solution Manager interface. The top part displays a process diagram for 'Account Processing in ERP' with steps: Start, Search and display accounts, Create and maintain account, Mark customer for deletion, Maintain account details, Contact account, Print account overview, and End. The bottom part shows a table of SAP Transactions:

Type	Logical Component	Object	In Scope	Name	Standard
Transaction	SAP ECC	VD01	<input checked="" type="checkbox"/>	Create Customer (Sales)	<input type="checkbox"/>
Transaction	SAP ECC	VD02	<input checked="" type="checkbox"/>	Change Customer (Sales)	<input type="checkbox"/>
Transaction	SAP ECC	VD03	<input checked="" type="checkbox"/>	Display Customer (Sales)	<input type="checkbox"/>
Transaction	SAP ECC	VD05	<input checked="" type="checkbox"/>	Block customer (sales)	<input type="checkbox"/>
Transaction	SAP ECC	VD06	<input checked="" type="checkbox"/>	Mark customer for deletion (sales)	<input type="checkbox"/>
Transaction	SAP ECC	VD04	<input checked="" type="checkbox"/>	Customer Changes (SD)	<input type="checkbox"/>
Transaction	SAP ECC	VAP1	<input checked="" type="checkbox"/>	Create Contact Person	<input type="checkbox"/>
Transaction	SAP ECC	VAP2	<input checked="" type="checkbox"/>	Change Contact Person	<input type="checkbox"/>
Transaction	SAP ECC	UAMS	<input checked="" type="checkbox"/>	Priority Contact Person	<input type="checkbox"/>

Orchestrate SAP Services

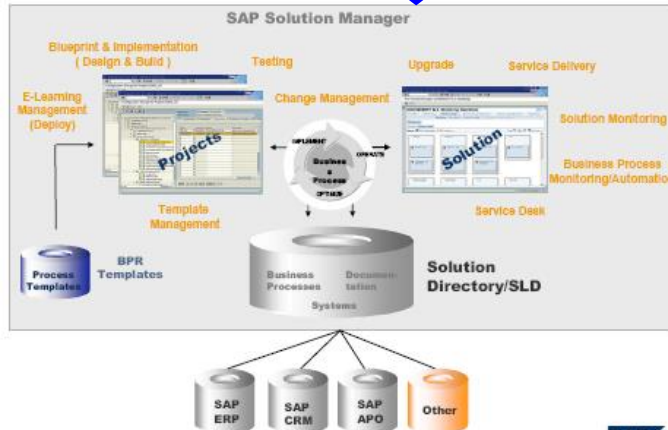
Monitor SAP Business Events



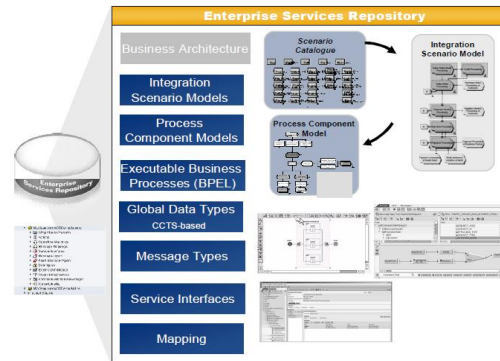
Download processes from Solution Manager

Upload processes to Solution Manager

Retrieve Enterprise Service Definitions

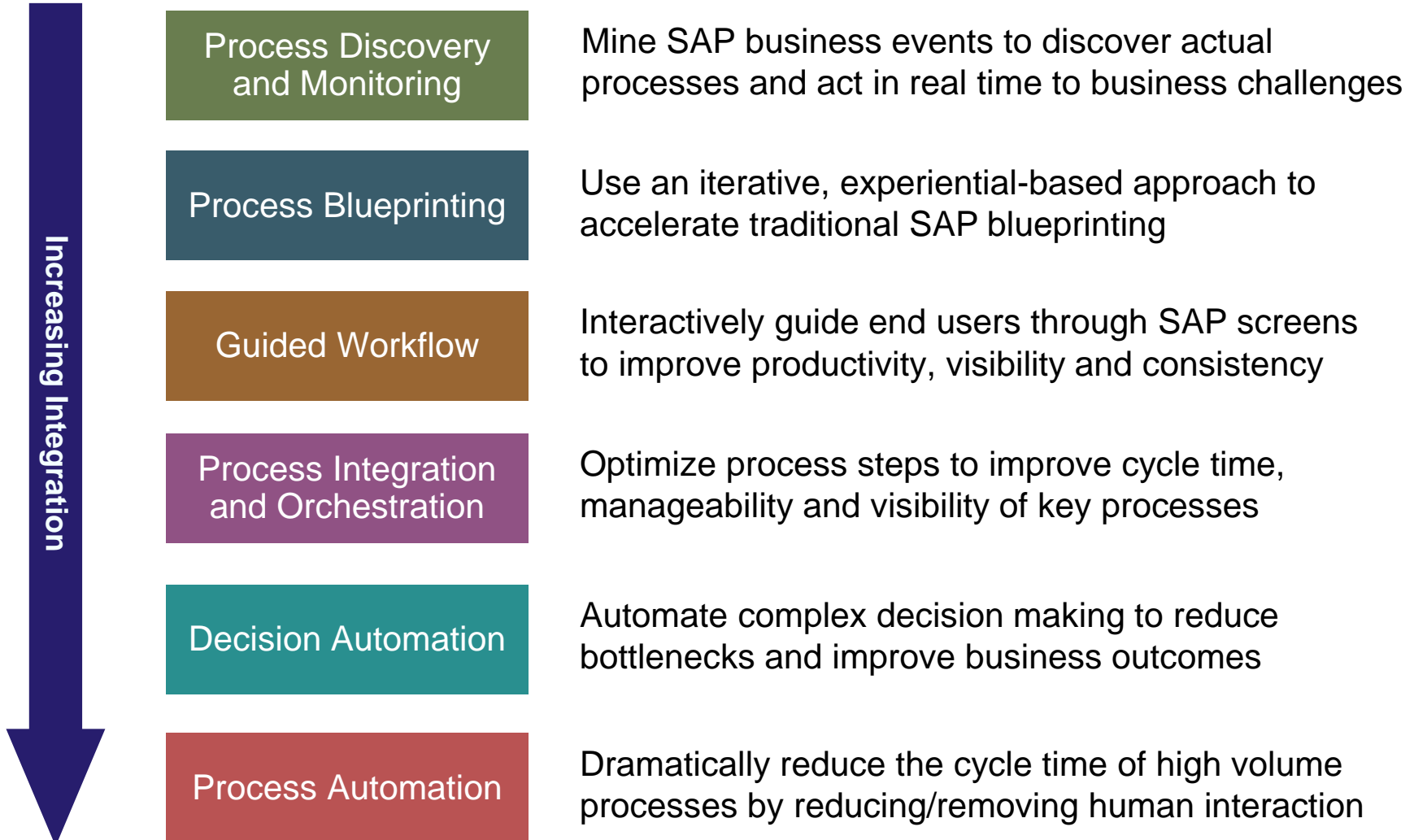


ES Repository Objects





# IBM BPM for SAP Capabilities

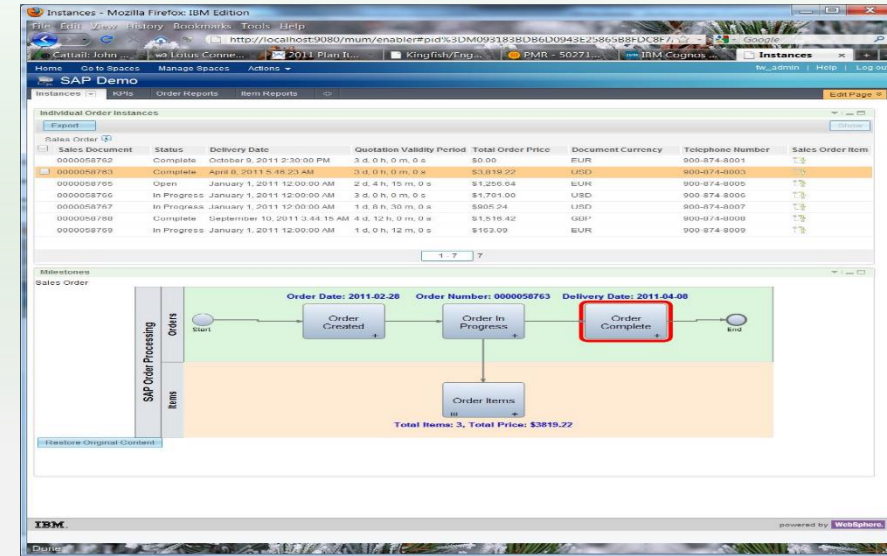






# IBM Business Monitor Provides Easy to Use SAP Process Discovery

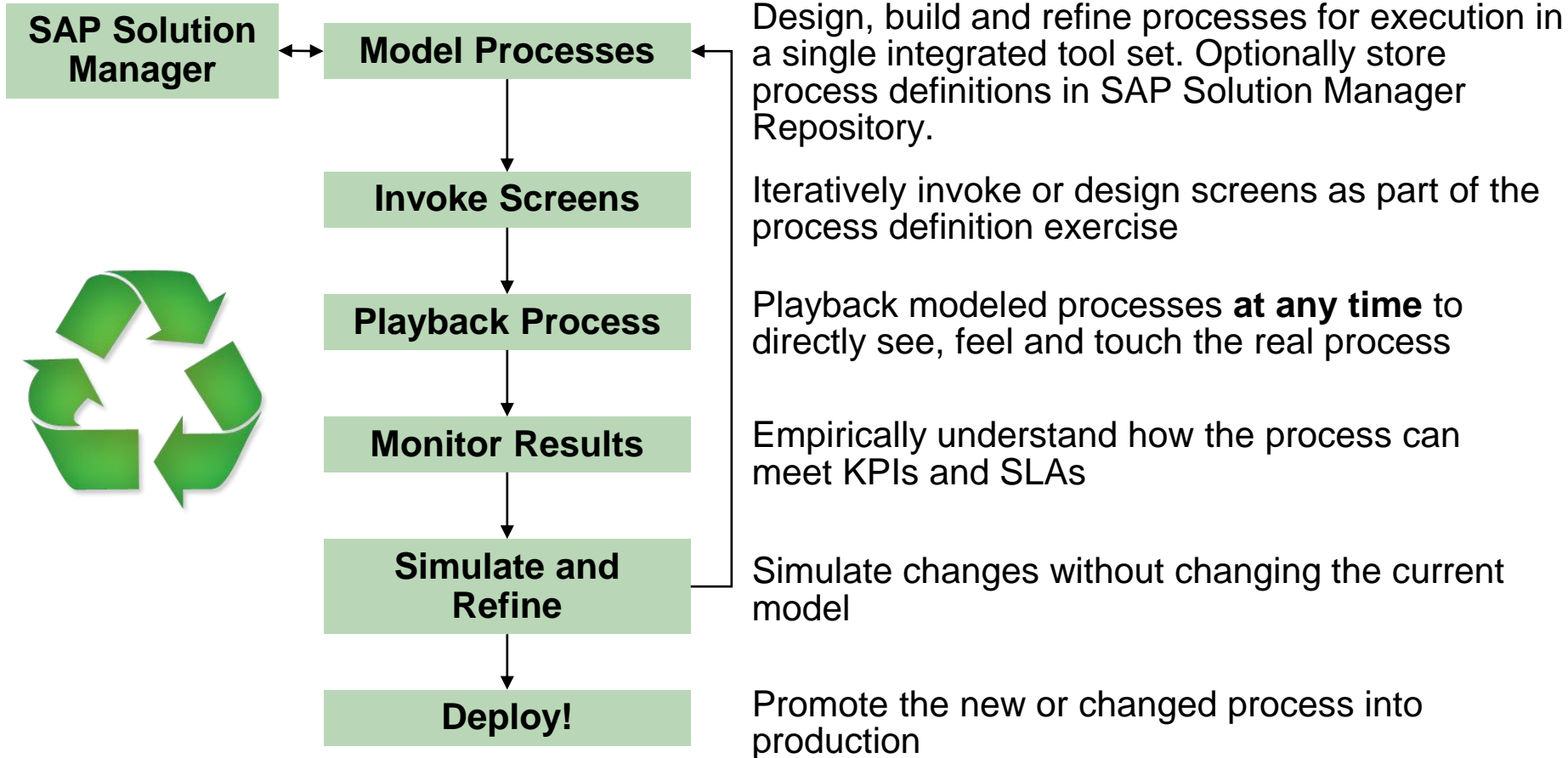
- View SAP transactions as processes – without process orchestration!
- Easily create ‘shadow process’ views of SAP Business Events by associating milestones with changes in business state
- Completely non-intrusive to SAP – simply turn on the SAP Business Events needed
- Automatically create a process 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
  - Fix issues before they become problems



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



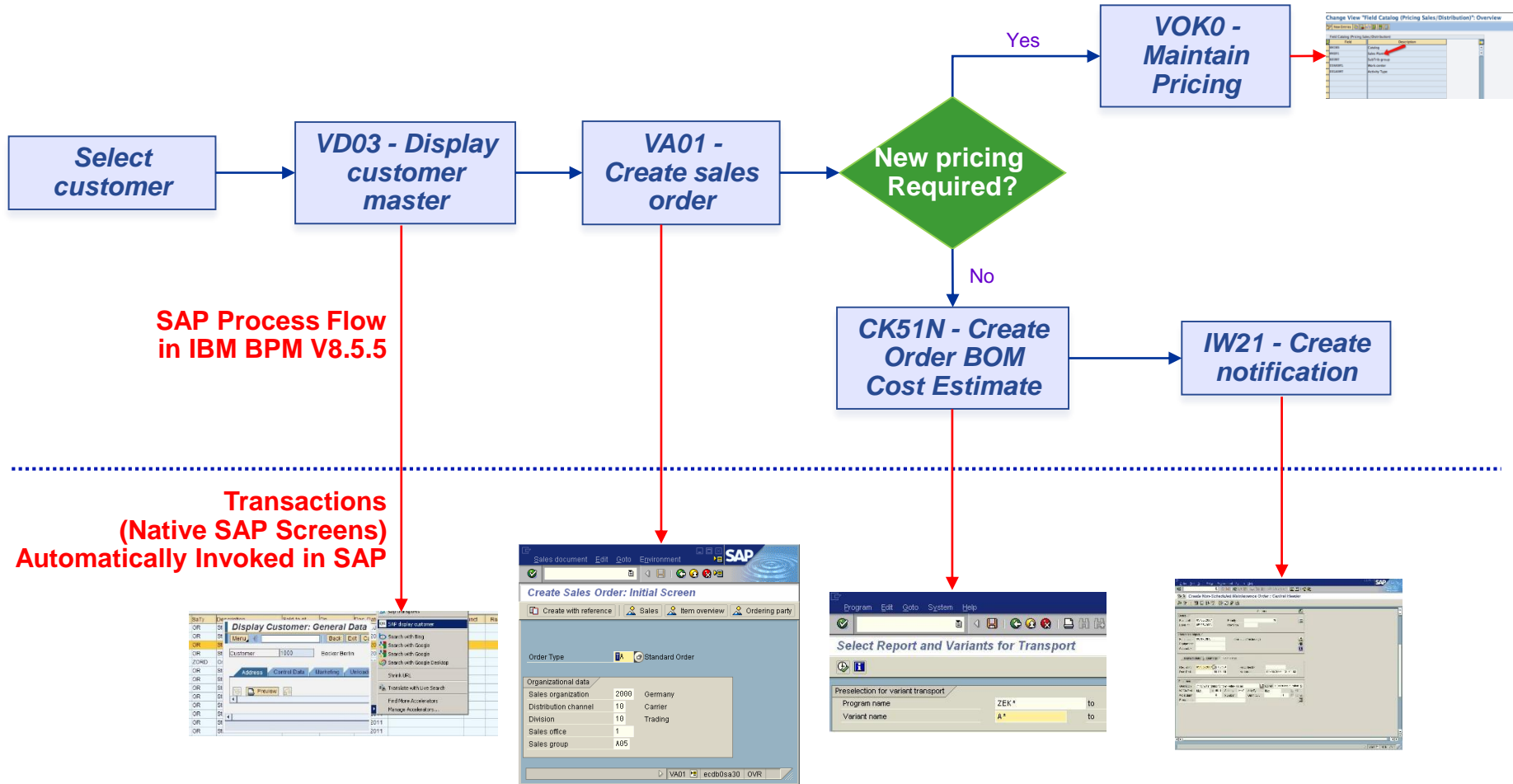
# Playback-Based Iterative SAP Process Blueprinting



***Use 'live' process execution to design and test SAP business processes, then implement your SAP process inside the same tool!***



# 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**



# IBM BPM Guided Workflow Improves SAP Value

- Documented processes become orchestrated processes
  - Improve SAP process:
    - Visibility
    - Manageability
    - Reliability
    - Consistency
    - Auditability
    - Performance
  - Detect bottlenecks
  - Reroute process instances with capacity overload
  - Escalate problem processes
  - Initiate and track exception processes
  - Begin continuous process improvement
- **Business blueprinting**
  - **Training**
  - **Production execution**





# Use IBM BPM V8.5.5 to Orchestrate SAP

**IBM  
Business  
Process  
Manager**



*Guided Workflow  
Management for SAP*

**Express, Standard or  
Advanced (BPMN)**

WebSphere.  
**SAP**  
Adapter



**BAPIs**

*Process Orchestration  
and/or Automation  
with BAPIs*

**Advanced Only  
(BPEL)**

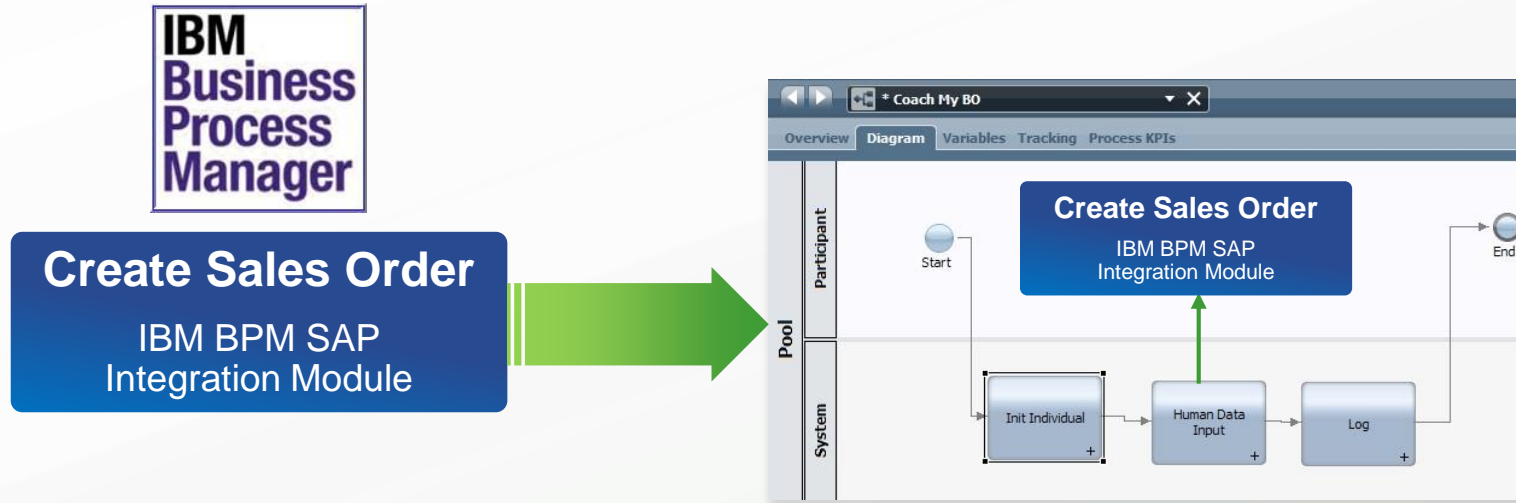


*Process Orchestration  
and/or Automation  
with SAP Enterprise  
Services*

**Advanced Only  
(BPEL)**



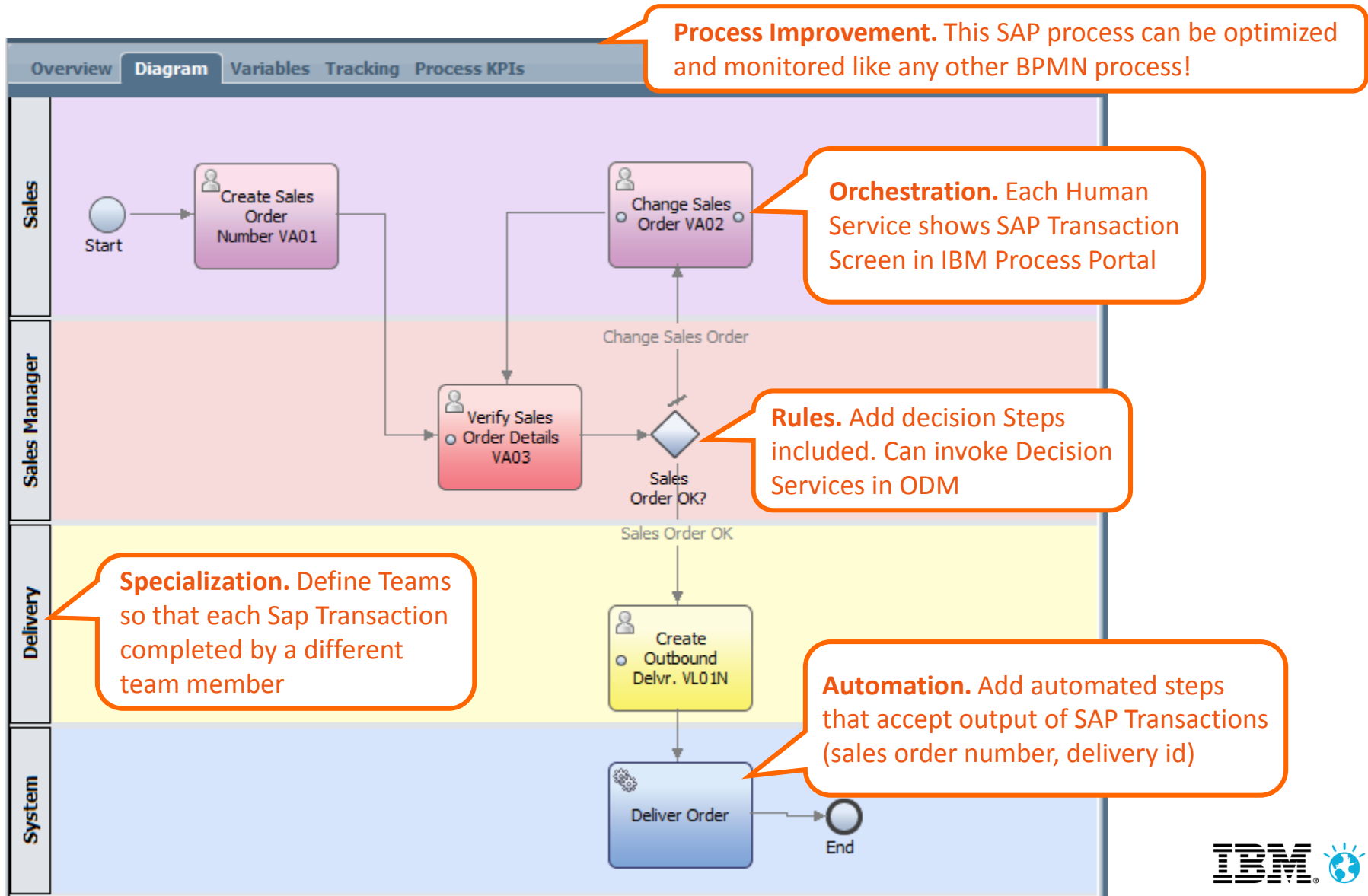
# Drag and Drop SAP Enterprise Services Into the Process Model



- 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



# Guided Workflow SAP Process - Value





# Rule Execution Server and Event Execution Runtime

*Leverage existing SAP Rules Framework*

- **SAP Business Rules Framework Plus (BRF+)**
  - ABAP-based business rules framework
  - Available with NetWeaver release 7.0 EHP1 and 7.1 EHP1
  - An officially SAP supported approach for connecting to third-party rules engines
  - Provides out of the box Import & Export features
- **Leverage proven integration style**
  - Configuration of a dedicated RFC destination
  - Usage of scalable RFC communication
- **Apply native ABAP patterns to enable core SAP business application to leverage business rules**
  - ABAP code is calling BRF+ function
  - Rules enablement can be done using reusable pattern to make integration maintainable

**Program to Import BRFplus XML**

UI for BRFplus XML Import

Input XML File  
XML File Path\*

\*Note - If not provided a popup appears during execution

XML Import Type  
Import Type

Transport Request  
Workbench Transport Request\*

\*Note - Mandatory if importing xml contains system objects

Customizing Transport Request\*

\*Note - Mandatory if importing xml contains customizing objects

Action Type  
 Check Before Import  
 Save & Activate after Import

XML Info  
System XML Version Number 1.08

Show Result Data Object

Connection Type:

Function Module:

Destination:

Base Currency:

Connection Parameters    Signature

**Context**

Name	Text	Parameter Type	Object Type
HOURLMAX	Max Wage Per Hour	Exporting	
MATERNITY_WAGE_HOUR	Maternity Wage PerHr	Exporting	
NORMAL_WAGE_HOUR	Normal Wage Per Hour	Exporting	
WEEKMAX	Week Max Wage	Exporting	
WORKMINUTES_DAY	Work Minutes in Day	Exporting	

**Result**

Result Parameter: SPLITS  Payment Splits

```

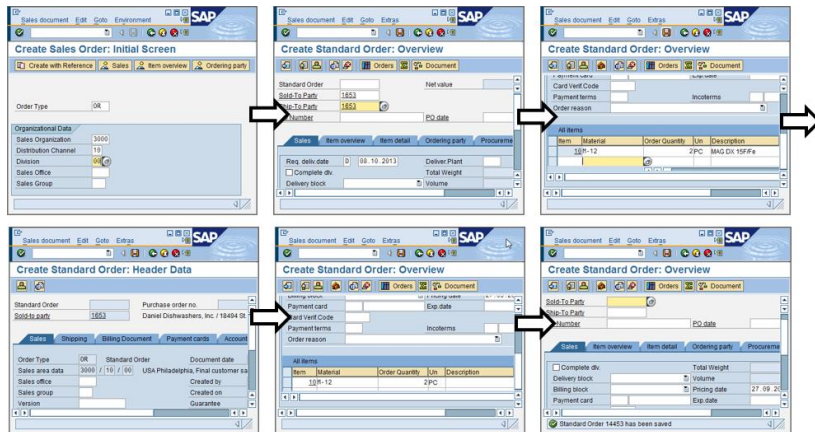
lo_factory = cl_idt_factory=>if_idt_factory->get_instance
lo_function = lo_factory->get_function( lv_function ).
lo_context = lo_function->get_process_context( ).
lo_context->set_value( iv_id      = lv_object_id
                    ia_value = lv_value ).
lo_function->process( EXPORTING io_context = lo_context
                    IMPORTING eo_result = lo_result ).
lo_result->get_value( IMPORTING ea_value = lv_result ).
    
```





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

Replace....



.....With



**Select Customer**  
IBM BPM SAP Integration Module

**Retrieve Customer Master Data**  
IBM BPM SAP Integration Module

**Single Optimized Order Entry Screen**



**Create Sales Order**  
IBM BPM SAP Integration Module

**Create Order BOM Cost Estimate**  
IBM BPM SAP Integration Module

**Create Notification**  
IBM BPM SAP Integration Module

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





# Orchestrate and Automate Complex E2E Processes

WebSphere® software



## End-to-End Process Choreography

1. Order is received from the web site
2. Customer records are updated with order request information
3. Credit check and approval are completed
4. Customer order is written and confirmed for production
5. Required components are determined, ordered, allocated and received
6. Production order is completed and warehoused
7. Customer order is approved for shipment
8. Customer order is picked from warehouse and scheduled for shipping
9. Customer order is invoiced

## IBM BPM Order to Ship End-To-End Process



**Retrieve Customer Master Data**  
IBM BPM SAP Integration Module

**Create Sales Order**  
IBM BPM SAP Integration Module

**Create Order BOM Cost Estimate**  
IBM BPM SAP Integration Module

**Create Notification**  
IBM BPM SAP Integration Module



# 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*

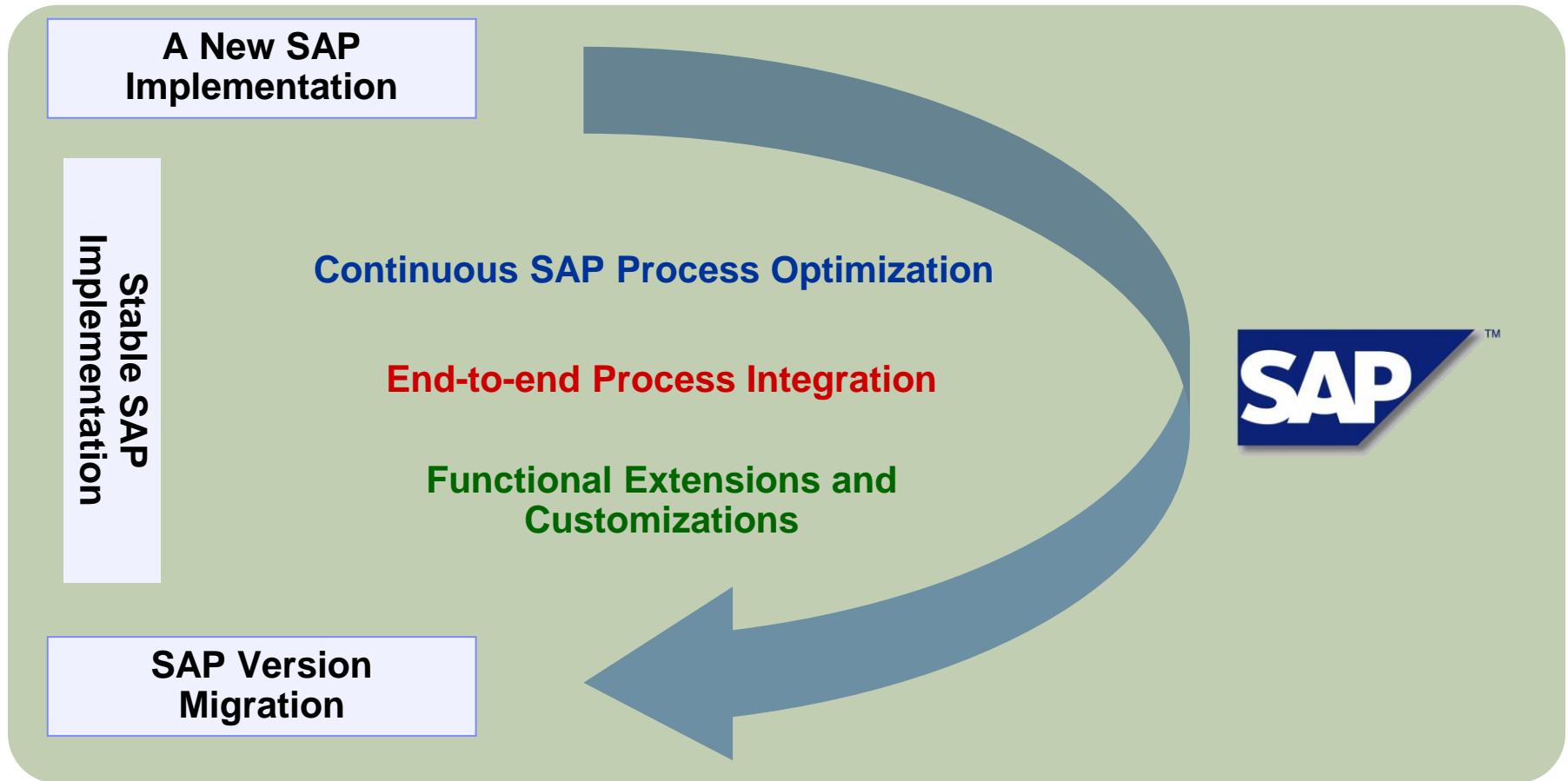
■ *Audit ability*

■ *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.*



# Use IBM BPM Throughout Your SAP Life Cycle



**Any SAP Implementation can benefit from every IBM BPM capability at every life cycle stage.**



# Large US Toy Company Improves SAP Supply Chain Processes to Reduce Costs

## Challenge:

- Increase responsiveness with customers and collaboration with suppliers while utilizing previous investments in core enterprise applications

## Benefits:

- **Increased productivity by 250 percent** without additional resources being put into play
- **Reduced cycle times by 80 percent**, from 12 days to only two
- Improved overall business efficiency

## BPM Solution

- Gathers the bill-of-lading information from freight forwarders and corresponding invoice data from SAP at the right time
- Automatically prepares and routes all documentation required
- Automates the reconciliation process required for all US Customs requirements, updating SAP at each milestone



***IBM BPM reduced dependency on phone calls, e-mails and paper faxes, while standardizing communication between employees and vendors with increased process visibility***



# Small Sample of IBM BPM SAP Customers





# IBM BPM for SAP

*One Continuous Process, One Integrated Tool Set*

**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**

## The picture IS the process...

### *Analyze. Define. Execute. Monitor. Improve.*

#### Broadest and Most Differentiated Software Capabilities

- **Simplicity** for fast deployment and full business user participation
- **Centralized** governance for repeatability and consistency
- **Visibility and Control** to continuously improve business operations
- **Power** through High Scalability, Integrity & Quality of Service
- **Market Leading** process, case, decision and rules capabilities
- **Best in class** exceptions handling and case management

#### Unparalleled Expertise and Investment

- **Over 15 years** of industry leadership
- **100's** of assets
- **Broadest, Deepest** solution portfolio & services

#### Largest Client Base

- **5,000 +** BPM Clients
- Gartner ranks IBM **#1 in BPM** with 24.7% share
- **IDC ranks IBM #1** with 34.2% market share

#### Strongest Ecosystem

- **1000+** Business Partners
- Global Users group



IBM BusinessConnect



# Ključ do rešitev 2014

Misli prihodnost. Bodi sprememba.

GH Bernardin | 23. oktober 2014

# Hvala!

