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# SERVICE

## Business Process Management

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## Service Business Process Management

### Your situation, your objective and your challenge

Business processes in your company have grown historically, are not well documented and implemented in several variations in your IT systems. Your company is organized across business functions and business processes are managed and optimized from the perspective of each function. Inefficiencies have accumulated that especially become visible at the interfaces of the functional areas.

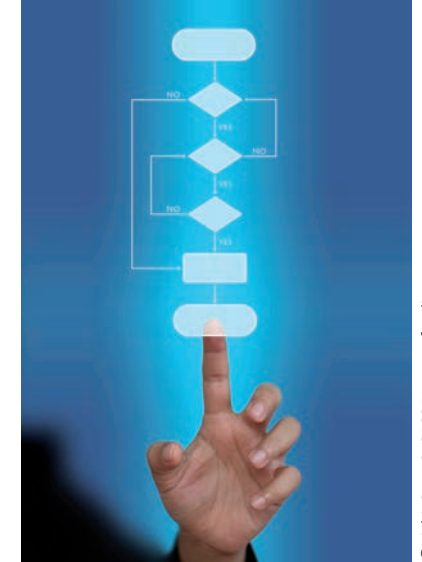
You are now planning a comprehensive initiative to revise your processes but yet without considering fundamental organizational changes. For example you are planning to standardize and harmonize processes, start a process optimization project or match your current processes with Best Practices. For all this you need a model and an overview about all your processes, appropriate forms how to document them, Key Performance Indicators and suggestions for future forms of organizations and responsibilities.

### What does the service include?

The service „Business Process Management“ includes a variety of tasks that can be defined individually and can be tailored to the needs of the customer. Services can refer to the topic in general, e.g. the definition of an overall model for the holistic management of processes or can be focussed on specific areas.

#### Exemplary tasks:

- Common definition of objectives and focus of your business process management.
- Analysis and collection of the as-is processes (*High Level*) and based on that a development of a process model and process map for your company.
- Creation of a proposal how to document a process with its details and demonstration of this proposal by using a core process as a reference.
- Reconciliation of the documentation proposal with cross functions like training, testing or IT validation to ensure that their requirements are included.
- Analysis of the impacts a business process management has on organization and responsibilities.
- Application and implementation of the process model, e.g. using the SAP Solution Manager.
- Evaluation if and which tools should be applied for managing the processes.
- Detailed analysis of individual business processes concerning current weaknesses and optimization needs. Examples: Order-to-Cash, Inventory Optimization.



### Which advantages does the service offer for you?

- You are laying the foundations for a process-oriented way of working in your present organization.
- You improve collaboration between your functional business units.
- You reduce the variety and complexity of your implemented processes and create high-value standards based on Best Practices.
- By clear-defined organizational rules and responsibilities the overall lifecycle of a process can be managed and controlled better than today.
- Projects that deal with the introduction or change of business processes have a common basis for their work.