SAP Transformation Excellence Summit

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A comprehensive approach to process optimization

How SAP UEM by Knoa integrates with SAP Signavio

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Agenda

01

Our Company

A brief of Transener

02

Optimizing of Business Operations

The Challenge

03

Unify your process and task mining insights

How SAP UEM by Knoa integrates with SAP Signavio

04

Use Cases

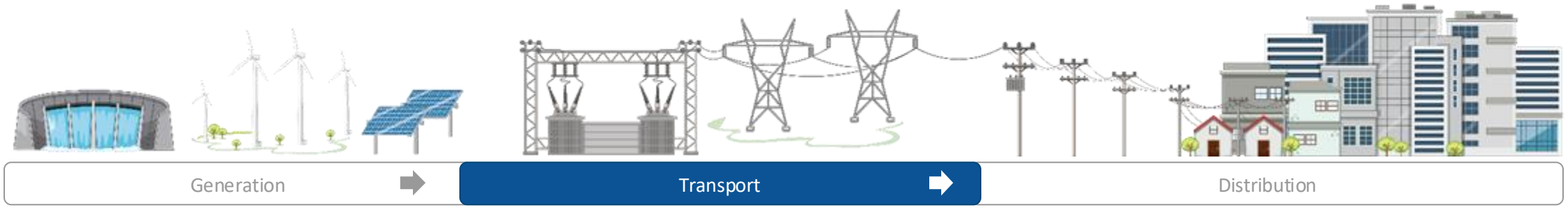
Analysis scenarios enabled by the integration

01 – Our Company

A brief of Transener

Background Information

The electrical power transmission system links ‘supply’ (generation) with ‘demand’ (users), defining the maximum quality of service that the end user will be able to receive, through the operation and maintenance of the facilities; it is the raw material that distribution takes to reach users.



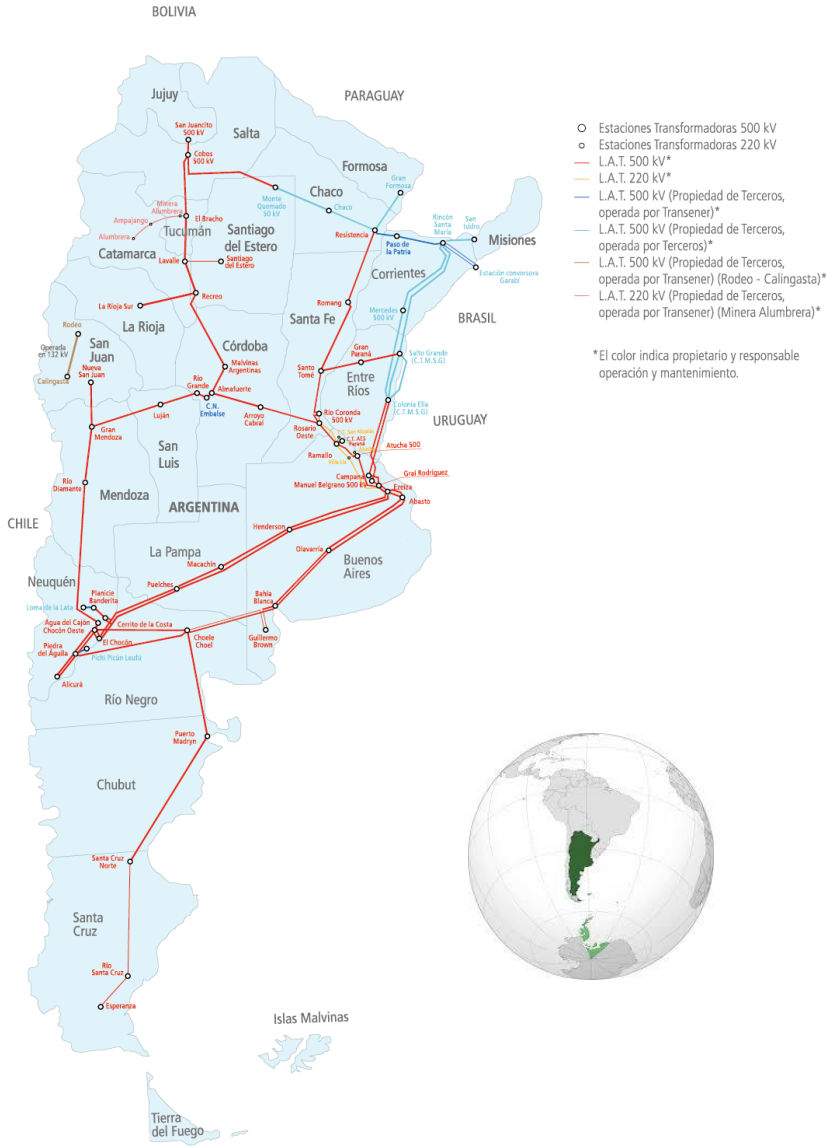
Company Profile

Compañía de Transporte de Energía Eléctrica en Alta Tensión Transener S.A. (Transener) is the leading company in the public service of electricity transmission in extra high voltage in the Argentine Republic.

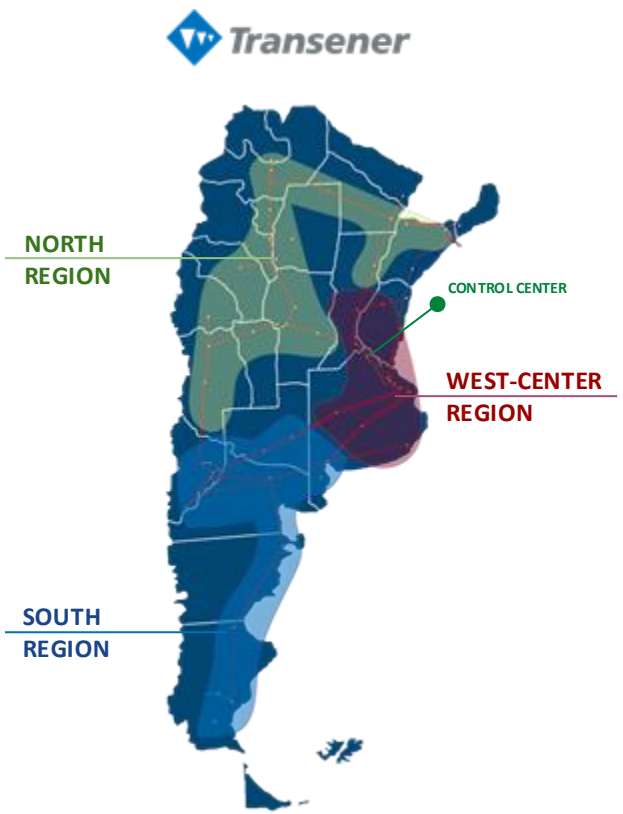
As the operator of the national electric network:

Transener has almost 12,400 kilometres of transmission lines,

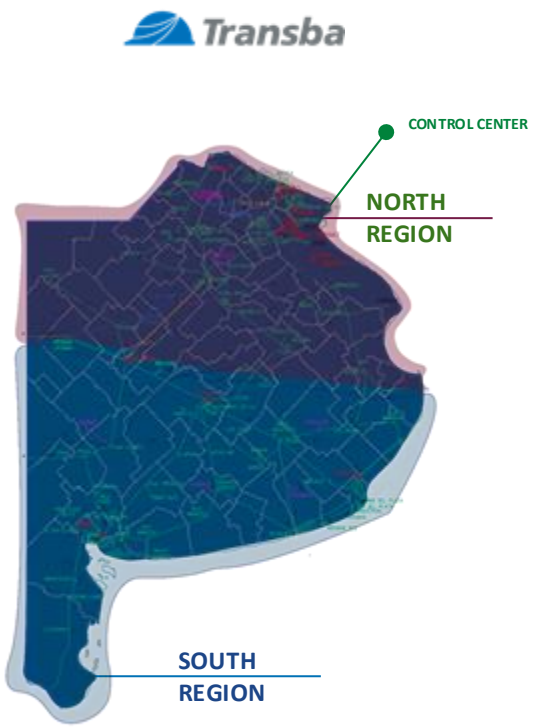
in addition to the 6,228 kilometres of lines that are part of the network of its subsidiary, Transba S.A.



Company Profile



Operation and Maintenance of the 500kV Transmission System of Argentina (Argentine Interconnection System).



Operation and Maintenance of the Trunk Distribution Transmission System (220kV, 132kV, and 66kV) throughout the Province of Buenos Aires.

+22.000 km
Lines 500 kV, 220 kV Y 132 Kv

+1.700
Highly qualified in-house staff.

+170
Transformer Substations

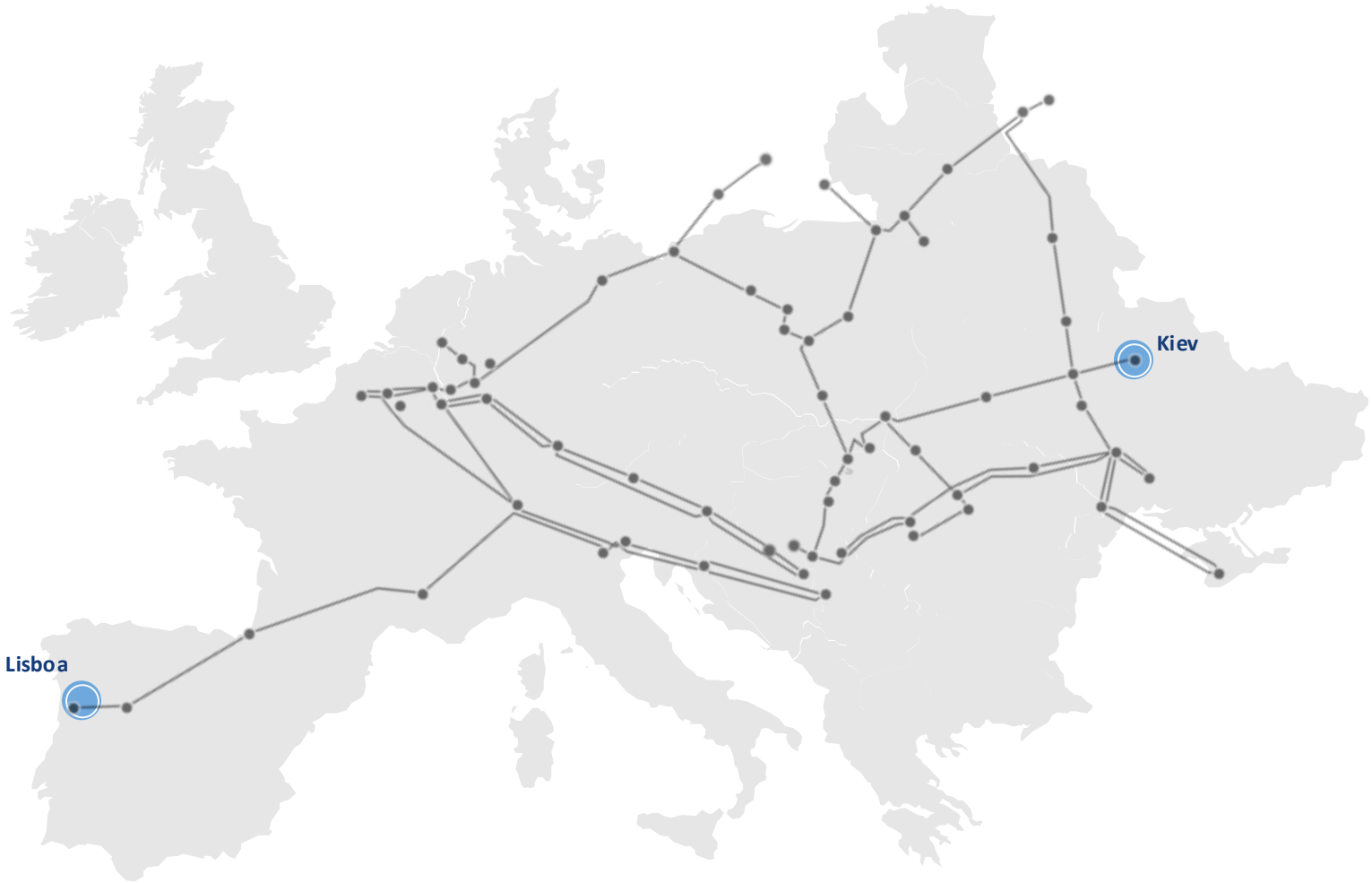
+ 30.000
MVA of Transformation Capacity

+ 8.200 km
Optic fiber

+ 240 sitios
Microwave Systems and Masts

Own material resources for the execution of activities.

Network coverage vs. Europe's extension



“We seek to position ourselves as a regional company, always maintaining our principles of quality service and using state-of-the-art technology; but, above all, respecting the environment”

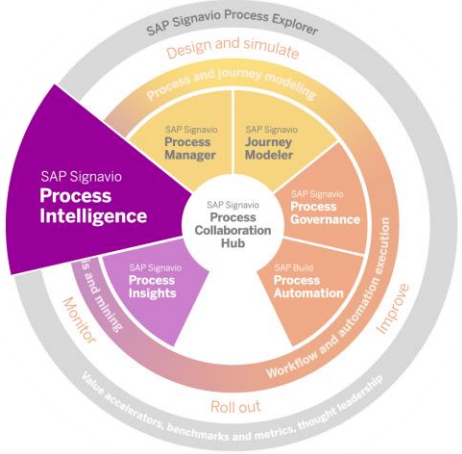
02 – Optimizing of Business Operations

The challenge

The strategy

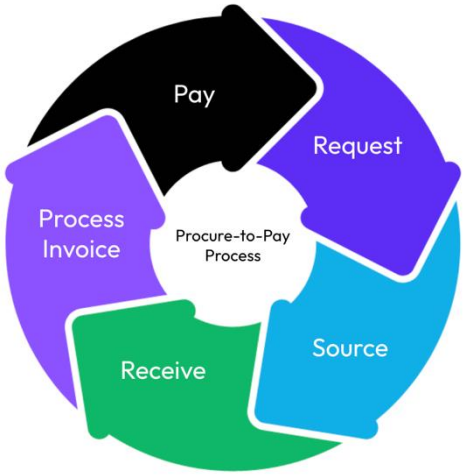
As part of the company's strategy to optimize the business operations and reduce the inefficiencies that help the organization reduce costs, it was decided to implement a world-class business process management platform. SAP Signavio Suite was chosen for this purpose, and Edison the strategic partner to guide Transener in the goals achievement

SAP Process Insight to enable organizations to identify bottlenecks, errors, and friction points in current processes. This facilitates the identification of areas for continuous improvement and optimization.



SAP Signavio Process Intelligence to monitor processes in real-time and analyze their performance. This helps detect issues before they escalate and allows for quick and effective adjustments.

The Project



SAP Signavio PROCESS INSIGHTS

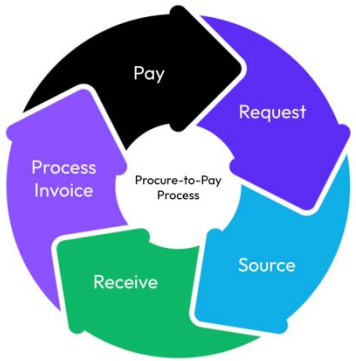
- Assessment of the as-is processes
- Identification of bottlenecks and analysis of the proposed insights
- Recommendation discovery and corrective actions
- Root cause workshop and hand over of the tool

SAP Signavio PROCESS INTELLIGENCE

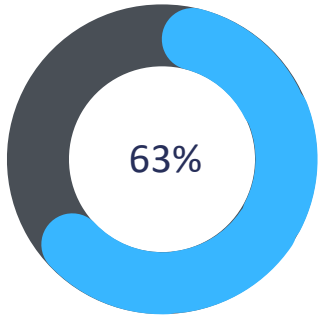
- Analysis of indicators according to industry best practices and development of new KPI's.
- Search for inefficiencies and opportunities for improvement
- Prioritisation of improvement opportunities
- Roadmap for the deployment of opportunities

One step further – Knoa deployment

With the deployment of Knoa, Transener gained insight into user behaviour and added a different layer to understand root causes. Knoa was used to monitor SAP P2P transactions



ERROR CONCENTRATION



ME21N – 38%

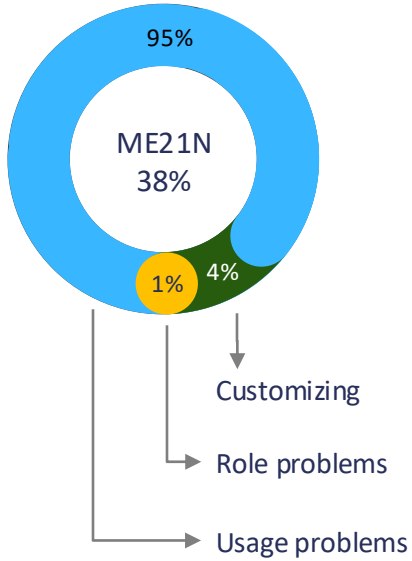
ME23N – 10%

MIRO – 6%

MIR4 – 5%

ME22N – 4%

TYPIFICATION OF ERRORS



ROOT CAUSE ANALYSIS AND POTENTIAL SAVINGS

Category:	Accounting Configuration
Root Cause:	Problems with the accounting imputation rules
Saving:	468 man hours per year

Category:	Materials and Providers CRUD
Root Cause:	Problems with the maintenance of the provider and material master data
Saving:	510 man hours per year

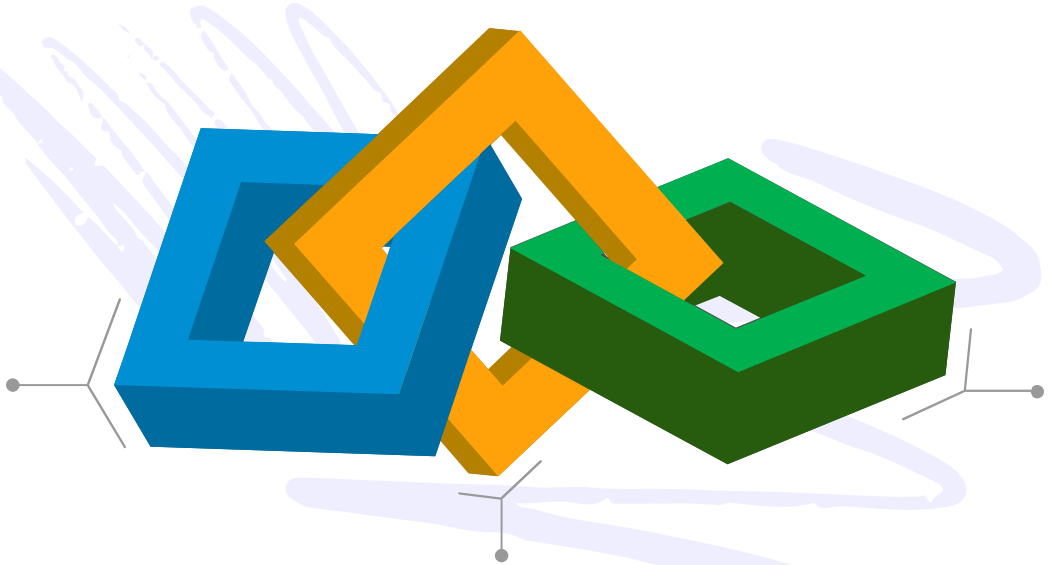
03 – Unify your process and task mining insights

How SAP UEM by Knoa integrates with SAP Signavio

Get visibility into end-to-end SAP process execution

Merging process and task mining data enhances a process team's ability to track and improve their business processes by bringing visibility into the "human" components of process execution, such as:

user adoption of the SAP software used in process execution



user experience of system performance when executing their tasks

user's ability to execute a process without errors

Get visibility into end-to-end SAP process execution

- Step by step screen interactions, with measurements of active and idle time for each screen used in the process
- Detection of application error messages, both user-generated and system-generated, along with contextual information
- Interactions with UI controls, such as button presses and hyperlink clicks, along with their corresponding end-to-end response time
- User and SAP system information that is associated with every event

How to tackles common customer challenges?

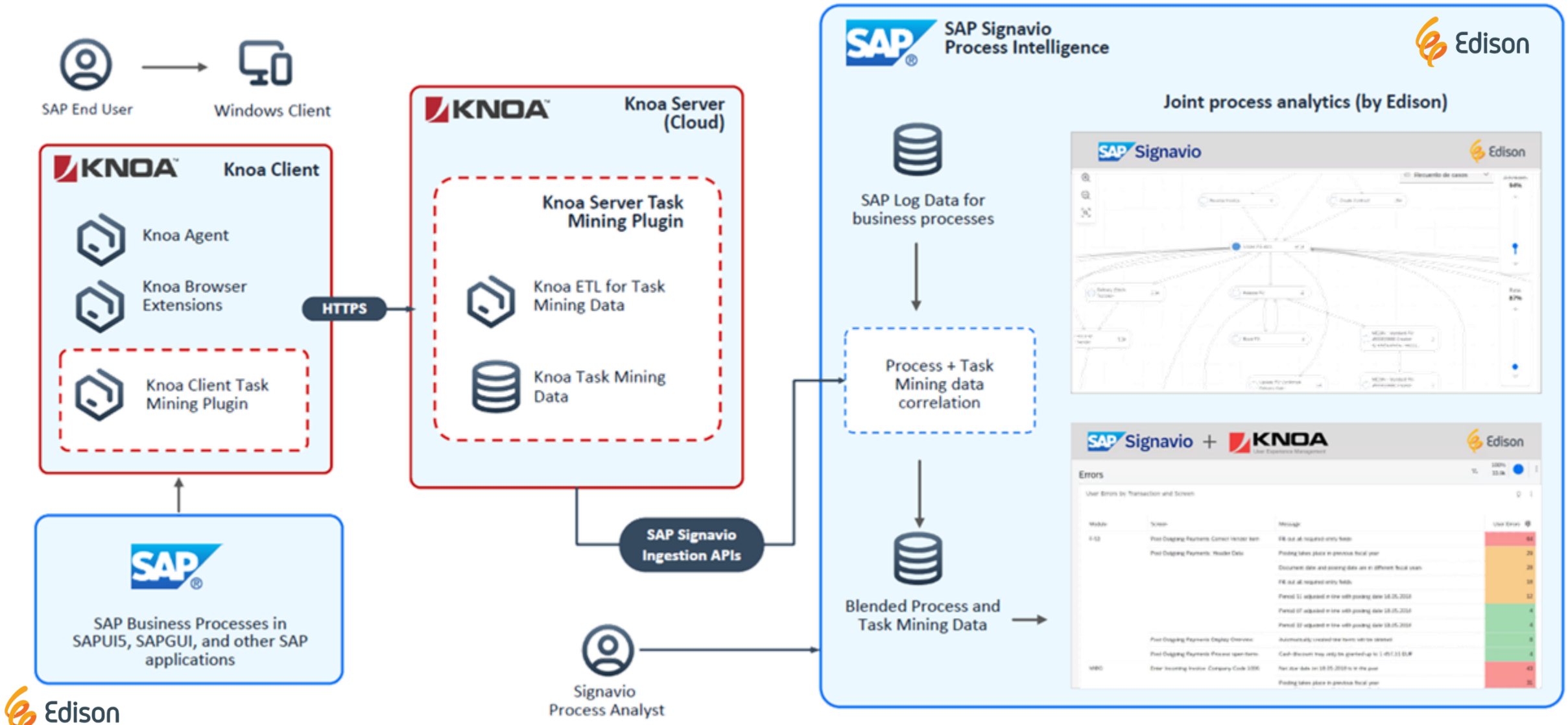
Based on this enhanced process analysis that combines macro-level process KPIs with micro-level task metrics, SAP process managers and analysts can accurately detect and measure the human contribution to process performance

What happens during the execution and waiting time of a business activity

The active time spent on each task, and idle time spent outside of SAP

From a discovery point of view, what a business activity (such as creating a PO) entails for the user/organization

Integration Architecture – High level diagram



04 – Use Cases

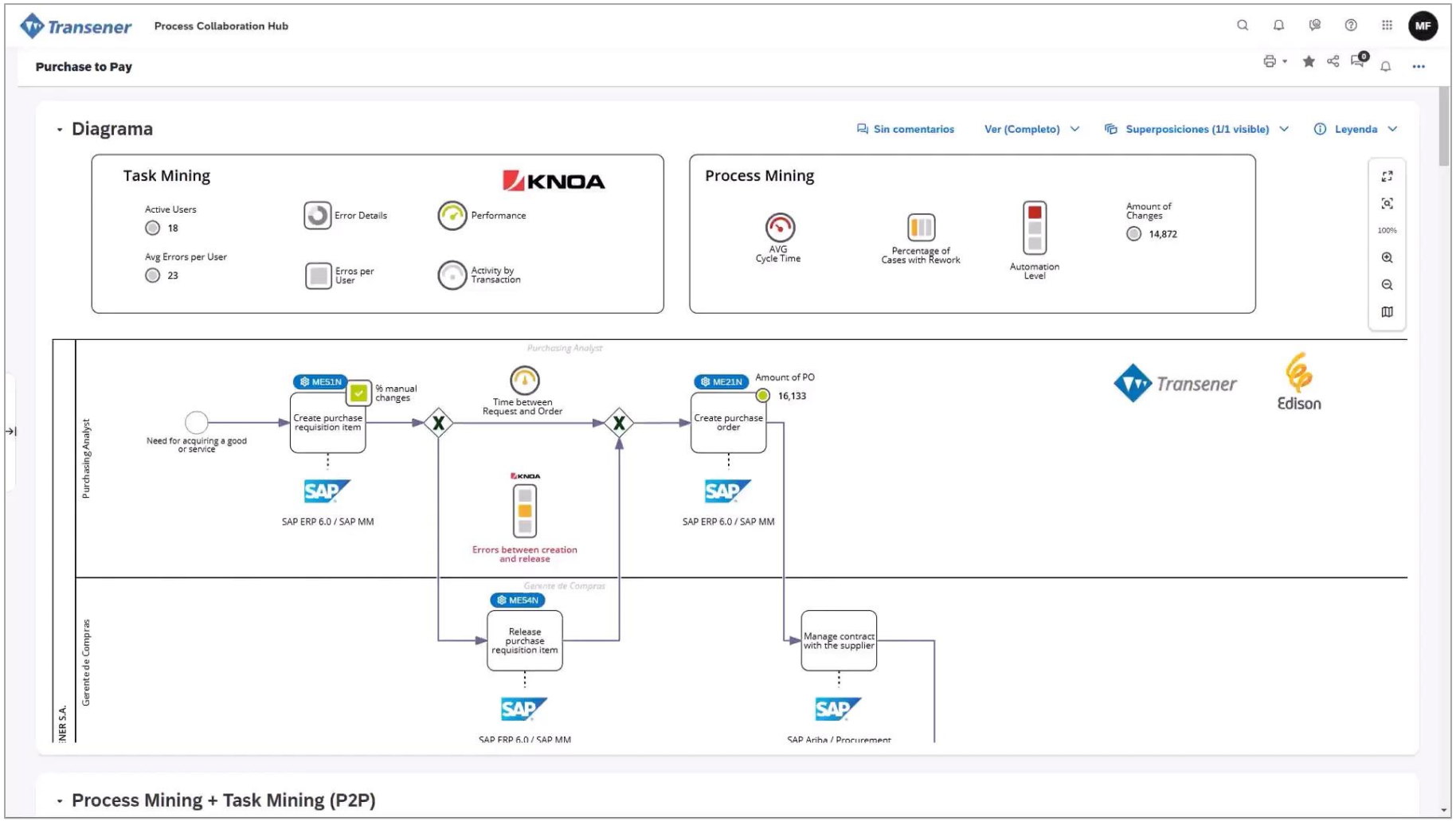
Analysis scenarios enabled by the integration

Questions that customers can answer

Use Case 1: End to End View of Process Execution

- What was the execution flow for a given process step?
- What sequence of activities did users perform?
- What errors were encountered at each step in the process?
- What was the user experience of system performance during the process?

Using this information, the process team for a Procure to Pay process can identify steps that result in approval delays or time-consuming manual activities for matching invoices, purchase orders, and receipts, that introduce a logjam into the process. Accordingly, they can perform root cause analysis and prioritize improvement actions based on actual user behavior

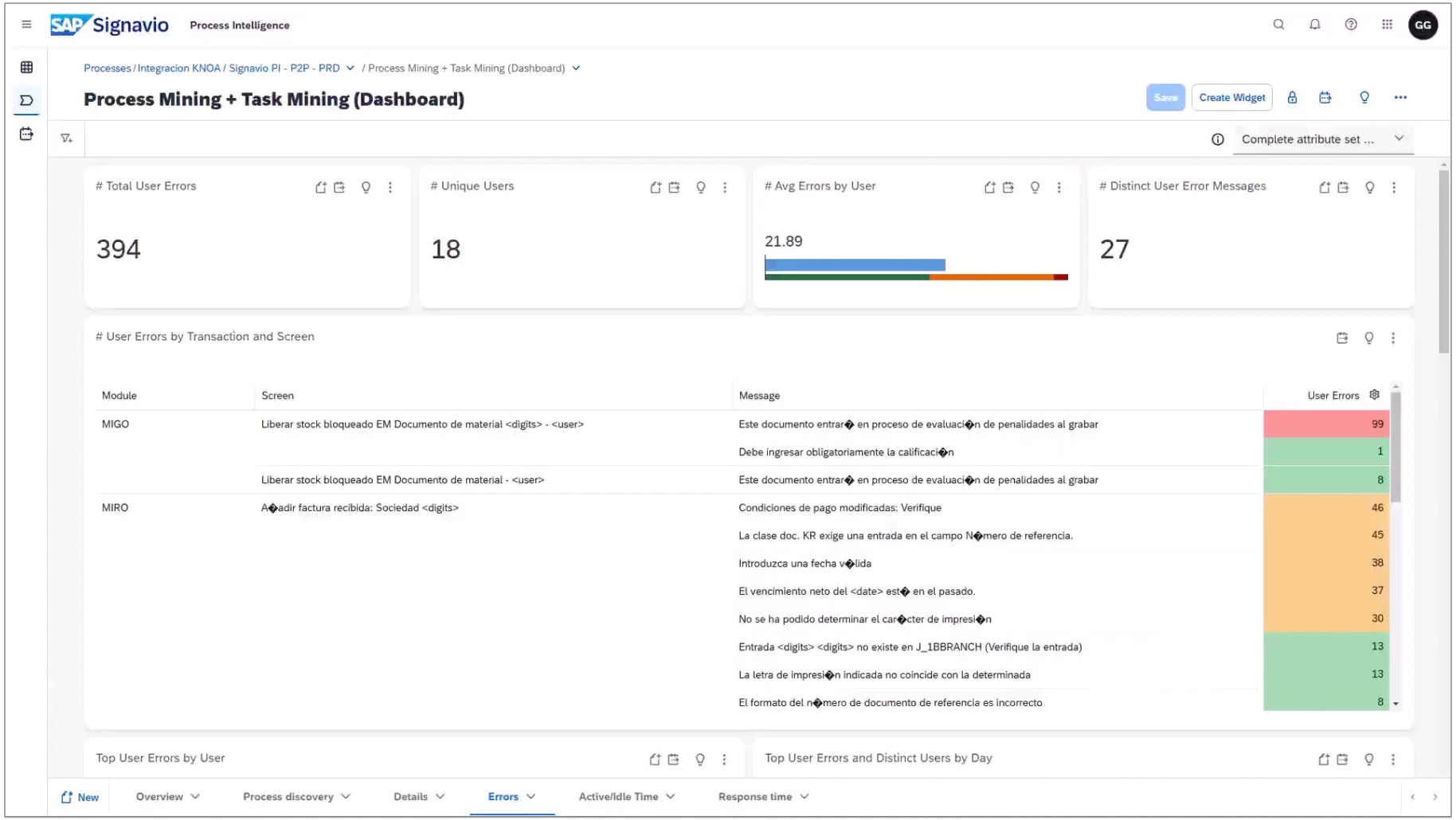


Questions that customers can answer

Use Case 2: Identify Errors Impacting Process Performance

- Which were the most frequent error conditions impacting user productivity?
- Where in the process (which screens, transactions, or process steps) were the most errors encountered?

Using this information, the process team for a Procure to Pay process can identify error conditions that result in inaccurate or incomplete vendor data in the system, or missing information on requisitions, which can cause delays as they get kicked back for clarification and correction

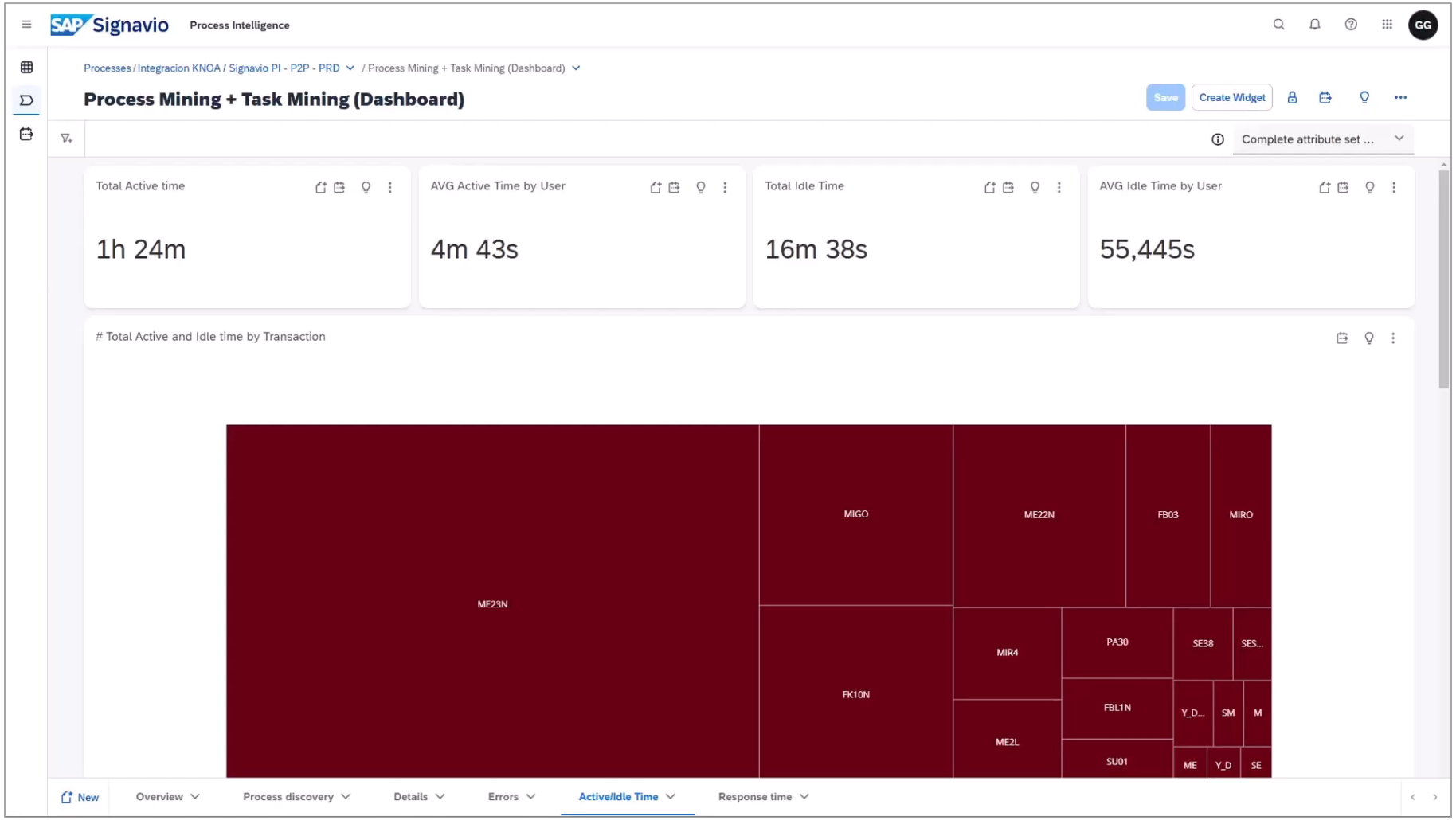


Questions that customers can answer

Use Case 3: Measure the Human Cost of User Interactions during the Process

- On which application screens or transactions are users spending most of their active or idle time?
- Can the process execution time be improved by streamlining the application or process design?

Using this information, the process team can identify steps that require a high degree of human interaction or manual work. Similarly, lack of adoption for certain transactions may be indicative of insufficient training or poor application usability.

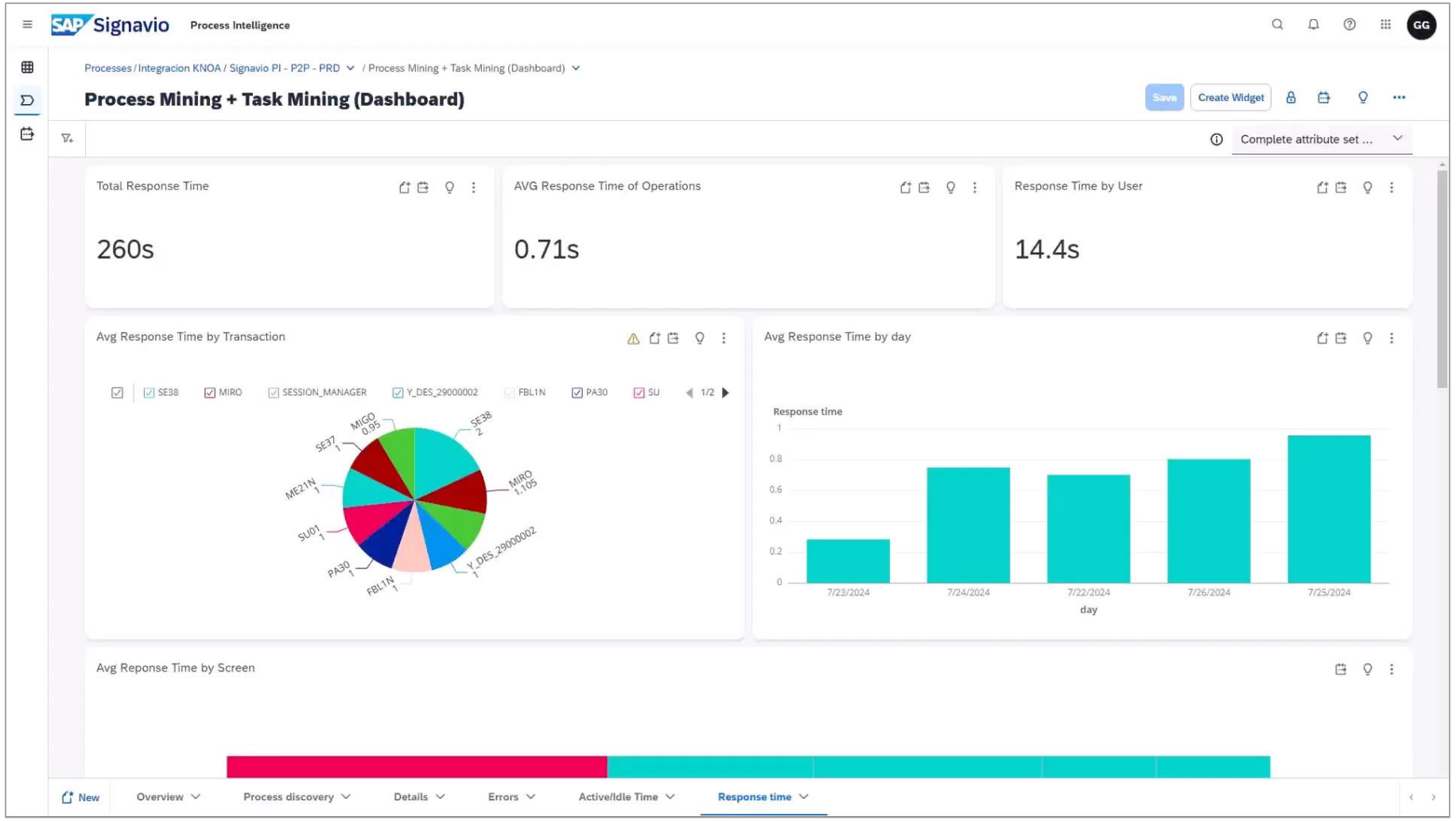


Questions that customers can answer

Use Case 4: Measure the System Impact on Process Performance

- Which screens or transactions have the slowest performance in the process, impacting user productivity and user experience?
- What steps in the process are a bottleneck in terms of system performance?

Using this information, the process team can accurately pinpoint the segments of the process where application performance and user experience should be improved, to deliver a better overall customer and employee experience.



“There's a better way to do - Find it.

Thomas Edison