WHITEPAPER

KELLTON TECH

ACCELERATE INNOVATION USING INTELLIGENT BUSINESS PROCESS HYPER AUTOMATION

TABLE OF CONTENTS

Intelligent Business Process Hyper Automation:
The Current Scenario

Recognize blind spots responsible for poor operational efficiency

How the right BPM strategy helps drive operational efficiency and productivity?

The mitigating power of BPM in SAP centric business environments

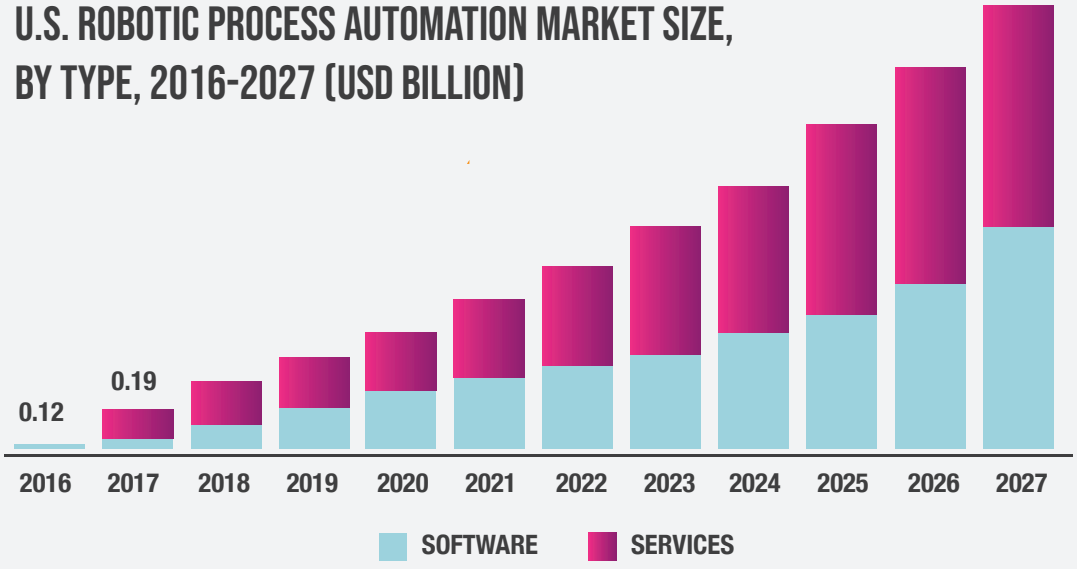
ARIS for SAP: The next wave of operational improvement & disruptive innovation

INTRODUCTION

Over the past few years, the Business Process Automation market has witnessed exponential growth worldwide. Enterprises are taking the plunge and increasingly embracing this new-age revolutionary approach in sync with robotic process transformation (RPA) and Internet of Things connectivity to streamline operational efficiency across business processes, thereby achieving better compliance and less errors in their enterprise systems. Considering the ease of implementation and high ROI aspects, over 53% of enterprises have already embarked upon their RPA journey and have gained noticeable compliance (38%) and productivity (27%) improvements, according to the Deloitte Global RPA survey.

Companies are implementing business process mapping and automation capabilities within their current landscapes to optimize operational efficiency while achieving massive productivity gains. Forrester has suggested that the RPA industry will continue to grow from $250 million in 2016 to $2.9 billion in 2021. Earlier in 2019, the market size of global robotic process automation was valued at $1.40 billion while projecting a compound annual growth rate (CAGR) of 40.6% from 2020 to 2027.

U.S. ROBOTIC PROCESS AUTOMATION MARKET SIZE, BY TYPE, 2016-2027 (USD BILLION)



Source: www.grandviewresearch.com

Indeed, an Intelligent Hyper Automation of business strategies and processes has become quintessential in order to attain absolute digital transformation in today's disruptive times where everyone is eyeing a speedy recovery from the global business crisis ignited by the COVID-19 pandemic. It has been anticipated by Gartner that 90% of large companies worldwide will embrace an RPA approach by 2022 to digitally empower their critical business processes through resilience and scalability.

RECOGNIZING BLIND SPOTS IN BUSINESS PROCESSES

There is no denying that modern business processes can get extremely complex due to Humans and Machines having access to vast amounts of data and multiple communications technologies. Considering this complexity, a poorly designed BPM strategy with compromised visibility, heterogeneity, and lack of standards in operational technology hampers business agility and the ability to drive organizational growth. We count them as the blind spots in the business process. Companies of all sizes and types have blind spots which may result in a snowball effect when ignored for a prolonged period of time.

This is where "Business Process Mapping and Automation" comes in. A streamlined business process is the backbone of every successful business operating model and is the key ingredient to attain new levels of speed, agility, efficiency, precision, to drive value, and to improve the customer experience, all while reducing costs. We have found that many companies fail to create the right balance between digital technologies and operational capabilities, which results in massive blind spots across end-to-end processes. The major barriers responsible for poor operational efficiency are:

RESOURCE CONSTRAINTS

A LACK OF TIME AND CONSISTENCY

NOT A HIGH PRIORITY

LACK OF EXECUTIVE-LEVEL SUPPORT

BUDGET CONSTRAINTS

LACK OF WILLINGNESS TO CHANGE

Finding and addressing these blind spots at the right time is necessary to improve visibility and efficiency of business processes. Vulnerabilities like bottlenecks in business functions, dependencies, delay and downtime are the most common blind spots that usually emerge from:

People: When there is a high dependency on a single person for many specific tasks, making all the decisions or has access to large amounts of data about the process/department, a blind spot emerges when this individual is unavailable without giving handover or access to information to his/her backup.

Data: With no availability of important data, workers struggle to make the right decisions and data problems emerge as a big blind spot. Siloed data is another complex issue that can adversely affect the operations of an organization.

Process: Blind spots occur when people don't have access to workflows, reports, and department processes.

Business Process Mapping + Automation is the wisest choice to bring more operational visibility quickly and reduce blind spots effectively. The right integration of this approach helps in unlocking the strengths and weaknesses of business functions in the shortest possible time, all while improving visualization across the existing processes and organizational agility. To be more agile and innovative, Enterprises today are light years ahead in their embrace of digital transformation by infusing different Hyper Automation strategies along with digital intelligence and the right technologies in existing business processes.

WHY IS BUSINESS PROCESS MANAGEMENT IMPORTANT FOR YOUR ENTERPRISE?

Business Process Management (BPM) is the surefire way to analyze and improve predictable business processes using various advanced software and services. BMP plays a strategic role to automate, monitor, and optimize processes across the enterprise in order to drive maximum business value while increasing efficiency and reduction in costs. Here is how the right BPM strategy plays a vital role to drive operational efficiency and productivity:

1. Digital Transformation:

It is a major component of BPM which ensures absolute organizational stability and adaptability by intelligent usage of the right process mapping tools and best practices. This in turn drives operational efficiency and transformation within the organizational functions.

2. Increased Productivity:

It is the result of a streamlined business process, intelligent mapping and Hyper Automation that together plays a significant role in eliminating redundant or inefficient activities. This, in turn, contributes to yield higher output in the forms of quality, speed, and accuracy. Furthermore, a well-defined framework helps to improve operational efficiency and real-time visibility by keeping all business functions documented and monitored while eliminating the loopholes.

3. Improved Agility:

Automation of tasks and processes in an organization stimulates more flexibility and makes course-correction much easier. BPM helps the workforce to identify, rectify, and implement any changes across the business operating model quickly. The right implementation of this approach enables the team to navigate bottlenecks emerged as a result of internal or external factors. This way, an organization will become more powerful, agile, and competitive.

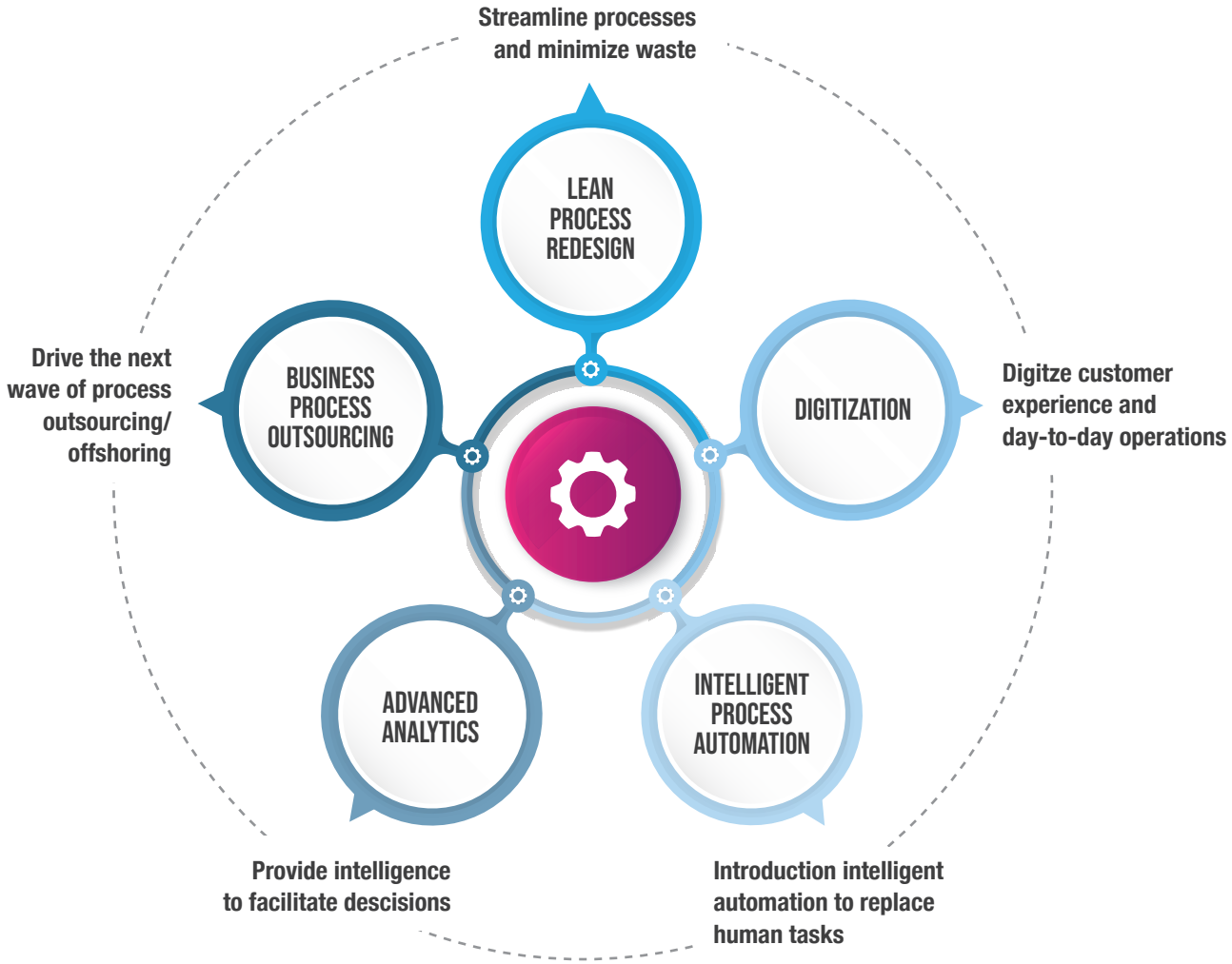
4. Measurability:

The deadliest enemy of any enterprise is the failure to accurately measure the business efficiency and process performance. With the help of business process management, an enterprise will be able to quantify business functions and tasks on a regular basis. As a result, teams will become more vigilant towards identifying the potential areas of improvements that will help to maximizing business growth and ROI.

5. Better Visibility + Efficiency:

Adopting a well-integrated BPM strategy enables an enterprise to gain a competitive edge by improving the speed, accuracy, and efficiency to perform quickly with minimal lost time. BPM works directly at the core inefficiencies within a business process to eliminate the slowdowns and roadblocks without relying on labor-intensive manual techniques. Also, it helps to avoid workflow bottlenecking and any other needless redundancies by tracking business functions from initiation to completion. With BPM, enterprise teams will be able to increase productivity by minimizing the chances of human error and micromanagement through process mapping and automation.

Owing to the key benefits, companies across multiple industries are investing in BPM using business-critical technologies such as SAP along with Artificial Intelligence, Machine Learning, Cloud Computing as well as real-time analytics to extend their horizons of business process automation and mapping. Here are five significant approaches and capabilities to put at the heart of next-generation business operating models:



Source: McKinsey (Introducing the next-generation operating model)

THE MITIGATING POWER OF BPM IN SAP CENTRIC BUSINESS ENVIRONMENTS

In today's age of digital transformation, SAP has emerged as the "unicorn" for many companies aiming for digital agility with innovation, real-time visibility, hands-free execution, and stability. With strategic SAP Process Orchestration, teams can streamline everything, right from simple workflows to complex executions all while improving process efficiencies quickly and flexibly through

On-premises deployment

Lower costs related to integrating heterogeneous systems

Faster modelling and deployment of business process applications

Improved data quality and reduced data entry efforts

Managing every business function becomes a quite challenging task for enterprises in a business framework where thousands of processes, workflows, tasks, systems, applications and products are running continuously. By intelligently centralizing all data, SAP allows a business organization to enjoy absolute control over various resources, complex business functions, vast amounts of data, and digital communications. It helps to accelerate business performance, enhance customer experiences, and provides easy access to real-time insights across the enterprise.

Many enterprises are widely using SAP solutions to discover insufficiencies within their information systems architecture. SAP works as an integrated business synchronized system to drive efficiency at various levels of the organization while eliminating data discrepancies between sub-systems. This makes business operation management much easier by taking care of overall reporting system and analytic settings, developing process consistency, optimizing business developments, and solving complicated business challenges.

The deployment of enterprise automation roadmaps in many organizational settings can often result in numerous enterprise BPM challenges, technology limitations, and compatibility issues. This has become a serious concern for many companies who are aiming high on business agility and better performance. So, the big question is — how can a company ensure all complex processes and business concepts are mapped effectively in a SAP environment? The answer lies in Business Process Management and Hyper Automation using ARIS. This solution helps to increase visibility into operations, avoiding failures in process management efforts, and ensures customer-driven quality as a key value.

THE NEXT WAVE OF OPERATIONAL IMPROVEMENT & DISRUPTIVE INNOVATION: ARIS FOR SAP

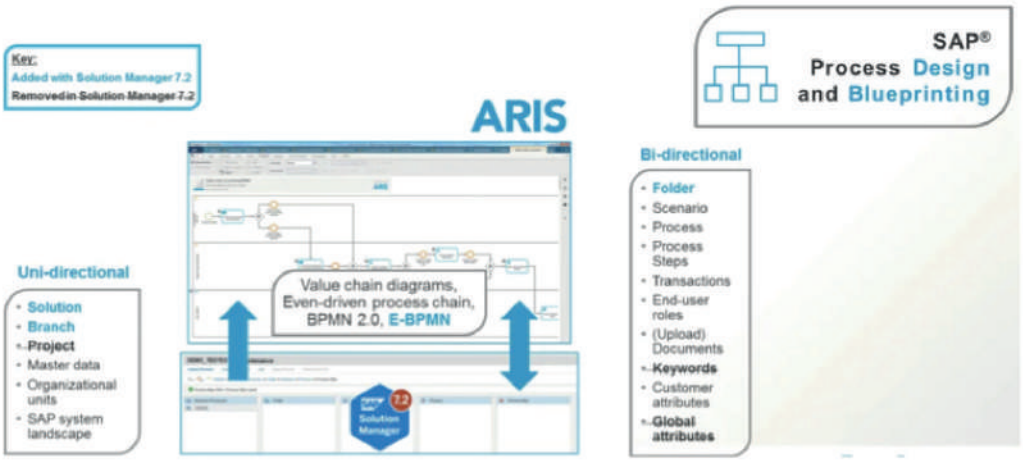
Optimize process transparency across an enterprise with ARIS software, which embraces absolute digital transformation via business process analysis (BPA) and process management while reducing risk and improving compliance. ARIS allows companies to attain continued business growth along with operational excellence by working directly at the center of SAP data management and process automation capabilities. It has been designed to bridge the gap between an enterprise and its SAP landscape by strategically mapping all processes, tasks, workflows, and business concepts, which results in:

Using ARIS, an enterprise will be able to achieve the next level of productivity in today's fast-changing digital landscapes by simply discovering end-to-end processes within the enterprise, making comparisons between planned processes, and conducting in-depth analysis using powerful visualizations. This allows for operational excellence at every level by quickly solving the root causes of process challenges across Man, Machine and Material. The ARIS for SAP software solution acts as a strategic asset for an organization and helps its workforce to take the lead in future-proofing business decisions by:

Designing SAP processes:

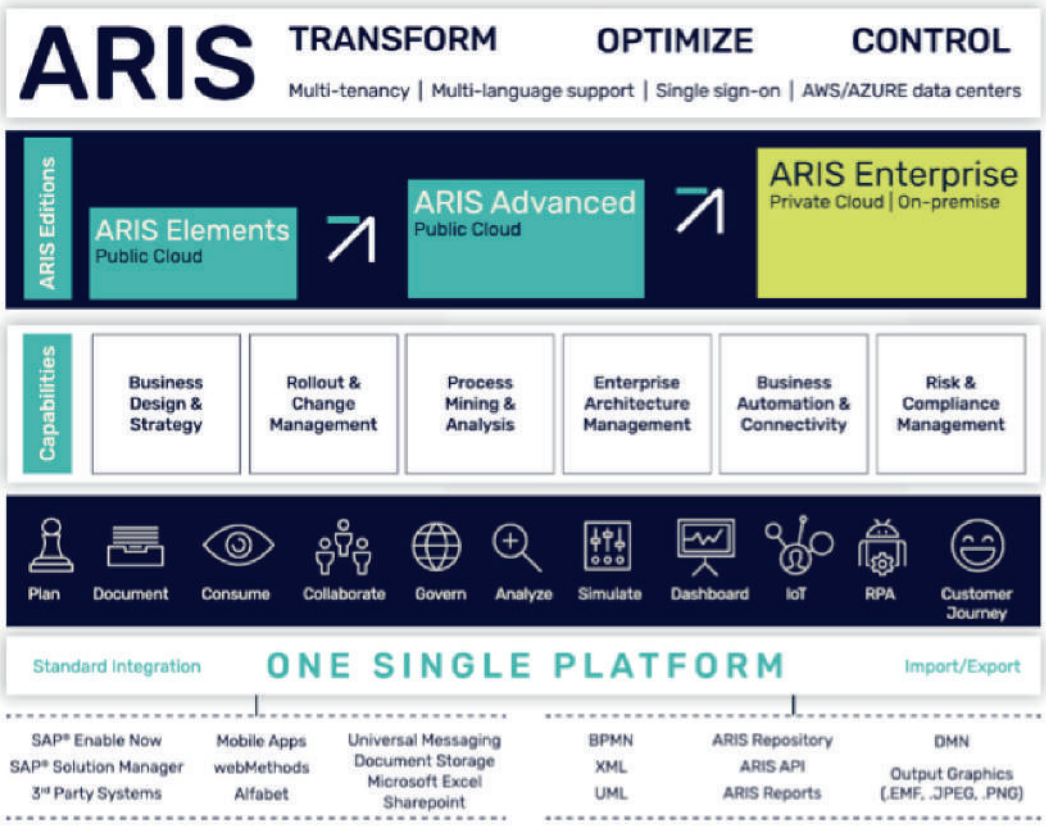
Provides complete support for both SAP and non-SAP modelers, enabling business and IT to work on a single central repository comprising of end-to-end process information. ARIS software allows an enterprise to design its own SAP process ready for synchronization with SAP Solution Manager 7.2. Furthermore, one can leverage this business process transformation solution to blueprint SAP processes and transfer datausing a bidirectional interface directly to SAP Solution Manager. The synchronization of diagrams between ARIS and SAP Solution Manager supports the creation of BPMN Call Activities.

USE CASE - PROCESS DESIGN AND BLUEPRINTING



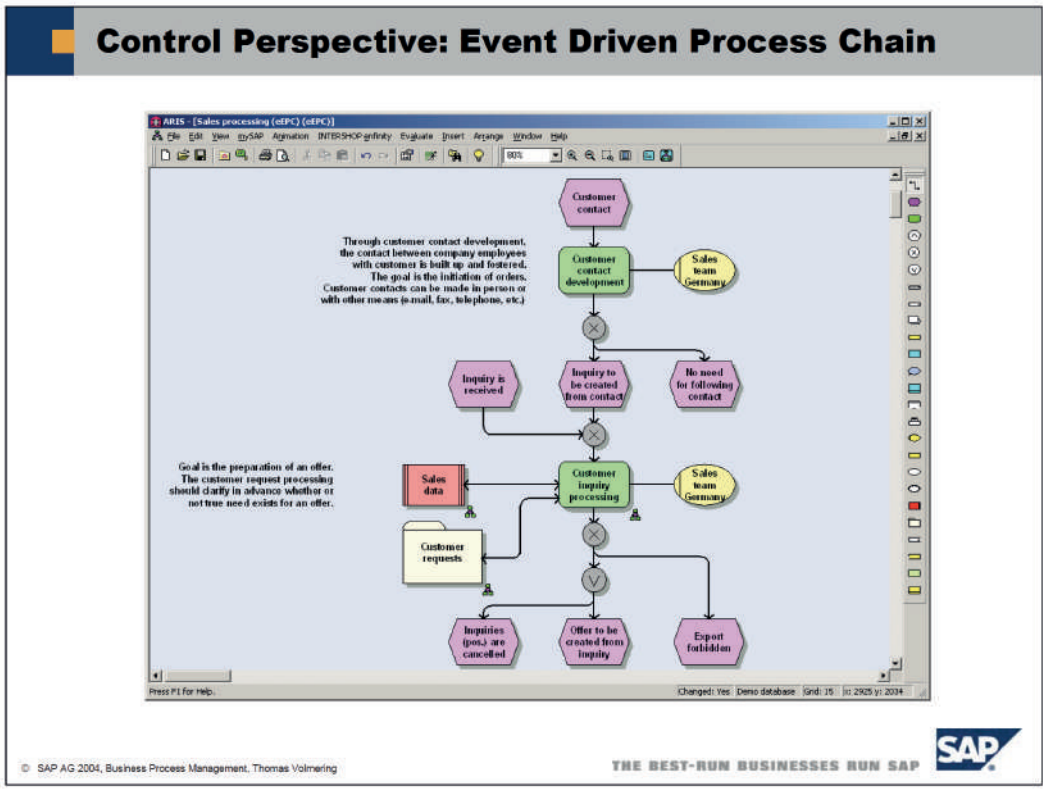
Gain Business Transformation

ARIS has been designed to elevate enterprise reality and improve operational excellence by securing agile transformation across departments, hierarchy, systems, and locations. ARIS helps to properly document, analyze, optimize, and communicate all the information in a sorted manner to ensure every stakeholder is on the same page. It adds life to complex business processes through the right alignment of business and enterprise architecture in conjunction with IT assets like applications, technologies, or information. This offers in-depth business insights to the team.



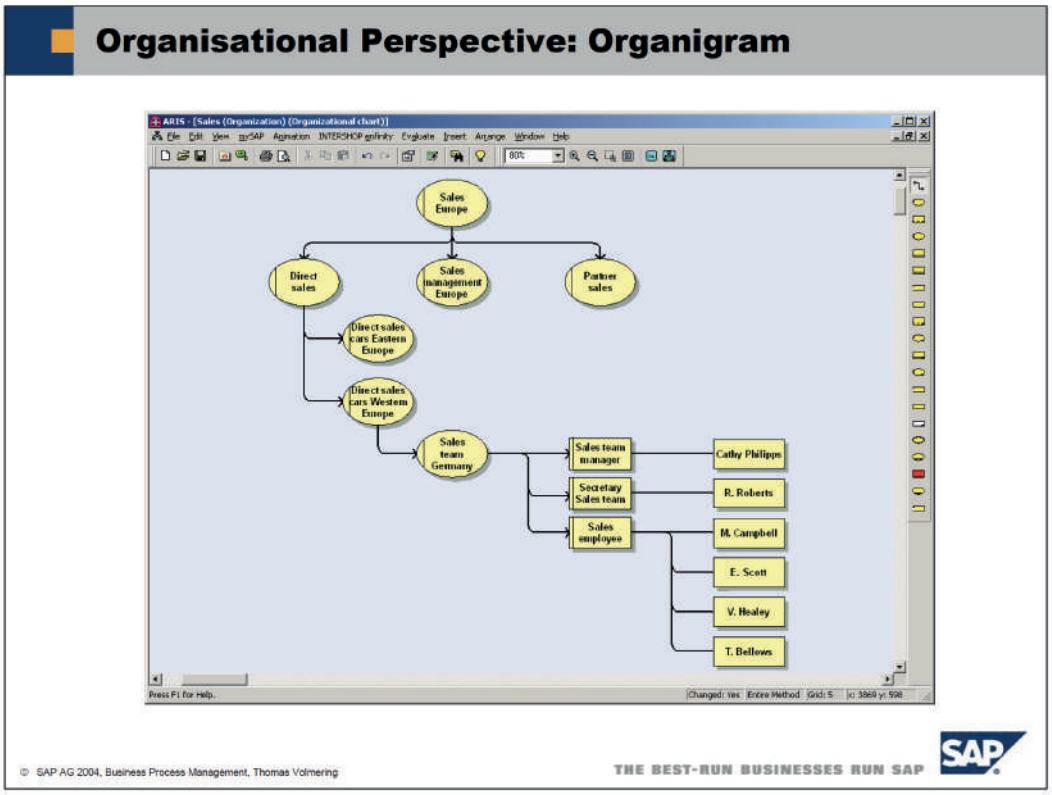
Better Visualization

ARIS is a smart application which comes with a comprehensive set of capabilities to seamlessly create, edit, manage, record, and describe the myriad of business processes for graphical representation of vast organizational information such as data models, process flows, organization and function views, control data, output views and more. It can also graphically represent the process chain links between different objects of data, organization view, functions, and business processes using ARIS's event-driven process chains. This feature comes in handy to illustrate the procedural sequence of functions in a SAP empowered business landscape.

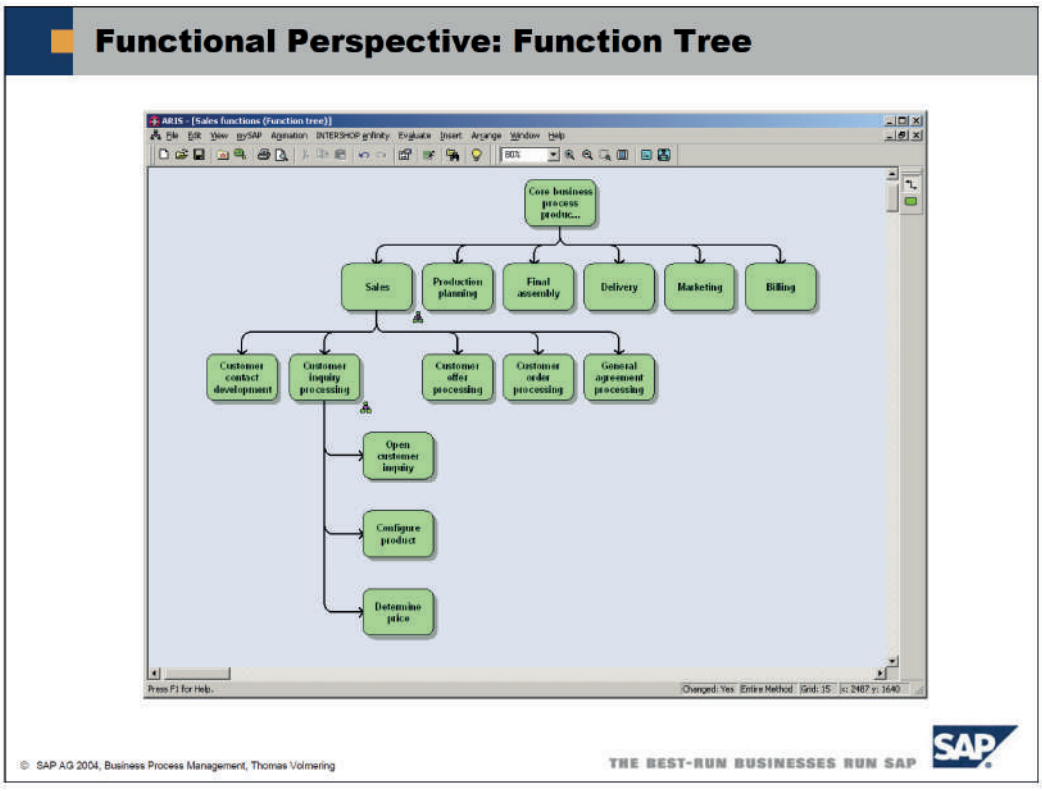


The ARIS application can provide organizational structures reflecting inter-relationships, organigram and task performers carrying out different functional responsibilities within an enterprise. Such graphical representation of organization perspective brings more transparency and visibility to the stakeholder who is responsible for business growth, resource management, the rollout of new business processes, and organizational change management. The friendly and intuitive interface of ARIS allows stakeholders to understand where the process is fragmented by numerous key responsibilities, and to identify different transition areas which are going to contribute to improving organizational changes. Also, it encourages better collaboration and cross-company contributions across the enterprise by driving the right allocation of assets and pinpointing the pain areas; thereby making significant contributions to company-wide transformation.

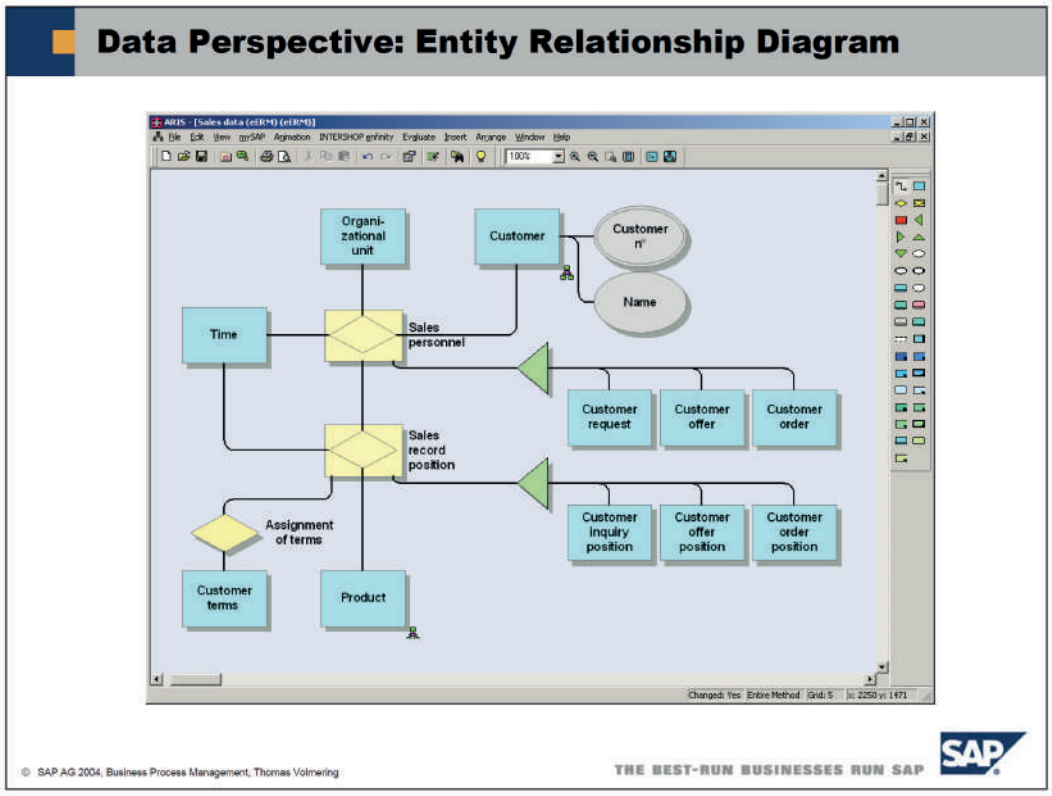
A snapshot of Organigram:



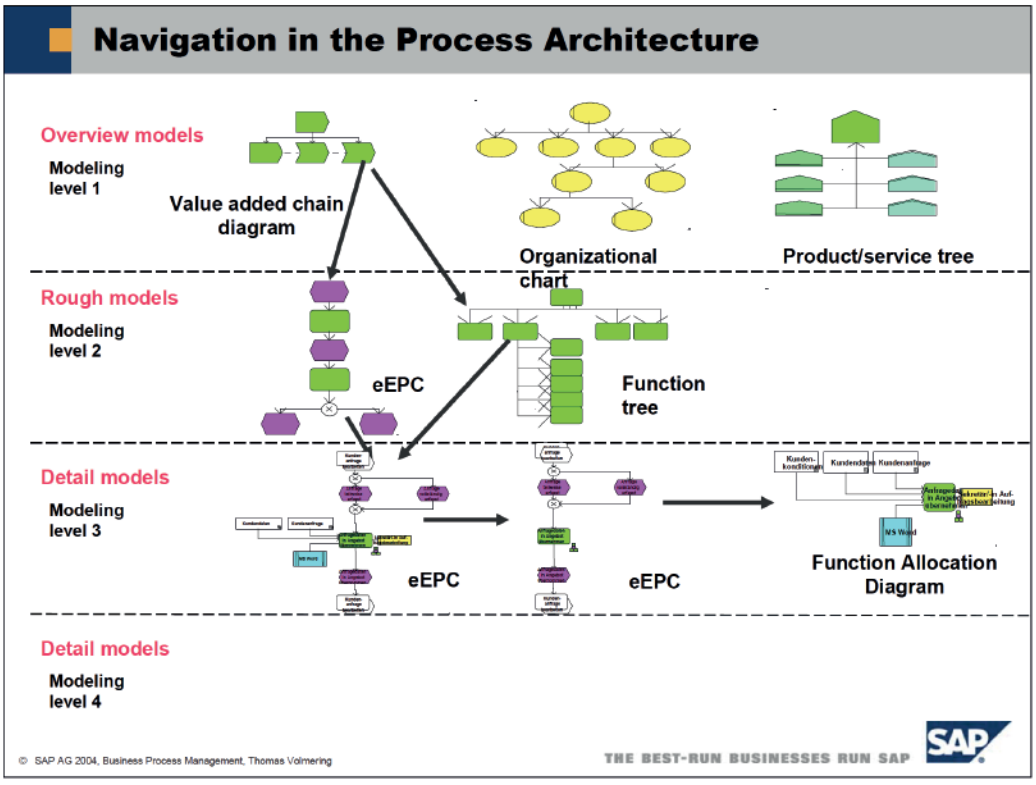
A snapshot of Function Tree:



A snapshot of Relationship Diagram:



A snapshot of Process Architecture:



Process-Orientated Testing

ARIS for SAP solutions is the key to enhance end-user acceptance and quality by enabling process-orientated testing. This plays a significant role in the quick elimination of repetitions by simply re-using existing ARIS process knowledge. The software assists with the optimization of test design including, test cases creation, end-to-end test case descriptions, test sequence graphs, and test scenarios into the SAP Test Workbench. ARIS Test Designer supports the multi-level process hierarchy, which was introduced by SAP Solution Manager 7.2. This improves capturing End-to-End test scenarios.

Integration with SAP Enable Now

The native interface between ARIS and SAP Enable Now Producer allows the fast and easy adding of documentation and other knowledge objects like simulations and courses to ARIS process structures. ARIS processes and substructures can be imported into the Producer to add learning content. Afterwards, the links to the published learning content can be exported and can be started directly in ARIS from the corresponding process node. During import the common ARIS model types, for example, BPMN and EPC, are supported. Custom model types can be specified optionally. Process models can be imported as media objects additionally to use them in learning content.

Kellton Tech is a 'Born Digital' technology consulting and services company founded on the belief of 'Infinite Possibilities with Technology.' The company has helped startups to Fortune 500 clients build disruptive Digital Transformation solutions and leverage technology as a competitive differentiator for their businesses. Driven by deep domain knowledge and technology expertise, Kellton Tech adds value to client relationships by being as a Trusted Partner. A rapidly growing company, Kellton Tech has been placed four times on the Deloitte Technology Fast 50 India list and has been recognized by Forbes Asia as one among the Top 200 companies in 'Best under a Billion' 2017 List. With operations across the US, Europe, India, and Asia-Pacific, we are consistently on the lookout for the next competitive advantage. Please visit our website **www.kelltontech.com**.

North America: +1.844.469.8900
Asia: +91.124.469.8900
Europe: +353.76.604.2716

General Inquiries:
ask@kelltontech.com

KELLTON TECH