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Tech Academy: Intelligent Business Operations

Day 1
- Chapter 1: Overview & Strategy
- Chapter 2: Process-Driven App Development
- Chapter 3: Process Integration

Day 2
- Chapter 4: Process Visibility
- Chapter 5: Business Rules Management

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Agenda

1. Fundamentals
2. Key Capabilities – SAP Operational Process Intelligence powered by SAP HANA
3. Introducing the exercise
4. Summary
Traditional Relationship Between Business Intelligence and Processes

Information and analytics to **understand** the business

Processes and data to **run** the business

Adapted from: Jim Sinur, Gartner – Intelligent Business Operations
Problem Space and Challenges
How do you make smart business decisions in real-time?

1. How do you track performance of key business (operations) processes?

2. Are you able to identify trends, forecast events, and adapt quickly?

3. How do you find out when things go wrong?

4. Can you detect and respond rapidly to threats and opportunities?

1. Sales
2. Operations
3. Business Partner
4. Finance
SAP Operational Process Intelligence
Overview

Workspace
- State-of-the-art User Interface
- Desktop and mobile
- Open for SAP dashboard technology & extensions on SAP HANA

Operational Data
- Built-in processes (transactional, via Process Observer)
- SAP Business Workflow
- SAP NetWeaver BPM
- SAP NetWeaver PI (A2A & B2B)
- 3rd party applications
- Complex Event Patterns via Sybase ESP (Event Streams)
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SAP Operational Process Intelligence
User Experience

Real-time process visibility to **line-of-business** users for faster and better-informed operational decisions:

- Harmonized, integrated and personalized user experience
- All-new, modern SAPUI5-based UIs
- Responsive across devices
  - Big-Screen Control Towers
  - Desktop
  - Tablet, mobile devices
- Flexibly-fast tile-view
SAP Operational Process Intelligence
Instance-level visibility, by Phases and Milestones

**End-to-End Business Scenarios** are abstracted to higher level “phases” for LoB

- Simplified, business-user consumable abstractions of complex “big” processes
- Provides business-level, semantical containers (phase) to describe the logical unites of work aimed to achieve a common business goal in milestones
  - Abstraction of underlying execution environment and process flow
  - Agnostic of IT complexity (heterogenous business process fragments and participants)
  - Flexible to adapt at runtime
SAP Operational Process Intelligence
Instance view featuring trends and forecasts

**Scenario Instance View:** business navigation in real-time

- Simplified, business-user consumable abstractions of a complex E2E instance
- Status for phases based on start and end-event
  - Completion percentage
  - Elapsed time
  - Forecast
SAP Operational Process Intelligence
Insight-to-Action: collaborative problem solving

Easy-to-use **embedded task management** for to-do’s and collaborative tasks.
SAP Operational Process Intelligence
Integrated Inbox ("workbox")

Embedded SAPUI5 Workbox for tasks, notifications and to-do’s
SAP Operational Process Intelligence
Notifications

Subscription of notifications for KPI violations
- Time-windows (hourly, daily, weekly, monthly)
- “Quality-of-service” (at risk or violated)
- Measures and indicators for performance management
SAP Operational Process Intelligence
Business Scenario Support (Scenario Editor and Search in HANA Studio)

Search, consume, edit E2E Business Scenarios

- Search multiple SAP Process Provider systems
- SAP Business Suite (Process Observer)
- SAP Business Workflow
- SAP NetWeaver BPM (Process Orchestration)
- SAP NetWeaver PI (Process Orchestration)
- Configure end-to-end correlation conditions
SAP Operational Process Intelligence
Business Phases Configuration

Phases, measures and indicators

- Model and configure phases
- Start and end-event of phases
- Targets, thresholds and breakdowns
- Measures and indicators
- Push-button generation of all scenario artifacts
- Tables, calculation views, SAPUI5 screens, XS/JS
SAP Operational Process Intelligence
Integrated Search Console

Search, consume, edit E2E Business Scenarios

- Search multiple SAP Process Provider systems
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SAP Operational Process Intelligence
3rd Party Data and Data Type Enrichment

Integrate 3rd Party Systems and Data
- Operational Data Store (ODS)
- Data Type Definitions
- Modeled Pools and business semantics

Operational Data Store
Read-access to 3rd party data

Modeled Scenario
Pool, activities and data type

Table structure according to BPAF (Business Process Analytics Format)

Relate to imported tables in SAP HANA
SAP NetWeaver Business Process Management
Deep Integration with SAP Operational Process Intelligence

Provide real-time process visibility to line-of-business users enabling faster and better-informed operational decisions

**Process discovery**
- Search and import process models directly from an SAP NetWeaver BPM system or via SAP NetWeaver Gateway
- Use process events to define business scenarios and KPIs

**Runtime events**
- During process execution, process events and context data are available for replication into SAP Operational Process Intelligence

**Correlation**
- Automatic correlation between BPM main flow and referenced sub-flows
Data Integration Options

SAP Operational Process Intelligence, powered by HANA today supports process-centric, data-centric and integration-centric data replication. Future enhancements will be around event streams and feeds.

POB = Process Observer
ODS = Operational Data Store
BPAF = Business Process Analytics Format
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SAP NetWeaver Process Orchestration
...as provider for Operational Process Intelligence

The following event types can now be used in a scenario definition:

- Process start, Process end
- Referenced sub-process call
- Task created, Task claimed, Task completed
- Automated Activity started/completed
- Intermediate Message received (consumed)
Prepare the Master Data Quality Process
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Summary

SAP Operational Process Intelligence is a new decision support software offering from SAP, powered by HANA.

The solution is able to consume operational process event data from various (heterogeneous) data providers, to offer process visibility and operational decision support on real-time data for line-of-business users.
Combining orchestration with operational intelligence
Intelligent processes powered by SAP HANA

Benefit from SAP HANA, providing accelerators for specific BPM scenarios (e.g. Analytics) and VDM (Virtual Data Model) for BPM.
Integrated user experience for tasks, actions, alerts, notifications in space.me.

User experience
- Harmonized, integrated and personalized user experience
- All-new, modern SAPUI5-based UIs
- Responsive across devices (desktop, tablet, mobile)

New scenarios
- Closed loop between process execution and insight
- Actively driving processes towards goals, enabling navigation and integration back into process execution
- New real-time analytical applications via virtual data models

Performance & TCO
- High-performance, in-memory HANA database
- Selective optimization of performance-critical application code
- Native execution of rules on HANA database
- All data in HANA - no replication of data across multiple systems

This is the current state of planning and may be changed by SAP at any time.
Thank You!