



WELCOME

- Welcome to today's webinar entitled, SAP Signavio for Utility Transformation
- Webinar Focus
 - \square Why Utilities Need Process Transformation Industry challenges and opportunities.
 - □ Signavio as a Business Transformation Tool Enabling process maturity
 - ☐ Core Capabilities of Signavio Process Management, Mining, and Automation
 - ☐ Deep Dive: Process Management Architecture, Value Chains, E2E processes, and visualization
 - ☐ Key Benefits Real-time collaboration, reporting, and simulation
- Ask questions in Team's Q&A chat box
- Post-webinar email with link to recorded webinar, slides and survey tomorrow



A LITTLE BIT ABOUT US







Founded in 2001 and headquartered in Walnut Creek, CA, with offices nationwide, Celerity is an agile risk optimization company dedicated to helping public utility organizations transform complex data and field operations into precise, actionable intelligence to mitigate risk, optimize assets, and maximize project results.







TODAY'S SPEAKERS



Sam Lodaria
Director, Business Integration
& Transformation



Arjun Kaushal Expert Business Analyst



Joy MitchellChief Business Architect



Insulet











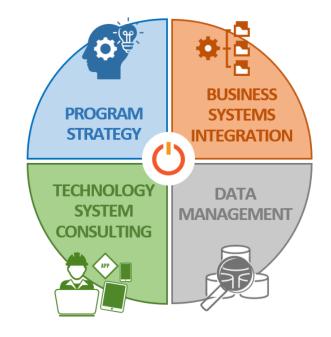


About Celerity BIS



Business Integrations Services

Celerity's BIS team provides advanced business integration services to help clients bridge the gap between people, processes, data, and technology, to create a cohesive and interconnected operational environment within the utility infrastructure.





CELERITY PARTNERS













✓ How can you modernize your BPM tools?

✓ What is <u>Signavio</u> – and how might it benefit your utility's transformation?



Setting context

We are making some assumptions about you and your role in utilities:

- ☐ You are generally familiar with the utility industry
- You believe that the utility industry needs some level of transformation
- ☐ You agree that Lean 6-Sigma is an important part of the transformation process

If you agree with the above, we hope you will find this to be a useful session.

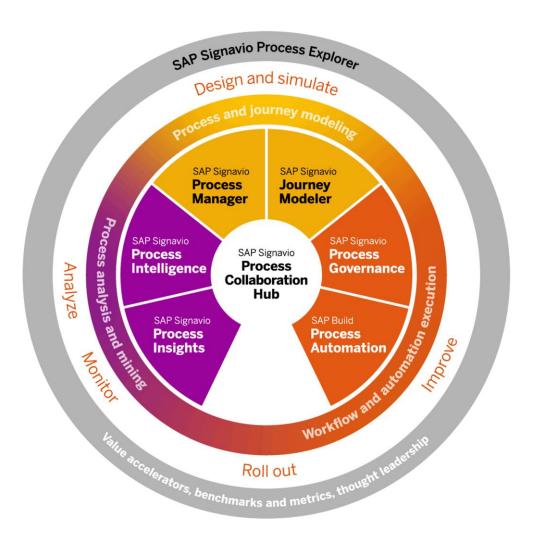


Signavio – Digital enabler for Lean Six Sigma-driven process improvement

SAP Signavio is a cloud-based **Business Process Transformation Suite** that enables organizations to **visualize**, **analyze**, and **optimize processes** for **continuous improvement**.

Users need **skills** in **process modeling** (BPMN), **data analysis**, **process mining** (event log creation, SQL, ETL), and **business process improvement** (Lean Six Sigma).

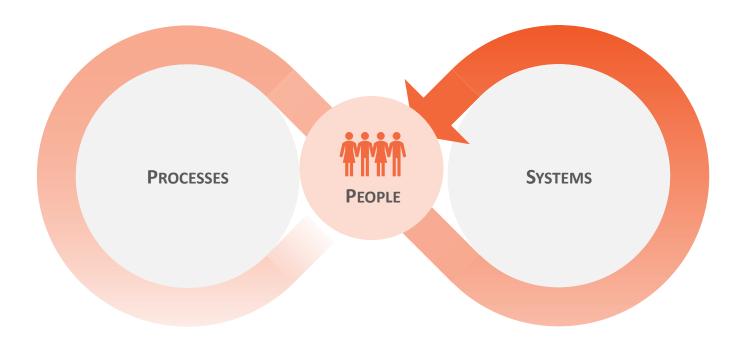
It **supports transformation for any system** by integrating with non-SAP data sources, enabling process modeling, simulation, and mining across diverse IT landscapes.





The Utilities Industry: A Sector Poised for Transformation

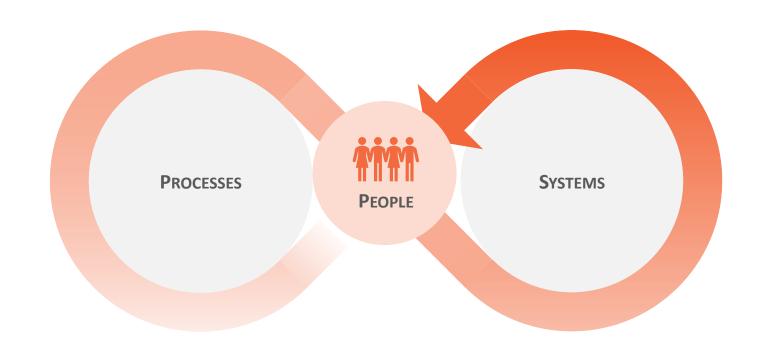
The utilities industry is undergoing a rapid shift driven by digitalization, sustainability goals, and evolving customer expectations. The need for grid modernization, operational efficiency, and regulatory compliance has never been more critical.





The Utilities Industry: A Sector Poised for Transformation

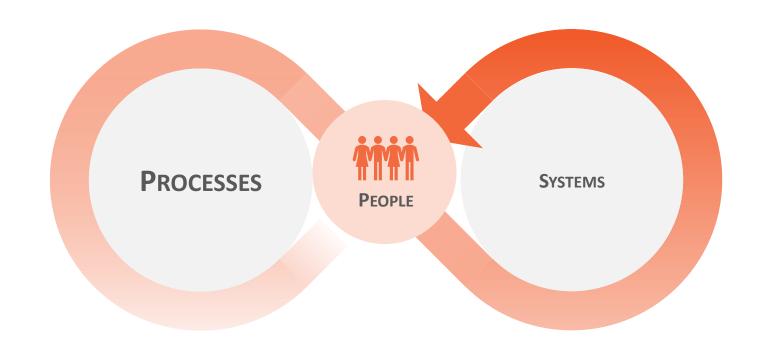
Al and automation are reshaping utilities by optimizing energy distribution, predicting demand fluctuations, and improving asset management.





Process Transformation: The Foundation of Business Transformation

To navigate these industry shifts and fully leverage AI and automation, utilities must transform the way they operate—driving Business Transformation through Process Transformation.





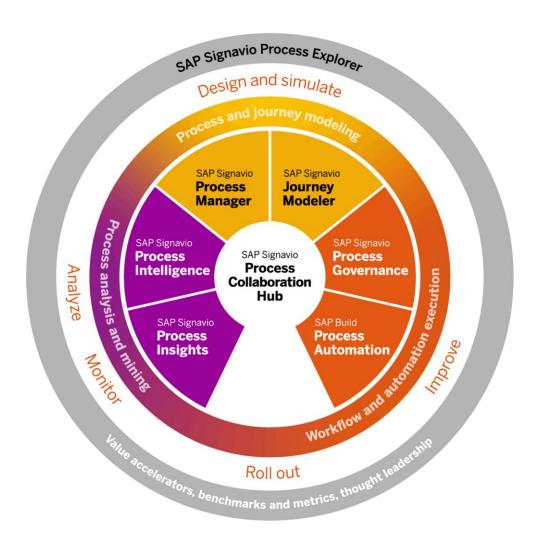
Signavio – Digital enabler for Lean Six Sigma-driven process improvement

Process Management: Establishes standardized, auditable workflows that **ensure regulatory compliance** and operational consistency.

Process Mining: Enables continuous monitoring and improvement by identifying inefficiencies and uncovering automation opportunities.

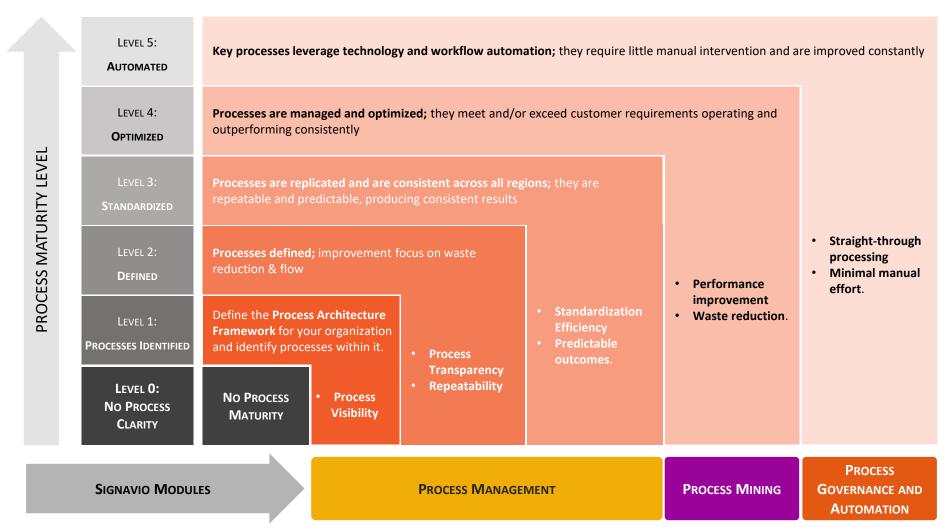
Governance: Strengthens process control, compliance, and accountability through structured oversight.

Automation: Leverages **SAP BTP** to streamline and automate workflows across **back-office**, **field services**, **and customer operations**.



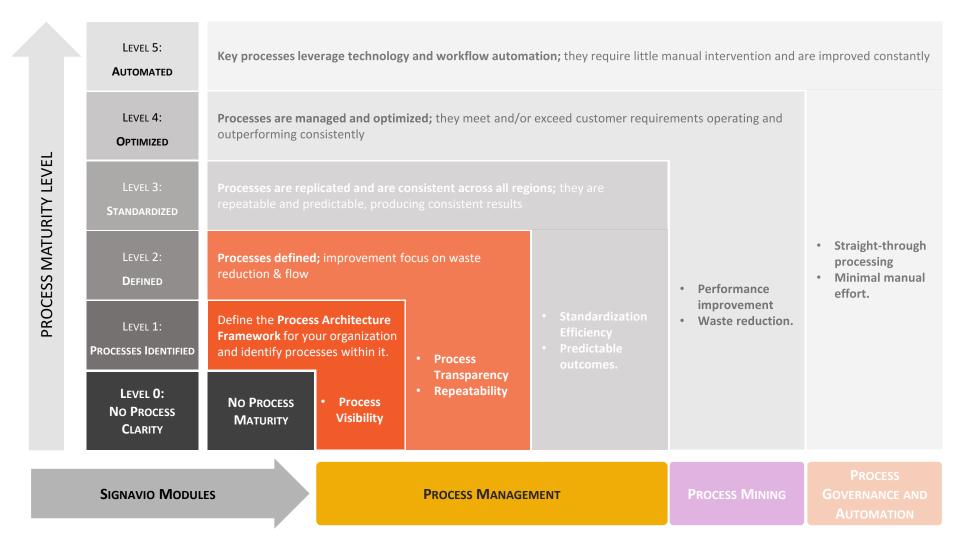


Process Maturity Model – A framework for Process Transformation



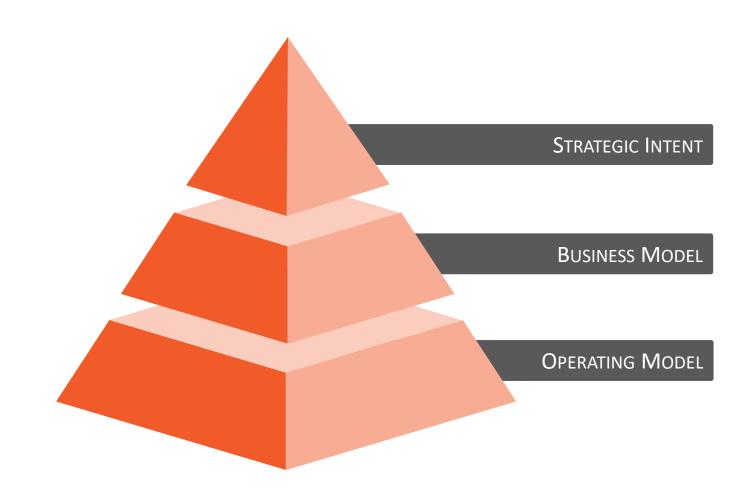


Process Maturity Model – A framework for Process Transformation



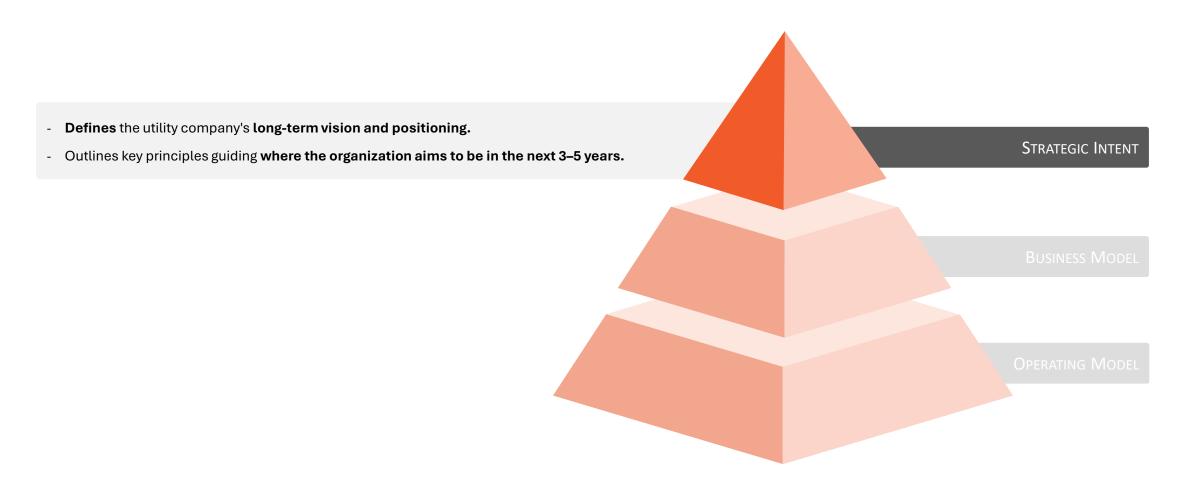


Process Architecture Framework



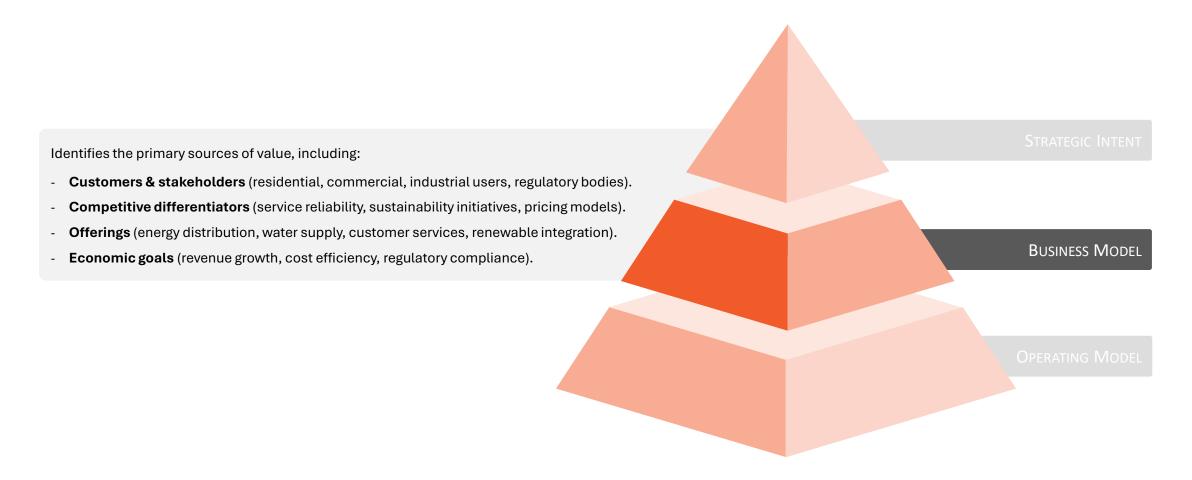


Process Architecture Framework – Bridging Strategy and Operations



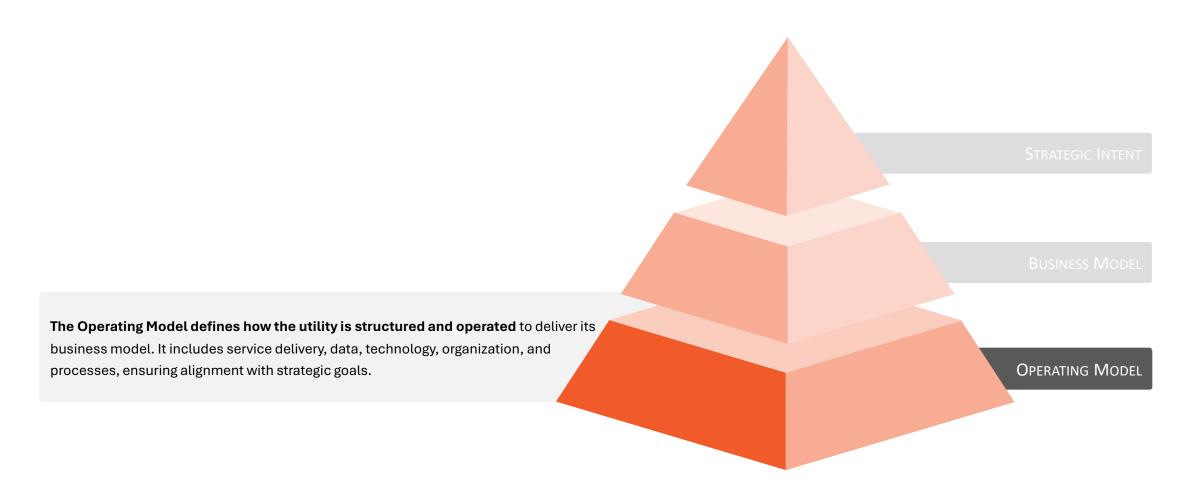


Process Architecture Framework – Bridging Strategy and Operations





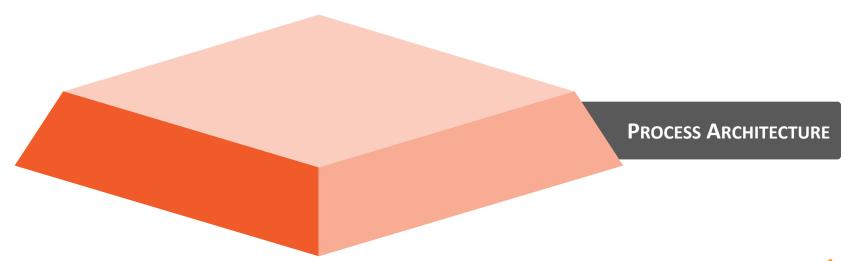
Process Architecture Framework – Bridging Strategy and Operations





Process Architecture – The Blueprint of your Operating Model

The **Process Architecture serves as the blueprint for the Operating Model**, organizing and defining business processes, systems, and workflows to enable efficient service delivery.





Process Architecture – Benefits



End-to-End Visibility & Optimization



Impact Assessment for Organizational Changes



Standardization & Consistency

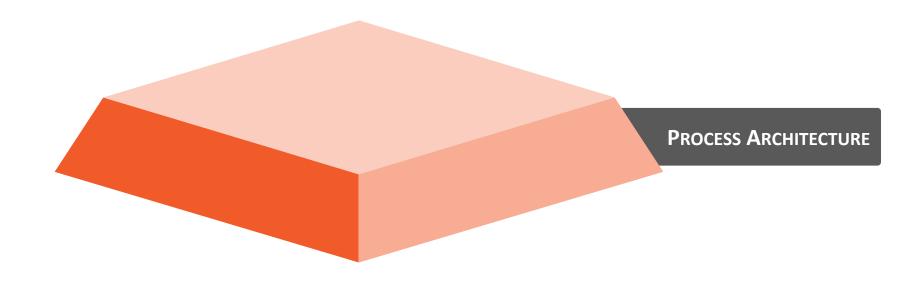


Efficiency & Continuous Improvement

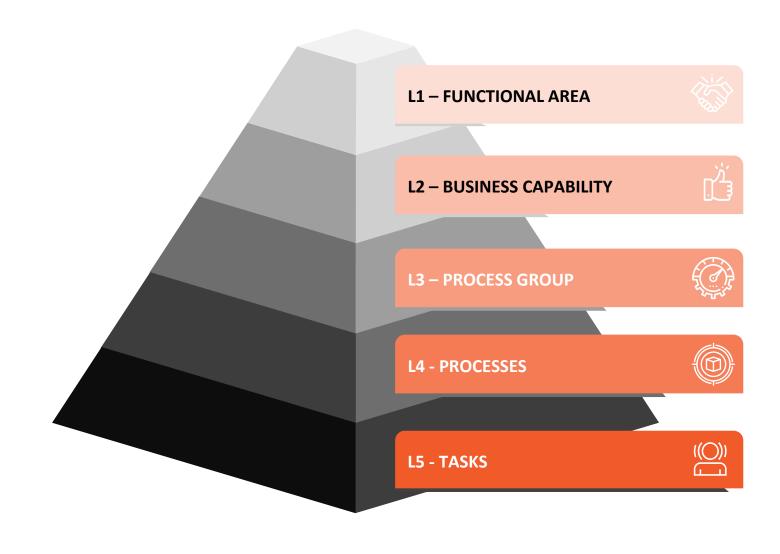


Strategic Alignment & Adaptability

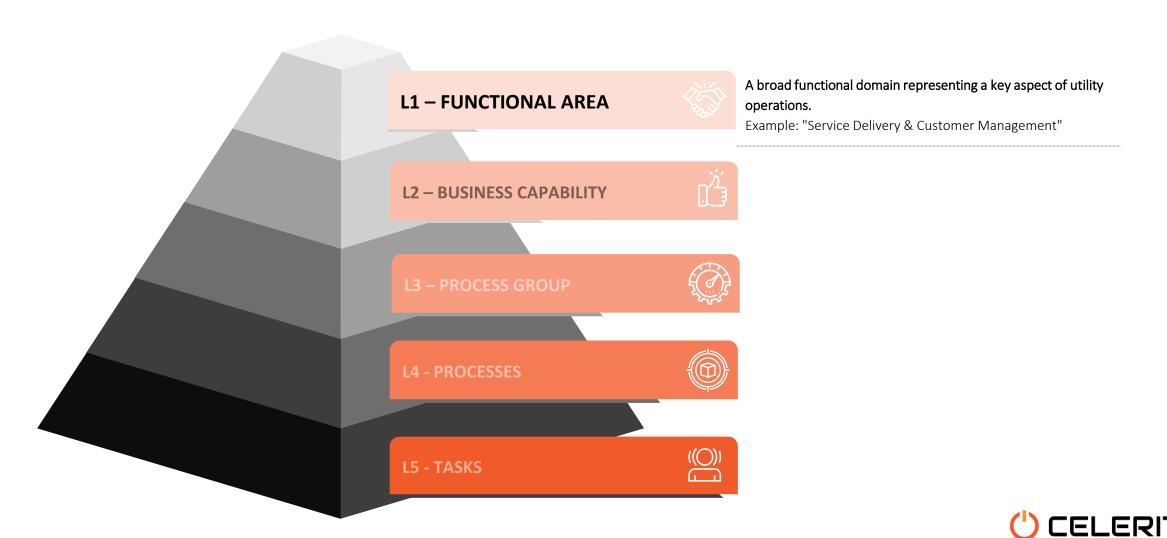


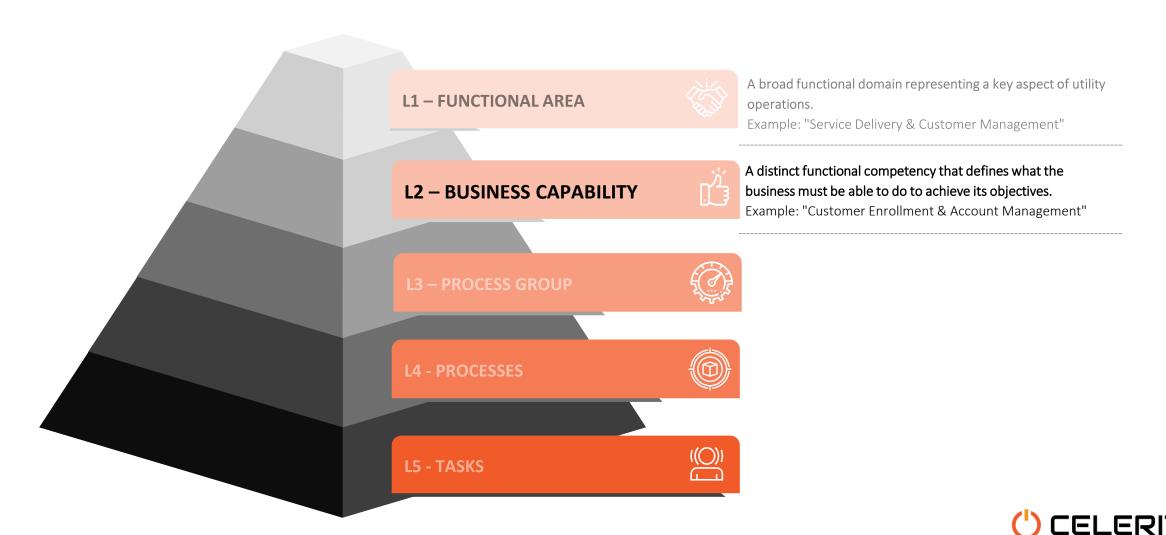


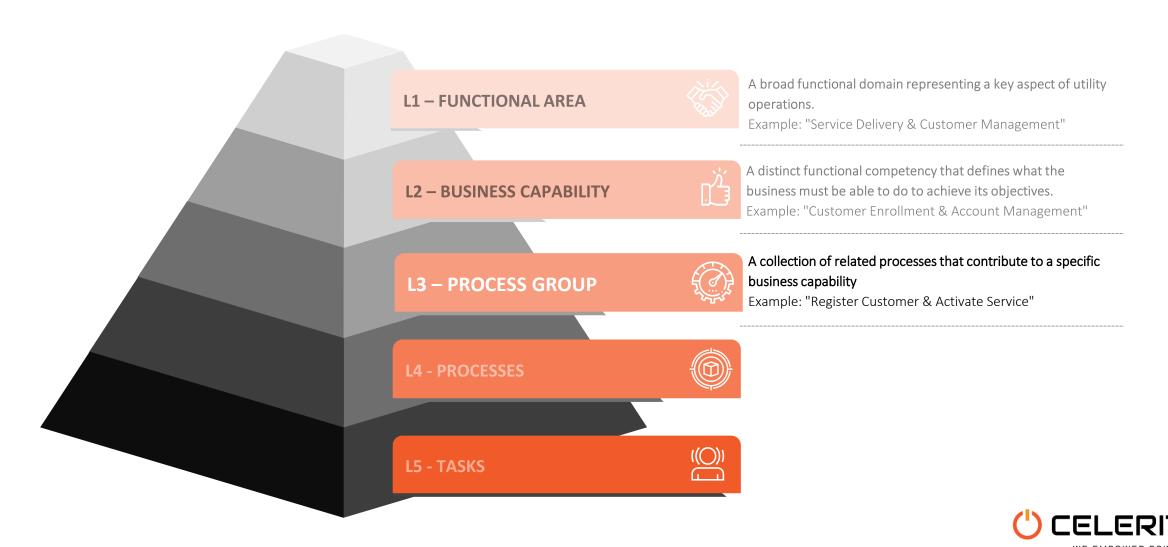


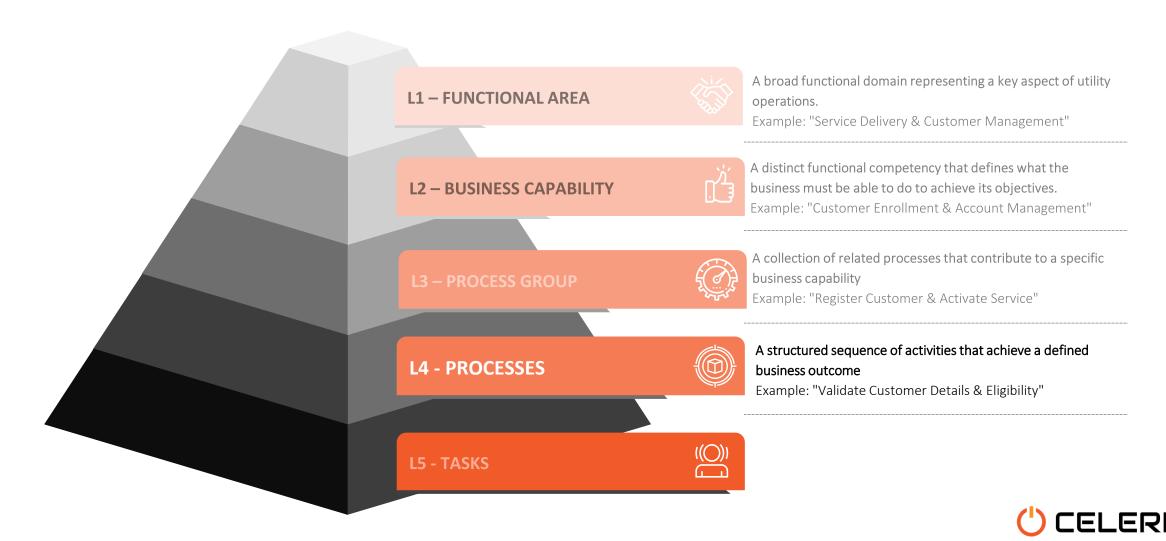


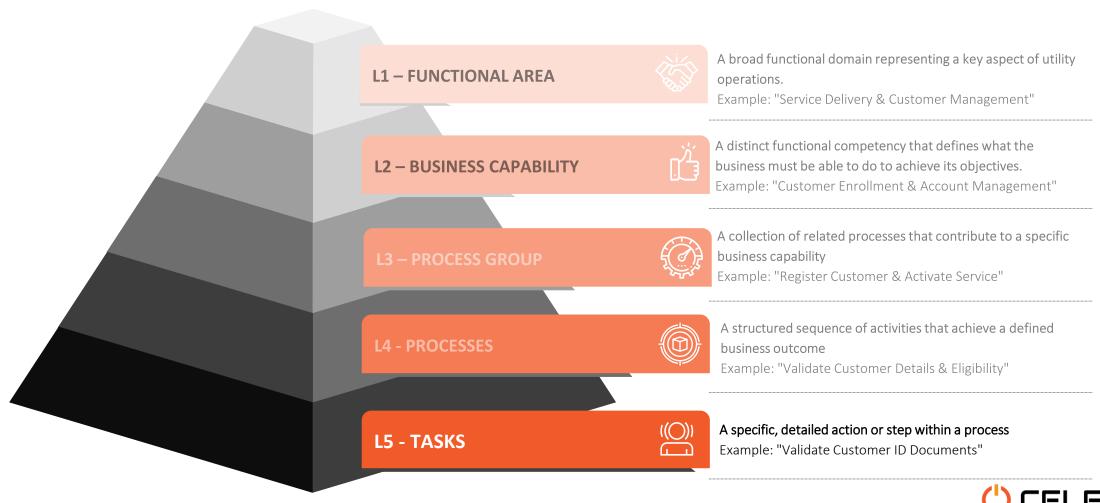






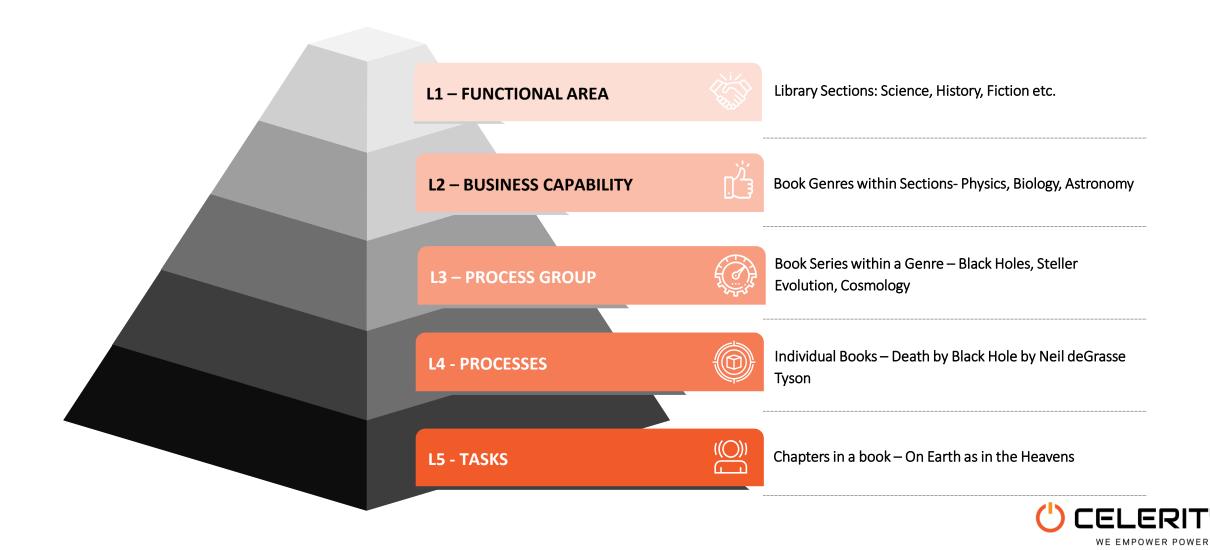






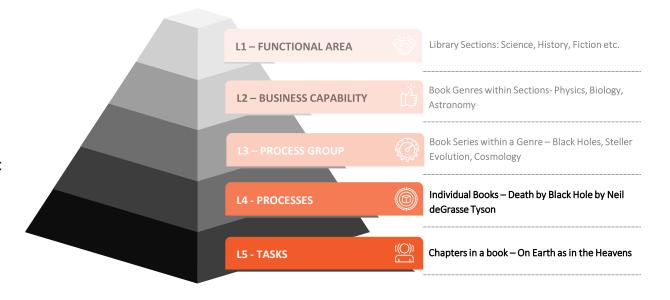


Process Architecture – Library Analogy



Process Architecture – Value Chain and End to End Processes

- Value Chain focuses on the big picture, connecting multiple
 processes across different functional areas to create customer
 value. It's a high-level view of how value flows through an
 organization.
- End-to-End Process is one complete workflow within a specific function or across a few teams, covering all steps from start to finish for a defined outcome. It's more detailed and executionfocused.



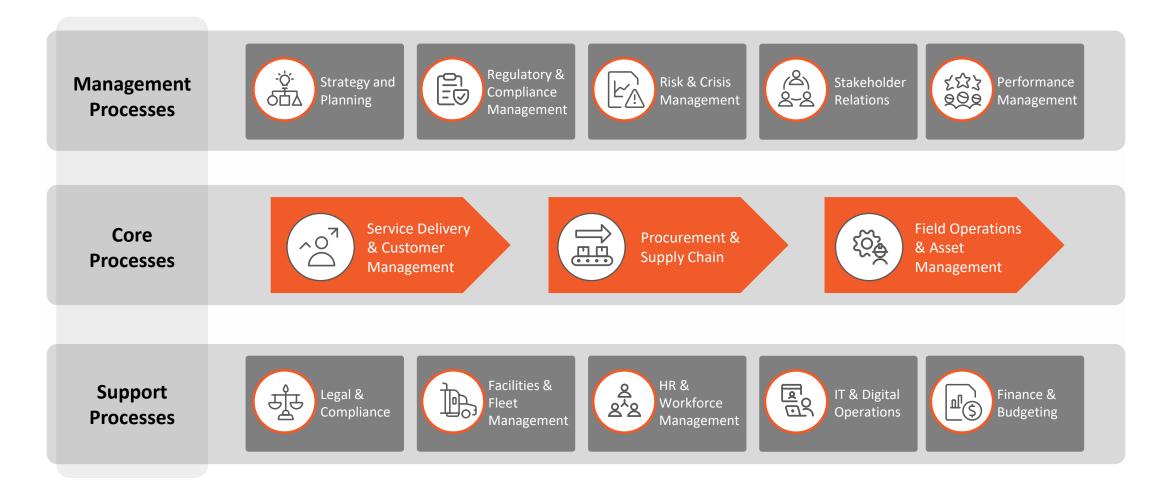


Process Landscape



Process Landscape

From a Utility Perspective





Value Chain







Finance & Budgeting





Service Delivery & Customer Management



Business Capabilities



Service Delivery & Customer Management

Customer Enrollment & Account Management

Billing & Payment Processing

Customer Inquiry & Issue Resolution



Business Capabilities and Process Groups



Service Delivery & Customer Management

Customer Enrollment & Account Management

Register Customer & Activate Service

Manage Customer Contracts & Agreements **Billing & Payment Processing**

Generate & Send Bills Collect Payments & Manage Accounts

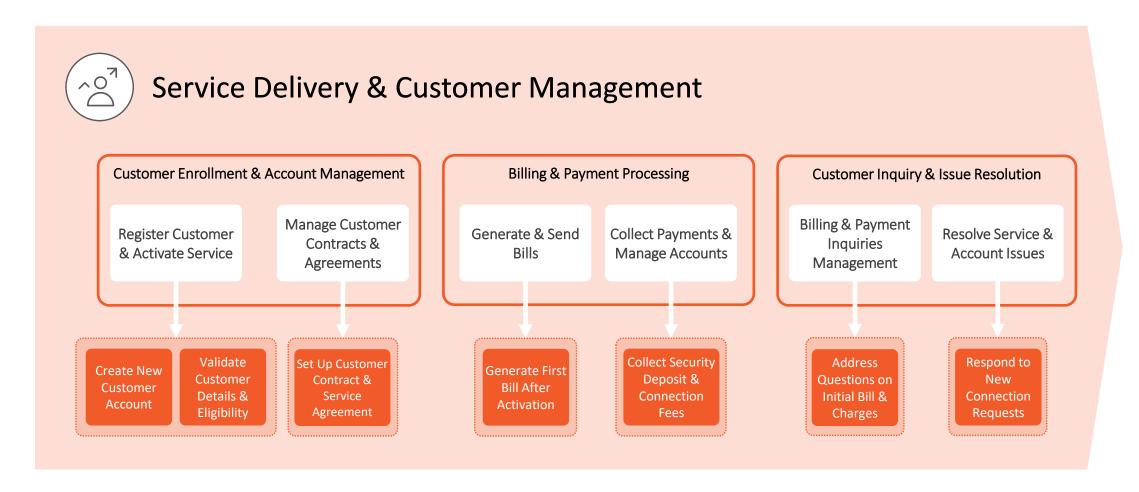
Customer Inquiry & Issue Resolution

Billing & Payment Inquiries Management

Resolve Service & Account Issues

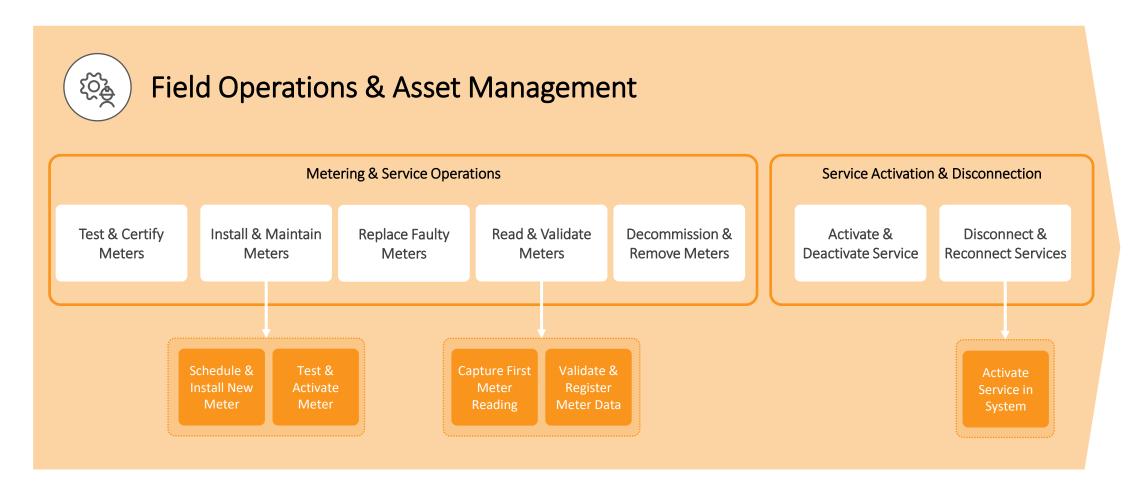


Business Capabilities, Process Groups and Processes



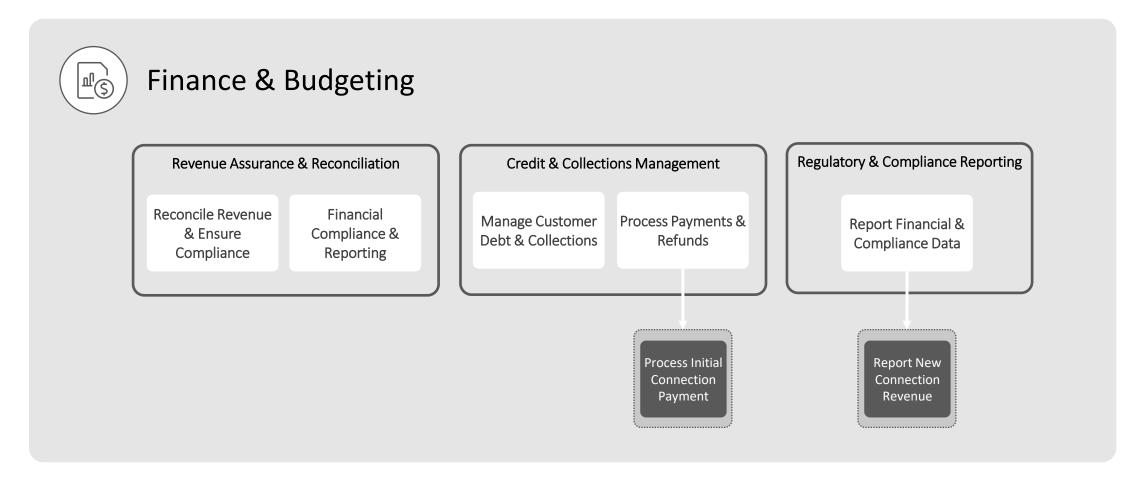


Business Capabilities, Process Groups and Processes



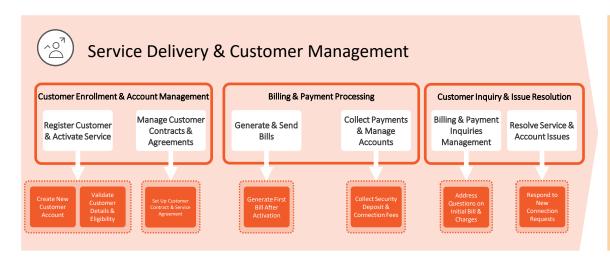


Business Capabilities, Process Groups and Processes

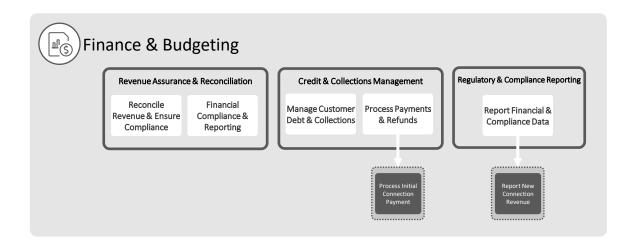




Value Chain

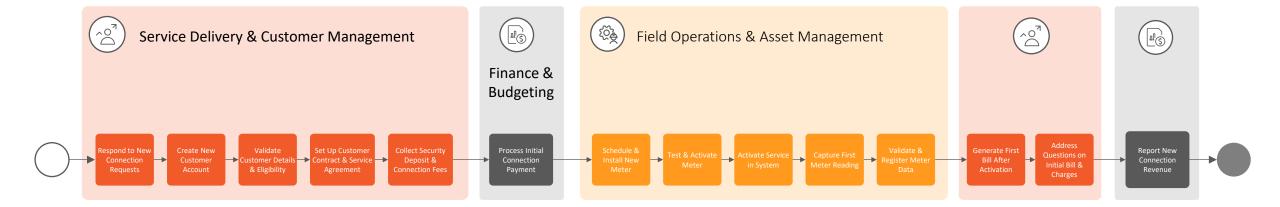






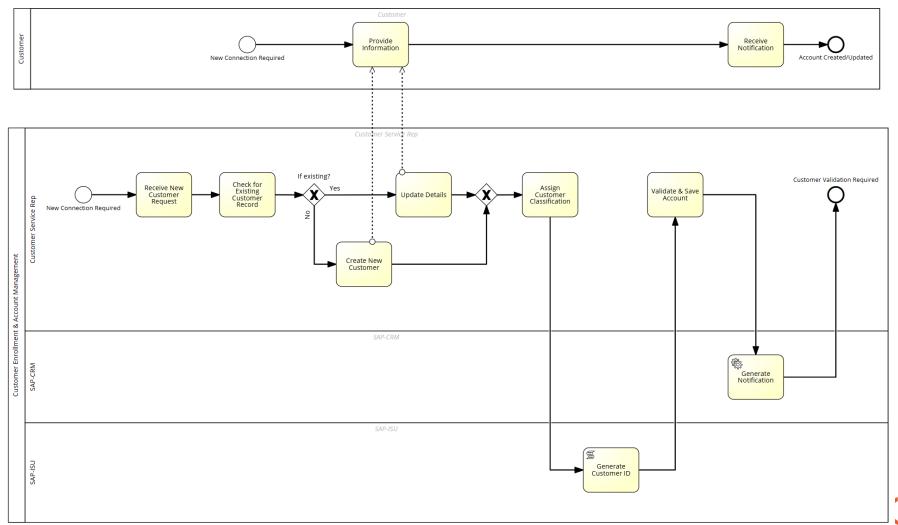


End to End Process





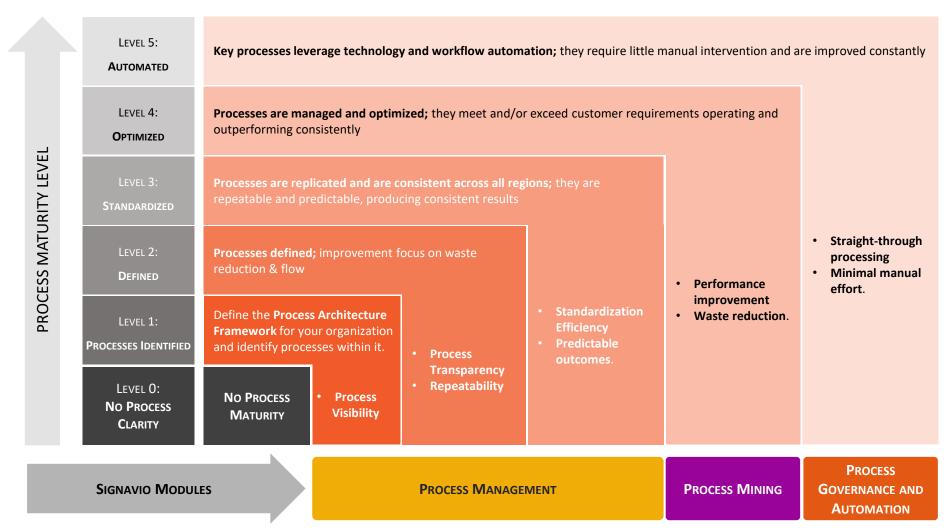
Level 4 – Create New Customer Account



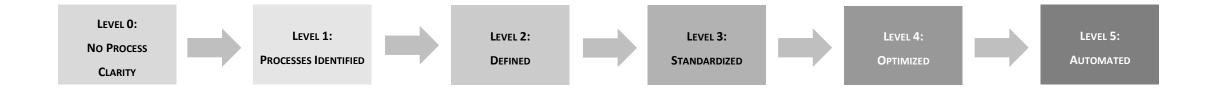




Process Maturity Model – A framework for Process Transformation



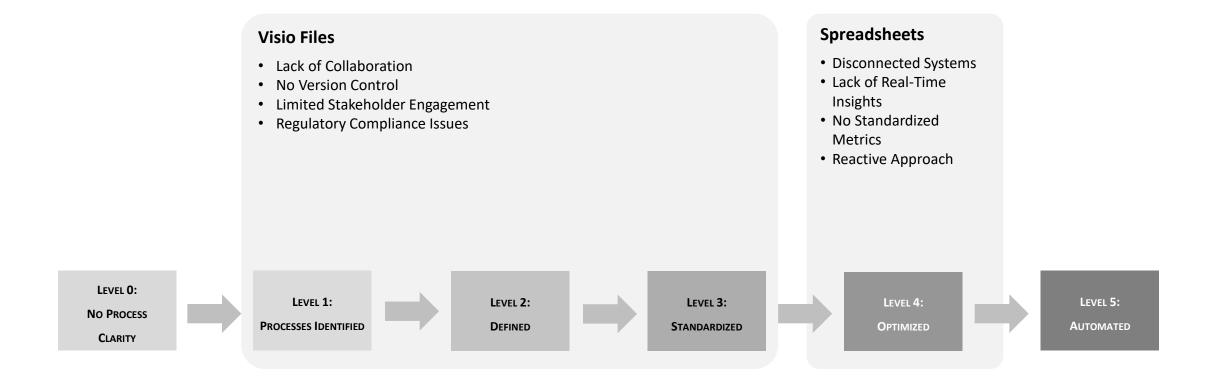




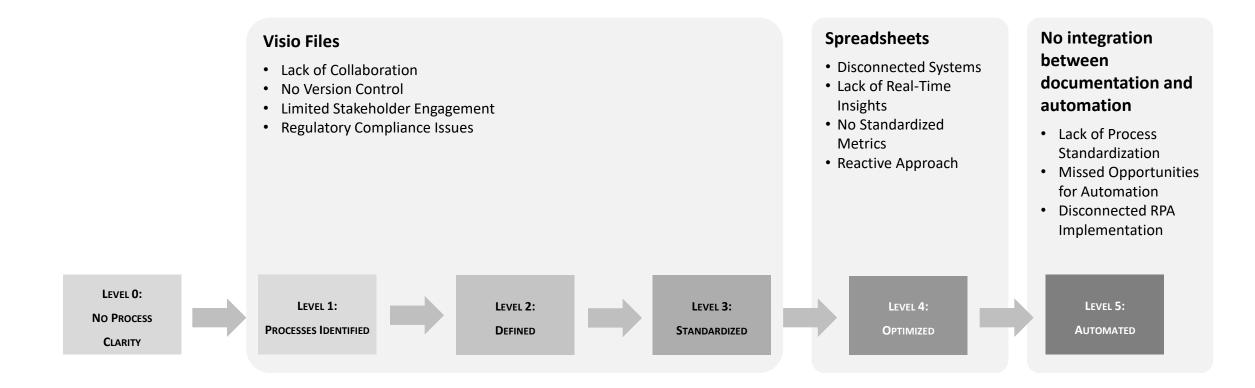


Visio Files Lack of Collaboration No Version Control • Limited Stakeholder Engagement • Regulatory Compliance Issues LEVEL 0: LEVEL 1: LEVEL 4: LEVEL 5: LEVEL 2: LEVEL 3: No Process **PROCESSES IDENTIFIED D**EFINED **STANDARDIZED A**UTOMATED **O**PTIMIZED **CLARITY**

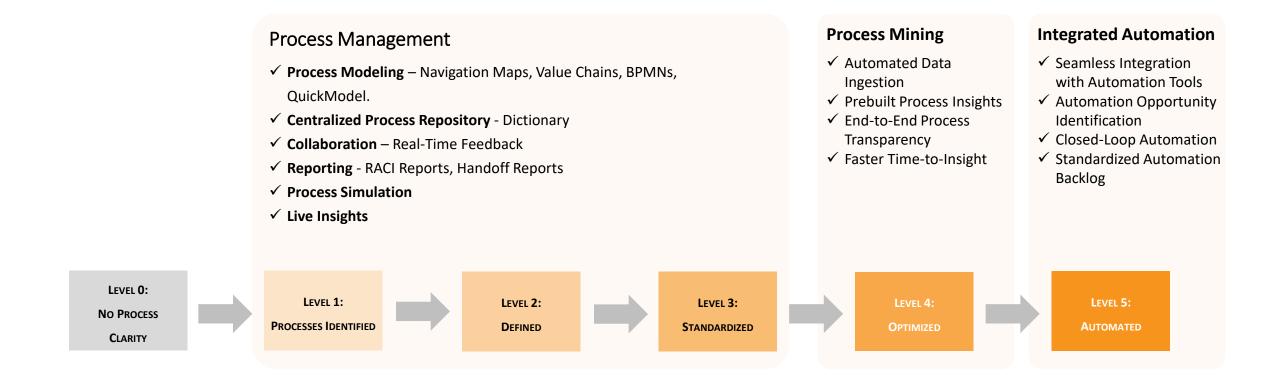




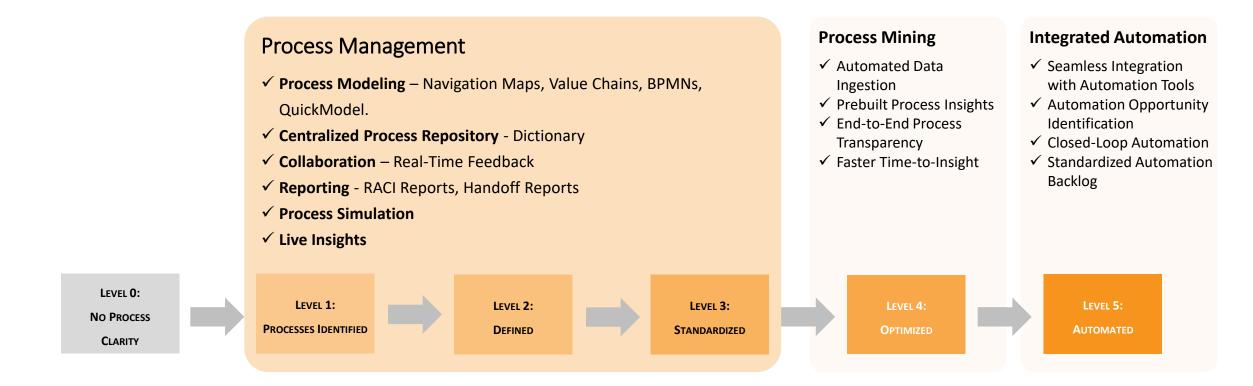












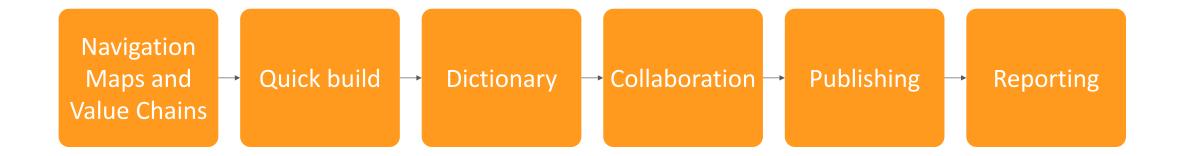




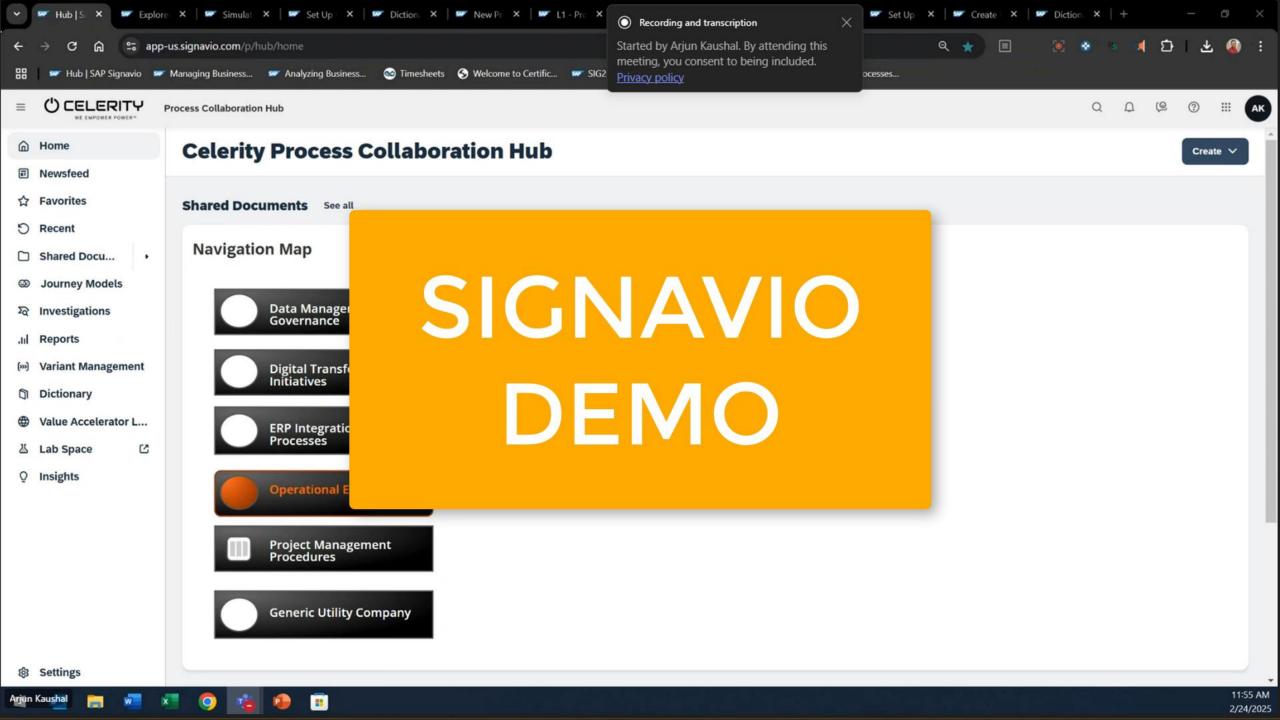
Demo Overview



Meter-to-Cash BPM Use Case Example







Celerity's Signavio Experience

Deep Utilities Expertise

- We understand utility operations, safety mandates, and regulatory pressures – ensuring tailored Signavio implementations.
- Our team includes Certified Signavio Specialists
 - SAP Certified Signavio Process Management Consultants
 - SAP Certified Signavio Process Data Analysts
- Guiding You Across Maturity Levels

From Levels 0-2 (basic process definition) to Levels 3-5 (optimization, automation), we're with you every step.





Key Takeaways & Next Steps

Utilities Under Pressure

 Aging Infrastructure, compliance demands, and rising customer expectations make process transformation essential.

Levels 0-2 Recap

- We covered identifying and defining your processes via a **structured process architecture** – setting the stage for advanced maturity.

Signavio for Business Transformation

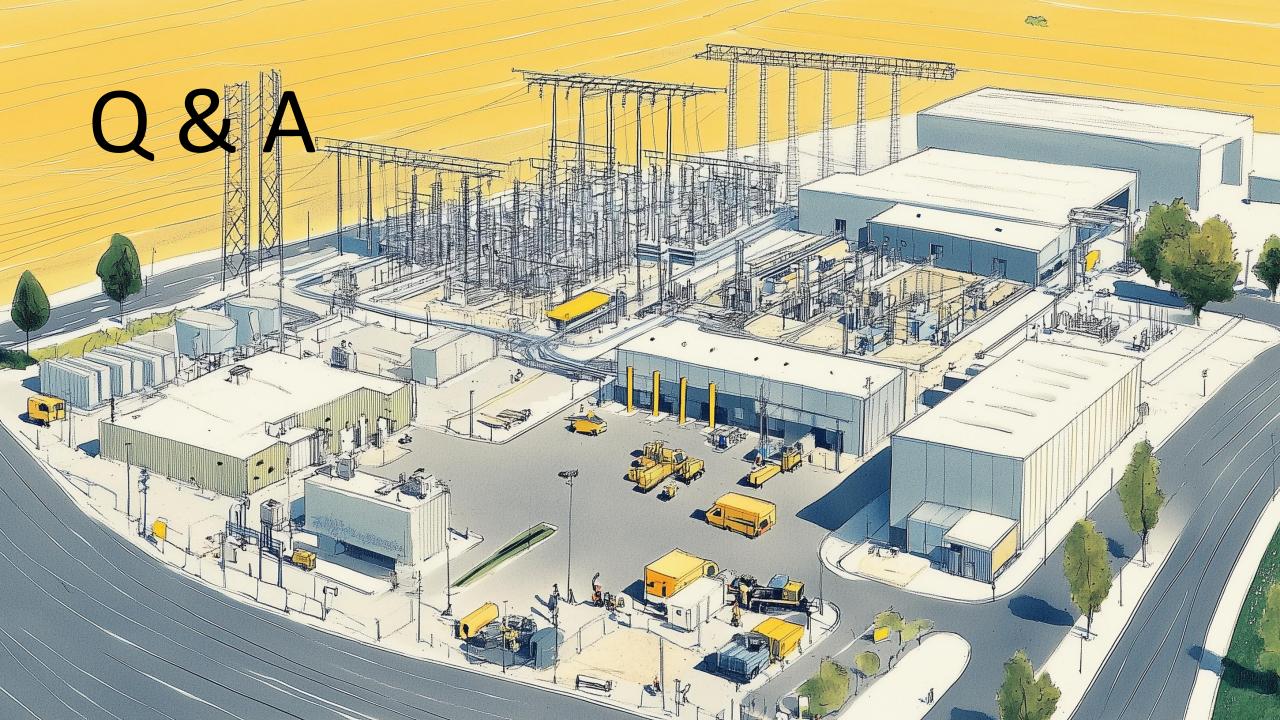
- Process Management through the **Dictionary** ensures consistency with standardized terms and definitions, while **Collaboration** is enhanced through real-time feedback for seamless communication and governance.
- **Reporting**: Drives continuous optimization, strategic decision-making.

Teaser: Levels 3-5

- **Standardization, Optimization, Automation**: Next webinar shows how to embed deeper compliance and analytics to mature your utility processes further.







Wrap-Up

- Thank you for attending
- Forthcoming post-webinar email with link to landing page
 - Recorded webinar
 - Copy of slides
 - Quick survey
- Stay tuned for new educational focused webinar on Wed, Mar 26 discussing "The Future of the Grid / DER (distributed energy resource)"

