

Power Up Your Organization

Mining Use Cases



Common Pain Points & Solutions We See

SAP Signavio surfaces hidden process debt — bridging the gap between how leadership thinks a business runs and how it actually operates.



Lack of Process Transparency

Organizations rely on outdated docs and tribal knowledge. Signavio Process Manager creates a digital twin of your processes — exposing manual workarounds and shadow processes invisible to leadership.



Process Inefficiency & High Costs

High cycle times and rework loops drain value. Process Intelligence delivers 1,000+ built-in metrics to pinpoint bottlenecks, idle time, and automation opportunities.



Compliance & Risk Management

Regulatory compliance (GDPR, SOX) is often reactive and audit-driven. Process Governance embeds compliance into daily workflows, flagging deviations in real-time — turning audits into a continuous safety net.



Poor Customer & Service Experience

Customers feel friction, but internal teams can't see which hand-offs cause it. Journey Modeler connects the external customer journey to internal processes — revealing exactly which bottleneck is hurting experience.



High Risk in ERP Migrations

Lifting and shifting broken processes into S/4HANA leads to costly failures. Signavio acts as the Control Tower — analyzing As-Is state, standardizing with SAP Best Practices, and simulating To-Be outcomes before a single line of code is written.

Use Case 02

Customer

Transforming Customer Services through Process Mining

A leading sustainable energy company and subsidiary of one of the world's largest energy companies. Operating across the United States, this Customer manages a complex Customer Services organization focused on the Meter-to-Cash process — spanning billing, meter exchanges, and customer account management.

Customer partnered with IMPRIVA to expand its use of Process Intelligence into Customer Services — enabling process analytics, identifying automation opportunities, and delivering continuous improvement across key workflows including Procure to Pay, Order to Cash, SCM, Asset Management, HCM, and Record to Report.



\$822K Proven Savings

Through Automation gaps, Billing disruptions and root cause blind cause blind spots

\$3.5 million cases analyzed

Total Meter-to-Cash process cases examined for inefficiencies and improvement opportunities



Challenges

- Manual billing due to BPEM exceptions including move ins/move outs, could not be resolved with a batch job or SAP Bot
- Meter exchanges for AMI were generating implausible readings causing downstream billing issues
- EMMA cases stemming from meter data validation errors and estimated bills led to significant manual work.

Why Signavio with IMPRIVA?

- Inspect commercial accounts in CRM with incorrect residential check groups for outsorts
- Identify and address implausible readings to fix billing issues and manual effort
- Deploy a systematic way to identify and address EMMA root causes at scale

Outcomes

- Matched SAP best practices with actuals and harmonized AP opportunities across the enterprise for M2C
- Reduced manual effort of re-work cases significantly
- Now focused on scaling adoption, Business and SAP COE participation, establishing KPI goals, identifying further challenges, and building deeper process intelligence expertise

“SAP Signavio has already paid for itself — savings generated from initial use cases in the POV phase alone.”

Senior Finance VP, Utilities client

Utilities

US

Customer

SAP Signavio Solution

IMPRIVA

98% Automation Rate

Labor productivity metric showing 98.04% automation across 3.4M+ cases analyzed.



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Connect with us today to find out more.



Optimize processes, maximize performance.
Power up your organization.

2026 PES NA Americas Partner Award for
Business Transformation Management
(BTM)



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