

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Organizations rely on outdated docs and tribal knowledge.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 03

Customer

Transforming Customer Services through Process Mining

America's most trusted retail manufacturer of butcher blocks and foodservice equipment since 1887 — operates a 30-acre campus processing up to 5 million board feet of North American hardwood annually.

In addition to wood, the company manufactures commercial-grade stainless steel worktables, sinks, shelves, and carts. They are one of the only companies in the U.S. with both wood and stainless-steel manufacturing facilities.



\$325K of Value

Through Automation, Short-Shipping and Late payments

\$195K Automation Opportunity

Large number of manual activities even with online orders

SAP Signavio Solution & LeanIX

IMPRIVA

Challenges

- Undocumented processes
- No process mining
- Governance gaps
- Enterprise Architecture documented in PowerPoint

Why Signavio with IMPRIVA?

- No centralized process repository across a 250,000+ sq ft multi-market manufacturing operation.
- Hidden inefficiencies and automation opportunities undetected across wood and metal workflows.
- No formal BPM governance framework or enterprise architecture discipline to scale digital transformation.
- IT landscape managed in static slides — no live heatmaps, roadmaps, or change control

Outcomes

- Business Capabilities, Applications, IT Components, Integrations, and Data Flows — replacing static PowerPoint artifacts.
- Customer-specific BPMN models with 10–20 steps covering multi-market manufacturing workflows.
- Automation, Short-Shipping and Late payments

“We always sing the praises of excellent partners and at every moment during this journey Impriva has worked tirelessly to make us better. Your ENTIRE team is amazing!”

Chief Digital Officer, Manufacturing client

Manufacturer

US

Customer

SAP Signavio Solution & LeanIX

IMPRIVA

10 Complete Process Models

Customer-specific BPMN models with 10–20 steps covering multi-market manufacturing workflows.

\$120K Short-Shipping

Identified sales order quantities are larger than the shipped quantity leading to lower invoiced revenue.



5 LeanIX Fact Sheet Types

IT landscape now managed with live heatmaps, roadmaps, and change control

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Chief Digital Officer, Manufacturing client

Connect with us today to find out more.



IMPRIVA

Optimize processes, maximize performance.
Power up your organization.

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



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