



Service Description Document for:

SAP Signavio Business Process Insights and Intelligence

8 January 2026 | Document Version 0.01

NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased

NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

SAP Signavio Business Process Insights and Intelligence

Description

SAP Signavio Process Insights and Intelligence is a combination of SAP Signavio Process Insights and SAP Signavio Process Intelligence. Together, these solutions offer a comprehensive approach to understanding, transforming, and innovating business processes. SAP Signavio Process Insights provides rapid data-driven insights into process performance, enabling swift transformation and innovation for companies using SAP ERP Central Component, SAP S/4HANA software, SAP Ariba, and more. Meanwhile, SAP Signavio Process Intelligence offers in-depth process analysis and mining to discover, analyse, and continuously improve business processes.

Signavio Process Insights

- *Get same-day insights into your SAP processes* - Use automated, advanced process data extraction by quickly connecting to your SAP system and start getting process insights and continuous updates. This gives you a clearer understanding of your business processes end-to-end, usually within 24 hours.
- *Quickly identify where your process issues are* - Easily identify where your issues really are and narrow your focus by drilling down, even to a single document level, such as an invoice. Use benchmarking capabilities to find potential root causes of unmet key performance indicators.
- *Share insights on key performance metrics* - Foster collaboration between decision-makers, business professionals, and IT experts through an intuitive, user-friendly application. Share insights that drive business improvement and transformation through SAP Signavio's connectivity and collaboration capabilities.
- *Discover opportunities to improve right away* - Obtain immediate process improvements as the solution provides recommendations and step-by-step instructions on how to solve the identified inefficiencies. Technology recommendations are also delivered, in improving your processes.

Signavio Process Intelligence

1. *Accelerate your start with process mining* - Jump-start process mining initiatives and save time with ready-to-use accelerators for multiple processes and systems. Profit from ready-to-use best-practice content and build up on SAP Signavio Process Insights results to speed up and effectively prioritise your process mining efforts.
2. *Discover your process reality* - Get a clear understanding of your process reality and easily identify process issues affecting your overall performance, such as long cycle times, outliers, or bottlenecks, as well as process variants or compliance violations. Rapidly identify levers to improve and take action.
3. *Achieve stronger process transformations* - Foster long-term value realisation thanks to integration with SAP Signavio Process Transformation Suite. Live insights on process models, process conformance, process simulation, and more, allow you to drive data-driven full business process transformations at scale.
4. *Move faster from insight to action* - Leverage end-to-end actionability and workflow capabilities for quick process improvement and better-informed decisions. Empower your teams with meaningful insights and foster collaboration.

Features – Process Insights

Focused entry points

Enables you to do the following:

- Navigate to predefined categories of business content of interest.
- Select from predefined lists of end-to-end processes, modular processes, lines of business, or value drivers as your entry point to process insights and recommendations.
- Start your analysis using both personal and predefined dashboards. Dashboards include widgets that display your favourite and most relevant business content. They may also include widgets that visualise the performance of individual metrics over time.

Process flows

Enables you to get an overview of available process flows and display a visualisation of process performance for typical business processes based on data collected from your connected source system.

Execution variants in process flows

Enables you to do the following:

- Visually analyse and compare different execution paths of a process flow that's enabled for event logging, based on impacted business object instances, cycle time, or monetary value.
- Analyse process performance based on selected execution variants.
- View and analyse execution variants associated with a frequent blocker or other contextual information within a process flow.

Standard performance indicators

Enables you to get process performance metrics based on data collected from your connected source system.

Company benchmarks

Enables you to compare performance across entities within your organisation:

- Company benchmarks for process flows enable you to visually compare performance across predefined entities internally within your organisation. You can compare the following:
 - Completion rates for stages of the process
 - Lead times to transition between stages of the process
 - Metrics for frequent blockers or other information shown as boxes within a process flow
- Company benchmarks for standard performance indicators enable you to visually compare performance across predefined entities internally within your organisation. What you can compare depends on the category of the standard performance indicator.

Industry benchmarks

Enables you to compare your organisation's performance with that of industry peers:

- Industry benchmarks for process flows enable you to access industry benchmarking information in process flows for which external benchmarking information is available. This lets you compare your organisation's performance to that of industry peers. These benchmarks are available for the days to completion and completion rate metrics as well as for many of the frequent blockers in process flows.
- Industry benchmarks for standard performance indicators enable you to access industry benchmarking information for standard performance indicators for which external benchmarking information is available so you can compare your organisation's performance to that of industry peers.

Trends

Enables you to access a trend analysis chart to visually analyse trends and monitor process performance over time for the following:

- Frequent blockers in process flows for which trends are available
- Standard performance indicators for which trends are available

Correction recommendations

Enables you to do the following:

- Display a list of correction recommendations that outline steps your organisation can take in your source system to resolve process performance issues identified.
- Select a specific correction recommendation to get more information. The information includes a detail list of the business object instances for which the recommendation is relevant and access to a more detailed description of the recommended action your organisation can take in your source system.

- Access a filtering option for a correction recommendation that allows you to drill down into the details by selecting filters and filter values based on predefined attributes for that specific performance indicator.
- From a detail list, access a direct link to business objects instances for supported business objects in your SAP on-premise source system or download the list of business objects instances in CSV format.
- Add a correction recommendation to your favourites.

Innovation recommendations

Enables you to do the following:

- Display a list of innovation recommendations that your organisation can use to plan long-term strategic improvement using SAP solutions and applications. This list lets you do the following:
 - Choose from various categories of recommendations.
 - See what end-to-end processes or lines of business a recommendation is related to.
 - Filter recommendations by end-to-end processes or lines of business.
- Select a specific innovation recommendation to display more information from other information sources outside the solution.

Recommendations linked to stages or frequent blockers in process flows

Correction recommendations for stages and frequent blockers in process flows enable you to do the following:

- Display a list of available correction recommendations relevant for a specific stage or frequent blocker.
- Select a specific correction recommendation to get more detailed information about the recommended action to take to implement the recommendation.

Innovation recommendations for frequent blockers in process flows enable you to do the following:

- Display any available innovation recommendations for a specific frequent blocker.
- Select a specific innovation recommendation to get more detailed information about it from other information sources outside the solution.

Recommendations linked to standard performance indicators

- Correction recommendations for standard performance indicators enable you to do the following:
 - Display a list of correction recommendations relevant for a specific standard performance indicator.
 - Select a specific correction recommendation to get more detailed information about how to act on the recommendation.
- Innovation recommendations for standard performance indicators enable you to do the following:
 - Display the available innovation recommendations for a specific standard performance indicator.
 - Select a specific innovation recommendation to get more detailed information about it from other information sources outside the solution.

Monetary values

5. Monetary values for some standard performance indicators
6. Monetary values in process flows
7. Monetary values in filters

Value analysis

Enables you to see how much your organisation stands to gain by optimising its processes. You can do the following:

- Use value cases to identify the potential value of achieving specified process improvement targets for certain standard performance indicators.
- Understand how the potential value is calculated based on a specified improvement target and a predefined formula that uses metrics that come directly from the process performance data collected from your source system.

- Influence the value calculation by changing and saving the improvement target, as well as some input values used in the formula.
- Access a filtering option for a value calculation that allows you to drill down into the details by selecting filters and filter values based on predefined attributes for each performance indicator. As a user authorised to edit how potential value is calculated, you can use filters to focus your value analysis on specific attributes, such as company code or plant.
- Monitor your progress towards achieving the potential value for each performance indicator.

SAP S/4HANA Cloud transformation planning

Enables you to plan your transformation journey to SAP S/4HANA Cloud. You can do the following:

- Select from predefined lists of end-to-end processes and lines of business as your entry point for planning.
- Navigate to relevant solution process flows for SAP S/4HANA Cloud, private edition, or public edition in SAP Signavio Process Explorer. This allows you to compare your organisation's current processes with best practice processes available in SAP Signavio Process Explorer as solution process flows.
- Navigate to performance indicators or correction recommendations to analyse and remove legacy data before transitioning to SAP S/4HANA Cloud.

Features – Process Intelligence

Data Onboarding

Upload process data to SAP Signavio Process Intelligence as files. When using zipped CSV or XES files, each zipped file can only contain one file.

Process Data Management

Get an overview of source data, connections, and process data pipelines. The pipeline serves as a funnel for raw data being turned into process data.

Data Extraction

- Configure and manage the extraction of data from source systems via Process Intelligence connectors.
- Flexibly extract data through standard connectors for on-premises and cloud systems.

Data Transformation and Load

Enables you to transform raw data into process data. The process data is then loaded into the process, which is linked in the process data pipeline.

Standard Connectors

Leverage standard connectors to connect source systems to SAP Signavio Process Intelligence. Standard connectors exist for ServiceNow, AWS Athena, AWS S3, Jira, SAP ERP, SAP HANA, ODATA, Google BQ, MySQL, PostgreSQL, SuccessFactors, Snowflake, Elastic, Microsoft MySQL Server, SAP Cloud Integration, MongoDB and Datasphere.

Manual Upload

- Configure and manage the manual upload of a data file
- Manual upload offers the users the chance to upload their data in a CSV format when necessary.

Ingestion API

- Configure and manage the ingestion of data via API
- Ingestion API enables users to acquire data from any source system via custom implementations by leveraging on data integration tools pushing data into SAP Signavio Process Intelligence.

CSV Event Log Upload

Upload process data to SAP Signavio Process Intelligence as zipped CSV files. Be sure to check requirements and recommendations in our product documentation.

API for XES Upload

Manage data uploads with the data upload API to SAP Signavio Process Intelligence once or on a regular basis. Data needs to be provided as XES files.

SAP Signavio Analytics Language (SIGNAL)

Run tailored analysis with SAP Signavio analytics language (SIGNAL), a specialised query language for process analysis.

Process Metrics

Manage important process and key performance indicators centrally. Metrics can be added from the central library or created from scratch by users.

Metric Library

Choose from over 500 built-in metrics, specify the metrics available in each process, metrics categorised and recommended based on the source system and process type, create custom metrics, and share metrics across workspaces by exporting and importing them. Use metrics in the SAP Signavio Process Intelligence metric library to monitor your main performance indicators. SAP Signavio Process Intelligence comes with a set of standard metrics to quickly start your analysis. Metrics can be customised with the SAP Signavio analytics language (SIGNAL).

Volume Usage

Display the number of processes, cases, and events in the data store.

Access Rights Management

Manage access rights for different users and on the data and object level to limit permissions to investigations and more.

Process Metrics

Display metrics, set thresholds and check its progression. Expose metrics through Widgets in Dashboards.

Investigations

A centralised canvas to perform and organise advanced process mining analytics on a business process's event log data using various widgets.

Shared Investigations

Share investigations in SAP Signavio Process Collaboration Hub for mass consumption.

Dashboards

Dashboards with a flexible layout to organise widgets, with the ability to drag and drop, and resize the widgets.

Charts & Table Widgets

- Create widgets that visualise data in different types of charts or as a table, for example:
- Case Table: Show any dimension or key figure in a tabular form.
- Correlation: Create a scatterplot, a graphical representation of two numerical variables plotted along two axes to identify or show their relationship.

Process-Related Widgets

- Create widgets that visualise your process in different ways, for example:
- Process Conformance: Display the paths of process variants, showing one variant at a time to display hotspot activities or to map each variant against the BPMN model of the process.
- Process Discovery: Generate an interactive process map from the event log data. By default, the widget displays the most common process paths.
- Variant Explorer: Display the different process variants existing in the event log.

Widget Configuration

Create widgets as dynamic content that you can add into your investigations. You are able to copy, duplicate, delete, or edit the widgets.

Live Insights

Add process performance or experience metrics and KPIs to be able monitor them in BPMN diagrams, widgets, and journey models.

Filters

Restrict the analysis framework flexibly and at multiple levels.

Multi-Language Support

Select in which language the content is shown. If a language is available for an item depends on the settings for the item.

Signal oData API

Access process data via OData views. These curated result sets are generated using a predefined query and allow data to be exported via a RESTful API without exposing the underlying data model.

Actions

Automate the operational response to process dynamics identified through process data analysis. Users can set up actions to automatically execute tasks such as sending emails, messaging in platforms, or starting processes in other systems whenever specified conditions within the process data are met.

Insights

You can save your own findings in the process data, such as problems or inefficiencies, as insights, or save them from automated insights.

Automated Insights

A dedicated engine generates insights based on a set of algorithms. The results can be persisted in the insights collection, and/or persisted in dashboards and investigations.

Process Variables

Create a custom variable which can be used in custom metrics, similarly to the variables coming from the metric library for metric accelerators.

Automated Root Cause Analysis

Automated root cause analysis provides a dedicated engine that uncovers the subsets of cases from a process (subgroups) that drive process performance and ranks them.

Value Analysis

Calculate the value of discovered issues by leveraging live metrics along with user-defined parameters to add a monetary dimension. A clear user flow from data input to value helps you to understand and prioritise business use cases with a value-based approach.

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

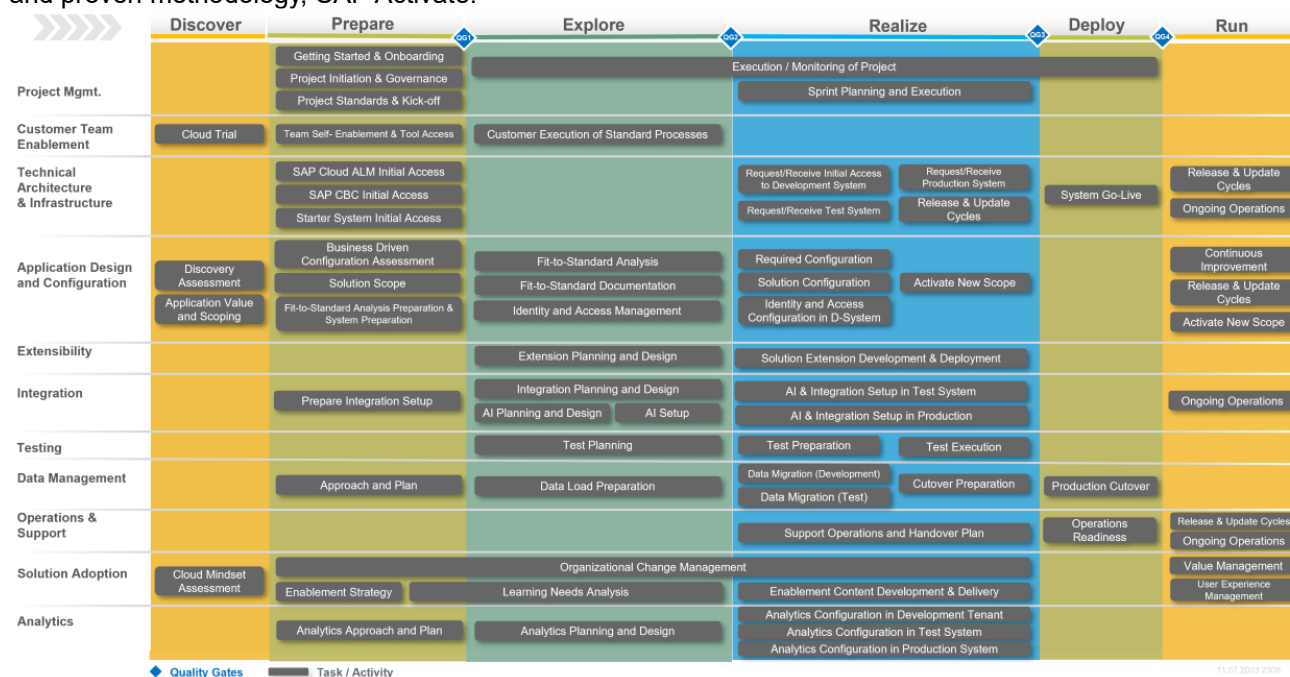
An Onboarding guide is also available for Signavio Process Insights for new customers to gain an understanding of the steps and stages to get things up and running: <https://help.sap.com/docs/signavio-process-insights/administration-guide/onboarding>.

General Implementation Approach

NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support.
- Value Added services for: change management, training and training strategy, data migration.
- Technical skills for development of applications, enhancements, and integrations to the SAP platform

Customers achieve fast and cost-efficient deployment of SAP products and innovations through a consistent and proven methodology, SAP Activate.



The implementation approach encompasses the management of the key workstreams (left axis) throughout the 6 phases of implementation (top axis). Key activities during implementation include:

Discover Phase Activities:

The purpose of the Discover phase is to understand the functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

- Define project goals, a high-level scope, and a project plan
- Identify and quantify business value objectives
- Secure executive sponsorship
- Establish project standards, organisation and governance
- Define and secure approval for the implementation/upgrade strategy
- Define roles and responsibilities for the project team
- Validate the project objectives
- Establish project management, tracking, and reporting mechanisms for value delivery
- Begin self-enablement
- Develop enablement strategy
- Receive and access the initial systems
- Kick off the project

Explore Phase Activities:

- Project management execution, monitoring and controlling
- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Solution extension preparation
- Data load preparation

Realise Phase Activities:

- Establish the solution landscape
- Implement the solution in the quality environment using incremental build in time-boxed iterations (sprints)
- Conduct overall end-to-end testing of the solution
- Set up production environment
- Prepare for data migration and data archiving
- Conduct project team and key user training
- Testing of the solution
- Finalise end user training materials and documentation
- Track and report on value delivery

Deploy Phase Activities:

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement

- Release cycles

Our approach embeds the following principles:

- START with BEST PRACTICES - with the solution delivered through proven, re-useable knowledge assets and pre-built content, including process flows, pre-configuration, test scripts, data migration assets, and end-user documentation and help.
- VALIDATE the SOLUTION - validation to best practices and fit-gap analysis.
- MODULAR and AGILE – SAP provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits.
- PRE-ASSEMBLY and CLOUD READY – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud.
- QUALITY BUILT-IN – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation.
- A FOCUS on ADOPTION – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success.

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NDBS can also provide additional application and technical managed service support for the application which enhances the SAP Enterprise Support with additional support for the application and the technical elements of the application. This can include ‘how do I?’ and ‘break-fix’ type support.

Maintenance Windows

For SAP Signavio, there is a weekly maintenance window (Saturday 22:00 UTC) for 2 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 20:00 UTC) for 6 hours.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NDBS to support the customer in the offboard and data extraction elements up to the contract termination.

Business Continuity

For Public Cloud, the production system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data, the cycle is 14 days.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.