Simplifying SAP Process Management with BPM
SAP is the ERP of choice for many leading businesses. It’s a powerhouse of a tool, encompassing data and operations across a company, and enabling large organizations to achieve order when dealing with complex masses of information and interactions.

And therein lies the problem – because SAP is such a powerhouse, a vast intricate tool with so many aspects, corners and functionality, it has become very hard to address some basic day-to-day business needs including:

- Creating user-friendly processes
- Accessing relevant SAP data on one screen
- Connect SAP processes with other business systems
- Changing/optimizing processes

Why is this? For one, while subject matter experts can deftly navigate SAP screens, many users find this task difficult or impossible. This leaves SAP operation to a small minority of employees and places others in the dark.

Another challenge is that development in SAP is costly and time-consuming. So it is possible to customize SAP, but it can take much longer to accomplish than an organization expects and requires, in order to stay agile and competitive.

Finally, while SAP does include some process management functionality, it lacks many features that most businesses require to achieve process excellence.

That’s where BPM comes in. BPM (Business Process Management) suites are used today by a majority of mid-sized to large enterprises to achieve better process management. BPM is recognized by leading analysts today as the optimal methodology for managing an organization’s workflows. BPM enables companies to:

- Create processes quickly
- Change processes easily
- Implement processes which connect systems, users and devices

These are precisely the aspects that are missing from SAP. So, how can an organization that is heavily invested in SAP realize the benefits of both systems? Clearly, the answer is in finding a BPM suite which can easily integrate with SAP.

According to Gartner, SAP dominates the Supply Chain market space with a 25.8% share.¹

Introducing PNMsoft Sequence – A BPM Suite with Strong SAP Integration

PNMsoft Sequence is an intelligent BPM suite on Gartner’s Magic Quadrant, which includes out-of-the-box SAP integration. Sequence is used by large organizations to simplify SAP-related processes, and make SAP data more accessible to a much wider range of users.

How Does it Work?

Sequence enables business users and IT developers to quickly and easily create end-to-end processes on a visual canvas. Sequence process applications include both human and system interactions, including:

- Forms
- Tasks
- Messages
- Database Calls
- Web Services
- Email Listeners
- SharePoint and CRM activities

...and more

Realizing the centrality of SAP, PNMsoft has built-in SAP integration as an out-of-the-box activity on its workflow canvas. This means that you can build processes which retrieve data from anywhere in your SAP, and make use of that data as part of an end-to-end organizational process.

This same activity can also execute operations within your SAP, as required by the process.

While this simple SAP integration may seem trivial, it’s actually huge.

What it means is that for the first time, you can easily create processes that every user in your organization can access and operate, which connect with any other system in your business (SharePoint, CRM, database, Web Applications, and more), and can be operated on any devices (PC, smartphone, tablet, etc.).

Sequence processes can be accessed and operated via your organization’s portal (such as SharePoint) or within any web application. This means users don’t have to be logged in to SAP to take part.

From a development standpoint, things couldn’t be simpler. The wizard-based SAP connector enables processes designers to connect quickly to your SAP. A SAP professional is merely required to create a simple SAP method (or select from one of many built-in SAP methods). The Sequence workflow then uses this method to map process data to SAP data, and execute SAP functions as needed.
Find SAP Object

RFC Function Modules / BAPIs
Additional Integration Capabilities

Sequence can integrate with SAP via XI/PI and can support additional types of custom integration.

An Example – Customer Service

Customer service agents must respond quickly and effectively to business client requests. Each client’s data resides in various places within SAP, but it would take a subject matter expert to retrieve the relevant data from seven different SAP screens (e.g. his contact info, his orders, his previous tickets, his billing data, etc.).

Sequence enables you to create a process that extracts this data from these seven screens, and displays it to the agent on one screen – the same screen that he views when handling the customer request. Now, this agent can handle the request in an optimal fashion, since he has access to all the relevant information and history.

Since handling customer requests is a process with several stages, including actions to be performed by various other departments, Sequence BPM suite enables the process to be completed in an optimal manner, step-by-step. Along the way, Sequence updates SAP with new data as the process progresses.

In this way, Sequence has simplified SAP use for the customer service agent, and has enabled the business to deliver faster, higher quality service.
Multiple SAPs

For organizations that are using multiple SAPs, Sequence can create processes which connect these SAPs within a single process.

The Ability to Change – HotChange® for HotProcesses™

One of the major benefits of Sequence BPM is the ability to change SAP-related processes quickly. Sequence is based on unique HotChange® technology, which enables process designers and department managers to rapidly make adjustments to processes, as they continue to run in production. This means that instead of years-long change initiatives (which are obsolete when they finally go live), you can make agile changes in real-time to meet ever changing conditions.

Sequence is ideally suited for HotProcesses™ – mission critical processes that require constant tweaking and adjustment. HotChange® facilitates such adjustments, for example – to resources, work queues and employee availability – to continually optimize the process, and reduce the overall cost of transaction.
A Case in Point: Arkopharma

Arkopharma is the European leader in phytotherapy and nutritional supplements. The company is present in more than 60 countries and has 6 international subsidiaries: Spain, Italy (2), Netherlands, Belgium and Switzerland. With more than 1500 employees and an innovative and competitive outlook, Arkopharma differentiates itself from its competitors with its wide product range at competitive prices.

Arkopharma worked with PNMsoft partner, Datacorp, to analyze, model, automate and digitalize its business processes. The mission was to find a way of collecting and centralizing customer contact data.

“Our information systems for CRM and ERP are SAP so we came to a conclusion that a process orchestration platform, which connects with our SAP information systems, was going to be the ideal solution towards improving Customer Experience and achieving ISO13485 certification,” said Jean-Philippe Bianchi, IT Project Manager at Arkopharma.

Having identified SAP integration as a key requirement, Arkopharma and Datacorp discovered that PNMsoft’s intelligent Business Process Management solution Sequence is the ideal proven solution for their project.

One of the reasons Sequence was selected was due its agile architecture based on HotChange® technology.

“It was a fast implementation and we went live within 12-16 weeks from the moment we ordered our solution from PNMsoft,” explains Jean-Philippe. “From Day 1 after we implemented Sequence we could see the benefits at Arkopharma. We are now 40% faster responding to customer enquiries, so we can look after more of our customers in the same amount of time and with the same amount of resources.”

“Our Sales Administration team can now look into Sequence to find all the information related to a customer enquiry – in one screen”

“Our Sales Administration team can now look into Sequence to find all the information related to a customer enquiry – in one screen – and inform our customers on the progress of their order status. Our customers are being served faster, and are much happier than before. According to my calculations, with the help of Sequence we are saving €000,000 (TBD) per year,” Jean-Philippe concludes.

Additional Implementations

Telecommunications: Sequence is used by Amdocs, a global Telecommunications software provider to integrate with SAP and streamline its HR processes.

Public Sector: Sequence is used by eSPap, which provides IT services to the Portuguese government to integrate BPM with SAP and provide hundreds of HR and Finance processes to hundreds of thousands of users.

“Agility is key for us. Today Arkopharma is changing fast – very fast! And our applications need to be able to change as frequently as we do.” Jean-Philippe Bianchi, IT Project Manager at Arkopharma

“Previously our Sales Administration team had to look for information in different systems and this was very time-consuming. Our customers were experiencing long waiting times to find out the status of their orders.” Sequence is used as process orchestration layer between the Arkopharma CRM and ERP information systems from SAP.
By selecting a BPM software that integrates with SAP, you can achieve the following benefits:

- Simplify SAP data and operations
- Make SAP more accessible to a wider user base
- Quickly create and change mission critical processes
- Reduce cost of development and licensing
- Reduce cost of transaction for HotProcesses
- Optimize and improve changing processes
- Connect SAP with other core systems

Reach out to us on how to simplify and optimize SAP processes with Intelligent BPM, contact us using the details below.