Next Generation BPM
with SAP NetWeaver Composition Environment
Business Process Management (BPM) Covers Both the Automated and Manual Perspective

End to End process spans manual and automated activities

Typically >80%

Typically <20%

Automated Activities

Processes that deliver competitive advantage and evolve regularly (Primary SOA – Candidates)

Typically <20%

Differenciating Activities

Processes that should be as cost effective as possible

Typically >80%

Standard Activities

Processes that should be as cost effective as possible
Manage Enterprise Business Processes

Step 1: Application Core Processes

- Define & Standardize core business processes
- Leverage packaged Business Applications
- Adopt service-enabled industry-specific best practices

Application Core Processes

CRM   SRM   SCM   PLM   ERP   Non-SAP
Manage Enterprise Business Processes

Step 2: Composite Business Processes

- **Compose** new innovative **business process extensions**
- **Integrate** and **extend** core business processes
- **Services enablement** - provisioning and consumption
SAP NetWeaver Business Process Management
Embedded in SAP NetWeaver Composition Environment

Comprehensive process management
- Unifying human and system automation processing steps
- Business Process is more than just service orchestration

Composition of event-driven processes
- Seamless combination of service, event and human task
- Enterprise services consumption
- Tightly integrated with native Business Rules Management

Benefits of an integrated composition environment
- Model-driven development
- Integrated toolset
- Out-of-the-box ESR integration
- Lifecycle management
Characteristics

- Graphical modeler based on BPMN
  - Eclipse-based
  - Support key process concepts (workflow, event, task, context, roles, UI) throughout their lifecycle
- Combine human interaction and system integration in one model
- Direct path from business view to process execution
  - Nothing ‘lost in translation’
  - Dynamic role-based views
  - Single active model
  - Flexible execution

Business Rules Management
- Embedded rules in process to drive process agility
Rules in BPM – Some Use cases

- Complex rule based decisions (Pricing, Credit Decisions etc.)
- Responsibility determination (Rule based Task Assignment)
- Recognition of business events
- Routing rules (Receiver Determination)
- Parameter thresholds & tolerance (constraint rules)

Many Ways to Model Rules

- Model with Rules Composer & use as a rules service
- Model in the context of a business process

And, Many Ways to Integrate

- Rules services through an automated activity
- Use rules as mapping transforms
- Use rules through EJB functions
- Use rules from human-task user interfaces
- Use rules as gateway conditions
Investment Approval Process (IAP)

Investment Approval Process in BPMN:

- **Two Pools:**
  - one internal (active) pool (own company)
  - one external (inactive) pool (supplier)

- **Four Lanes within internal pool:**
  - one lane for purchase requester role
  - one lane for external IT equipment prov.
  - one lane for purchase approver role
  - one lane for purchasing system

- **Five Human Activities:**
  - enter requirements (Requester)
  - derive product from requirements (IT eq. prov.)
  - review purchase request (Approver)
  - review Approver’s decision (Requester)
  - view PO confirmation (Requester)

- **Two data inductive (automated) Activities**
  - check necessity of Approval

- **Two data inductive (automated) Activities**
  - create purchase order
  - save change history
SAP NetWeaver BPM – an Example of a Very Simple Approval Process
Personas Across the Enterprise

Design collaboration
- **vertical**
  - layers of abstraction
- **horizontal**
  - multi-design user support
  - threaded model discussions
  - model differencing

Business/IT waterline

Business

Business User

Business/IT waterline

IT

Info Architect (IA)

Process Architect (PA)

Application Architect

Business Manager

Business Expert

Executive

Business/IT waterline

IT Admin

Application Consultant

IT Services Developer

IT Developer – ‘Hard Core’
Multiple Views on Business Processes

- Executive
  - Business drives processes management
    - Business affects process change within “IT sandbox”
    - Discoverability from IT to business
    - Structured requirements from business to IT
    - Design on several level of abstraction driving towards executable models

- LoB Manager
  - ... plus
  - Task sequences
  - Parallelism

- Business Analyst
  - ... plus
  - Task & Business Event
  - Business rules
  - Business entities

- Process Architect
  - ... plus
  - Task & event details
  - Business rule details
  - Business object details
  - Exception handling

- Major phases
- KPI Dashboards
- Analytics
Multiple Views on Business Processes
**Evolution Towards a Common Process Layer**

### Design Collaboration
- **KPI Monitoring**: Executive
- **Conceptual Model**: LoB
- **Specification Model**: Analyst
- **Execution Model**: Architect

### Common Process Layer
- Comprehensive Business Process Management across core and extensions
- Design time for all process layers
- Extending application core processes
- One model, different views for different personas
- Common monitoring, lifecycle management and process performance management

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Output of Solution Transformation is a **Scenario Flow Model** which is part of the Blueprint and shows the Composite Process as part of the overall value chain.
Process Composition

Business Requirements

- Understand and captures As-Is Processes as starting point for extension
- Extend the given Customer’s Plan-driven Procurement Scenario with a composite for the submission of exceptional purchase requests
- Build the composite process for the exceptional purchase request region and department specific
- Integrate the composite process with the existing core processes without corrupting them
- Use SOA assets to build composite process
EARLY Customer Adoption of CE 7.1.1 in Beta
The Design Partner Council Customers

GALAXY Design Partner Council
Mission Statement

Mission: Deeply engage in long-term relationship with a small number of key stakeholders (depth over breadth)
- Validate goals, concepts and technology throughout entire software life-cycle
- Collect detailed scenarios as input into the development process
- Learn and be inspired by organizations willing to invest time and effort in the SAP NetWeaver BPM vision

Member value proposition: Close relationship with the development and Product Management team that results in:
- Influencing SAP’s roadmap
- Influencing SAP NetWeaver BPM’s feature investment
- Technical support from the product team
- Opportunity to meet and learn from other participants
- Participation in related programs such as early adopter pilot, beta etc.
Germany’s Coca-Cola bottler
Considers SAP NetWeaver BPM to Support Future BPM Vision

“React flexibly to local business needs - support localization of global SAP Business Suite roll out for Coke bottlers

Easy implementation of rules in business processes - change business rules fast and flexibly and even without coding

Faster process innovation cycle – implement innovate new business processes on top of SAP Business Suite

“We expect that SAP NetWeaver BPM will help to significantly reduce the time to implement new and change existing business processes.”

Alexander Grobe
Manager Innovation and Enterprise Architecture
Example: Promotion Crew Request
Process Implemented by CCE During SAP NetWeaver BPM Pilot Program

“We plan to embed the SAP NetWeaver BPM approach into the localization process of Coke One* in Germany.”

Dr. Leo Schmidt
Program Manager
Coke One Implementation

Selected scenario: Requesting, procuring, and paying of external service staff for promotional activities (~2,500 requests in Germany per year)

Criteria for selected scenario: Cross functional process executed in individual sales centers

Shortcomings of current situation: Time-consuming and inefficient excel and email-based process

Benefit of new process: Improved process efficiency by using clearly defined process flows while leveraging SAP standard components.

*Coke One is the global BPM and SAP template of The Coca-Cola System.
Summary

SAP NetWeaver Business Process Management (BPM)
SAP NetWeaver Business Rules Management (BRM)

Executable rule based business process model
- **Immediate execution** speeds time to value
- **Business rules management** embedded
- **Built-in efficiencies** via Enterprise Services Repository
- Available with **SAP NetWeaver Composition Environment**

Extending application core business processes
- SAP / Non-SAP
- Web Service connectivity

Evolution towards a common process layer