



Success Story

Increasing customer satisfaction with Signavio & SAP® Solution Manager

KATHREIN



Signavio's interface to SAP® Solution Manager enables comprehensive process management and promotes transparency across the entire supply chain for all departments.

Kathrein-Gruppe is a global leading specialist in reliable, high quality communication technology and employs around 6700 people at various locations. Kathrein wanted to optimize their supply chain across all locations using a standardized working method, and thus achieve sustainable customer satisfaction, reliable delivery time, and purchasing advantages.

With this goal in mind, Kathrein introduced the SAP® Solution Manager in 2015, in combination with Signavio Process Manager.

Process supported SAP® implementation

An ERP system like SAP® can make your daily business more transparent, reducing operating costs and making operative planning easier. Yet its implementation can also create a few challenges, as it involves optimally supporting every process. Kathrein oversaw much more than an IT implementation project; they also harmonized and re-organized the company and its process landscape.

With the implementation of SAP® Solution Manager, Kathrein relied on input from all departments. Each department documented their relevant future state processes in Signavio Process Manager in order to make them available as a global reference. The IT department also uses these process models and continues to develop them further in SAP® solution manager.

A team of 30 modelers is not devoid of challenges, especially since each employee designs a process in a different way and documents tasks differently. For this reason, employees should be involved in process design early on. This ensures more standardized working methods and process thinking: “Where do I stand in this process? What is my role and how can I define my tasks?”

Process models at Kathrein are not only comprehensive references for daily work, but can also be taken over easily by SAP® Solution Manager through the integrated Signavio interface. This has benefits for IT, as documented processes are the prerequisites for text and change management—seeing how changes affect processes. The usability of Signavio in combination with intuitive functions makes process-based use of SAP® and transparent process management across locations easy for Kathrein. Process based risk management is the next step for Kathrein with Signavio.

The combination of Signavio and SAP® Solution Manager offers you:

- › complete transparency for business and IT through the integrated SolMan interface
- › comprehensive Business Process Monitoring
- › easy testing and change management
- › a bridge between business and IT



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