Success Story

Signavio: Digitally transforming the world’s leading data management provider
Veritas Technologies was founded in 2016, after demerging from Symantec, and is the world’s leading data management service provider, and offers the first journaling file system. This multi-billion dollar company also services 86% of Fortune 500 companies, plus thousands more worldwide—with over 7,500 employees, and presence in 58 countries.

Veritas Technologies empowers businesses of all sizes to discover the truth in information. Using the Veritas platform, customers can accelerate and solve pressing IT and business challenges, including multi-cloud data management, data protection, storage optimization, compliance readiness, and workload portability—with no cloud vendor lock-in. 97% percent of Fortune 100 companies rely on Veritas today to reveal data insights that drive competitive advantage.

Our Customer

Veritas Technologies was founded in 2016, after demerging from Symantec, and is the world’s leading data management service provider, and offers the first journaling file system.

Signavio has saved us from some costly decisions being made. The technology fixed problems before we even got started!

Brandon Gerig, Process Design Team Manager

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Veritas turned to Signavio in 2016 for fundamental process change, digital transformation, and better collaborative decision management, with the goal of unlocking truth held within their data. The company faced enormous struggles with business stakeholders because each of their six unique support sites was working from their own ‘best practices’, which often contradicted or conflicted with the other support locations globally. This disconnect resulted in significant variations based upon when, where, and how processes were being interrupted and followed.

Veritas had several challenges to overcome:

> **The need to consolidate all processes to BPMN** for a single visual design and simplified learning curves. Previous methodologies ranged from PDFs, Microsoft Visio® diagrams, Microsoft PowerPoint® documents, and knowledge articles;

> **The need to adopt a single source of process truth** to eliminate ‘ghost repositories’ where individual teams worked outside their purview, shattering process consistency, governance, and implementation;

> **The need to improve KPIs across customer experience** and to centralize and define all of the different critical activities, roles, and organizations.

In an exclusive interview with Brandon Gerig, Veritas Process Design Team Manager, we learned how using the Signavio Business Transformation Suite not only surpassed these challenges but fundamentally revolutionized the entire process landscape at Veritas. Also, we discover how the new and improved process overview supports transformative customer relationship management (CRM) initiatives and enhances KPIs.
The interview

What was the reason behind starting a digital transformation improvement initiative with Signavio in 2016?

Let me cut to the chase. We were drowning in processes and documentation. Signavio has been our program’s lifesaver. Signavio Process Manager and the comprehensive Dictionary within, allowed us to centralize and define all of the different critical activities and roles.

By using Signavio Workflow Accelerator, Veritas created a single version of each process, Signavio Collaboration Hub made the processes visible to all staff, and Signavio Process Manager changed the entire landscape of our process program, creating a single source of truth.

I cannot overstate the power of Signavio’s visual process depictions because we were able to reduce our repositories from nine to one. We were also able to take over 800+ PDF documents and visualize them. We now have just 75 PDF documents and around 65 BPMN visualizations. As a result of this streamlining, we’ve also been able to reduce our process improvement cycle times by around 80%.

What goals do you want to achieve with the initiative? How has Signavio empowered your digital transformation strategy?

Signavio has saved us from some costly decisions being made. The technology fixed problems before we even got started! Signavio Collaboration Hub is pivotal because no business can expect users to traverse new processes alone.

Since implementing our program with Signavio, we have been hitting our consistency goals and our strategic process drivers. The learning curve to get over 1,600 employees globally to use and interact with the Signavio solution now only takes a 15-minute training video. It has become that simple.

We are also able to map out proposed projects and present them to our leadership team quickly, logically, and concisely. This coordination saved us months of work and streamlined the project both at the inception, but also through completion. As we found new processes that would be required, we could quickly model them, refine them, and succinctly communicate them to the business ahead of the transition.

“Thinking about it, if there is only one thing I would have done differently during this project; it would be to have found Signavio sooner.”

Brandon Gerig, Process Design Team Manager
Great! Who was the key driver behind your process transformation initiative?

My Director and my team were the drivers of this change. The Director put out the vision, I found Signavio, and we then implemented it. Implementing Signavio is one of our best business decisions because the Suite flawlessly allows us to view our processes end-to-end, to improve reliability, and to make our transformation more scalable.

As part of our CRM drive, we also improved our KPIs within the support structure because Signavio enables better consistency and governance; which means that when a customer calls, they’re aligned more effectively.

Before you engaged Signavio, were you documenting processes in any other way?

PDFs and Microsoft Visio® were the banes of our existence before Signavio! Thank you, Signavio. I can’t be in a conversation at work where the word ‘process’ isn’t used! We are continually looking at how we can be doing things better for our customers and our internal stakeholders. Signavio has allowed us to improve the way we work and how we work.

So, has Signavio enabled you to reach the digital transformation goals you set?

Yes, we were able to reach our goals, thanks to Signavio providing the stabilization we so desperately needed. Now we can focus on strategic initiatives. Thinking about it, if there is only one thing I would have done differently during this project; it would be to have found Signavio sooner.

I recommend Signavio to anyone who will listen. It changed the fundamental utilization of process at Veritas. We couldn’t have done it without the software Signavio offers.

Brandon Gerig, Process Design Team Manager

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The Signavio Business Transformation Suite is the only solution to unleash the power of Live Insights to help organizations of all shapes and sizes get the most out of their processes. With intelligent process mining, companies reduce costs, optimize performance, and safeguard their competitive advantage.

With next-gen collaborative capabilities, business knowledge propels process-driven transformation based on conclusive end-to-end process evidence. This way, you navigate case scenarios by unlocking the persona information, visibility, and quantifiable numbers needed for continual growth and customer excellence (CEX) imperatives.

Operational Excellence (OpEx)

Signavio enables organizations to model their current processes, from new customer onboarding to payment processing, and discover a more efficient way of operating. Harnessing the power of process management with dynamic, customizable dashboards, and process analysis/mining capabilities helps improve the end-to-end transparency of business processes. Signavio swiftly harmonizes operations and business decisions across different departments and business functions.

Robotic Process Automation (RPA) at Scale

Process automation with Signavio helps cut down on repetitive work, reduce human error, and detect and eliminate incidences of non-compliant process behavior. Analyze your business processes to identify opportunities for automation, or optimize existing processes in preparation for RPA implementation at scale. Harness the integrated human and robot working loop for managing process excellence and transformation strategies.

Five use cases, one software solution

Risk & Compliance

Managing risk is fundamental to companies, globally. Signavio helps build a stable and consistent process environment, meaning compliance violations can be detected, and risks responded to rapidly. Signavio lets you simulate scenarios, test controls, and improve your organizational response times with fully automated conformance checks—making complex manual reporting a thing of the past.

ERP Transformation

Signavio easily standardizes processes across your entire organization, including different business units and geographic locations. Assess the usefulness of your company’s legacy systems, and update them where appropriate, as well as discovering other opportunities to improve your IT infrastructure and business/IT alignment. Search, create, and share tasks with upgraded collaborative Signavio capabilities.

Mapping the Customer Journey

Expectations are changing, and organizations worldwide need to change operational perspectives by looking towards the customer via an integrated 360-degree journey technique. Signavio journey mapping is essential across all personas, not just the customer, including patients, citizens, employees, and the end-user. Put these process perspectives at the heart of operations, identify contact points, and drive customer excellence (CEX) initiatives.

Almost 60% of companies incurred payment charges from suppliers due to process inefficiencies
Unleash the power of process

The Signavio Business Transformation Suite reduces the time taken to deliver value from your intelligent process mining initiatives, RPA at scale imperatives, end-to-end process orientation, collaborative efforts, customer excellence strategies... and more!

Boost your business transformation activities with a free 30-day test drive.

www.signavio.com/try