

SAP® Process Optimisation Service

Optimising key businesses processes

Absoft's Process Optimisation Service is designed to help companies optimise the business processes supported by their SAP® systems.

The benefits

A well executed process optimisation service will pay for itself many times over. The time and costs savings you can expect, due to increased efficiency and performance improvements, are substantial.

We take a holistic view of your business processes across three dimensions and provide solutions to improve performance, helping you to move from your current situation towards an optimum process state. Our review includes:

- **People** - Identification of competency gaps and suggested training to improve process understanding.
- **Processes** - Standardisation and improvement of business processes.
- **Technology** - Optimised SAP system configuration, use of complementary technologies

Absoft's consultants know about your type of process in your type of company.

We have been working with SAP since 1991, and our experience means that we have addressed SAP and process issues in a range of scenarios. We know what works and why.

Who needs a process optimisation service?

Any organisation that runs SAP and suspects that it is not getting the most out of its **people, processes and technology** can benefit from an Absoft Process Optimisation Service. You should consider an optimisation service if:

- Your key staff spend more time fixing data or transactional problems than performing their job function.
- You recognise that parts of your organisation have SAP competency issues.
- Key business processes that should be executed in your ERP system are being carried out off-system – often in Excel.

A process optimisation service can be carried out on the processes underlying any SAP module, and might also be applied to the interactions between business functions.



Examples of Absoft's Process Optimisation Service outcomes

Here are some of the improvements Absoft's customers have implemented as a result of our Process Optimisation Service and the benefits they have experienced:

People effectiveness:

- Coaching maintenance and operations staff in best practice process execution, including improved maintenance scheduling and monitoring performance to plan, thereby contributing towards minimising production loss, maintenance costs and maintenance backlog.

Process effectiveness:

- Introducing baseline reporting against key performance indicators (KPIs) such as 'delivery vs. required by date', 'stock outs' and 'safety stock holdings for critical spares' and introducing system based process enhancements, which result in palpable improvements to the KPIs.

Technology effectiveness:

- Integrating RFID/barcode/ handheld technologies with SAP to increase process efficiency.



SAP Process Optimisation Service – the Absoft way

An Absoft Process Optimisation Service has five stages:



Stage 1: Consult

We interview the significant stakeholders in the process, including:

- The main client or stakeholder. The chain of responsibility, from top to bottom
- Staff involved in the day-to-day operation of the process
- The SAP system support team

This gives us a complete and balanced picture of the process issues the company is experiencing and sets the direction for the next step in the Process Optimisation Service.

Stage 2: Research

We systematically gather the data we need to review the existing process, comparing fact-based analysis of SAP system data, existing process documentation and the competencies of existing staff, with the information that we have drawn from our discussions in Stage 1.

As well as building the foundation for interpretation and analysis, these activities generate baseline information for setting performance indicators in Stage 5.

Stage 3: Interpret and report

For each process area, we interpret and analyse the information generated in Stages 1 and 2. We home in on the key pain points, flush out the underlying issues, and highlight opportunities for improvement.

At the end of Stage 3, Absoft's Process Optimisation report presents:

- Issues and pain points
- Opportunities and solutions available
- Detailed profiles of key solutions
- Our recommendations
- Suggested next steps

Stage 4: Play back

In this session our consultants share their interpretation of the service findings with your team. At this stage our customers generally decide which of our recommended action points to carry forward.

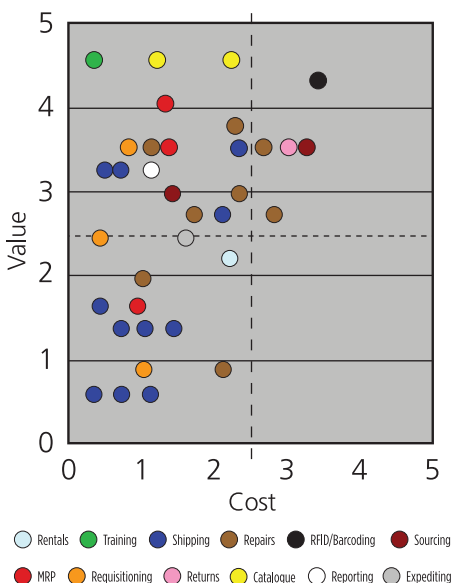
Customers often find Absoft's output diagram tool very useful in the decision-making process. See figure 1 below.

For each process area, this quantifies graphically the value you should expect to gain from every remedial action we suggest, compared with the costs you are currently incurring.

All of this is backed up with facts gathered during Stage 2 of the service.

The power of the play back session lies mainly in the participants' increased sense of ownership of Absoft's report and recommendations. You also enjoy additional due diligence effects by discussing outcomes of potential actions with those involved, or honing down cost implications.

Figure 1 - SAP Process Optimisation output diagram – opportunities defined



Stage 5: Execute and monitor

Implementation of solutions based on Absoft's recommendations. We can work with you to monitor your processes on an on-going basis by tracking the baseline performance indicators identified during the research stage and reporting on improvements.

Among the tools we put in place to prove the value of the Process Optimisation Service is our event/date retrieval engine. The engine captures key events and dates in the standard SAP process chains. This will enable us to:

- Track how effectively the pain points and issues highlighted in the Process Optimisation Service have been addressed
- Identify any new issues
- Relate new and enduring issues to underlying causes
- Recommend and prioritise remedial action
- The bottom line? Extra assurance of reaping the full value of the Process Optimisation Service.

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