



Signavio E-Book

# How Signavio's customers drive business transformation at scale



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## Transformation is built with the power of process

Process management stands for transformation. When reading this e-book, you might have a specific challenge in mind: increasing costs, legacy systems slowing down work, or a lack of alignment in your organization. The problems may be different, but one thing each of the companies in this e-book have in common? An understanding that real improvement starts with the DNA of your organization: business processes.

This e-book shares the challenges and successes of Signavio customers that are transforming their organizations through process management. You will learn how they overcame challenges, their concrete results, and what your return on investment could look like. In every story, we look at the hurdles and pain points – what blocks businesses from realizing their full potential.

Our customers know it best: process management isn't just technology implementation, or a task force showing up for meetings. It's strategy – and it helps teams to understand and continuously improve operations. It's



also the driver behind effective business transformation. Today, it's not even a question of if you want to change, but whether you can change and adapt faster than your competitors.

Process management creates a sustainable competitive advantage by making businesses capable of ongoing adaptation – not just one-time change. It empowers your entire team to:

- > increase top–line revenue and bottom–line profit
- > improve efficiency by reducing costs and speeding up timelines
- > implement new business models or reorganize business lines
- > support innovation and speed to market
- > enhance customer experience to drive greater loyalty
- > standardize operations and align teams
- > monitor operations with greater transparency, and
- > improve safety, security and compliance.

Many thanks to our thousands of fantastic customers who partnered with us to improve their businesses, especially those who shared their success stories to make this e-book possible. If their example encourages you to take your business to the next level, don't hesitate to contact us at [info@signavio.com](mailto:info@signavio.com) or register for a [webdemo](#) to get your personal success story started.





## How INTI achieves operational excellence in education, creating benefits for students, staff and the business

Founded in 1986, INTI International University & Colleges serves over 17,500 students and close to 1,400 academics and staff across INTI's six campuses in Malaysia. The academic institution was struggling to create internal alignment and eliminate silos in order to reach a range of ambitious research and education goals. In particular, the inconsistent implementation and interpretation of standard operating procedures made it difficult for INTI employees to collaborate effectively and identify opportunities to improve basic business functions.

With Signavio technology, INTI created visual representations of standard operating procedures, reducing reliance on dense text-based instructions, and creating a more user-friendly experience for employees. This saved time and money previously lost to re-work and repeated requests for clarification, and provided a strong process framework that helped ensure business continuity during the global pandemic.



Today, INTI lives process excellence as a common culture and regularly nominates process champions. The next steps of INTI's business transformation will include process automation and RPA, supported by the process foundation laid down by Signavio.

*“This is a process of change management, and Signavio has been a key enabler to help us along this journey. Digital transformation is about empowering our people and making sure our processes can live up to unexpected challenges – as we’ve seen during this global pandemic. The sooner we adopt process transformation, the better off we are in improving our present processes and in meeting the rapidly changing circumstances that come our way.”*

Tan Lin Nah  
CEO INTI International University & Colleges

### Top Benefits

- > Developed clear, consistent process visualizations for students and staff
- > Delivered cost and time savings by building more efficient processes
- > Supported business continuity during global pandemic





## How Veritas ensures consistent process governance for 7,500 employees across 58 countries

Veritas Technologies is a multi-billion-dollar data management company with over 7,500 employees, servicing 86% of Fortune 500 companies, plus thousands more worldwide. The company faced enormous struggles with business stakeholders because each of its 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 interpreted and followed.

To overcome this challenge, Veritas used Signavio tools to consolidate process information from various systems into one common language and adopt a 'single source

of truth'. As a result, Veritas ensured consistency and governance throughout the entire organization, improved customer experience KPIs, and was able to centralize and define critical activities and roles in the same way across all its sites.

*“Signavio has been our program’s lifesaver. It prevented us from some costly decisions being made. The technology fixed problems before we even got started!”*

Brandon Gerig  
Process Design Team Manager



#### Top Benefits

- > Reduced 800+ process PDFs to just 75, across 65 BPMN visualizations
- > Reduced process repositories from nine to one
- > Reduced process improvement cycle times by almost 80%



**OPERATIONAL EXCELLENCE**  
Business Services  
ADCORP

**adcorp**  
Connecting Potential

**Solution Architecture**  
success through design



## How Adcorp combined and simplified its IT landscape after a series of complex mergers and acquisitions

Adcorp is a leading professional services company operating throughout South Africa and Australia. With a history spanning over two decades, they have brought together the leaders in a range of industries to provide the “best of the best” in resourcing and professional services.

Thanks to a series of strategic mergers and acquisitions, Adcorp has grown consistently for many years. The downside? The company’s IT landscape became more and more complex, with duplication of effort, high error rates, a lack of transparency and highly intensive and largely manual management practices.

Adcorp needed a standardized technology-enabled business architecture to manage operations in a better way and replace the existing legacy application portfolio. Working with Signavio’s technology partner Solution Architecture, Adcorp was able to streamline its disparate and



**OPERATIONAL EXCELLENCE**  
Business Services  
ADCORP

disconnected systems, by deciding on the optimal design of each business process, updating processes where necessary, then identifying and eliminating duplication.

Today, every part of Adcorp's IT infrastructure reflects the company's drive to adopt best practice, future-proof solutions that run more efficiently and consistently, reduce risks and costs associated with system failures or delays, and deliver value for all of Adcorp's stakeholders.

*"Signavio has helped us deliver outcomes exceeding our expectations. It's business process management approach has been key to the success of Project Skyhawk."*

Daniela Marais  
Specialist: Finance Operations Profitability, Adcorp

### Top Benefits

- > Built quick and intuitive models of all business processes, helping all employees understand how Adcorp's business processes operate in practice
- > Integrated different IT systems
- > Cut down on cost and risk by removing or refining unclear and manual processes





**OPERATIONAL EXCELLENCE**  
IT Solutions  
KMD



## How KMD brought visibility and consistency into a wide range of complex operations

KMD is one of the largest digitization and data management companies in Denmark, responsible for the digitalization of government service delivery to more than 5.7 million citizens. Facing a broad set of responsibilities and strong data protection requirements, KMD's vast operations lacked efficiency and costs were high.

Using Signavio technology, KMD's Quality, Compliance & Consulting (QCC) team created an overview of the company's complex process landscape, discovered improvement potential and standardized operations to save time and money. By cutting down the number of process models in its repository from more than 500, to just 108, KMD has ensured that delays and unnecessary workarounds are now a thing of the past.



**OPERATIONAL EXCELLENCE**  
IT Solutions  
KMD

Today, KMD is working on an enterprise-wide process maturity assessment, with the aim of further optimizing the company's processes. Process mining is a crucial component of this assessment, giving KMD the insights needed to maintain a data-driven approach to making business decisions.

*"We have only positive feedback from using Signavio. So, we want to promote the Signavio tools as the first place to look for processes."*

Iwona Sikorska  
Process Excellence Manager, KMD

### Top Benefits

- > Eliminated of inefficiencies and additional costs, including over 20% reduction in the number of business processes
- > Built single source of process documentation for the whole organization
- > Created baseline for process maturity assessment and further optimization





OPERATIONAL EXCELLENCE  
Telecommunications  
STERLITE



## How Sterlite drives company growth at scale and leverages a single knowledge source for all operations



Sterlite Technologies (STL) is a worldwide leader in the design, manufacture and deployment of data networks, supporting telecommunications, cloud computing, citizen networks and the defense sector with hyper-scale end-to-end data network solutions.

With the global demand for high-speed and secure data services rising, Sterlite was struggling with an ambitious plan to scale up its operations. The absence of consistent and standardized processes forced employees to tackle research and development, achieve manufacturing goals, and take action on projects such as a collaborative effort to bring 5G technology online in India, without a defined support structure.

Like many globally distributed large organizations, Sterlite needed a single source of truth for its processes to bring transparency to operational decisions, increase efficiency and allow for sustainable, manageable internal growth.



**OPERATIONAL EXCELLENCE**  
Telecommunications  
STERLITE

With Signavio, Sterlite was able to create a single version of each process across the company's three business areas, then share it with the entire organization. This ensured consistency across all departments and locations. Operations are now visible to all staff, and the performance of each process can be tracked and adjusted for efficiency.

*“Using Signavio, we can digitally track and improve our engineering changes right from ideation to rollout. It improves the repeatability, and makes it much more scalable.”*

Pankaj Priyadarshi  
COO, Optical Fibre Solutions, STL.





**OPERATIONAL EXCELLENCE**  
Food & Beverage  
COCA COLA EUROPEAN PARTNERS



## **How Coca-Cola European Partners drives change management at scale and turns ideas into action, fast**

Coca-Cola European Partners needed strong support for its transformation journey: merging three individual EU-based predecessor companies into a single, market-leading seller of non-alcoholic drinks. This fusion required transformation initiatives across many levels of business, starting with the documentation of current ('as-is') states, up to the implementation of an efficient process environment that ensures consistency and supports the strategic goals of the company.

Signavio provided this strong framework, with process modeling and management tools that helped create and maintain internal alignment during the merger process. Stakeholders from different business areas (or even countries) could collaborate easily online to agree on the right way to do things, and what the ideal operations should look like. At the same time, variations, inconsistencies, and weaknesses can be identified and remedied much faster than before.



**OPERATIONAL EXCELLENCE**  
Food & Beverage  
COCA COLA EUROPEAN PARTNERS

Thanks to Signavio's intuitive dashboards, process governance of geographically dispersed operations is no longer a problem. The Signavio Business Transformation Suite gives Coca-Cola European Partners the power to define how their business needs to operate today and into the future, providing information and decision security for the entire team.

*"The result has been a Europe-wide, high-level collaboration between our teams. Today, this process-oriented company culture is a fully established, permanent component of our work."*

Gottfried Koch  
Director Business Process Management  
Coca-Cola European Partners

### Top Benefits

- > Successful change management during a complex merger
- > Fostering diversity and sustainability with a single knowledge source
- > Continuous process improvement





**BUSINESS RESILIENCE**  
Consumer products / Agricultural producers  
DRISCOLL'S

**Driscoll's**  
Only the Finest Berries™



## How Driscoll's transformed its operations and secured its supply chain during COVID-19

Driscoll's is a family-owned company with over 100 years of experience delivering “only the finest berries™” to consumers around the world. During the global pandemic, Driscoll's needed a strategic management system to reinvent its business model and secure its supply chains.

With Signavio, Driscoll's was able to keep its supply stable and make sure critical business processes could still be completed despite widespread staffing shortages caused by a global lockdown and quarantine. By retraining staff, employees were able to fill different positions than their usual responsibilities.

When determining which critical roles needed to be cross-trained, Driscoll's based its decisions on which core processes most impacted customers. Having process models available to trainees before, during, and after training also meant every process was carried out consistently, and trainees taking on new roles had a single source of truth for reference.



**BUSINESS RESILIENCE**  
Consumer products / Agricultural producers  
DRISCOLL'S

*“We have worked to detail our processes in Signavio, having this foundation set up has been really critical to our success and to keep core operations running smoothly during the crisis.”*

Lisa Theriot  
Senior Manager, Supply Chain, Driscoll's



#### Top Benefits

- > Shifting from ad-hoc, activity-based processes to a “Process Aware” mindset
- > Financial benefits arising from increased efficiency and reduced costs
- > More defined roles and responsibilities
- > Ability to scale processes to match company growth



## How Hospitality Digital weathered a crisis, and made innovation and agility a focus for the hospitality industry

As a part of the Metro AG group, Hospitality Digital focuses on solutions and innovations offering digital and technological support for hotels, restaurants, and caterers. With COVID-19 restrictions hitting the hospitality industry particularly hard, Hospitality Digital faced the challenge of remaining responsive to its customers' needs, while also paving the way for recovery by helping customers improve resilience and agility. Hospitality Digital needed end-to-end process lifecycle management, with integrated process mining, to be able to maintain their strong record of delivering new capabilities and new products to serve independent restaurateurs around the world, even in the face of a pandemic.

To take one example from an industry still heavily reliant on analog tools, the requirement to register guests and visitors upon arrival at a restaurant or other venue posed some challenges. Hospitality Digital's commitment to digitalizing the industry meant the company had the products ready for hospitality businesses to transform bookings and registrations into a simple digital process, no shared pen and paper needed.



**BUSINESS RESILIENCE**  
Catering trade service  
HOSPITALITY DIGITAL

Increased demand for this kind of digital support also meant increased demand on the way Hospitality Digital operated. Thanks to a strong process framework provided by Signavio, Hospitality Digital was able to react fast and efficiently and drive customer success.

*“As a company, we needed to move very fast within this segment, specifically these days post-COVID, where we had to be available to help and support with great applications and a great, as we always say, process foundation ... Process mining is key for us to understand the status quo, to understand customer needs, and also for building our capabilities.”*

Dr. Volker Glaeser CEO, Hospitality Digital

### Top Benefits

- > Established navigation maps and collaboration
- > Defined KPIs to measure process performance
- > Made customer journey KPIs part of the personal goals of Product Owners, to mandate customer journey responsibility throughout the company





**BUSINESS RESILIENCE**  
Food & Beverage  
TAIFUN TOFU



## How sustainability and collaboration support business continuity for Taifun Tofu

For over 30 years, Taifun Tofu has produced organic tofu based on a commitment to sustainability and the highest quality. Like many other companies in 2020, Taifun Tofu faced the challenge of ensuring continuity of its global manufacturing and delivery during a state of emergency. Unlike many other companies, however, the challenges of COVID-19 brought about an increase in sales. This meant Taifun Tofu needed to align the demands of a growing sales market with increasingly strict statutory requirements in the areas of hygiene and risk management.

In recent years, Taifun Tofu had already established an organization-wide collaborative process culture, with an existing process management initiative focused on maintaining compliance with high food safety and security standards. This commitment to effective process management built the baseline for the company's response to the new challenges posed by COVID-19.



**BUSINESS RESILIENCE**  
Food & Beverage  
TAIFUN TOFU

Taifun Tofu's crisis management team used Signavio to assess the strength of individual manufacturing and business processes, then took a step back to consider how these processes interacted in multi-level process scenarios. This formed the basis for simulating the impact of process changes in an emergency, which in turn allowed Taifun Tofu to make the right decisions on reallocating resources to respond fast and efficiently to the changing nature of the pandemic.

*“Good business partnerships, our company culture, and our process driven transformation initiative have given us the necessary strength to weather the current economic crisis. And I am very thankful for that.”*

Valentin Jäger  
Head of Quality Management & IT

### Top Benefits

- > Defined critical business processes to maintain essential operations
- > Integrated hygiene measures quickly into work processes and reduce risks
- > Ensured business continuity and handled increased customer demand





## How Hirslanden used process management to offer better and more efficient care across 18 clinics

In the healthcare sector, efficient and effective operational processes can sometimes be a matter of life and death. So when Switzerland-based Hirslanden Private Hospital Group observed inconsistent processes and location-specific workarounds across its 18 clinics, the company knew it was time to improve the way its employees worked.

To secure its excellent care concept, as well as continue to offer the highest standards of patient care, Hirslanden undertook a large transformation initiative with the aim of optimizing internal processes across all locations and harmonizing its ERP landscape. Using Signavio, the clinic reduced the variability and complexity of its business processes, ensured greater clarity on how particular tasks and functions should be carried out, and integrated these best practice approaches into organization-wide systems to support staff across the business.



**CUSTOMER EXCELLENCE**  
Healthcare  
HIRSLANDEN

Today, Hirslanden applies changes much faster and provides visibility and process governance across the entire decision management life cycle. When a problem is detected, especially a delay that may impact on patient care, Hirslanden can rely on a strong process foundation that makes it easier to identify and implement a solution quickly.

*“We want to make sure that patients, no matter what clinics they are in, experience the same quality processes.”*

Alexander Mainda  
Director Center of Excellence Operating Theater and Intervention Rooms at Hirslanden



### Top Benefits

- > 10,000 users working together effectively via the Signavio Collaboration Hub
- > Fewer administrative burdens
- > Developed and applied universal standards for patient care
- > Built more efficient and simplified processes



**Tech  
Mahindra**



## How Signavio's transformation partner Tech Mahindra empowered a large telco company to implement its transformation strategy

Tech Mahindra is a USD 4.9 billion consulting and advisory company with 131,500+ professionals across 90 countries, helping over 946 global customers including Fortune 500 companies. As Signavio's chosen transformation partner Tech Mahindra supported a large telecommunications company as it embarked on a new strategy to lead the Australian market.

With over a century of history, more than 18 million mobile subscribers and 30,000 employees, this company has successfully maneuvered through significant market changes before. However, increased customer expectations, an intense competitive landscape and disruptive technological changes had created unprecedented challenges. In order to reduce costs and effort, the telco company needed a strong understanding of its current mode of operations and performance.



Tech Mahindra leveraged Signavio’s Business Transformation Suite to reduce cycle time related issues, improve incident management response times for customers, and identify opportunities to automate a range of common operations. The telecommunications company was able to optimize its operations, use process simulation to test the performance of future state processes, and improve customer service, all while eliminating over six million dollars in costs.

*“Signavio has helped us deliver outcomes beyond customer expectations. The speed of delivery has been key to the success of the customer’s engagement.”*

Sneh Sagar  
Lead Business Consultant at Tech Mahindra

### Top Benefits

- > Reduced operational cost base by \$6.5M
- > Reduced cycle times in key back-office processes
- > Improved efficiency and responsiveness, leading to better customer service





CUSTOMER EXCELLENCE  
Utilities  
IWB

**iwb**



## How IWB digitized its business processes and upgraded customer service

IWB is a service provider for energy, water and telecommunications with around 900 employees. As an institution under public law, IWB has a supply mandate for the entire Swiss region of Basel City. With the ongoing digitization and planned liberalization of the Swiss energy market, IWB is facing an environment of increased competition and ever-growing customer expectations, including more frequent communication and an end-to-end personalized service offering.

IWB needed a way to understand these customer expectations in detail, manage the increasing number of service processes and accelerate core operations like damage reporting or household supply connection. Using a combination of tools within the Signavio Business Transformation Suite, IWB was able to document, simplify, automate and improve its daily business processes. In particular, the company replaced time-consuming and inefficient emails, letters and calls with automated to-do lists and messages, therefore saving money and ensuring employees can focus on value-creating tasks.



**CUSTOMER EXCELLENCE**  
Utilities  
IWB

The enhanced collaboration made possible by this digitization has meant complex processes involving the entire organization can be assessed and optimized more quickly, and communication between individual business units has improved, resulting in further efficiency gains as employees share information and self-identify additional process optimization opportunities.

*“It was no longer just about documenting processes. Our objective was to establish a strategic process and quality management that would allow us to gain insights we never had before. We wanted to make better, more consistent business decisions and accelerate as well as simplify our existing processes considerably.”*

Gabriel Santschi,  
Senior Business Process Manager Process & Quality Management

### Top Benefits

- > 75% of all business processes captured in Signavio
- > Standardized and transparent mapping of business processes
- > Easier collaboration across all business areas
- > Vastly improved process times
- > Reduced costs and manual workloads





**CUSTOMER EXCELLENCE**  
Public sector  
ST. GALLERSTADTWERKE



## How energy company St.Galler Stadtwerke drives innovation to match employee expertise to customer expectations

As a public utility, St.Galler Stadtwerke is one of the most modern energy suppliers in Switzerland, with energy consumption and CO2 emissions in the city falling by more than ten percent between 2005 and 2015. In a volatile market heavily impacted by technical, economic and social changes, the company was looking for ways to align their services more closely with new customer requirements.

The major challenge was an overall lack of process maturity, and limited process know-how among employees. With the support of Signavio's technology partner Enerbit, St.Galler Stadtwerke started a transformation initiative with the goal to optimize internal operations and customer experience.

Using the Signavio Business Transformation Suite, the company was able to map and understand customer journeys across the organization, and identify the crucial digital touchpoints that affected customer satisfaction. St.Galler Stadtwerke then used this information to help employees understand the impact of their work on those processes, and therefore on the customer experience. By bringing employees into the process



**CUSTOMER EXCELLENCE**  
Public sector  
ST. GALLERSTADTWERKE

optimization conversation, St.Galler Stadtwerke was able to build a central knowledge base, as well as a framework for the entire business to manage the process lifecycle. The result is a stronger link between processes and customer service and a more engaged and process-oriented workforce; a combination that has meant St.Galler Stadtwerke consistently meets its strategic targets around customer satisfaction. The next step is speeding up processes with automation...

### Top Benefits

- > Discovered improvement potentials in daily work and customer journey
- > Established and optimize digital touchpoints
- > Supported staff to identify automation potential
- > Introduced data-based processes optimization



*“For quite a while, there was no one in the energy industry who could get excited about customer journey mapping. Then the St. Gallen municipal utilities approached us with their idea, and I was very pleased to see a Swiss company become a pioneer in the industry with its consistent implementation.”*

Marcel Würmli, Managing Partner, EnerBit GmbH



## How HUK-COBURG Autowelt ensures superb customer service and smooth internal collaboration

With over 10,000 employees and more than 12 million customers, the HUK-COBURG insurance group is one of the largest motor insurers in Germany. HUK-COBURG Autowelt GmbH was founded in 2016 with the aim to provide customers with holistic online and offline support, from buying a car to insuring and selling it. With the strong growth of this subsidiary, the demands on its operational processes also increased. To ensure the young company's competitiveness, it was imperative to guarantee flawless customer service and make internal collaboration smoother.

With Signavio, the company was able to drastically simplify the onboarding of its employees and thus benefit faster from the deployment of new professionals. Critical service processes were also fundamentally optimized with the help of Signavio's customer journey mapping tools. In particular, handling customer complaints was improved significantly, with customer details, status information and decisions now

automatically transferred and documented, ensuring consistent process handling at all times.

With Signavio, HUK-COBURG Autowelt GmbH has also succeeded in avoiding knowledge silos, promoting the further development of employees and ensuring consistent and efficient handling of workflows. The company can now focus on value creation, further refinements of the customer experience, and using smoother internal collaboration to bring innovative products and services to the market faster than ever before.

*“Process management is our innovation driver. With Signavio we are able to identify automation potentials, drive customer excellence in a targeted way and reinvent ourselves at any time.”*

Sebastian Lins  
Managing Director, HUK-COBURG Autowelt GmbH



### Top Benefits

- > Faster training and onboarding of employees
- > Collaborative instead of siloed thinking
- > Higher customer satisfaction



# Unleash The Power Of Process



The processes you carry out every day are the foundation on which your business is built. The Signavio Business Transformation Suite is a powerful, all-in-one platform that helps you understand the way your business actually works, and make better decisions, faster. Signavio can save your business time and money, and drastically improve the way you work.



[START YOUR FREE 30-DAY TRIAL](#)

