

# BPM-D® CASE STUDY

## PROCESS MODEL CONVERSION AT TECHNOLOGY ORGANISATION

### ■ Summary

In four months, the company has completed its transition from UPN to BPMN to strengthen its BPM journey, implementing an optimised process capability in the organisation - 1609 processes and 252 storyboards have been migrated, reviewed, and signed off, Signavio Process Manager, Governance system and Collaboration Hub have been set up and business analysts have been trained to support the new repository.

### ■ Business Opportunity

The company in focus provides IT products and services in four service areas: digital infrastructure, hybrid cloud, workspaces for tomorrow and cybersecurity. Its offerings include physical data centres as well as their management, operation and relocation.

The company wanted to conduct a digital transformation of their processes and make continuous improvements. They initiated this journey by implementing the SAFe Framework to their business processes and updating roles, responsibilities and different systems used in these processes. The key business challenge was to ensure that the global organization updated their business processes meticulously and were able to identify improvements to further streamline the processes. They thus identified the need for using a Process Management tool that allowed taking advantage of the leading process improvement features.

The existing process modelling software – Nimbus (UPN format), that the company was using to create and store its processes, was outdated, and didn't provide a collaborative and accessible approach to process management.

After a careful tool evaluation, Signavio was identified as the most suitable tool to manage the company's repository. NTT has initiated its transition to BPMN, and BPM-D has been asked to support the first phase of the migration of 2000 process models & 500 storyboards, with consulting support to setup and launch the process repository.

### ■ Approach

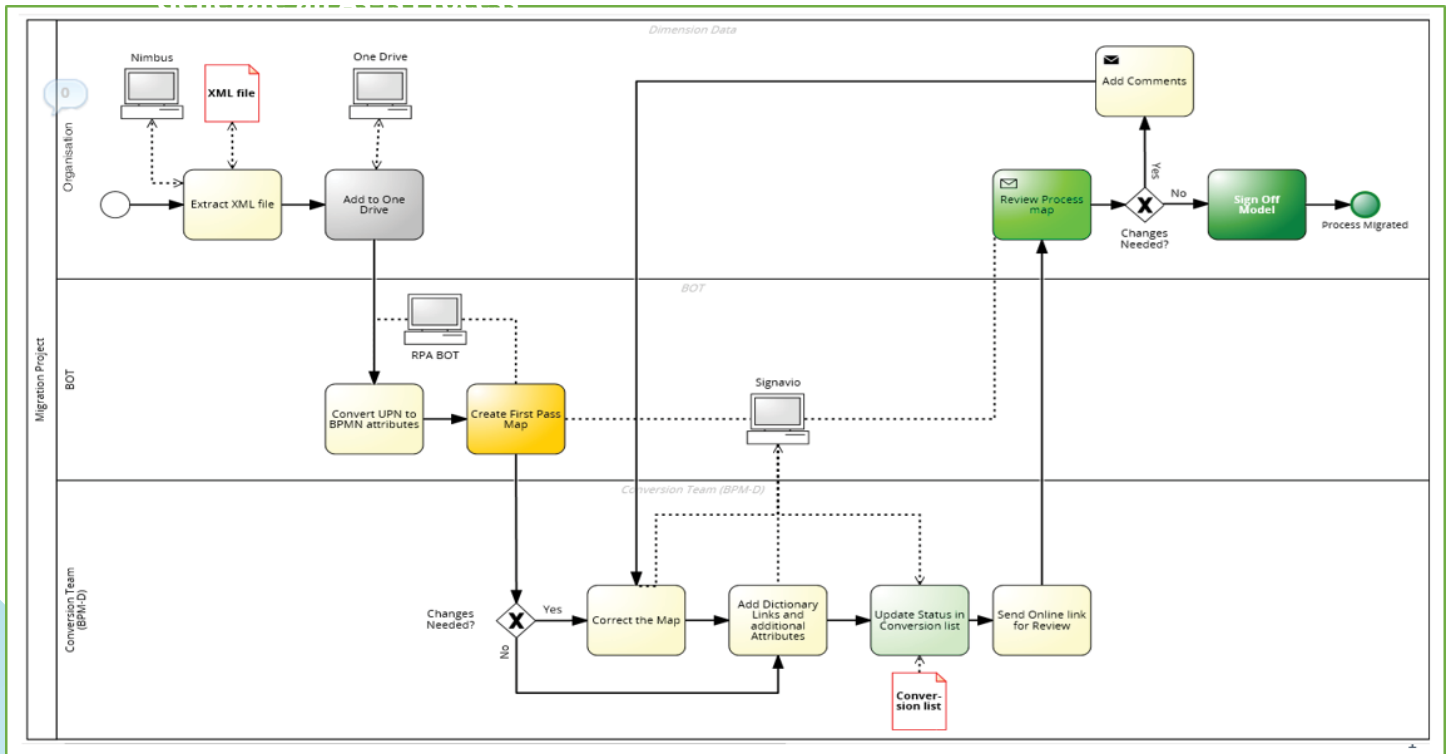
BPM-D built a strategy for the systematic migration of the business models and storyboards to Signavio and set up a structure to store the processes in the platform.

- Process Hierarchy and framework was set up on Signavio for efficient migration of business models.
- BPM-D created a robot to migrate the UPN Models into BPMN which helped migrate 50 models per day to Signavio.
- Dictionary, which is a central object management repository in Signavio containing all the necessary attributes related to the business processes, was populated and attributes were linked to the relevant business models.

The initial step was to extract all processes from Nimbus as XML files and add them to One Drive. For each process, the robot extracts its data from the XML file into Excel – activity names, roles, descriptions, IT systems, attached documents, etc. and using this data, the robot fills out all required fields in Signavio for all activities and creates the BPMN. Then, if necessary, the flow of the BPMN is corrected by the BPM-D team and elements such as functional roles, activities and IT systems are linked to dictionary, intermediate links are also added manually. Finally, the BPMN is linked to the respective value chain and reviewed by the client. If any changes are needed, the BPM-D team corrects them and then publishes the model to the Collaboration Hub.

## Benefits

- The Navigation of models made intuitive and structured.
- 1/3 of roles have been deleted post clean-up
- IT systems also reduced with added descriptions and attributes.
- Duplicate and blank activities are merged and reduced.
- Documents categorised in 5 types for ease of navigation.
- Signavio Collaboration Portal foot-fall increased.
- Setup standards & governance processes for ongoing maintenance of models.



## Outputs

