
The Manufacturer's Guide to Digital Transformation

How to accelerate digital success with proactive
business process management



This eBook explores how taking a proactive approach to business process performance management can ensure you can prioritize performance fixes based on potential business impact. And in doing so, making sure your SAP and related systems deliver the business outcomes you need, as you migrate to S/4HANA or move operations to the cloud.

Manufacturing in the age of now

Manufacturing is an industry in flux. New digital business models are required to meet fast-changing customer demands, including a growing desire for bespoke products and packaging driven by eCommerce.

Research shows that digital transformation and a focus on customer experience (CX) can generate a 20-30% increase in customer satisfaction and economic gains of 20-50%¹ but significant change is needed. For example, production lines that can quickly be reconfigured at short notice and self-organizing adaptive logistics to increase the flexibility and responsiveness for customers.

In a growing global trend towards servitization, manufacturers are shifting focus to produce digitally enhanced SMART products and experiences to grow easily repeatable service-based revenues. Research shows that Internet of Things (IoT)-enabled services can lower service costs by as much as 40% and increase revenue by up to 8%.²

Many businesses now depend on their ability to create digitally-enhanced products, services, and experiences for both customers and staff – for example, using augmented reality to provide support from remote experts or to deliver instructions to solve a production issue remotely. But this step-change relies heavily on the manufacturers' ability to bridge the gap between business process performance and business outcomes.

Ninety-two percent of technologists say the ability to link technology performance to business outcomes and to show return on investment (ROI) are essential to delivering innovation goals over the next year.³ And 76% acknowledge that they can no longer afford to rely on gut instinct with technology performance when confronted with heightened levels of complexity.⁴ They need accurate real-time data that allows IT and the business to talk in the same language as they transition to Industry 4.0.

Mind the gap

There is an acute awareness of the need to contextualize IT performance insights with real-time/run-time business data, but many manufacturers don't have the resources and support to do so.

Traditional business process monitoring tools provide a very singular and reactive view. So, for example, your IT team may be delivering their SLAs, but there is no way of knowing whether the business is really performing as it should against its specific KPIs.

As manufacturers transition to SAP S/4HANA and into the cloud as part of Industry 4.0, the ability to scale is accelerating. This is driving the need for end-to-end monitoring not only of specific SAP applications but also across all interrelated elements, in a language both IT and the business can understand.

Take the order-to-cash (O2C) process, for example. SAP's Solution Manager is limited to providing a transactional view only. But when combined with event logs and inputs from an application performance management solution such as Cisco AppDynamics, all the individual steps within O2C can be identified and the relevant applications mapped to them. With this view, you can understand the root-cause issues from application code level all the way to the cloud, something that is unique to AppDynamics. This helps find, troubleshoot, and fix problems faster, increasing productivity and enhancing CX and user experience (UX).

“73% of technologists fear that the inability to link IT performance with business performance will be detrimental to their business in 2021.”⁵

Production interruptions reduced by 70% after shift to proactive SAP monitoring and management.

Innovation, rapid design, and production processes require predictable and scalable SAP application performance. If those apps slow down or stop working, so does the factory line, delaying delivery, increasing overtime, and ultimately resulting in lost revenue.

By transitioning to real-time business process monitoring, our customer was able to proactively manage their business-critical SAP applications, moving them away from manual monitoring, speeding up root-cause analysis (RCA) and enabling them to scale while protecting their production line.

1 What Matters in Customer-Experience Transformations, McKinsey & Company, July 2019

2 Coronavirus: Industrial IoT in challenging times, McKinsey & Company, April 2020

3 Agents of Transformation 2021: The Rise of Full-Stack Observability, a report by AppDynamics

4 Agents of Transformation 2021: The Rise of Full-Stack Observability, a report by AppDynamics

5 Agents of Transformation 2021: The Rise of Full-Stack Observability, a report by AppDynamics

When SAP performance suffers, manufacturing suffers.

“85% of technologists state that quickly identifying root causes of performance issues represents a significant challenge in the year ahead”⁶

With the dependence of business operations on IT, technology decisions are now very much business decisions. By adopting a business KPI perspective it becomes easier to cut through the noise, pinpoint the most critical data, and contextualize IT performance insights across all SAP and interrelated platforms and applications with real-time business data.

By linking IT issues to tangible business outcomes, such as CX, manufacturers can prioritize decision making and actions based on what really matters to the business.

A business-aware IT approach also helps you protect your revenues. Let's use the example of the O2C process again. By capturing and baselining business metrics, you can proactively monitor the state of every business-critical set. Any deviation away from those metrics will trigger a health alert so that rapid action can be taken, reducing performance incidents, combined with faster mean time to repair (MTTR) to improve productivity.

Building a business case for change

As you migrate to the cloud and invest in transformation solutions such as S/4HANA, you need to be able to easily answer to line-of-business leaders and executives the question of which services have been impacted from a performance perspective and how that translates to a loss of revenue.

A proactive approach to business process performance monitoring and management creates the perfect foundation for relating system and application downtime to process downtime for a more accurate business impact and ROI analysis, helping you build stronger business cases in the future.

It also helps you rationalize your application estate, making sure you migrate only what you need as you move to S/4Hana and the cloud, and reduce unnecessary IT spend. As applications are mapped to business processes, you can easily identify those that are no longer required to make a more informed decision.

Could your organization benefit from proactive, real-time SAP monitoring?

- 1 Are you transitioning to new, service-oriented and direct-to-consumer business models supported by SAP?
- 2 Are you increasing the use of connected technology and 5G and need a more efficient way to monitor large numbers of applications and devices that interact with and impact your SAP systems?
- 3 Are you investing in Smart Factory and Smart Manufacturing now or in the future, and do you need to be able to validate the business case for transformation and prove ROI?
- 4 Do you want an improved CX and UX as you move along your digital transformation and cloud migration journey?
- 5 Are you looking to accelerate root-cause analysis to reduce the impact on production, improve UX, and prevent loss of revenue caused by downtime?

If the answer is yes to any of the above, it is highly likely that you would benefit from a new approach to business monitoring. To explore the value in this, why not take our free ROI assessment [<link>](#)?

Artificial Intelligence (AI) provides a new approach to application support.

With the integration of IT Service Management (ITSM) platforms such as ServiceNow, this reduction in incidents can be further accelerated through self-healing application. Through the use of AI, performance problems are not only identified sooner, but they're also fixed, removing the need for escalation or the dreaded 'war-room' scenario.

But making the move to a more pre-emptive management paradigm can be complex, with many manufacturers struggling to create and update an accurate Configuration Management Database (CMDB). Using integration blueprints, as provided by Atos, will simplify this process, enabling CMDB creation in real time to support application self-healing.

⁶ Agents of Transformation 2021: The Rise of Full-Stack Observability, a report by AppDynamics

Are you future-ready today?

Change is happening at such a rapid rate. Advancements in technology like S/4HANA are providing manufacturers with the ability to change their entire business process to achieve the agility needed to meet the demands of a dynamic market and embrace Industry 4.0. Being able to respond in real-time is paramount and this means eliminating performance issues that can impact speed, cost, and experience.

With the end-to-end expertise of Atos for SAP and SAP S/4HANA transformation, combined with the powerful insights delivered by Cisco AppDynamics, we can support a successful digital transformation with a solid backbone of proactive, real-time monitoring and management of all key business processes. Making your manufacturing business future-ready today.

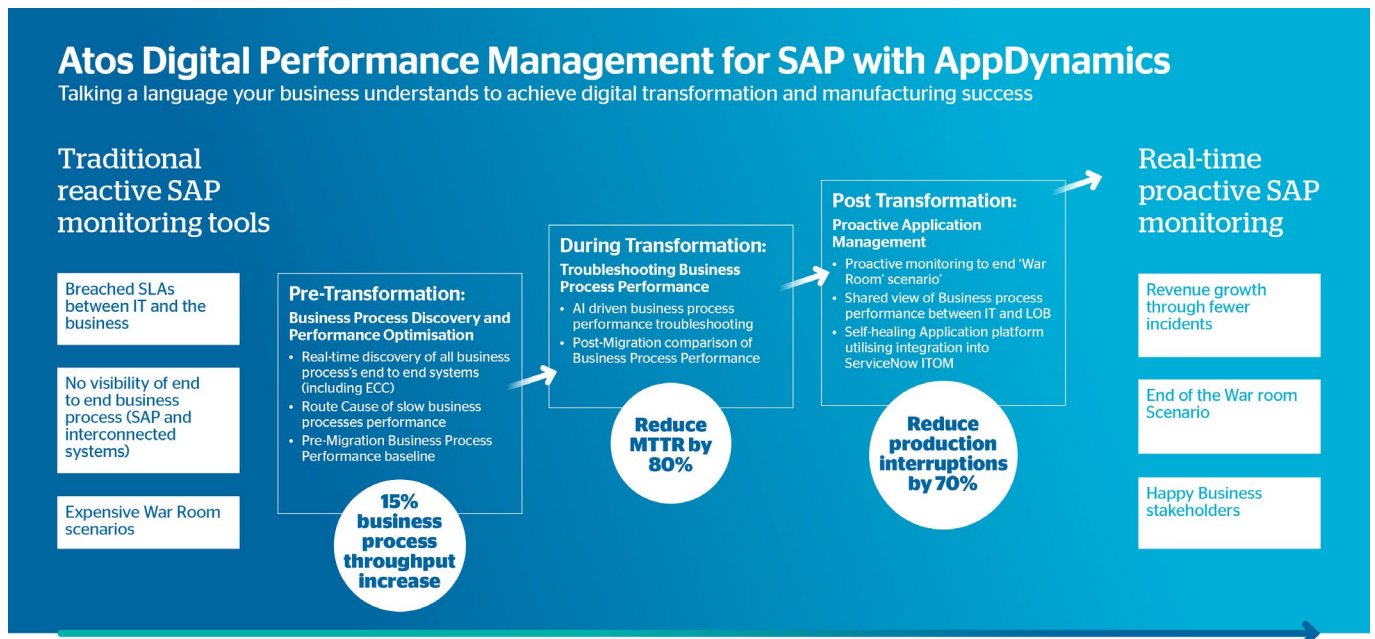
Move SAP to the cloud with trust and confidence

When it comes to digital transformation and migration to the cloud, you need IT and the business on the same page, talking the same language. Any disconnect can derail the project and increase the risk of business-critical applications and processes being negatively impacted. But when you've got complex processes involving multiple applications, on-premises and in the cloud, it can be nearly impossible to get a real-time view of performance and how it impacts the business.

Atos Real-Time Digital Performance Management with Cisco AppDynamics delivers AI-enabled end-to-end business process monitoring and anomaly detection, providing real-time visibility, managed through a single pane of glass and delivered in a common language.

You get an unambiguous view of business process performance before, during, and after a cloud migration as well as the ability to identify the root cause of any issues so you can quickly fix them:

- Reduce risk as you add new digital services and migrate to the cloud
- Improve business process performance with line-of-code identification of issues
- Measure business-case impact and ROI



DIGITAL TRANSFORMATION AND TRANSITION TO INDUSTRY 4.0

Powered by



and integrated with



Are you future-ready today?

Deliver SLAs to maintain and improve business levels

Modern applications form a critical part of any manufacturing process. The need therefore is to ensure its performance sits both with the line-of-business owner and IT. Beyond traditional SLAs, IT is now tasked with ensuring applications are performing as the business needs. This means being able to see exactly where a problem is and fixing it faster before it impacts production.

Atos helps IT teams meet their SLAs to maintain a consistent level of business and revenue by discovering and fixing the root cause of business process performance issues faster. By using AI to create and maintain dynamic thresholds, you can have monitoring up and running within just 2 hours of deployment:

- **Ensure SLAs with faster time to fix - reduce MTTR by 80%**
- **Reduce risk with early anomaly detection to reduce incidents by 60%.**

Maintain and enhance CX

As manufacturers shift to digital service-based business models and begin to engage directly with customers, the experience they provide becomes even more critical. And for many, it's this experience that enables them to differentiate in highly competitive markets.

Atos helps you transition from reactive to proactive business process management to deliver the best levels of CX. And with pre-packaged ServiceNow Integration blueprints, developed by Atos, enabling CMDB creation in real-time, we also help you implement self-healing applications with ServiceNow ITOM to avoid incidents that could impact on experience:

- **Maintain and enhance high levels of CX - 70% reduction in end-user impact**
- **Deliver business SLAs by reducing incidents by up to 60%**



From reactive to proactive monitoring – how detecting SAP performance issues faster keeps production lines flowing

When manufacturing downtime equates to a significant loss of revenue, getting an early warning of potential SAP performance issues is more than just insightful – it's business-critical.

Atos Digital Performance Management for SAP, in partnership with Cisco AppDynamics and ServiceNow, enabled a leading manufacturer to shift from reactive to proactive SAP monitoring and ensure seamless business operations, taking the pressure off IT management while also protecting the bottom line:

- Real-time SAP monitoring of mission-critical applications ensures seamless business operations.
- Dynamic baselines of key metrics help reduce alert storm and enable swift action on anomalous conditions.
- Seamless shift from reactive to proactive monitoring
- Understand business impact and ROI of digital transformation more easily

Great business process performance starts here.

The key to Atos's success as a true digital partner for manufacturing is not only our close partnership with industry leaders SAP, Cisco AppDynamics, and ServiceNow, but also our pre-built solutions, integration blueprints, and best-practice processes specifically for the manufacturing industry.

Atos provides the business insights and technical skills your manufacturing enterprise needs to embrace the potential of real-time business to the fullest, helping you adopt innovation and digital business models to enhance CXs and develop profitable new revenue streams.

Our unique approach, pre-built toolsets and accelerators help you unleash the full business potential of new SAP S/4HANA technologies and shift to an ITSM model with self-healing applications through ServiceNow for differentiated advantage – and a clear path forward for digital transformation success.

To find out more, and to speak to an Atos SAP manufacturing expert, visit [<insert link>](#).

About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

Find out more about us

atos.net

atos.net/career

Let's start a discussion together



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