



AP Journey in Celonis

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- Short intro to Statkraft
- Process Mining with Celonis
 - a) Currently connected Processes
 - b) Approach for AP Process
 - c) Process Mining as part of Continuous Improvement
 - d) Examples of improvements done in AP Process
- Q&A

Statkraft Locations Worldwide

Own capacity

20 000 MW

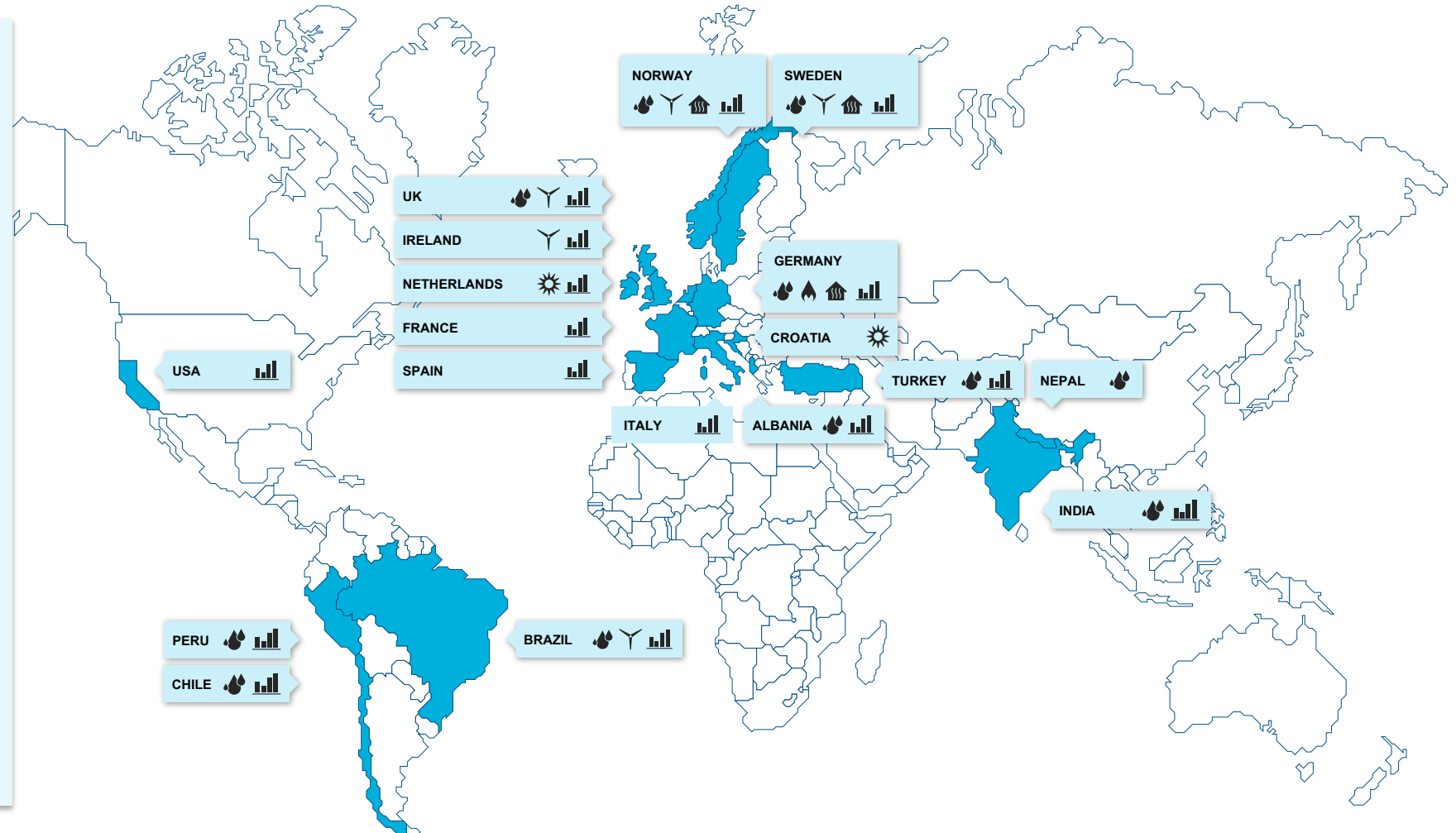
65 TWh → **92%** renewable

Third party capacity

20 200 MW

Employees

4 500



An aerial photograph of a large body of water, possibly a lake or sea, with a significant portion frozen into ice. The ice is a light blue/white color, contrasting with the darker blue of the open water. The horizon is visible in the upper third of the image. A white rectangular box is superimposed over the center of the image, containing the title text.

CELONIS IN STATKRAFT

4 business processes connected

1 SAP instance, 1 client, 305 company codes



- «Accounts Payable»
 - ID: Invoice
 - Process owner: **SA F**



- «Plant maintenance»
 - ID: Work order
 - Process owner: **BA P**



- «Purchase to Pay»
 - ID: Purchase order item
 - Process owner:
Procurement, BA E



- «Accounts Receivable»
 - ID: Work order
 - Process owner: **BA M**

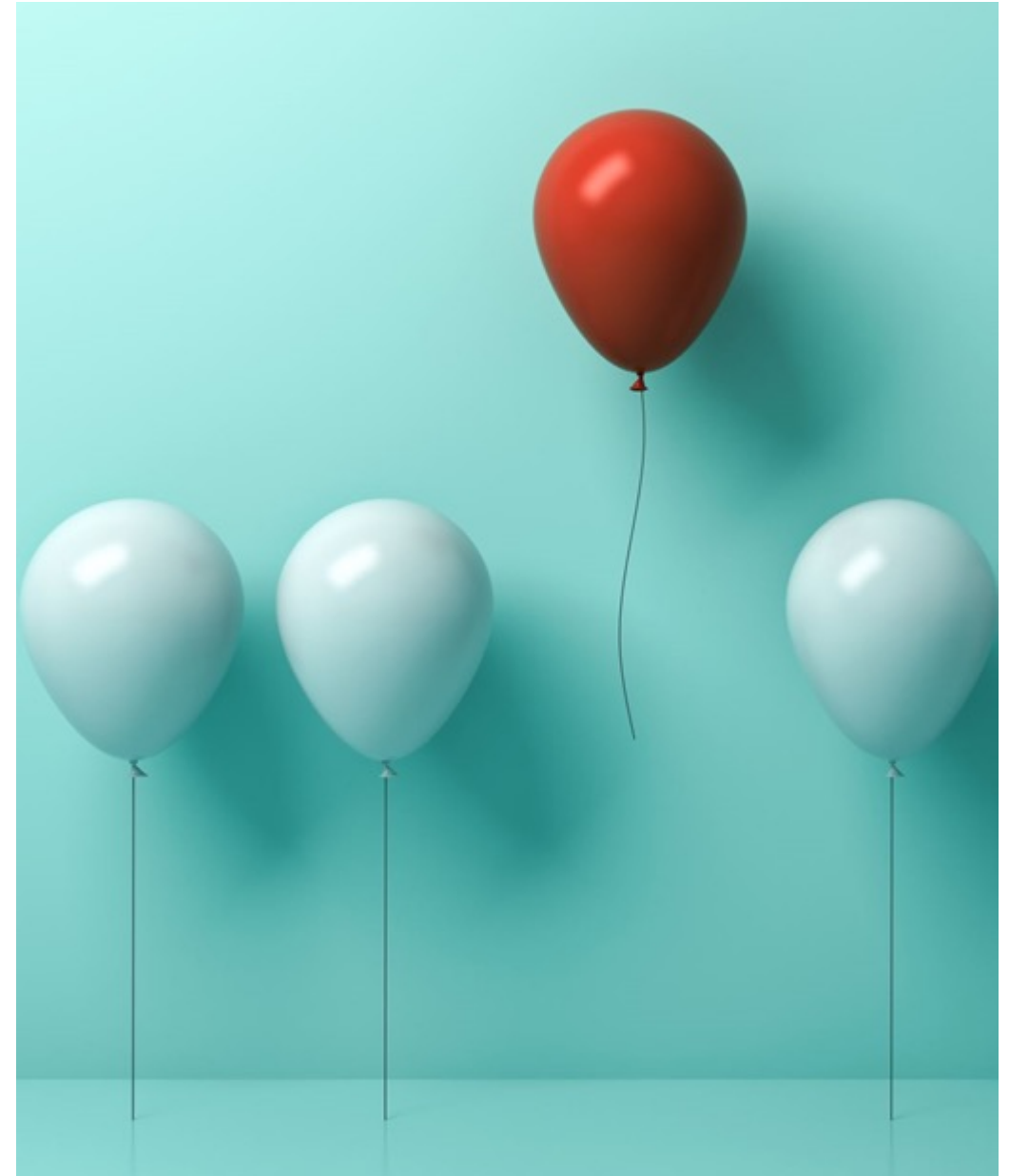
Next in line?



- «Service management»
 - ID: **Service ticket**
 - Process owner: **IT, BA M**



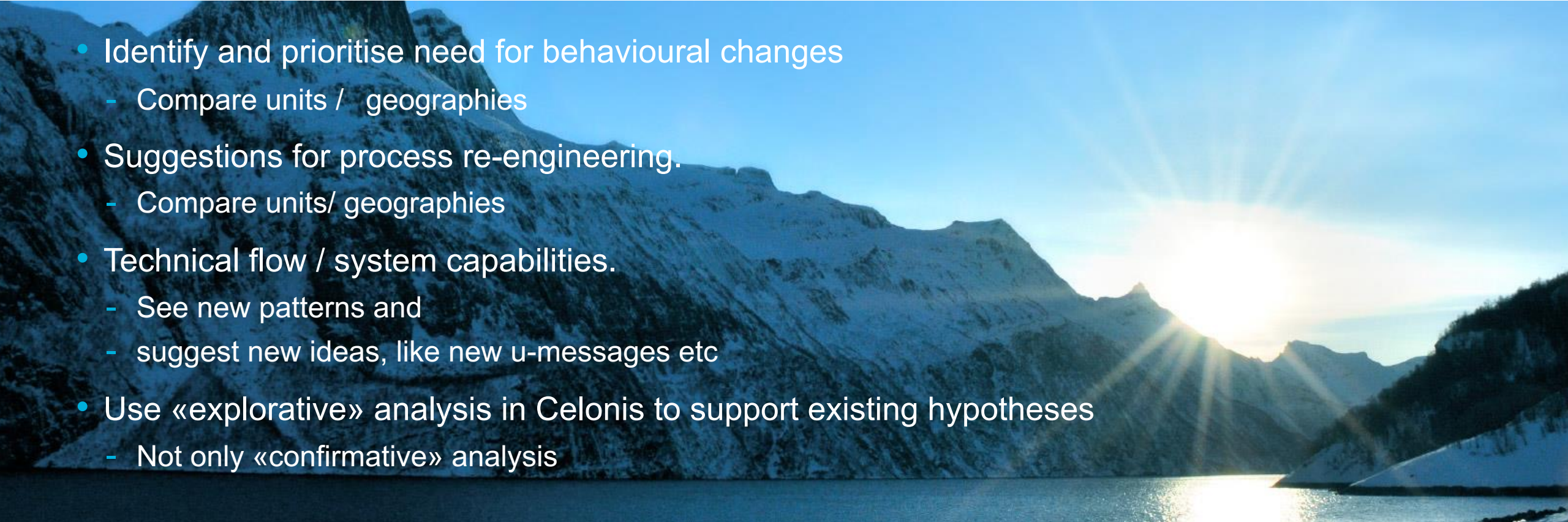
- «Master Data»
 - ID: **Vendor Master data**
 - Process owner: **SA F**



The connecting part on the Accounts Payable process

Main message (From Process Owner):

- Identify and prioritise need for behavioural changes
 - Compare units / geographies
- Suggestions for process re-engineering.
 - Compare units/ geographies
- Technical flow / system capabilities.
 - See new patterns and
 - suggest new ideas, like new u-messages etc
- Use «explorative» analysis in Celonis to support existing hypotheses
 - Not only «confirmative» analysis



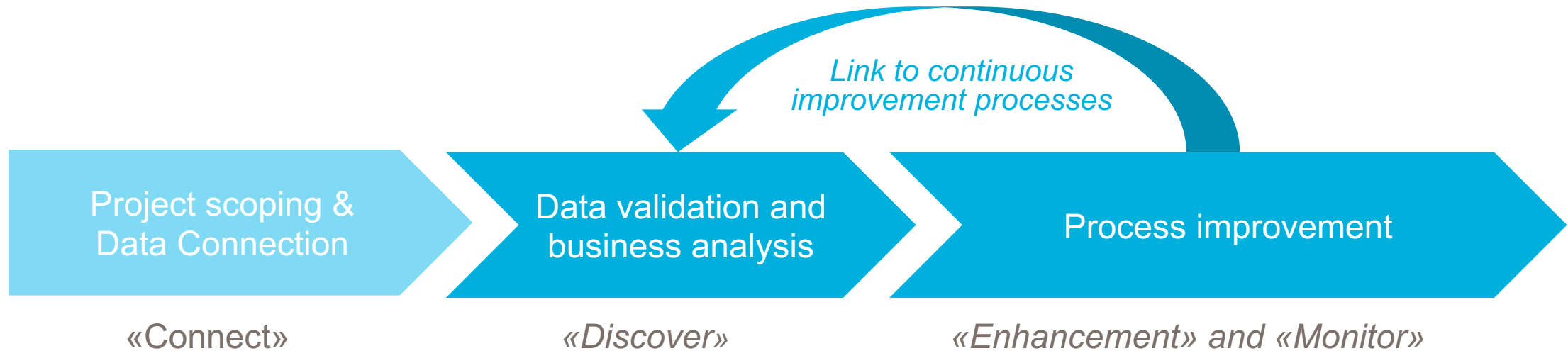
The connect part on the Accounts Payable process

Hypothesis (From Process Owner):



- FI-invoice comes in return to match with old PO.
 - Lack of / poor quality of information on invoice?
- PO created after invoice sent as FI?
- Where are invoices with long throughput-time stuck?
 - With accounting team / verifier / approver?
- PO not approved when we need to change from «FI» to «MM».
- Compare throughput time/ bottle necks across accounting offices.
- Can we see benefits of the «pre-posting» of invoices?
- KPIs: Invoices processed per FTE, “Manual payments”/ Invoice, MM vs FI invoices, Paid on time,

Process Mining as part of continuous improvement



- Process Mining responsible governs the first part and serves as project manager until process is implemented and connection is finalized (The connect part above).
- The discover part is done jointly with process owner and is very important in order to trust data and thus improvement potential gathered from these data.
- Enhancement is done based on findings and then the effect of these is monitored. Lack of expected effect leads to another enhancement and yet again is monitored.

The improvement journey of WF activities in AP Process

Process owner wanted to first monitor days from scan inv to start FI WF.

Secondly, activity “GL and VAT assignment” (forkontering) was implemented.

As the number of invoices returned to accounting grew, this activity was put in place.

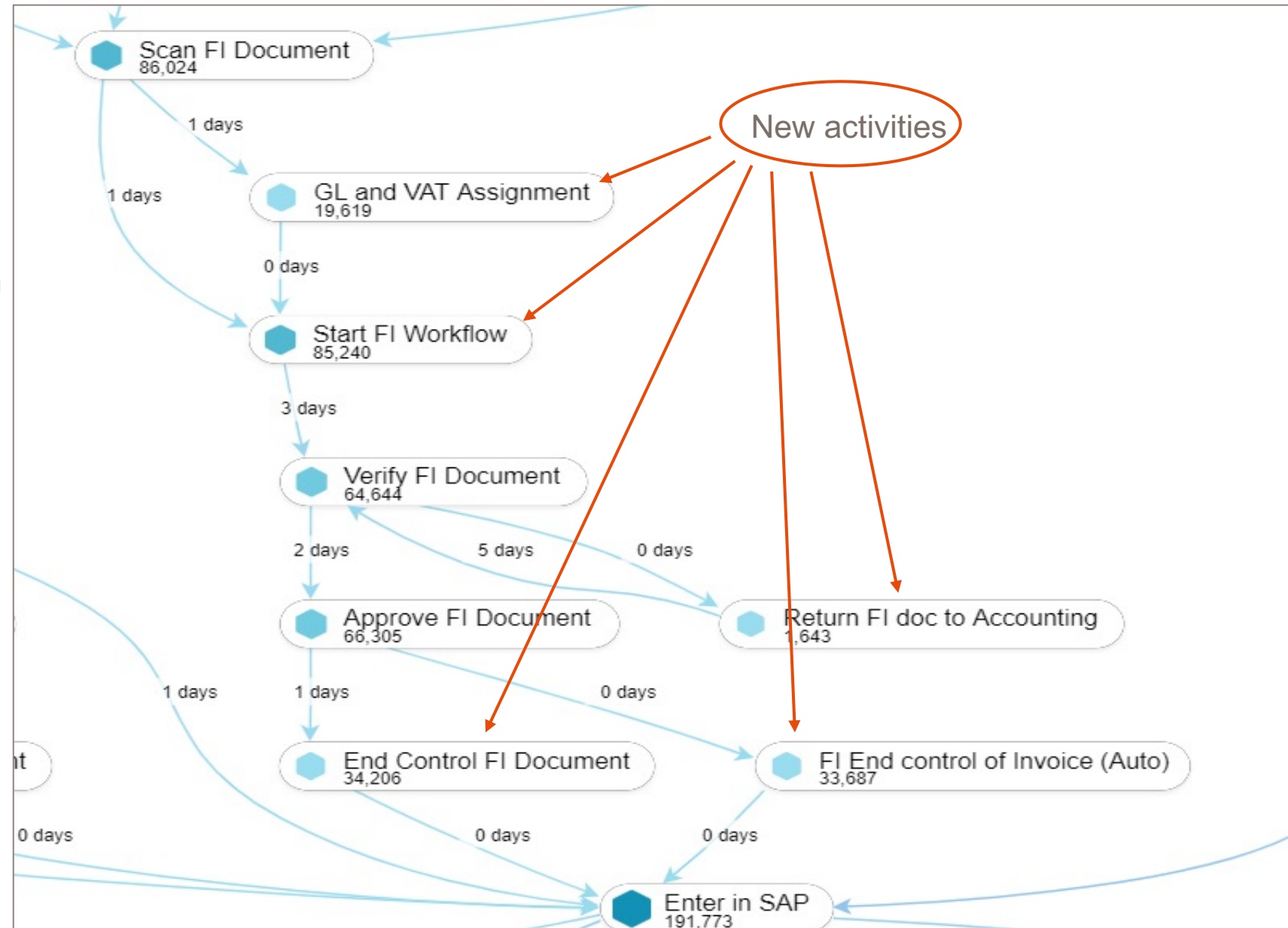
End control step was added enabling a view on how many invoices that had to be manually controlled vs those flowing automatically through.

What did we learn?

«Forkontering» increased the speed rapidly from start to enter in SAP.

Invoices are not stuck with verifier.

Accounting department do not need to do a manual end control



Celonis and our newest GACIP initiatives

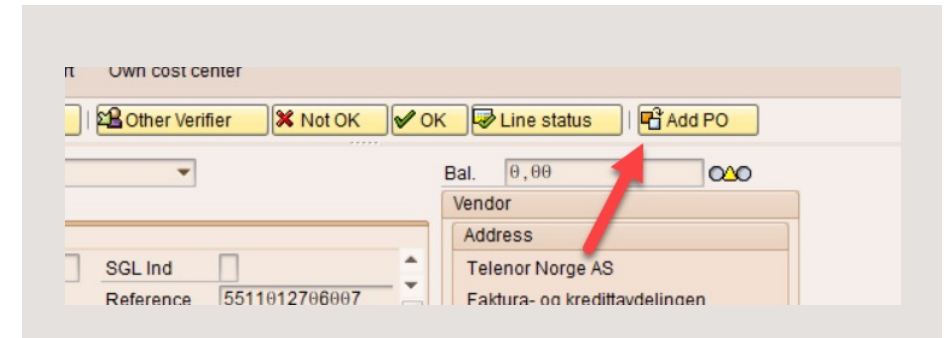
(Global accounting improvement program)

Based on findings in Celonis

Laytime in Return to accounting lead to new self service buttons for verifiers:

- Add PO
- Remove PO
- Refresh PO

Add PO



Celonis and GACIP

(Global accounting improvement program)

Based on findings in Celonis

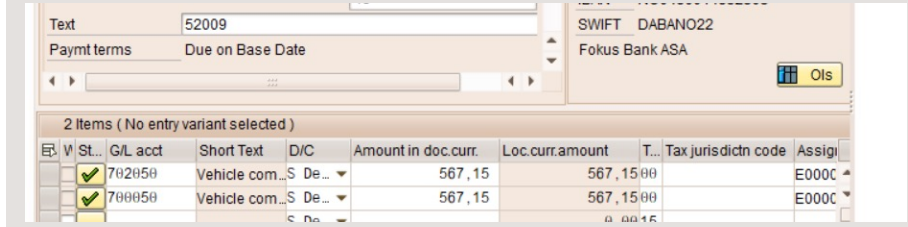
Laytime in Verifiers inbox led to GL and Tax assignment

- Suggestion for accounting based on history for specific vendor in that CC

Cost centre suggestion for verifier.

- Suggest verifiers cost centre if verifier does not enter cost object.

Use previous bookings for specific vendors



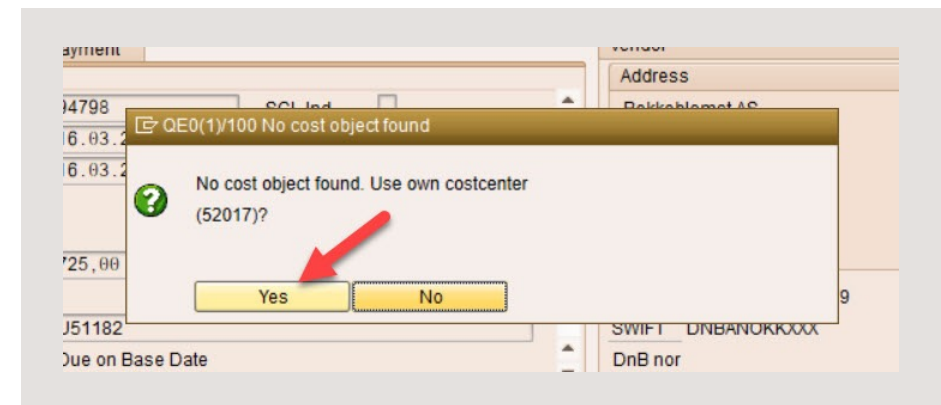
The screenshot shows a SAP document header with the following details:

- Text: 52009
- Paymt terms: Due on Base Date
- SWIFT: DABANO22
- Fokus Bank ASA

Below the header, a table displays 2 items (No entry variant selected):

Item	St...	GL acct	Short Text	D/C	Amount in doc.curr.	Loc.curr.amount	T...	Tax jurisdictn code	Assign
✓	702050	Vehicle com...	S De...		567,15	567,1500			E000C
✓	700050	Vehicle com...	S De...		567,15	567,1500			E000C

Use own cost centre as cost object



Lessons learned

- 
- **Process ownership critical**
 - **Continuous improvement mindset a prerequisite**
 - **Prepare for the «this cannot be true» phase**

«Do not expect that people want transparency»

Celosphere 2019

Q & A

Thank you for your time!