



# Aware Super: Enabling Intelligent Processes to Increase Efficiency

One of the leading superannuation funds in Australia, Aware Super Pty. Ltd. successfully brought together three powerful funds under its umbrella, expanding its influence in the financial sector. After this merger, Aware Super began to experience a number of issues regarding process visibility – while each of the three merged funds proved productive, it was difficult for the company to analyze data across the disparate, siloed systems. The company decided to leverage a streamlined approach to managing its enterprise-wide processes through unified automation and standardization across all business fronts.

This transformation would help the fund go from an organization with very limited process knowledge to an organization that leverages process knowledge for **continuous improvement and regulatory compliance**, helping it set a standard of excellence in its industry.



# Automating Core Business Processes with SAP® Signavio® Solutions

## Before: Challenges and Opportunities

- Integrate the operations of three superannuation funds at speed despite siloed methods of operation
- Increase availability of process documentation and eliminate siloed functions to increase efficiency
- Clarify process knowledge of insourcing and outsourcing operations to improve visibility
- Improve business process management maturity to increase the productivity of the business

## Why SAP and Avadeen Consulting

- SAP® Signavio® portfolio as a comprehensive set of solutions, enabling it to automate processes and become a more-intelligent enterprise
- SAP Signavio solutions for compliance capabilities, helping it meet prudential standards with regulators
- Accessible interfaces, lowering the adoption barrier within cross-enterprise business functions
- Avadeen Consulting for business process management and compliance excellence expertise

## After: Value-Driven Results

- Standardized core business processes across funds, running on a single, accessible platform
- Consolidated and automated processes, improving the quality of reporting, reducing waste, and increasing process productivity
- Automated core processes across each fund, creating faster and clearer cross-enterprise data tracking
- Increased process self-services, freeing up capacity for the procurement team to handle more-complex procurement needs in a timelier manner
- Established a Center of Excellence (CoE) to define customer experiences and identify supporting business processes



“Our goal was to create a great place for our people to work. We want our people to start looking at things differently – and be mindful that everything we do needs to add value – whether it's to themselves, the organization, or our members. We are embracing these mindsets by being able to **manage our processes in a single tool.**”

Michael Beckett, Director of CoE Process Excellence, Aware Super Pty. Ltd.

65%

Reduction in employee offboarding lead time

70%

Reduction in procurement workload through self-service

## Featured Partner



Aware Super  
Sydney, Australia  
[www.aware.com.au](http://www.aware.com.au)

Industry  
Banking

Products and Services  
Superannuation and retirement pension benefit funds

Employees  
1,200

Revenue  
A\$150 billion  
(US\$100 billion)

Featured Solutions  
SAP Signavio solutions





# Pioneering Intelligent Process Management Within the Global Financial Industry

Through the guided implementation of SAP® Signavio® solutions with experts at Avadeen Consulting, Aware Super Pty. Ltd. consolidated a variety of core business processes across each of its three aggregated funds. With the solutions in place, Aware Super now has a transparent view of its process architecture, as the solutions are no longer housed in siloed interfaces across the enterprise.

With carefully curated intelligent process design, the superannuation fund can quickly retrieve relevant data and perform analyses as needed in order to meet regulatory compliance requirements and fuel smoother customer experiences. These solutions have helped Aware Super become a shining example of optimized process performance within the global financial sector.

The fund set up a Center of Excellence to create a dedicated team of process specialists that could ensure the quality of the consolidated operations across each of the amalgamated funds under Aware Super's name. With SAP Signavio solutions, it hopes to continue to spearhead further intelligent process optimization across its enterprise.

“Our team is comprised of business process management and compliance excellence experts. We were able to successfully help transform our partner's core operations using SAP solutions so it can **run more efficiently in a global market.**”

Tiger Pillay, Principal Consultant, Avadeen Consulting

>300

Core business processes running on a single technology platform

