

Kapish

Business Process Management Premium Support

Sustained Capability
Continuous Improvement



Kapish BPM Premium Support is an annual subscription designed to sustain and evolve your organisation's business process management capability. It provides ongoing advisory, governance, and enablement support to ensure SAP Signavio is used effectively, standards are maintained, and BPM maturity continues to progress beyond initial implementation.

We are committed to fostering a long-term partnership that evolves with our clients, driving continuous improvement and enduring success in their business process management endeavours.

What's included?

- ✓ **Dedicated Premium Support Services consultant**
 - A named Kapish contact providing continuity, coordination, and trusted advisory support across your BPM and SAP Signavio capability.
- ✓ **Support and service request management**
 - Ongoing assistance with SAP Signavio service requests, issue triage, and operational support during standard operating hours.
- ✓ **Included consulting hours**
 - A pool of pre-allocated consulting hours used for advisory support, configuration guidance, governance uplift, and targeted enablement.
- ✓ **Regular engagement and review cadence**
 - Monthly customer success meetings and quarterly or bi-annual strategic reviews to track progress, priorities, and BPM maturity uplift.
- ✓ **Best practice guidance and standards support**
 - Access to Kapish BPM best-practice documentation covering modelling standards, governance, and platform usage.
- ✓ **Ongoing training and enablement**
 - Targeted master classes and enablement sessions to support adoption, address emerging needs, and uplift capability over time.

Service Benefits

- **Sustains BPM capability beyond initial implementation:** Provides structured, ongoing support to ensure BPM practices and SAP Signavio usage continue to mature after Jumpstart.
- **Reduces operational risk and dependency on ad-hoc support:** Access to dedicated expertise and pre-allocated consulting hours enables faster issue resolution and more predictable outcomes.
- **Maintains modelling quality and governance discipline:** Ongoing guidance and best-practice support help preserve standards, consistency, and content quality as adoption scales.
- **Enables continuous improvement and maturity uplift:** Regular engagement and strategic reviews ensure BPM capability evolves in line with organisational priorities and maturity goals.
- **Maximises long-term value from BPM investment:** Supports sustained adoption, effective governance, and informed decision-making to realise long-term business value from BPM.

Scan the QR code to
contact Kapish today.

