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PROCESS MINING

CAN PROCESS MINING HELP BUSINESSES BECOME MORE EFFICIENT?



WHAT IS PROCESS MINING?

Process Mining is a technique in the field of Process Management that supports Process Analysis by extracting knowledge from event logs and using insights gained to drive effectiveness, efficiency, and compliance. It provides answers not only to “*what is happening in the processes?*”, and “*when is it happening?*”, but also “*why is this happening?*”.

TRADITIONAL PROCESS ANALYSIS VS PROCESS MINING

Traditional Process Analysis

- Subjective
- Time-consuming
- Resource-heavy
- Looking at one specific point in time

Process Mining

- Objective
- Instant
- High ROI
- Continuous and predictive



APPLICATIONS & BENEFITS

Process Mining can be used in **any industry** and **any processes** (such as Purchase-to-Pay, Order-to-Cash, logistics, and service management) and includes ready-made solutions for use cases such as Robotic Process Automation (RPA), Digital Transformation, and IT and ERP Development.



Understand your PROCESSES

Understand processes and how they contribute to business outcomes in real-time



Make decisions based on EVIDENCE

Discover root causes and get current evidence to make quick and thoughtful decisions



Increase TRANSPARENCY

Increase operations transparency: monitor and predict performances



Manage COMPLEXITY

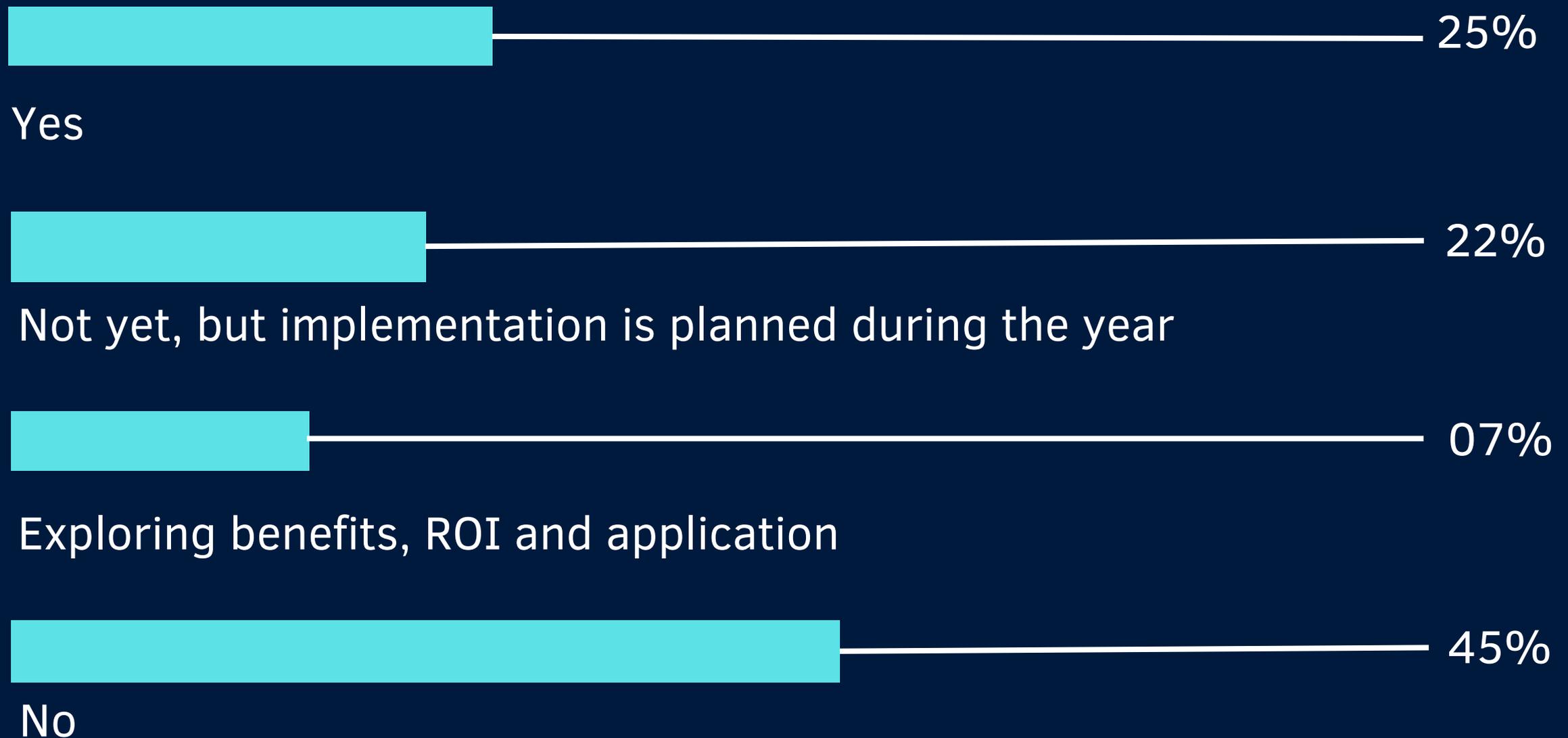
Get access to the right information during complex transformations



MARKET SENTIMENT

Are EU companies using Process Mining?

EUROPE



Source: SSON Process Mining (2019)



CHALLENGES OF ADOPTING PROCESS MINING

1) Driving a convincing Business Case

- It is difficult to develop a Business Case for a tool that provides "insights and analysis" on your data, given that benefits derive from what companies do with that information.

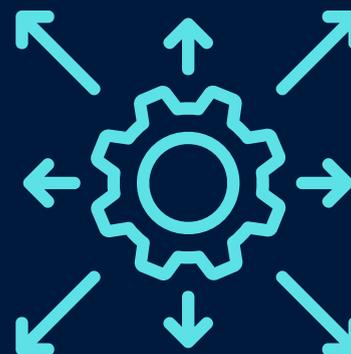


Suggestion

Keep the focus not only on Business Case but also on the strategic side of the investment.

2) Defining the scope

- Since Process Mining offers a multitude of opportunities, companies have the desire to "go big" immediately by starting with big projects.



Suggestion

Start with few smaller projects.