

Process Mining

Visualize and quantify processes based on facts and create a solid foundation for rationalization, automation and effective steering.

Explanation



Part of the project approach

Process analysis by using process mining is rarely a goal in itself. We integrate the method and the insights obtained in a bigger project approach.



Matching the client's needs

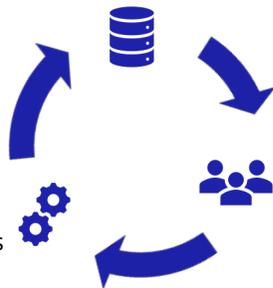
Based on the client's needs we choose the most appropriate tool and start to reconstruct and visualize the process based on log data.



Quick understanding of processes

On a large scale, processes are being made transparent **up to 5 times faster** and bottlenecks are quantitatively identified. In this way we create a solid foundation for rationalization, automation and effective steering.

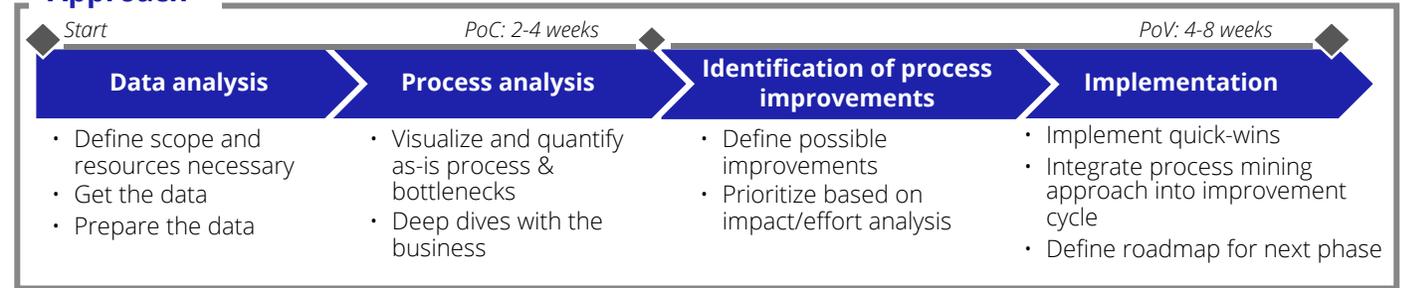
Data driven
Making decisions based on facts and data instead of what people think



Process focused
Analyzing the "real process" with business and IT

Result driven
Iterative and incremental implementation of changes

Approach



The potential of process mining



RPA Kickstart

- Define RPA process improvements
- Task capturing to create detailed workflows for process automation



Operational Excellence

- Integrate as a capability in the continuous improvement cycle
- Prioritize, implement and measure the impact of operational improvements



Improve the customer journey

- A combination of process- and task mining to visualize front- and back-end processes and to improve the actual customer journey



Rationalization of process, IT and product

- Fact-based comparisons of processes and performance (KPIs) between multiple locations and systems.
- Realization of a standard process as input for application and product rationalization



BI & Operational steering

- Integration into BI landscape for daily steering on performance and deviations.
- Linking KPIs to important process milestones



Monitor Compliance

- Real time insights into compliance violation and risks