Process Intelligence

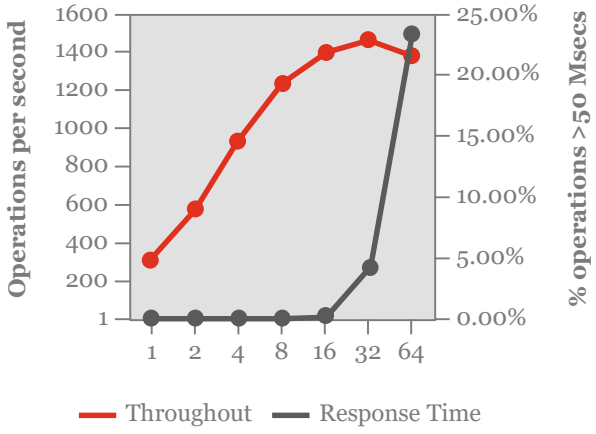
Achieving fact-based insights

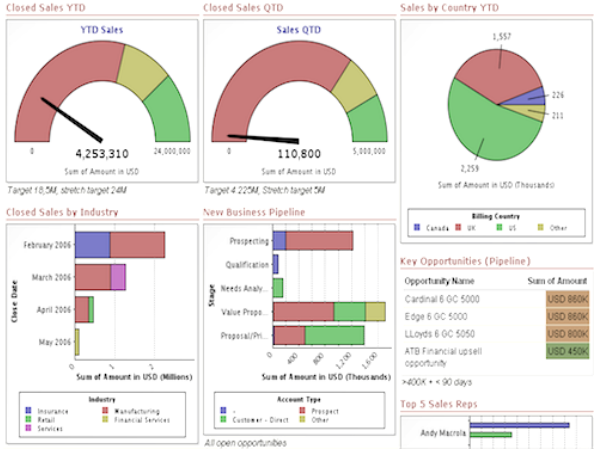
CONCEPTS AND CASE STUDIES

What is process intelligence, and how is it different?

Traditional Process Understanding

- **By interviews**
  Capture the assumed process flow by the interviewees.
- **By process documentation**
  Capture the expected process flow.
- **By analyzing process KPIs**
  High-level measurements of process performance.





Process Intelligence (PI): a new approach to process optimisation through generation of actionable, fact-based insights

Data driven approach

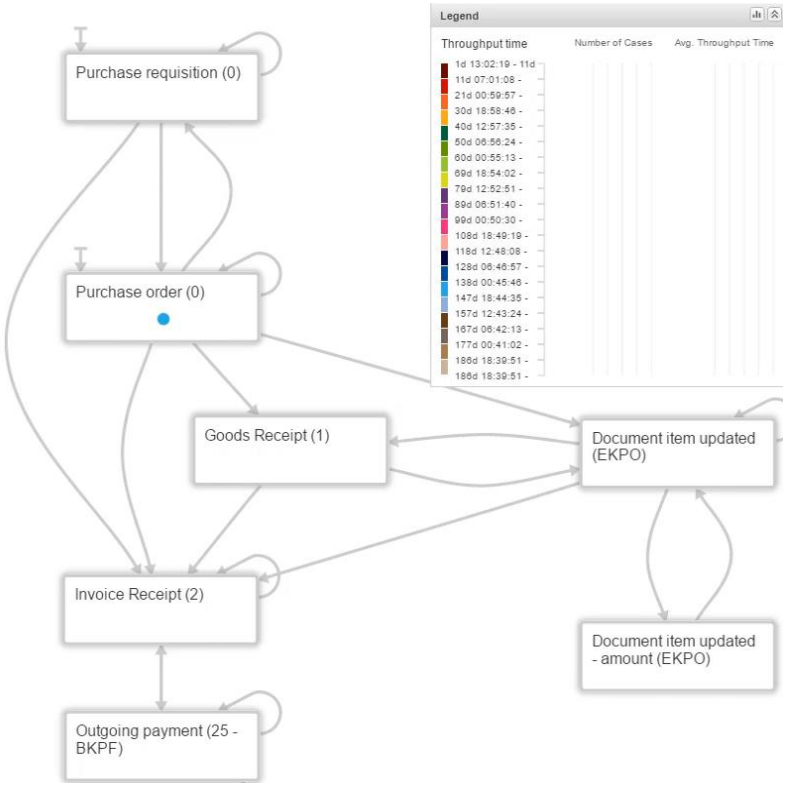
No more time-consuming employee interviews
→ ingestion of all actual transaction data

Accurate visualisation

No more manual process documentation
→ visualisation of all actual process variations

Actionable insights

- Understand differences between actual and expected process execution, quantify impact of deviations based on transaction data
- Visualise team structures based on user activity analytics
- Simulate the effects of improvement measures by combining process visualisation with known process parameters



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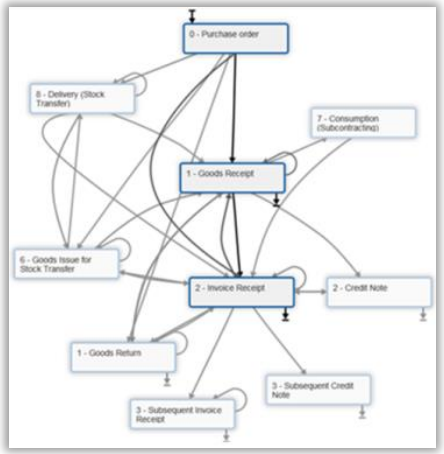
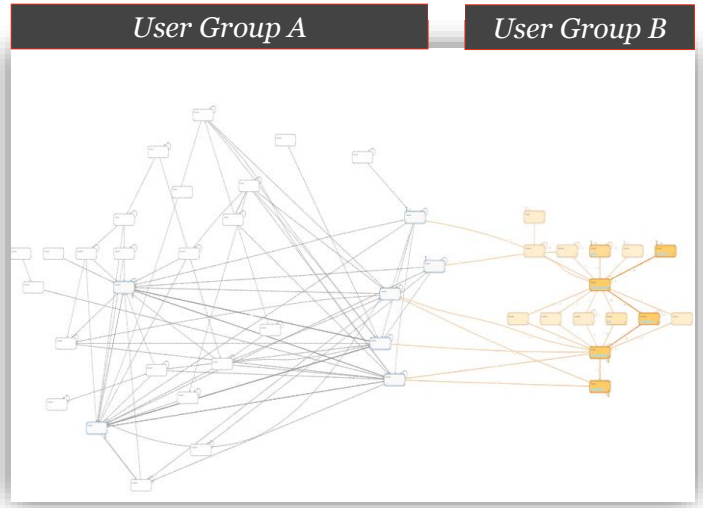


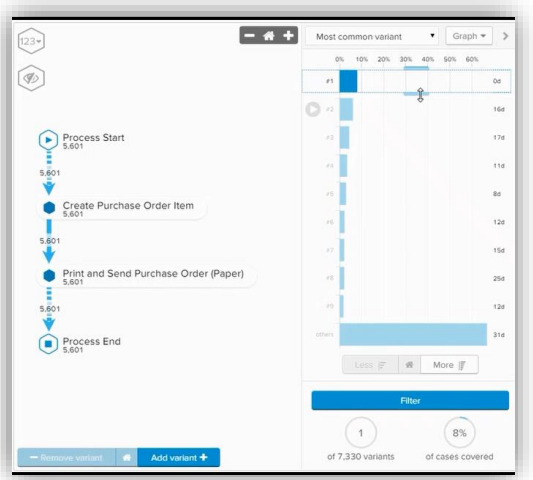
Example: Process Reality Check

- By reconstructing business processes from 100% of the transactions, we can help companies identify the deviations between expected and actual processes.
- The impact of the deviations can also be easily quantified based on the actual transactions.



Example: Team Structure

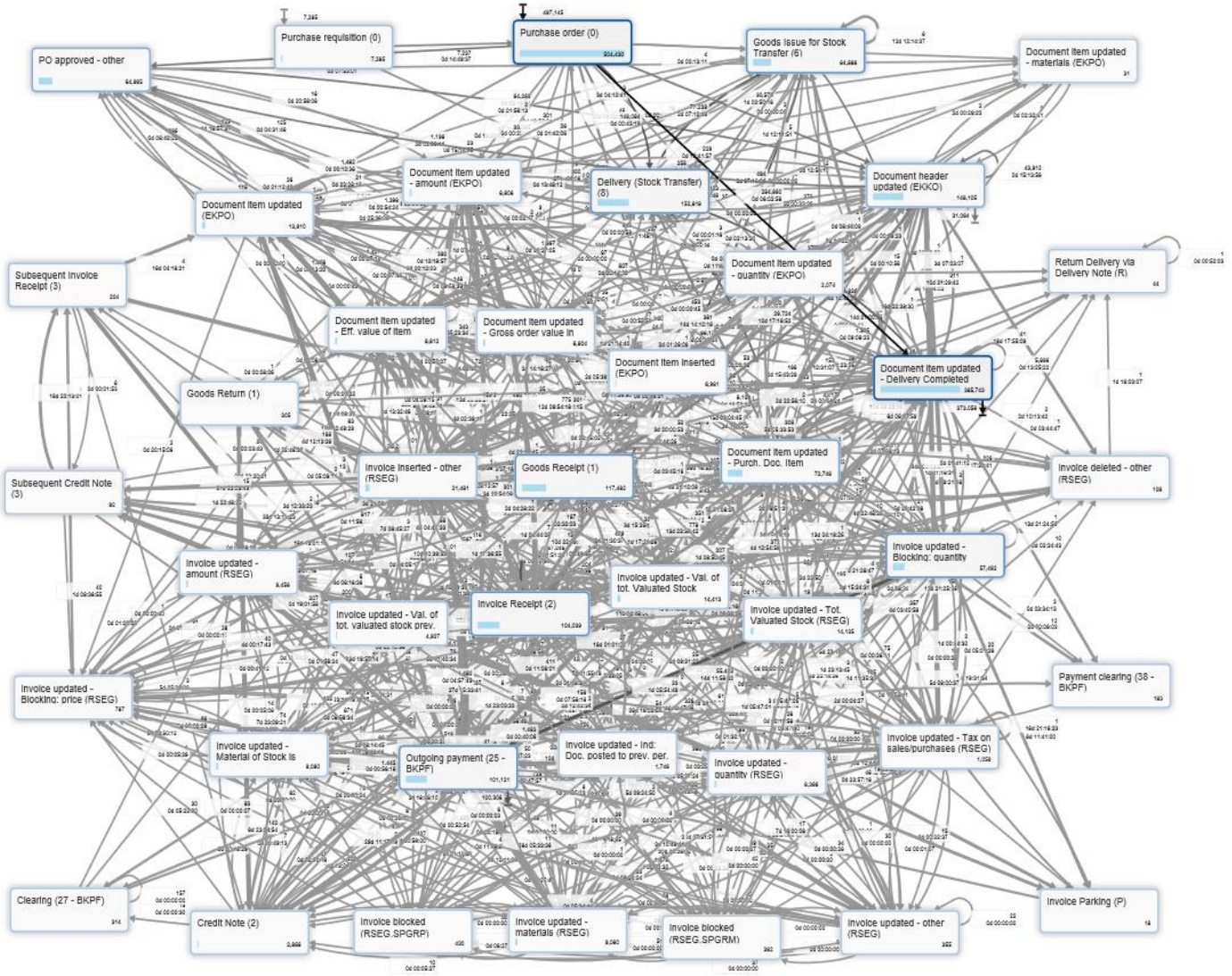
- Instead of focusing on business activities, Process Intelligence can also be used to mine user activities.
- Team structure can be visualised as a result.



Example: Process simulation

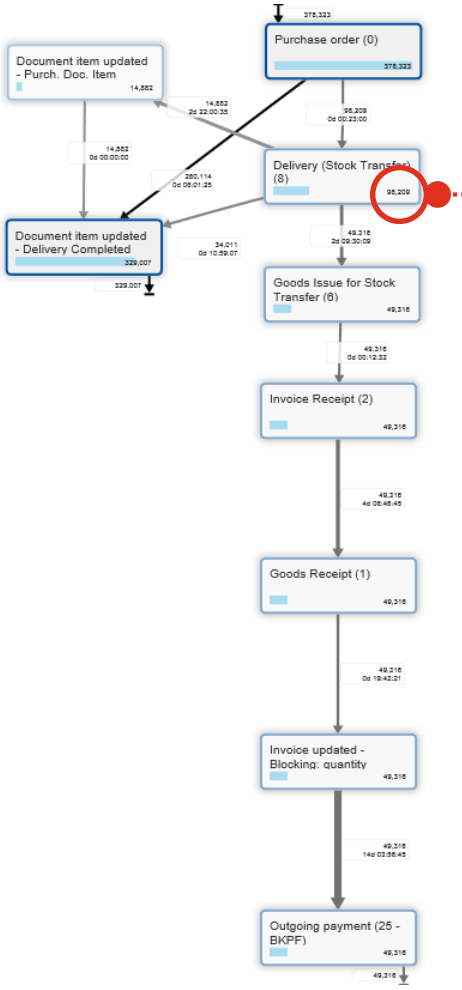
- Combine process visualisation with the known process constraints (e.g. headcount, throughput time, etc.), interactive process models can be created to simulate what the future process may look like.

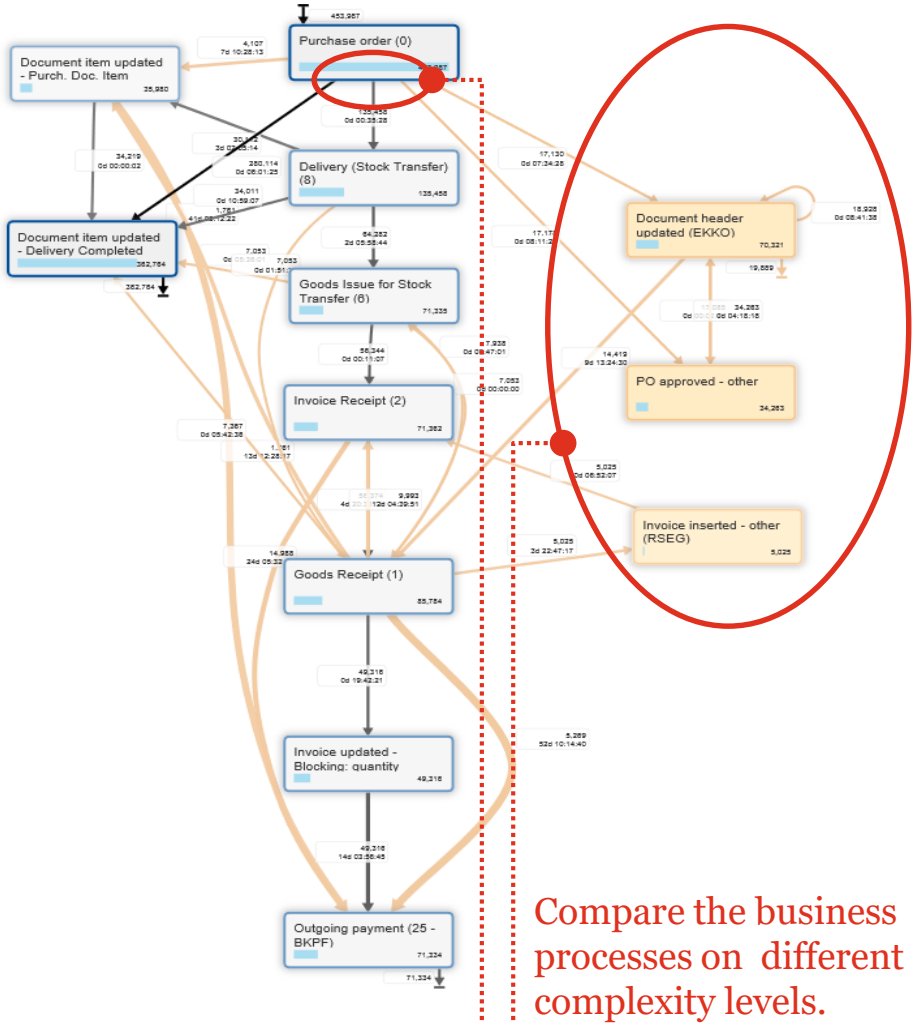
Discovery: Actual business processes



Discovery: Actual business processes

Number of cases and the average duration of each activity



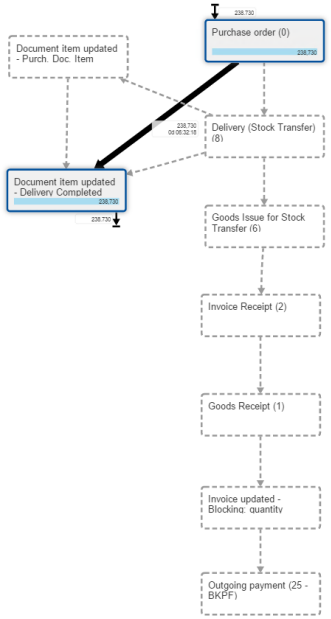


Compare the business processes on different complexity levels.

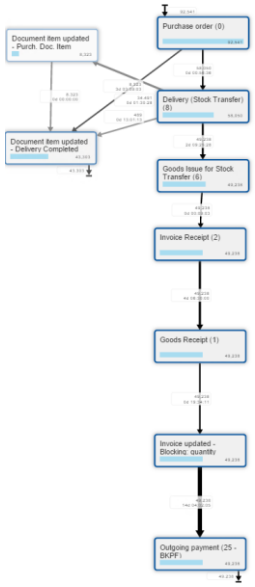
75% most frequent paths

85% most frequent paths

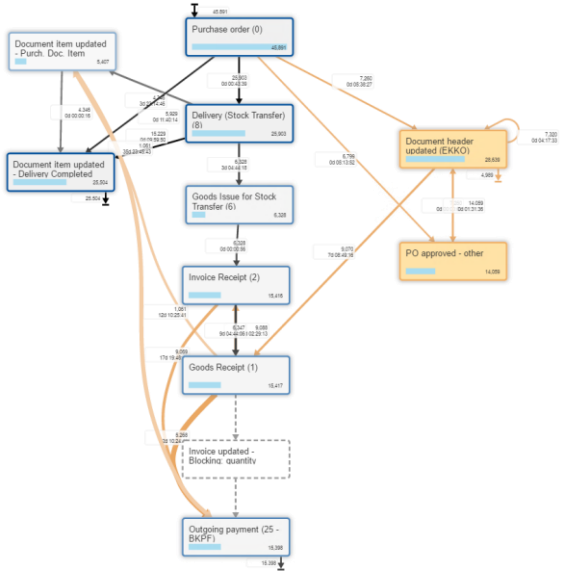
Procurement Process benchmark, X-territory



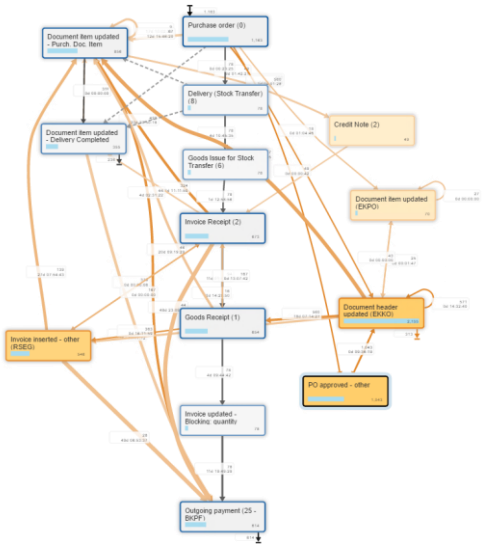
Switzerland



Sweden



Portugal



UK

Robotic Process Automation

Driving efficiencies and cost-reduction

CONCEPTS AND CASE STUDIES

RPA enables the efficiency increase of processes without adjustment of the current systems resulting in short term ROIs

Computer coded software

- Non-invasive, zero change integration on target system and security
- Operates on top of other existing software

Automation of tasks

- Automates user interactions with one or more software applications
- Interacts with system interfaces (e.g. RFC) or the user interface (UI) of existing applications

Work cross-functional and cross-applications

- Is entirely technology agnostic and can be used with any application
- Uses a central repository for easy management of automation scripts and processes

Enable the automation of repetitive, rules based processes

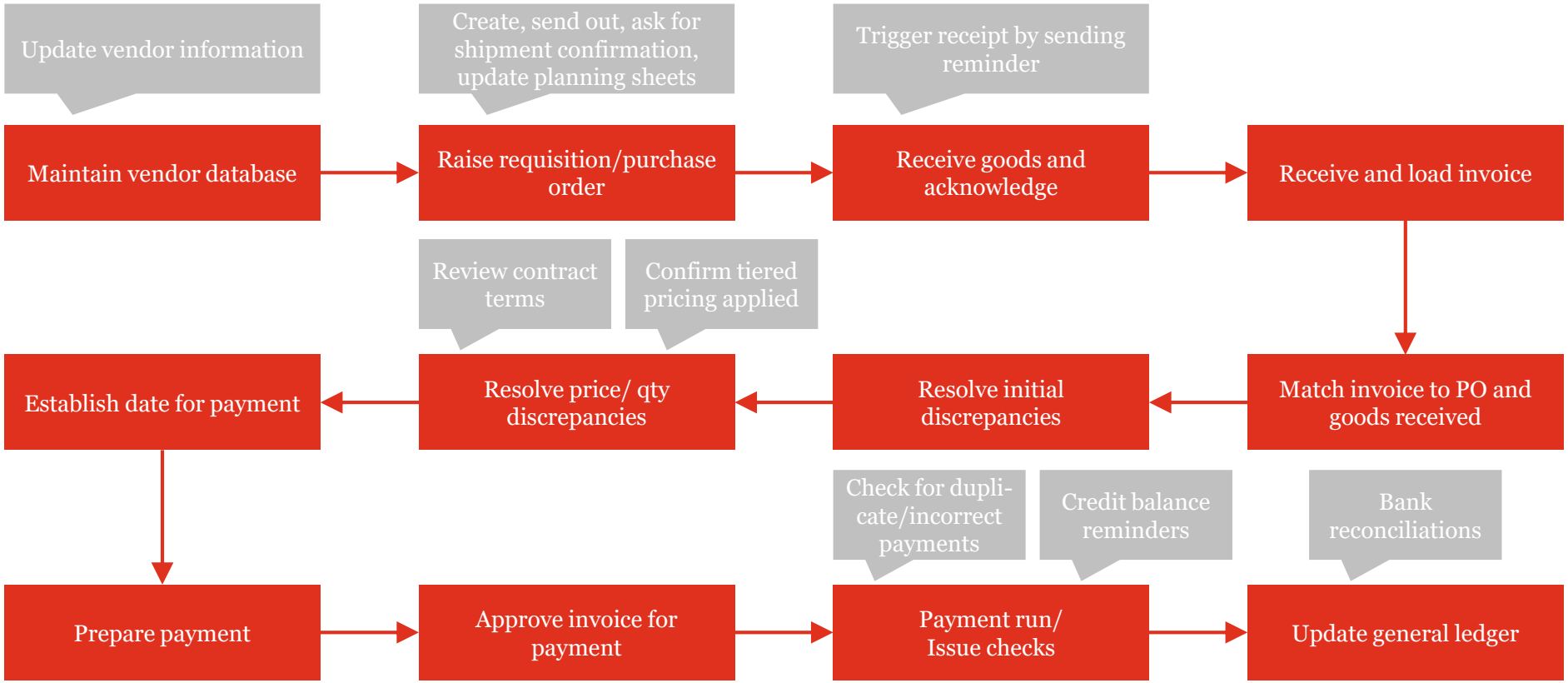
- Builds workflows with dynamic decision/branch points and loops for scaling (up/down)
- Ability to granulize processes into smaller components to allow reusability

Robotic Process Automation

Robotic Process Automation – Accounts payable example

RPA

Look for activities that are: **labor-intensive,** require **accessing multiple systems,** are **repetitive** or can be audited for **compliance** periodically



Demo: Accounting Adjustments

1. Login to adjustments web-app, navigate to «Break Details Report» and export the break details to an excel-file.
2. Follow company code and period to query report to be extracted.
3. Login to SAP Business Object, export previous month's adjustment file. Find unreconciled balances.
4. Prepare and calculate the adjustment for the new period.
5. Sending the adjustment report to an user for approval
6. **[User interaction]: Review and approve the adjustment**
7. Searching for user approval in the inbox
8. Posting the adjustment into SAP
9. Sending a confirmation of posting

Classic RPA helps reduce required user inter-action to review & approval of the adjustment