Four steps of Process Mining

1. Data Extraction
   - Time stamps
   - Event semantics
   - Process instance IDs

2. Data Framework
   - Modular Deloitte Process Mining Data Framework
   - Configure customization
   - Aggregate multiple systems

3. Visualisation
   - Process explorer
   - KPI tailoring
   - Patterns and causality

4. Analysis
   - Lead time and value drivers
   - Adherence checks
   - Efficiency levers

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Oracle
Salesforce
SAP
SAP R/3
SAP SRM
SAP HANA
Microsoft Dynamics

Navigate to Process Excellence with Process Mining
Center of Process Bionics
Challenges

State-of-the-art business operations are largely process-driven, often supported by a variety of IT systems. Their ever-growing complexity poses tremendous challenges for process transparency, control and efficiency.

The Deloitte Center of Process Bionics utilizes Process Mining to capture your end-to-end business processes. Transforming this next-level transparency into tailored, interactive cockpits which allows an unprecedented handle on process diagnostics and optimization.

Beyond transparency, Process Bionics provides a greater understanding of organically grown process landscapes, including the behaviour shown by involved entities, and applying applies proven patterns to boost efficiency.

Leveraging Deloitte’s cross-functional expertise in lean management, machine learning, robotics process automation (RPA) and neuroscience, we are your partner of choice to reach process excellence in the digital era.

Value-add of Process Mining

Comprehensive Transparency of actual process flow

Actionable Insights on bottlenecks and inefficiencies

Real-time Control of individual process instances

Adherence Checks against defined process models

Process Evolution to create quantifiable results

Our service offering

Proof of Value provides a thorough understanding of the vast potential of Process Mining based on your existing data:

- Quick prototyping of one process in focus by leveraging standardized building blocks
- Hands-on workshops with our process mining and lean management experts
- First insights on hidden optimization potentials

Process Diagnostics yields highly-quantified and actionable improvement measures targeted at substantial impact and a fast return:

- Deep-dive analytics on processes and associated behaviour across systems boundaries
- Lean and industry expertise is utilized to fix deficiencies, creating best-in-class process landscapes
- Detecting potentials for robotics process automation (RPA) and system reconfiguration

Continuous Evolution embeds process bionics into the DNA of your organization, striving for holistic and continuous process optimization:

- Gapless integration of process bionics capabilities and analysis blueprints into the corporate core
- Setting up dedicated governance structures for process excellence, thereby owning process bionics
- Comprehensive training strategy for key practitioners and lean experts to preserve best-in-class competitive advantage

Insights

Impact

DNA