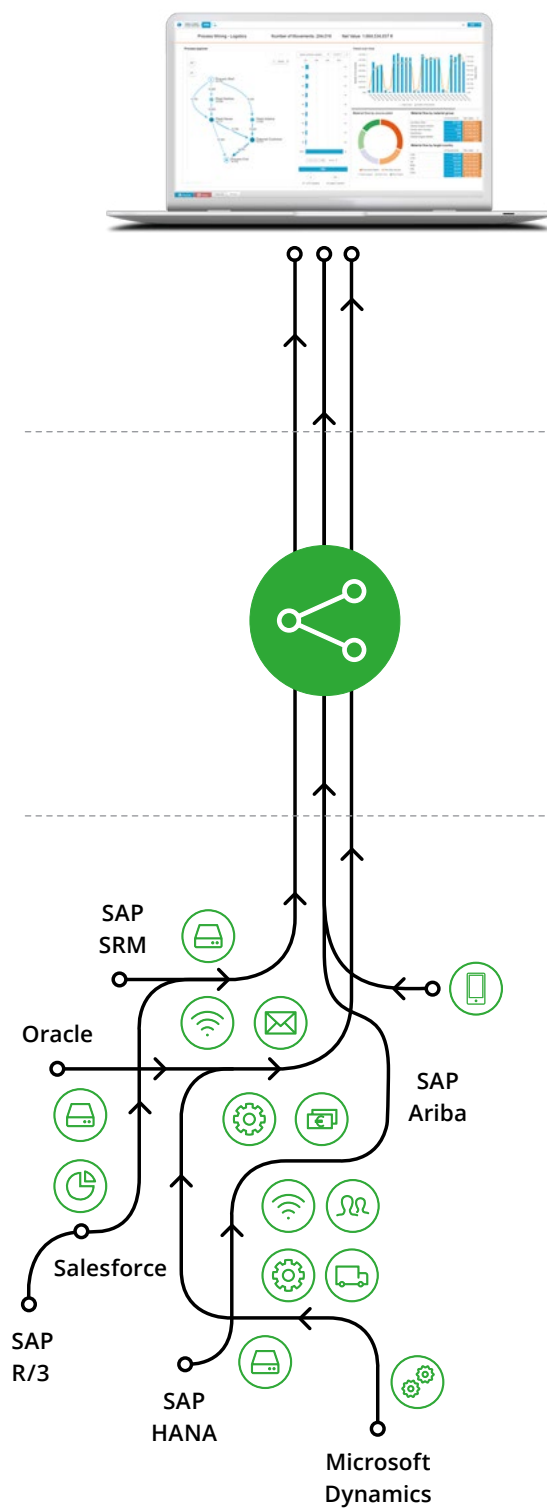


Four steps of Process Mining



4. Analysis

- Lead time and value drivers
- Adherence checks
- Efficiency levers

3. Visualisation

- Process explorer
- KPI tailoring
- Patterns and causality



2. Data Framework

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



1. Data Extraction

- Time stamps
- Event semantics
- Process instance IDs

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Navigate to Process Excellence with Process Mining
Center of Process Bionics

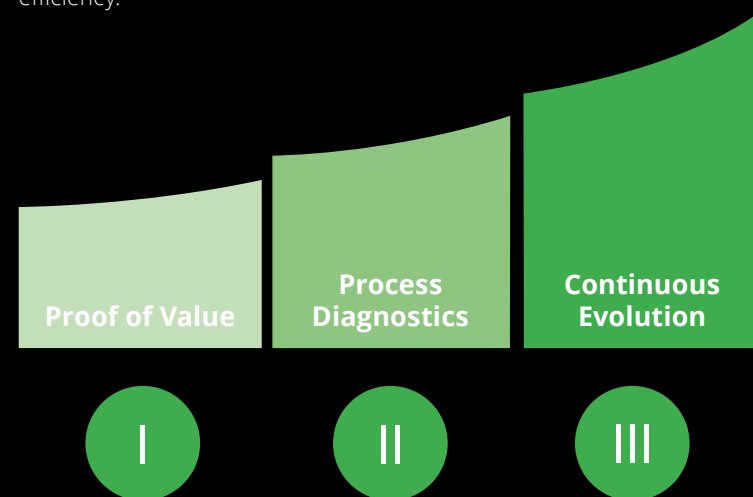
Challenges

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.

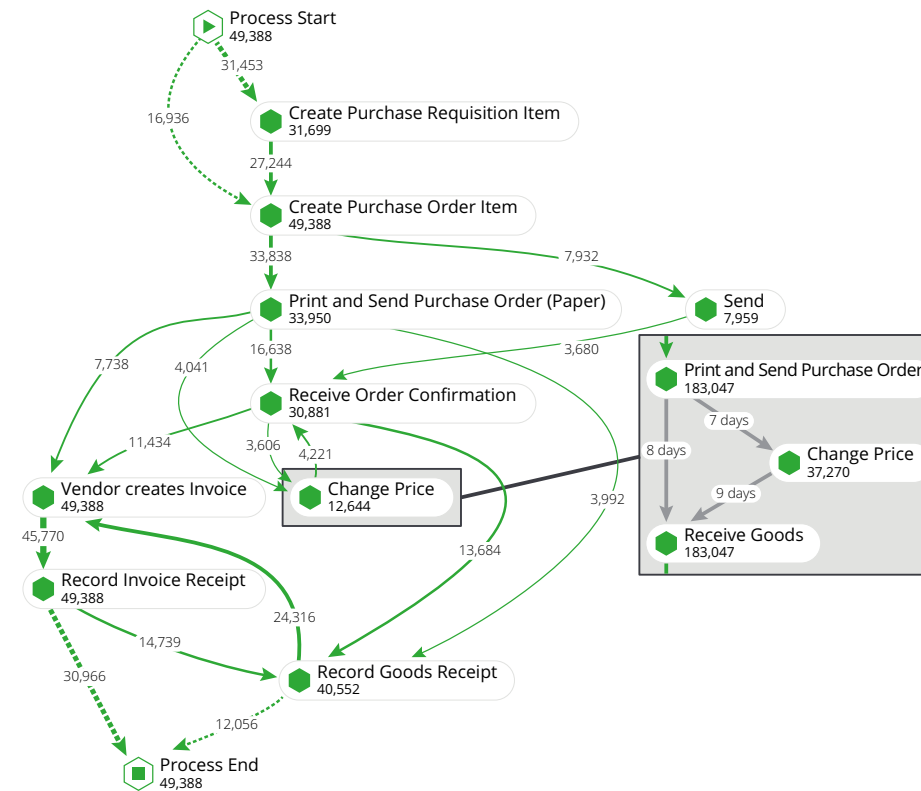
The Deloitte Center of Process Bionics utilizes Process Mining to capture your end-to-end business processes. Transforming this next-level transparency into tailored, interactive cockpits which allows an unprecedented handle on process diagnostics and optimization.

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.

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



Value-add of Process Mining



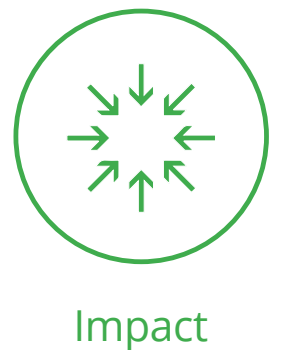
-  **Comprehensive Transparency** of actual process flow
-  **Actionable Insights** on bottlenecks and inefficiencies
-  **Real-time Control** of individual process instances
-  **Adherence Checks** against defined process-models
-  **Process Evolution** to create quantifiable results

Our service offering

- I 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



- II 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



- III 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

