PROCESS MINING: ACCEPTANCE & ADOPTION

The majority has already started...

63% of the respondents have already started to implement process mining. However, there is still space for more, as currently 87% of non-adopters are planning to conduct pilot projects or are willing to try it out with a proof of concept.

Out of those users...

...already implemented Process Mining company-wide

45%

...have already started with Process Mining

63%

...plan to use Process Mining

87%

...and there is much more to follow

83% of companies already using process mining on a global scale plan to expand their initiatives, as do 77% of respondents that currently have island solutions and 63% of respondents that have recently launched a Proof of Concept.

What are your next steps?

Delivering value?

84% yes

The key expectations of process mining are process improvement, transparency, and cost reduction. 84% of the respondents believe that process mining delivers value.

How did Process Mining deliver value?

38% Process transparency

31% Reduction of through put times

9% Optimization (e.g., automation)

22% Other

Most of the Process Mining practitioners mentioned process transparency as the key value. Less than 10% gained tangible results.

Processes to start with Process Mining

Support processes with high efficiency are the most common starting point of process mining. Most of the customers have started with processes that are straightforward and have highly standardized data sets. Popular starting points are purchase-to-pay and accounting processes, followed by order-to-cash and IT service management processes.

Key expectations towards Process Mining

Critical success factors for a Process Mining initiative

1. Cross-departmental alignment between IT and business
2. Data quality and transformation
3. Clear targets and value hypotheses
4. Leadership commitment
5. Dedicated resources and availability