

**Deloitte.**

## **Process Discovery**

Intelligent process excellence

Grab 'n Go 2020

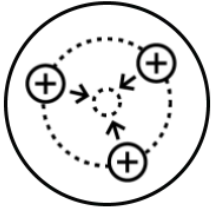


*Grab'n  
Go*

# Agenda



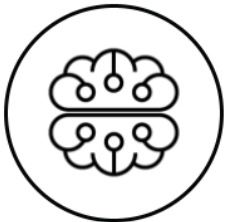
Samir Bouazza  
Senior Manager,  
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You can't manage nor improve what you don't know... The transparency paradox of business processes.

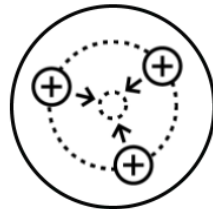


What is process intelligence and what are the benefits?



Use cases and how to get started





1. You can't manage nor improve what you don't know... The transparency paradox of business- and it-processes.



In a time characterized of constant and rapid development, it is crucial that the modern business at all time can manage and navigate in the ever-changing and complex risk landscape. A risk-based approach to driving a business is not only about being reactive and manage how we operate - it is also about being proactive and turn challenges and newly emerging risk into opportunities and business advantages. To do so, we need a full and accurate overview of what's going on.

Let's investigate some of the problems, that *all arises from not having an accurate overview of our business processes.*

### Transformation Hotspots

...Complex landscape of BPM applications across the business and regions with limited standardisation or adoption of best practice

...Low levels of process automation implemented

...There is no mandated governance or controls to drive a common application baseline – Silo decisions being made by lines of business; proliferation of EUCs orchestrating work

...Multiple unintegrated user experiences are impacting operational users efficiency at completing tasks

...KPIs and metrics not established to measure process execution and servicing bottlenecks

### Transformation opportunities

**Cost and efficiency**

**Risk reduction**

**Data and Insights**



## *Remember the time..*

When we used to spend hours mapping business or IT processes on brown paper, designing Visio diagrams and Word documents just to discover this was only a minuscule (or even inaccurate) picture of what was really happening in our business?

## *Do you recognize..*

Using time and resources on consultants who are invited to help do the tedious work of mapping as-is processes, thus revealing a bit more of the total number of process variations but still not the full picture?

## *Imagine if..*

We were able to investigate our processes – grasping the full overview with a certainty that what we saw was accurate – all at once, almost as if we took a snapshot of the current situation?





” *What gets **discovered** gets improved..*

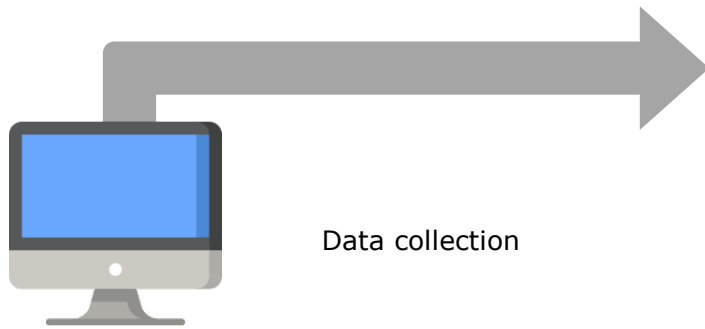
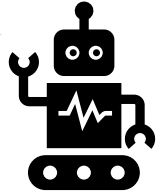


2. What is process discovery and what are the benefits?



# First of all.. What is Process Intelligence?

Process Intelligence is fact-based method to rapidly discover and document business and IT processes, facilitating a unique opportunity to have a full and accurate overview of 'what's actually going on' in your business. It's almost as if you took an x-ray of your processes!



Data collection

Process discovery, deploy Desktop **sensors** to automatically capture all inputs & variations via video without interrupting workers. Using an installed agent raw video data is captured of ALL processes and applications on a user(s) desktop. No upfront process mapping is required.



Converts video and logs to structured data. A.I. & Machine learning identify and map automatable processes.

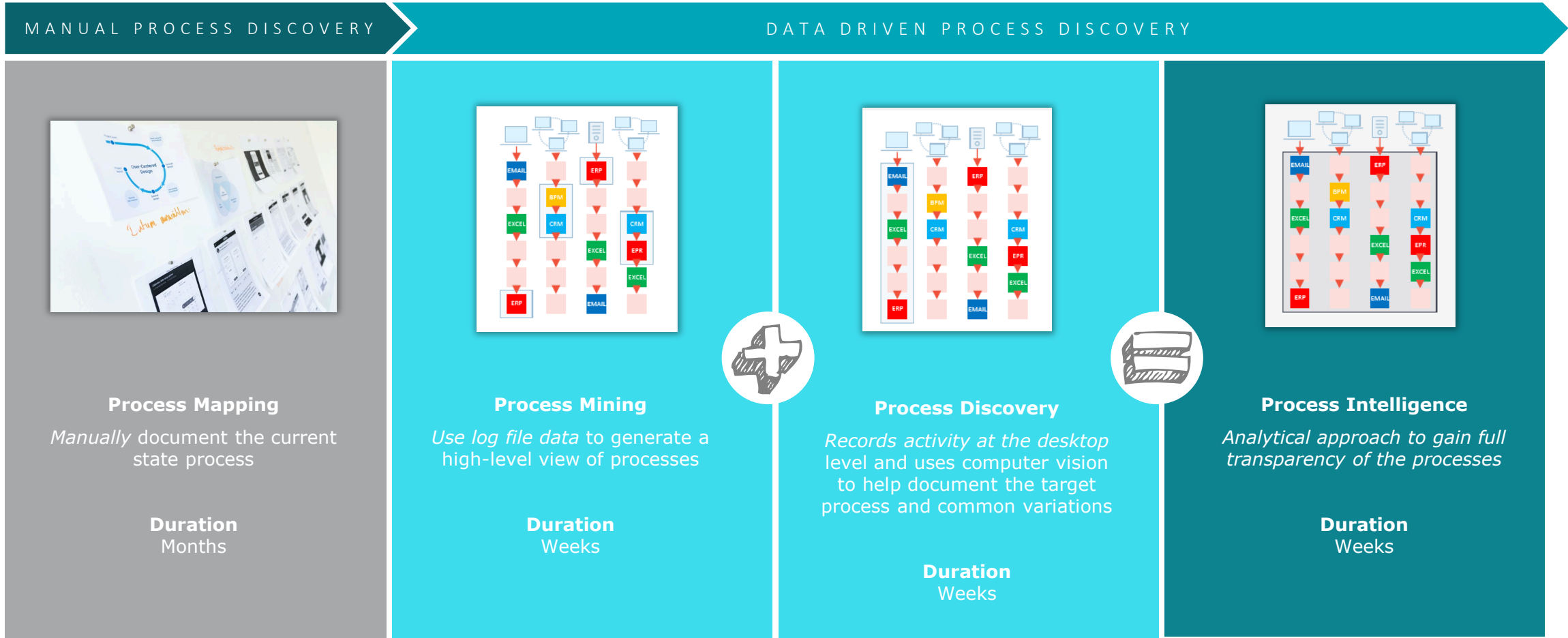


End to end processes is visualized through user interactions of the desktop with detailed information on time spent in an application, data entered and screen shots of each interaction. With fact-based process transparency we easily uncover insufficient processes, compliance breaches, and processes with high automation potential.



# Ok. So, let's get sorted out on the different terms to process discovery.

Manual and data driven process discovery operates on completely different terms – whereas process mapping is done manually, process mining and process discovery is done digitally via usage of log files and desktop sensors. Process mapping is thus more resource intensive, time consuming and poses the risk of not having the full overview and accurate, fact-based picture of your processes.





Process re-engineering & Automation

Cost reduction

Digital Transformation

Intelligent Risk & Compliance

Internal Controls and Segregation of Duties

Monitor process performance and process compliance

**Process Intelligence**

- ✓ Process Discovery - as-is mapping
- ✓ Process Mining – Event Logs driven process analysis
- ✓ Process Insight – Issue Identification
  - ✓ Process Automation
- ✓ Process Monitoring & Action
- ✓ Data-driven and Fact-based insights



# What does that give us in the longer run?

The fact-based process transparency that Process Intelligence brings to the table supports all stages of your business transformation. It enables you to lead with confident, making fact based decisions and creating the most impact and value of digital transformation and risk initiatives.



## ✓ Increase process transparency

By capturing all process activities through a data driven and analytical approach



## ✓ Enhance the confidence in identified benefits

Through fact-based and informed decision-making to ensure benefits are realized.



## ✓ Significantly reduce the cost of discovery activities

Leveraging technology to capture ALL process steps both from a system and task driven perspective.



## ✓ Support better investment choices

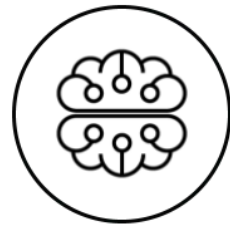
Data driven approach to uncover process optimization potential, detailing both the frequency and duration of the activities, providing a factual basis to calculate ROI on all improvement opportunities.



## ✓ Expedite benefits realization

With Process Intelligence you can rapidly discover and document key business processes, allowing value from Digital Transformation to be delivered sooner.





3. Use cases and how  
to get started

# What does Process Discovery look like?

Demo





# Use case: Improvement and automation

## Challenge

- GBS launch and pilot programs were successful, but company needed to scale program without increasing headcount
- Team wanted to expand work beyond HR projects into finance and accounting practices
- No existing RPA program in place

## Solution

- Provided automatic process discovery and workflow analytics across multiple locations concurrently
- Addressed both employee efficiency and operating efficiency objectives with a single platform through streamlined processes and automation

## Results

- Captured and analyzed 10MM events across 19 finance and HR processes
- Gained 10 FTE employee efficiency in year 1 via partner task time reduction
- Delivered 56 automations in year 1, saving the business 130,500 hours
- Reduced process discovery time by 90% over traditional manual approach



# Use case: Regulatory compliance filing

## Challenge

- Firm paid a significant penalty for ongoing non-compliance, manual processes with multiple systems and platforms used, multiple users and lack of standardized process

## Solution

- Deployed sensors on user machines for 7 days
- Automatically discover tasks, applications and platforms without disrupting workforce
- Automated regulatory filing process in less than 4 weeks

## Results

- Discovered all platforms and applications, end user computing
- Identified ~1,600 hours of manual work ripe for automation
- Used Power Automate for rapid automation
- Processed 500+ regulatory requests within 24 hours of notice in first 30 days

7 days observation time

1,600 hours of manual work observed across Operations, Compliance, and Technology

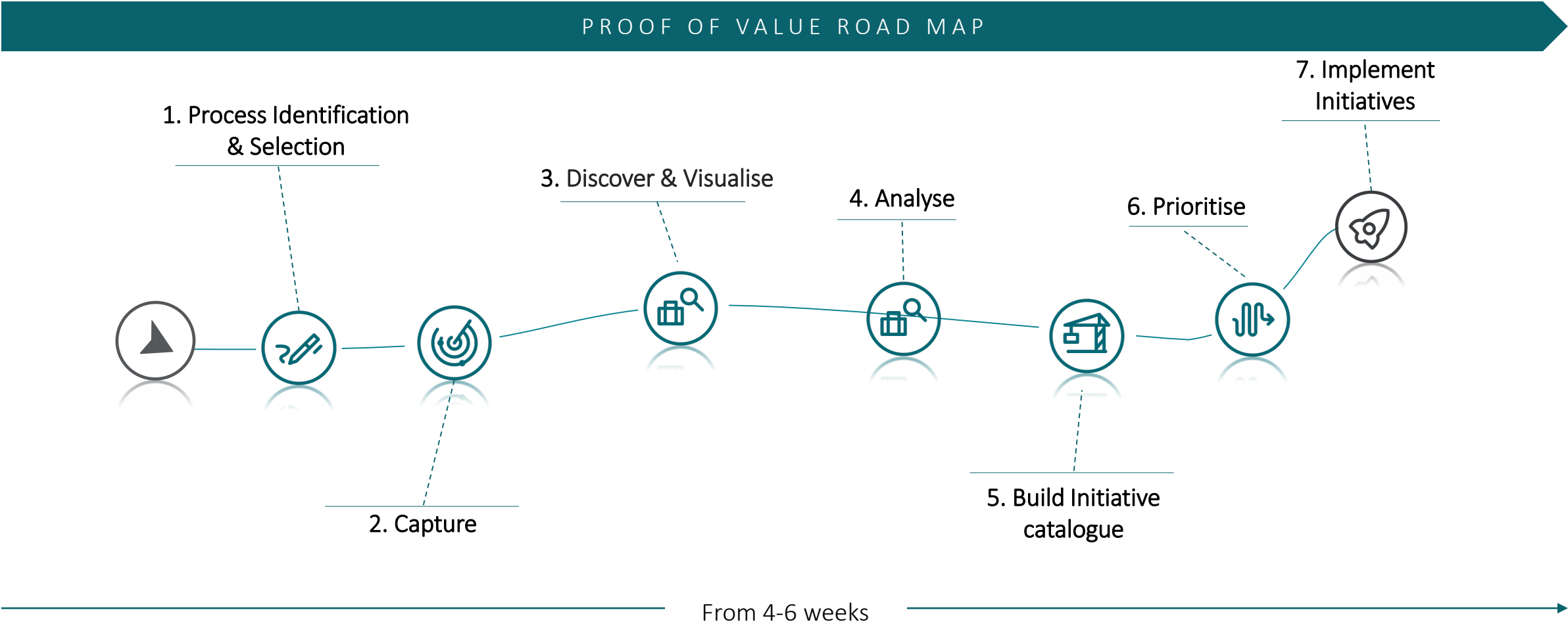
500+ regulatory events discovered

100+ compliance events captured



# Roadmap to process discovery..

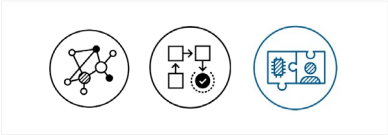
The journey to gain valuable process insights at a rapid pace





# What success looks like and how to achieve it ...

Having a clear vision of what success looks like will be key to focused and efficient delivery of a Process Discovery project. Therefore, we are using the following guiding principles:

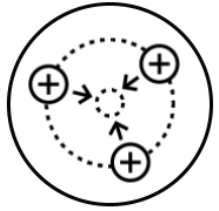




## Key takeaways



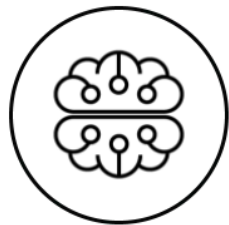
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Process discovery is a data-driven approach to process intelligence. An **detailed view of your processes**



Process Discovery uncovers and enables tremendous potential for improvement of your processes, in a **very short time**



Process Discovery can be **implemented and bring great impact** when **applying best practices**



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