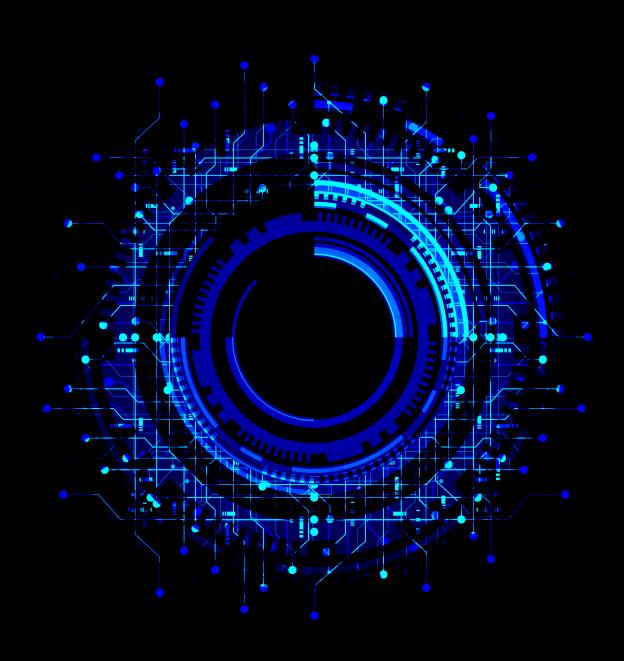
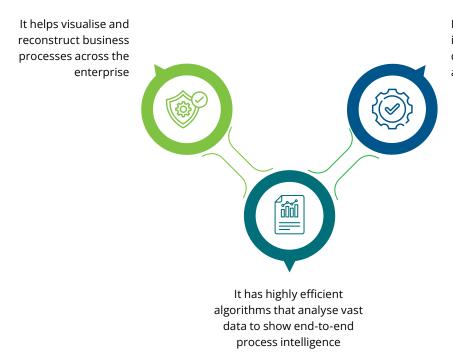
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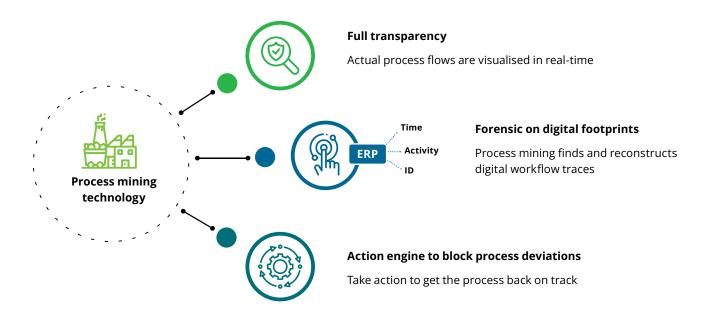
Next generation process transformation enabled via process mining

# Process mining is a starting point for operational excellence in today's digital era



It allows businesses to intelligently analyse process data, enhance transparency, and drive optimisation

### Process mining technology consists of:



### Typical business challenges



Process inefficiencies including waste and redundant activities



Existence of process deviations, undesirable behaviours, and workarounds from the defined process—which are not identified by systems on a timely basis



Longer process cycle times difficulties in identifying bottlenecks and the root cause of the problem



Lack of process transparency and controls



Difficulties in measuring performance for transactions that are routed through multiple systems

### Intelligence unearthed: how process mining enables nextgeneration process transformation



Single source of truth with fact-based insights



Actual process flows constructed based on the underlying data in real time via process explorer



End-to-end evaluation of processes crossing system boundaries



Detailed multidimensional analysis of root causes



Prioritise high-value and effective opportunities for improvement



Process standardisation and effective automation opportunities



Internal benchmark of KPIs – Divisions, geographies, users, units, etc



Notify deviations and initiate proactive actions to prevent undesirable process behaviour via the action engine



Process conformance – Measure the actual process against desired process flow



Availability of forensics on digital footprint

### Benefits of adopting process mining

Process mining can help achieve the following:



### Finance process optimisation -

Improving the overall process efficiency, eliminating waste and redundant activities



#### Process effectiveness -

Enabling quick assessment of whether the processes are working as designed without deviations/workarounds



### Process efficiency -

Working capital optimisation, cycle time improvement (speed to serve)



#### Forensics support -

Validating deviations identified with granular drilldowns, analysing the effective root cause with timestamp reports

Integration to multiple upstream/downstream systems and ERPs











### Typical use cases

Process mining can deliver value across any process with digital footprints across systems

### **Procure to pay**

- Maverick purchases
- Increased free text requisition
- Non-adherence to purchasing processes
- PO modifications—quantity and price changes
- Incorrect invoicing
- Incorrect/duplicate payments

### Order to cash

- Delayed credit checks
- · Incorrect pricing
- Frequent/unexpected changes to delivery dates
- · Incorrect invoicing
- Delay is invoice issuance



#### **Record to report**

- Data feeds received after their cutoff period
- Recurring adjustments to data intercompany, provisions, etc
- Bottlenecks and critical paths to book closure

### **Working capital**

- Optimisation of vendor credit period
- Lapsed vendor cash discount timelines
- Optimisation of accounts receivable to minimise late collections
- Inventory optimisation

### Deployment of the solution

#### Implementation Journey

Customised approach to address specific business requirements



### Process understanding and initial setup

- Understand
  - Existing technology landscape
  - Process mapping in the source data systems
  - Key expectations and requirements
- Validate process mapping in ERP with the business/ process owner
- Share leading practices and recommend KPIs to be monitored
- **Define and agree** on process KPIs to be monitored
- Create a storyboard for each process
- Procure license and set up process mining tool



### **Implement**

#### **Data extraction and modeling**

- · Process modeling
  - Data mapping and structuring
  - Perform ETL and pre-processing on data
  - **Test data** per mining requirements
- Conduct design workshop and build dashboards including alternatives
- Identify key summary data to be presented in the executive dashboard



#### **Realise**

#### **Process mining walkthrough**

- Walkthrough of process insights through process mining dashboards
- Analyse root cause with business
- Fine-tune analysis and refine dashboards with drill-downs based on business inputs
- Present outcomes to key business owners
- Provide hypercare for a defined period

### **Key deliverables**

Comprehensive list of KPI's

Process mining system implementation

**Executive KPI dashboard** 

### Deloitte's unique value proposition



Subject matter expertise for an integrated service offering addresses control and compliance monitoring, fraud analytics, and process optimisation



Along with process mining expertise, we have leading process SMEs/experts, expertise in benchmarking, KPIs, and end-to-end finance transformation experience

### Connect with us

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