Is my process automation working?

Scenario: Business automation

> 🔧 I lead automation efforts for a large MNC and have been implementing software to improve efficiency. The problem is I am unable to ascertain if the efforts are paying off. My staff continues to be overburdened and license costs for automation are going up. What are we doing wrong?

How Process Mining Can Help

Process mining can provide a complete picture of various process paths in its current state in your organisation that allow you to document, study, analyse and act on deviations, and identify potential opportunities for automation.

To ascertain the effectiveness of your current automation efforts, process mining can provide information such as process variants, number of transactions falling under each variant, turn around time for each variant, and the ability to monitor each variant by applying filters. This means you can see which processes are taking longer to complete and whether there are any conditions creating bottlenecks.

Such process details can be extremely helpful to analyse, review, and course correct automation efforts in a timely manner.