Navigate to excellence with process mining
Center of Process Bionics
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 Centre of Process Bionics utilises Process Mining to capture your end-to-end business processes. Transforming this next-level transparency into tailored, interactive cockpits allows an unprecedented handle on process diagnostics and optimisation.

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.

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.
Value-add of Process Mining

- **Comprehensive transparency** of the 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

01 **Proof of value** provides a thorough understanding of the vast potential of Process Mining based on your existing data, which include:

- Quick prototyping of one process in focus by leveraging standardised building blocks
- Hands-on workshops with our process mining and lean management experts
- First insights on hidden optimisation potentials

02 **Process diagnostics** yields highly-quantified and actionable improvement measures targeted at substantial impact and a fast return, which include:

- Deep-dive analytics on processes and associated behaviour across systems boundaries
- Lean and industry expertise utilised to fix deficiencies, creating best-in-class process landscapes
- Detecting potentials for robotics process automation (RPA) and system reconfiguration

03 **Continuous evolution** embeds process bionics into the DNA of your organisation, striving for holistic and continuous process optimisation, which include:

- 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
Four steps of Process Mining

1. Data Extraction
   • Time stamps
   • Event semantics
   • Process instance IDs

2. Data Framework
   • Modular Deloitte Process
   • Mining data Framework
   • Configure customisation
   • Aggregate multiple systems

3. Visualisation
   • Process explorer
   • KPI tailoring
   • Patterns and causality

4. Analysis
   • Lead time and value drivers
   • Adherence checks
   • Efficiency levers
Key contacts
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