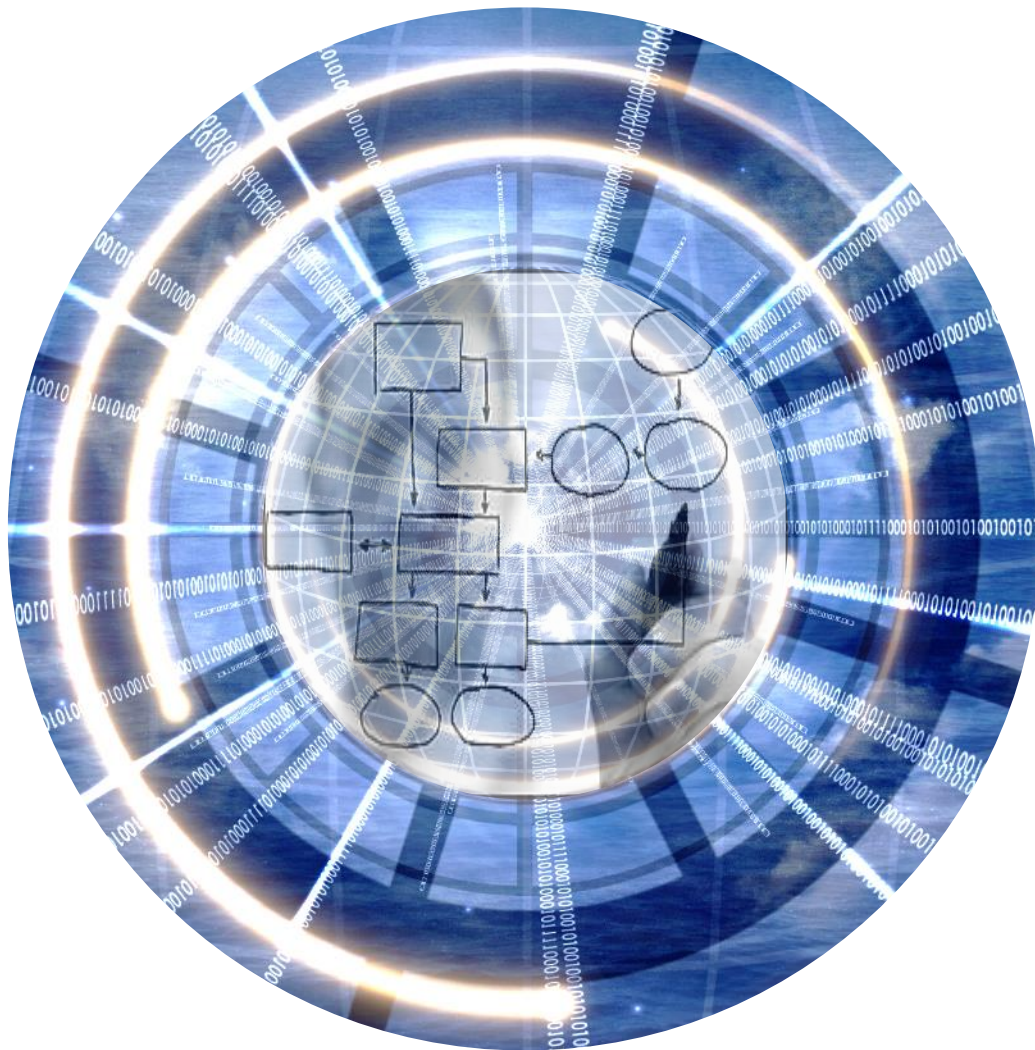# Deloitte.

Deloitte Analytics

Smart Business Process Analysis

Deloitte Analytics

The data discovery approach applied to process intelligence

The data discovery momentum

The digital revolution and the rapidly growing Internet of Things (IoT) are creating more data than ever seen before. The variety, complexity and velocity of these data, in conjunction with their many sources, are changing the way organizations operate. Perhaps the biggest factor in data growth is the advancements in technology that have made data capture and data sharing easier and more affordable. Modern users have also become more tech-savvy and are leveraging technology to generate and share more data and applications.

Today data generated by business processes can be viewed and analyzed from multiple perspectives in a fast actionable way, breaking down the business complexity behind.

Business users want control over how they use their data. They want to engage with the data in an approach called data discovery. Data discovery means that the user is able to access the data when and where they need it, and then interact, analyze and visualize them to extract business value. When a user sees a visual expression of the data, this can lead to insights and spark a natural curiosity for further exploration. Data discovery puts the power in the hands of the business user, enabling an iterative process that is in contrast to the early days of static reports and data warehouses that were optimized for specific types of queries.

The discovery attitude can further deepen the understanding of business processes behind data: Automated business process discovery (ABPD) tools automatically build process definitions and models, and explore process variations starting from event level data.

Main features of ABPD solutions

- ***It all starts from data:*** ABPD tools automatically read process data and provide highly detailed, in-depth process analysis. Through the use of pattern recognition algorithms and applying machine learning techniques, the tools recreate the process workflow and link all information available to it based on a reverse engineering approach.

- ***It's a form of process optimization:*** ABPD provides information about bottlenecks, variances, root causes and instances distribution. It accelerates process discovery and identifies previously unseen process patterns. ABPD solutions effectively provide ability to monitor processes, their performance and compliance, identifying critical activities and resources.

- ***Organizations need smart analytics solutions:*** the continuous fast change of reference business models and the huge increase of data volumes require a compelling and prompt reaction from business analysts. ABPD allows them to monitor real process efficiency analysing how they are performed and then logged in IT systems. Starting from the focus on HOW things are really done, users can then analyze WHERE are the issues in their processes, coming to answer WHY they occur, thus enabling actionable insights for improvement.

- ***Following the White Rabbit:*** through the visual analysis of all process events, users can achieve a deeper understanding of the real world and easily come to actionable business insights, removing the gap between what is required and what is understood and implemented.

- ***Theoretical vs real representation:*** ABPD tools allow organizations to evaluate the actual compliance between process definition and process implementation in IT systems. Moreover they enable process discovery across "no man's land", the existing gap between business units and processes in place.

- ***Interactive navigation:*** ABPD solutions enable a near real time analysis providing ability to seamlessly navigate from a KPI, through high summary level representation and hence down to a highly detailed view.

- ***Social network perspective:*** a particular range of analysis of business processes focus on resources and roles involved in the different activities in order to build a complete picture of task assignments and work load throughout the process workflow.

Deloitte Analytics and MyInvenio: a winning partnership

Today's business operates much faster and information are required at each point of contact. While many of today's operational activities can benefit from data, there is a great diversity in the types of data needed. Each activity might happen at a different pace and use different sources of data, including both internal and external ones. The data discovery architecture must be able to help business users spend less time gathering and integrating data, leaving plenty of time to understand, analyze, and gather actionable insights from data.

In the landscape of smart solutions aimed at the discovery analysis and process intelligence, MyInvenio by Cognitive Technology is a strong new player combining deep knowledge in Business Process Analysis and the end users' discovery attitude.

Automated Business Process Discovery solutions together with Robotic Process Automation (RPA) are among the most promising technologies included in Gartner's hype cycle. We see the opportunity for an effective synergy introducing MyInvenio in a preparatory phase before designing a RPA solution and an actionable Process Optimization activity: the discovery attitude allows to quickly understand the process fingerprint and to identify expected benefits.

In **2016** Cognitive Technology was recognized as Gartner's **Cool Vendor in Analytics** for myInvenio.

Like any project, successful analytics implementations require a combination of technology, people, and processes

As Deloitte Analytics, we support our Customers in their evolution journey throughout critical business processes, offering a distinguished unequalled value, based on an end-to-end approach.


Fig.1: Deloitte Analytics capabilities

Exploiting the IT applications information coverage, we help organizations in defining how to best integrate data in MyInvenio and to start generating business outcomes from a prompt discovery phase.

MyInvenio best fits all the complex scenarios where the following situations occur:

- Heterogeneous, articulate and distributed processes embracing several IT applications
- lack of process documentation or obsolete one
- large number of contributors and process activities
- presence of localizations and geographical distribution
- Merge & Acquisitions scenario
- Migration to a new sw solution (e.g. ticket platform)

Process Intelligence Analysis with MyInvenio

The starting point of process discovery is to understand how things are really done through the process flow
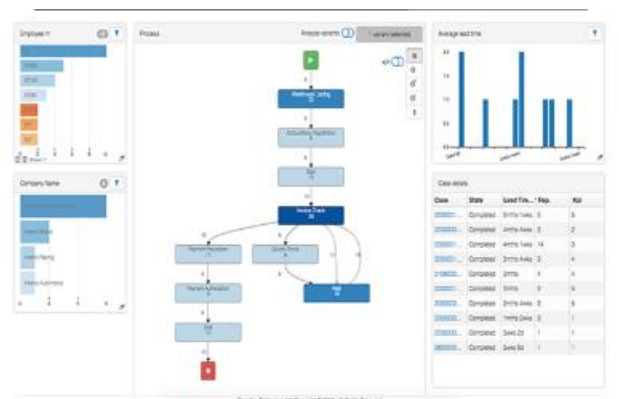
The business process can be represented in the BPA interface that enables users to draw and modify process models using BPMN standard notation.
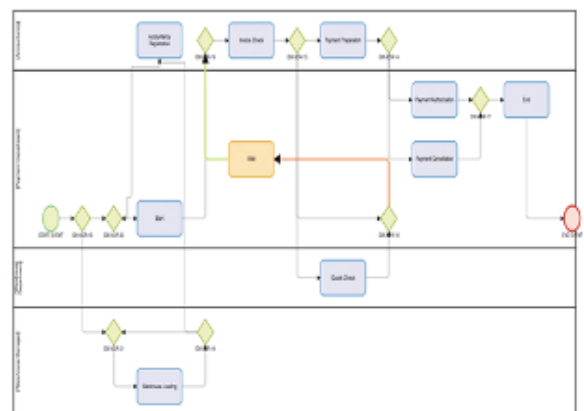
It is possible to visually verify the compliance and the conformance of your process by loading a process model defined and developed in a traditional manner
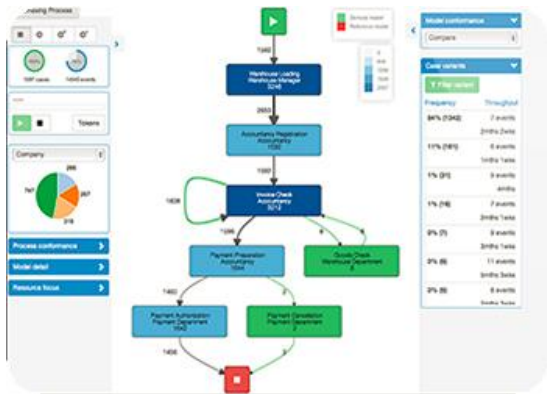
For better understanding process dynamics, using the animation you can follow the timeline of all ongoing events related to the process under analysis: each red bullet represents a case, so it is evident when you have a queue and also if for each activity you are in line with the key performance indicators.
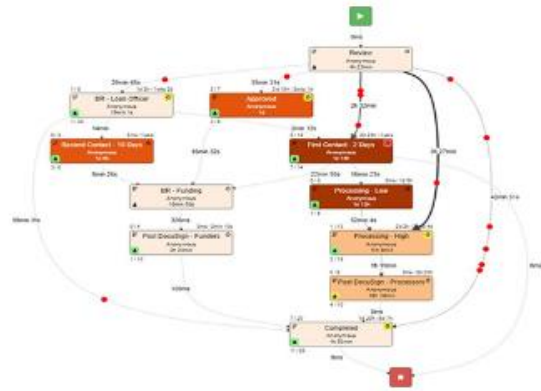

In order to identify all the bottlenecks of your process the analytics dashboard enables a visual process check-up feature where you can have performance and conformance overviews, find the most critical activities and resources and even do timeline analysis of incoming applications, duration and count of activities, including also waiting queues.


Moreover, with MyInvenio you can focus on resources and roles involved in the process, in order to find issues related to task assignment and work load. With the Social Network perspective you can

- identify relations between two or more resources
- define new roles depending on shared activities
- identify the process key resources
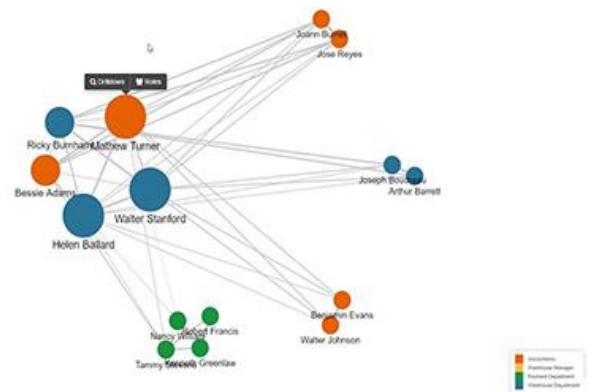
After a fine tuning analysis of process metrics compared with either desired target or with market benchmarks, you can customize Key Performance Indicators (KPI) and visualize the impact in terms of process check-up and process model following your configurations
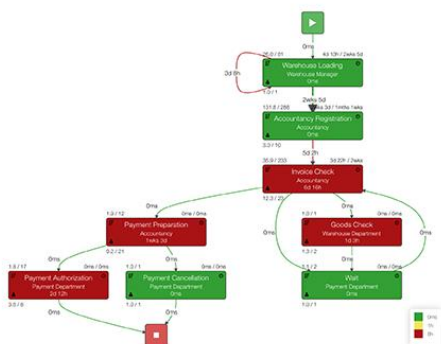
Why Deloitte Analytics

Like other companies, we can help our clients capture, manage and analyse internal and external data.

But only **Deloitte Analytics** has the deep industry expertise, advanced analytics capability, and understanding of decision-makers' roles to maximize its value – turning everyday information into useful and actionable insights.

Deloitte Analytics can help clients addressing complex business issues that can be defined by business outcomes and not just technology requirements

Additionally, Analytics can provide services and solutions tailored to the specific market segment your enterprise belongs to:

- **Financial Services**
- **Consumer & Industrial Products**
- **Energy & Resources**
- **Technology Media & Telecommunications**
- **Public Sector**

The Deloitte Difference:
Exceptional People and Powerful Assets

Deloitte helps our clients address these issues through the people and offerings of its Deloitte Analytics practice. Our national team of over 100 professionals has proven experience in structuring, managing, and delivering Enterprise Information Management strategies and implementation services. Through the collective experience of local practice and leveraging assets and best practices of our global WW Deloitte Analytics team, we have serve our customers with a broad array of toolkits, accelerators, models, leading-edge practices, diagnostics, and governance approaches to accelerate and improve the quality of EIM projects and ensure a focus on value creation.

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