# Process mining

## A tool to drive operational excellence through standardization, optimization and automation

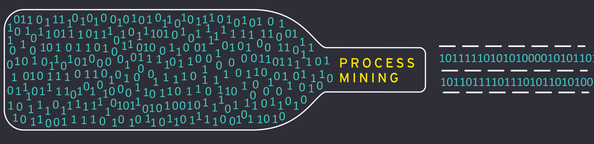
Get an x-ray of your business with process mining technology to boost productivity by understanding where process redesign is necessary and where intelligent automation can be applied

**26%**
of process mining use cases are expected to be related to process automation [1]

**What is it?**
Process mining is a set of tools that use a company's data to perform fact-based analysis of business processes and derive insights to create a transformation engine for the business.

By 2022
**80%**
of RPA-centric automation implementations will derive their value from complementary technologies [1]

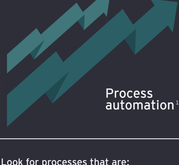
Process mining technology allows companies to unlock value through process enhancement – whether it be **process standardization, eliminating unnecessary steps** or **automation** – and support the prioritization of process improvement initiatives, such as RPA. Time, frequency and deviation data help with process improvement recommendations.



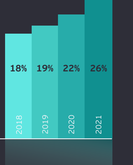

# One way to use process mining technology: enhancement

Process mining and intelligent automation go hand in hand by discovering and validating automation opportunities.

Adoption of process mining for **enhancement** purposes has continued to **grow year over year** and was projected to **continue this trend** into 2021 [2]

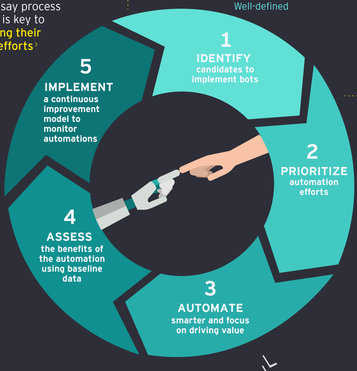


Process automation [1] >




**78%**
of people who automate say process mining is key to **enabling their RPA efforts** [3]

Look for processes that are:
Rule-based
Electronic
Well-defined




Prioritize processes based on:
Efficiency gains
Cost avoidance
Quality improvement
Impact on customer experience

Process mining can **increase process automation rates** by
**50%** [2]

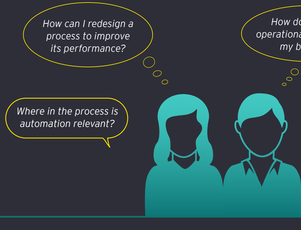
By using process mining during RPA implementation, businesses can reduce RPA implementation time by [4]
**50%**
and RPA project risk by [4]
**60%**

Hyperautomation – automating all possible processes, end-to-end was the
**#1 trend**
on Gartner's list of **top 10 strategy technology trends** for 2020 [1]

**83%** of business decision makers plan to increase the adoption of process optimization in **customer journey mapping** [4]

**57%** of them are planning to **increase it significantly** [4]

Process mining is a **major tool** in the process optimization toolkit.[5]




# benefits

- cost reduction
- process optimization
- reduced process inefficiencies and frictions
- process standardization
- improved performance management
- data-driven decision-making
- improved employee, vendor and customer experience

## Knowing which processes to automate is half the battle. Moving from **insights to action** is key. We can help.

### Where should you start?

Start by using process mining to discover where the bottlenecks and challenges lie in your processes.

Then execute on those insights to drive performance.

Operate to your fullest potential by optimizing your processes to gain efficiencies.
Rock solid processes and data-driven decisions will help get you there.
Find out which of your processes are best suited for process mining.

**Learn more about how EY can help you**

[1] *Gartner 2020 Report.*
[2] *Gartner September 2020 Process Mining Market Guide.*
[3] *UiPath, "What is Process Mining - RPA and Process Mining," UiPath, www.uipath.com/rpa/what-is-process-mining*
[4] *AIMultiple, "20 Process Mining Statistics: Market Size, Adoption [2021]." AIMultiple, research.aimultiple.com/process-mining-stats/*
[5] *Celonis, "What is Process Mining?: Celonis Execution Management System," Celonis, www.celonis.com/process-mining/what-is-process-mining/*