

# Process mining

a tool to navigate your business through a data lens

Get an x-ray of your business with process mining technology to gain deep insight and drive operational excellence through better, faster decisions.

**34%**

of process mining use cases are related to **business process improvement**<sup>1</sup>

## What is it?

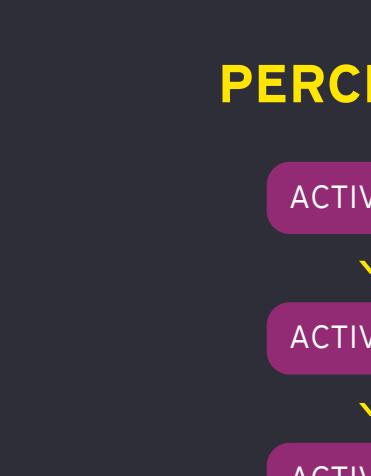
Advanced analytical approach that builds an **exhaustive** and **objective** vision of processes based on **factual data**

By 2024,

organizations will **lower operational costs by 30%**

by combining hyper-automation technologies and redesigned operational processes<sup>2</sup>

It's no secret that routine internal tasks can take up countless employee hours that could be better spent on more engaging and higher-value business activities.



Through the use of process mining technology, organizations can **identify, analyze, correct and monitor** their processes across the enterprise. Analyze data from your line of business applications to better understand your processes, optimize them end-to-end and continuously monitor to help you achieve the intended benefits.

## One way to use process mining technology: discovery

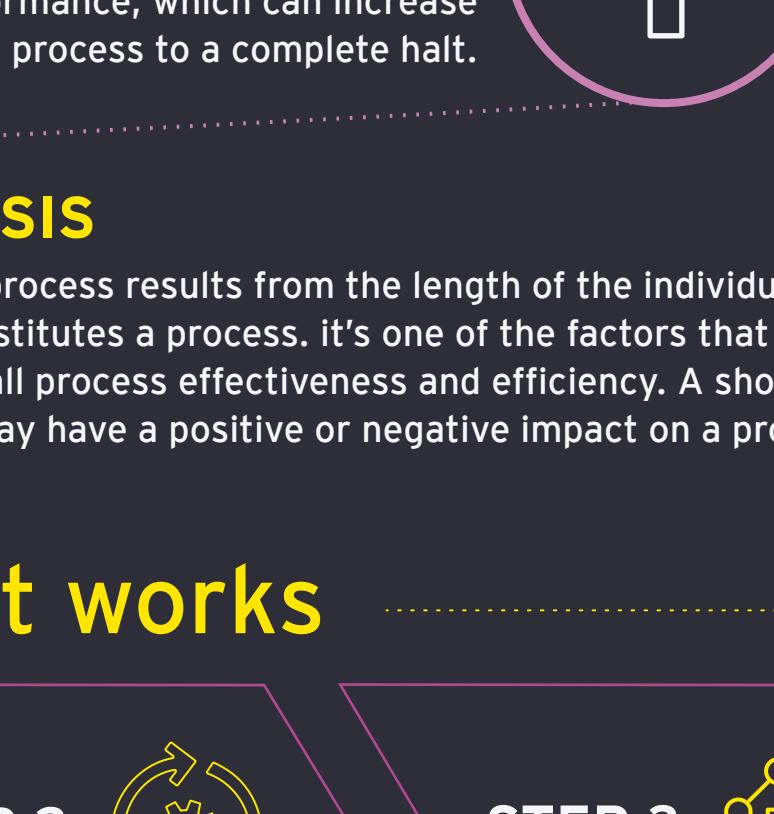
Use process mining to understand process expectations **vs.** process reality.

### PERCEIVED

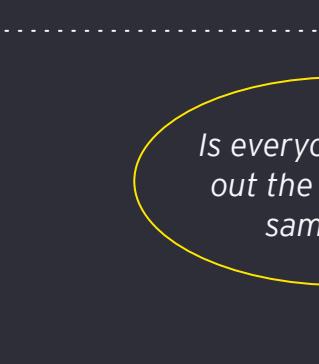


**VS.**

### ACTUAL

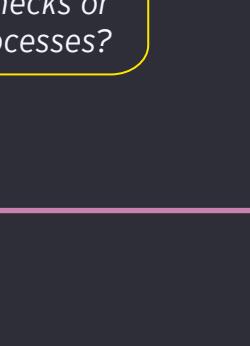


To optimize your process(es), you first need a high-level view of your processes. Then use this data to create an informed and accurate current state through:



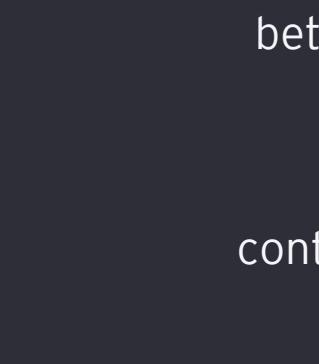
### PERFORMANCE ANALYSIS

Performance is defined by the efficiency, effectiveness or success of an event or an entire process. A number of process variants indicate that the process is non-linear and can have a negative impact on the overall performance.



### BOTTLENECK ANALYSIS

A bottleneck describes the scarcity of resources, or friction generated because of lack of customer, employee or vendor experience. A bottleneck delays performance, which can increase the throughput time or even bring the process to a complete halt.



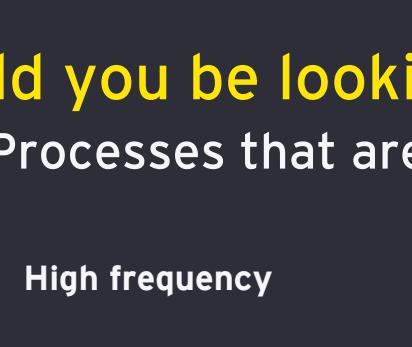
### TIME ANALYSIS

The duration of the process results from the length of the individual activities, which constitutes a process. It's one of the factors that go into measuring overall process effectiveness and efficiency. A shorter or longer duration may have a positive or negative impact on a process.

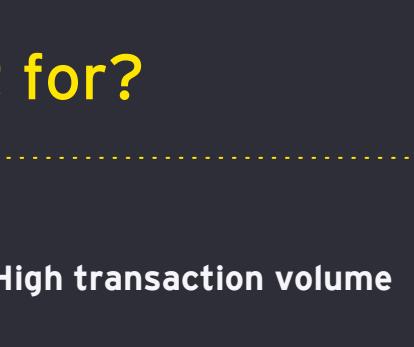
## How it works



Data from multiple systems related to your process is read



Data is transformed to event log and multiple steps, activities are connected to create the end-to-end process



Your end-to-end process is then visualized through dashboards and graphs so you can easily see your bottlenecks and inefficiencies

Is everyone carrying out the process the same way?

What really happened in the past?

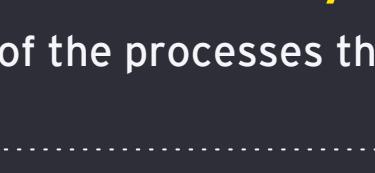
When and why do organizations and people deviate?

How are processes currently being done?

Where can I reduce risk?

Do I have any redundant processes?

Do I have bottlenecks or friction in my processes?



## benefits

single source of truth  
better decision-making  
holistic  
democratized  
continuous improvement

100% objective  
through factual data  
captures 100% of your process  
accessible to all  
ability to see if your processes are working as they're supposed to

Digitized  
Touched by many employees  
Highly complex and require quantitative metrics to reduce complexity

High frequency  
Require reduction in error rate  
Entail unstructured work (e.g., reviews and approvals)

High transaction volume  
Have longevity within your organization  
Lack standardization or deviate often from standard procedures

Operate to your fullest potential by making your organization truly data driven.

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](#)

<sup>1</sup> The Gartner 'IT Roadmap for Digital Transformation, Morphing Offerings and Zeal for Operational Excellence'.

<sup>2</sup> Gartner Predicts 2020: RPA Renaissance Driven by Morphing Offerings and Zeal for Operational Excellence

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