

Process mining

as a foundation for digital transformation

Digital-first initiatives have become a top priority for the majority of companies¹

91% of businesses are engaged in some form of digital initiative¹

Organizations cannot transform and scale out without understanding what processes need to change first. An understanding of the underlying processes is key to a successful digital transformation roadmap and execution. This is where process mining comes in - it helps by providing a visualization and analysis of the processes, based on factual data.

Process mining is an assumption-free approach to analyze processes in an explorative manner.

Market for process mining will grow to **US\$1,421.7m²** by 2023

50.3% CAGR during forecast period from 2018

3 ways to use process mining

1 DISCOVERY

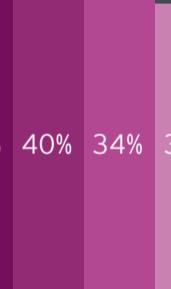


Get laser focused on what's underneath the surface

34%

of process mining use cases are related to business process improvement¹

How are processes currently being done?
What really happened in the past?



Adoption of process mining for discovery purposes has shown a **year-over-year decline**

and is projected to continue this trend into 2021¹

54% 48% 40% 34% 31%

2 ENHANCEMENT



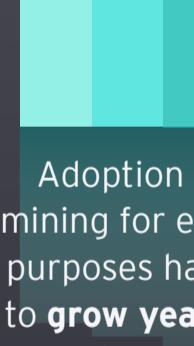
Drive operational excellence through optimization, standardization and automation

36%

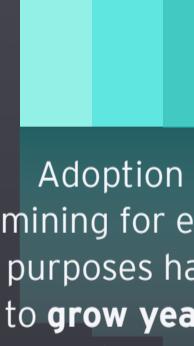
of process mining use cases are related to process automation and digital transformation¹

How can I redesign the process to improve its performance?

Should the process be standardized?



Adoption of process mining for enhancement purposes has continued to **grow year-over-year** and is projected to continue this trend into 2021¹



3 COMPLIANCE



Mitigate risk by identifying deviation

30%

of process mining use cases are related to process auditing and compliance¹

How can I control the process better?

When and why do people deviate?

Why did it happen?



Adoption of process mining for compliance purposes has **hovered steadily** within the same range without large changes forecasted into 2021¹



Learn more about how EY can help you

benefits

improved decision-making

standardization

adhering to compliance

process automation

reduced costs

improved customer and employee experience

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¹ Gartner September 2020 Process Mining Market Guide.

² The Gartner IT Roadmap for Digital Transformation.

³ Research & Markets Global Process Analytics Market Report.