

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 initiative²

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



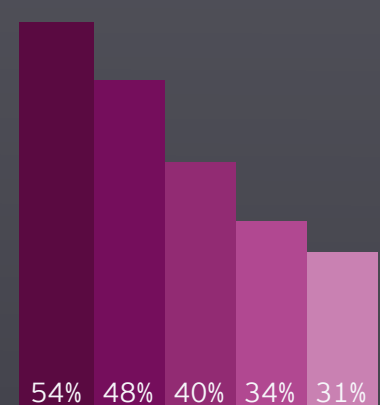
Get laser focused on what's underneath the surface

34%

of process mining use cases are related to business process improvement*

What really happened in the past?

How are processes currently being done?



Adoption of process mining for discovery purposes has shown a **year-over-year decline** and is projected to continue this trend into 2021*

2 ENHANCEMENT



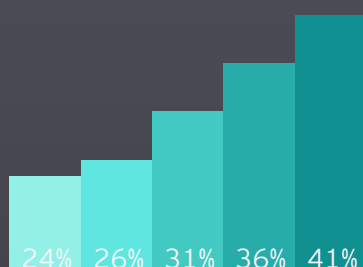
Drive operational excellence through optimization, standardization and automation

36%

of process mining use cases are related to process automation and digital transformation*

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 2021*

3 COMPLIANCE



Mitigate risk by identifying deviation

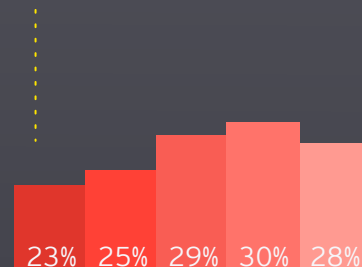
30%

of process mining use cases are related to process auditing and compliance*

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 2021*

benefits

- improved decision-making
- standardization
- adhering to compliance
- process automation
- reduced costs
- improved customer and employee experience

[Learn more about how EY can help you](#)

* Gartner September 2020 Process Mining Market Guide.

¹ The Gartner IT Road map for Digital Transformation.

² Research & Markets Global Process Analytics Market Report.

