IBM Process Mining Value Proposition

Traditional process analysis lacks objective data

Traditionally, process stakeholders and business analysts spend up to 70% of the automation effort collecting information, interviewing process owners and users, mapping process references, estimating durations, costs, reworks, variants, suggesting improvements and automations.

In addition to the many hours of work required, analysis rely mostly on estimates that inadvertently represent the biases and misunderstandings of the participants and analysts. That can lead companies to miss important issues, or to focus too much attention on problems that occur infrequently and cost the business little.

When the analysis phase produces changes recommendations such as adding resources, adding RPA bots, automating decisions, it is difficult to predict the business benefits. Estimates, biases, and approximations of the as-is process make it quite impossible to accurately measure the business impact in terms of lead-time, cost, KPIs, ROI.

Rely on actual facts to improve your business

Process Mining starts with data collected in systems and user screen actions. It produces clear and intuitive visualizations and statistics to objectively understand actual processes: lead time, bottleneck, non-conformant cases, cost, reworks, dashboards, root-cause analysis, predictive analytics. All these high-value insights are instantly available to the business analysts and to all the process stakeholders.

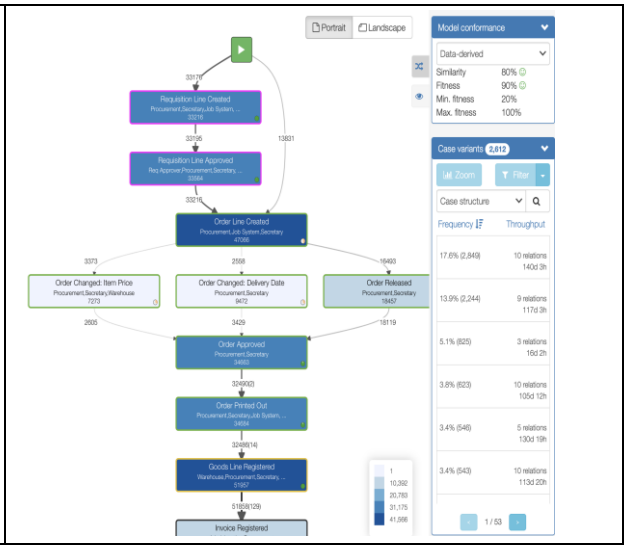
The traditional months of analysis now take hours, pains are pinpointed, and business analysts leverage their business domain expertise to diagnose pains and solutions.

The last step before engaging automation development costs is to determine the ROI and impact of these changes. The Digital Twin of Organization in Process Mining enables making unlimited changes in the process and simulating the business impact. Before engaging any cost, DTO determine clearly the expected result from actual data, simulated data and changes applied to the DTO.

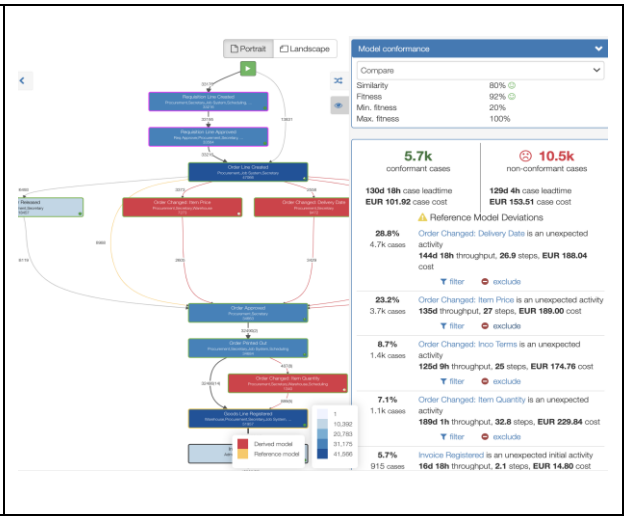
Key Capabilities for DTO and Process Mining

Process mining and Digital Twin of an Organization technology from IBM Process Mining act as an advanced catalyst for a risk-free digital transformation strategy. IBM Process Mining has a unique set of capabilities that ensures success in every step of your digital transformation journey.

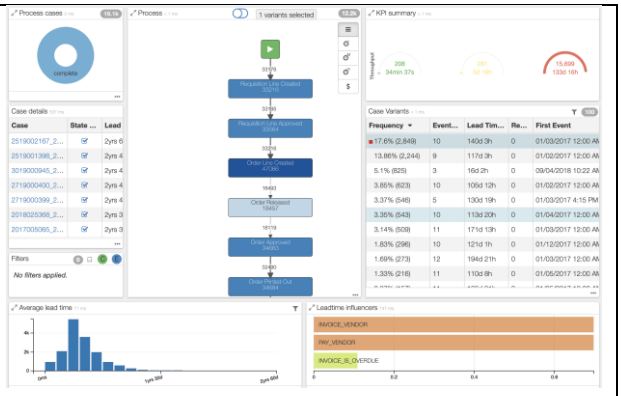
Process Discovery

IBM Process Mining is a Process Mining and Digital Transformation solution that automatically discovers processes, analyzes their past patterns, monitors real-time activities, and predicts future process trends. It takes the data you already have in your systems to automatically draw and visualize your process, immediately providing analysis in terms of frequency and case duration.	

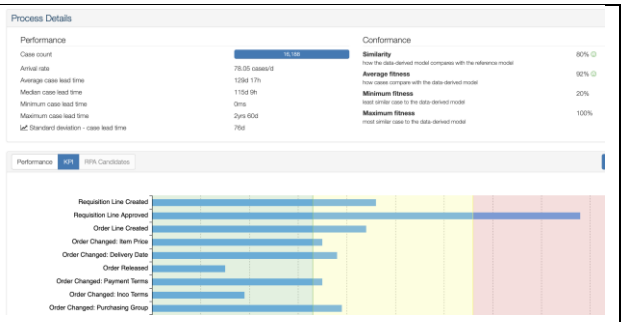
Conformance Checking

Visually verify the compliance and conformance of your process by loading a process model defined and developed in a traditional Business Process Analysis approach such as IBM BlueWorks Live or Business Automation Workflow. You can also define your process model directly with the embedded Business Process Analysis module in IBM Process Mining.	

Advanced Analytics

Build custom dashboards in minutes leveraging our drag-and-drop online editor. From simple tables to multi-dimensional bubble charts, identify new patterns and grasp difficult concepts thanks to our advanced data visualizations.	

KPIs and Metrics

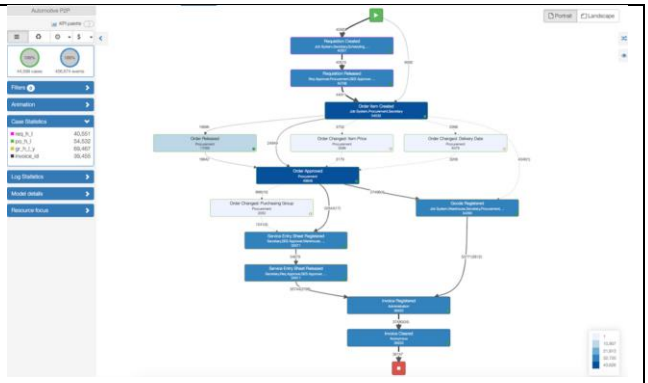
Using our Excel-like expression editor you can define and evaluate metrics and KPIs relevant to your company. Customize Key Performance Indicators (KPIs) and visualize the impact on the expected Service Level Agreement and the process model following your configurations. If you want to have a holistic view of your process management, it is fundamental to evaluate your process performance using custom concepts of your specific context.	

Root Cause Analysis

For our customers it is essential to focus on how things are really done and where the issues in the process are. The real question after that is not only WHERE, but also WHY these irregularities happen. Answer these questions by applying our root cause analysis or integrating your own AI/Machine Learning Algorithm.	

Key Differentiators for Digital Transformation Success

Multi-Level Process Mining

A multi-level process is a complex process which contains entities that have many-to-many relationships, e.g., procure to pay (P2P) and order to cash (O2C). Traditional process mining techniques fail to deal with data divergence and convergence issues that characterize these complex business processes. Using multi-level you can immediately see how activities in one entity create bottlenecks and deviations in the process of another entity, which means you'll never have to worry that your changes eliminated inefficiencies in purchasing but created bigger inefficiencies in invoicing.	

Decision Rules Miner

Business rules increase the reliability and quality of your process model, giving you a more precise Digital Twin of your Organization. With the discovery of the business rules, you have an enhanced comprehension of the process from a business perspective which increases confidence when selecting activities for improvement and decision-making.

Task Mining

Task Mining is the discovery, monitoring, and analysis of user interaction data on a desktop. After Task Mining discovers the most frequent tasks in a process, IBM Process Mining automatically identifies the best candidates for automation, taking the guesswork out of RPA implementation. You can then create what-if scenarios of your process using IBM Process Mining's Simulation Engine to quantify the value added from the bots you wish to implement.	

Simulation Engine

Simulate as many changes as you want within your DTO, allowing you to test an unlimited number of changes and quickly disqualify changes that don't add value. Once you determine the changes you want to make, you can seamlessly implement them in your real process. You can calculate the expected ROI of your changes to determine the benefits before implementation.