Release Webinar:
QPR ProcessAnalyzer 2020.1

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This webinar will be recorded and made available on-demand at the QPR Community (https://community.qpr.com)

Release Webinar Agenda

Customer Success Stories

https://www.qpr.com/customers

QPR ProcessAnalyzer 2020.1

- **Real-Time Process Mining**
- **Pre-configured Process Mining Charts**
  - **Case Trend by Selected Event**
  - **Root Causes**
- **Usage Statistics Reporting**

Real-Time Process Mining

Real Time Process Mining

Background for the case

- Maria has built an impressive number of process mining models to cover all the main processes of her organization.

- She has also carried out a process mining training program so that more than 100 employees in her organization have turned into eager process mining enthusiasts using process mining models for RPA automation, process excellence, internal audit, supply chain management and driving digital transformation.

Real Time Process Mining

Challenge

■ After making the initial findings about processes Maria's colleagues start to continuously ask for more up-to-date process mining models…

Real-Time Process Mining Use Cases

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- Business Review Process Models
- Ad-Hoc Process Models
- Customer Specific Process Models
- Real-time Dashboard Screens
- Case-Level Prediction Models

Business Review Process Models

- Managers and team leaders are asking for **Business Review Process Models** to view the processes and KPIs for the previous review period immediately as it completes, whether it is quarter, month, week, day or a work shift.

- They want to identify most recent process bottlenecks, rework and long lead times. They are also eager to see the root causes so that they find corrective actions within their teams right away.
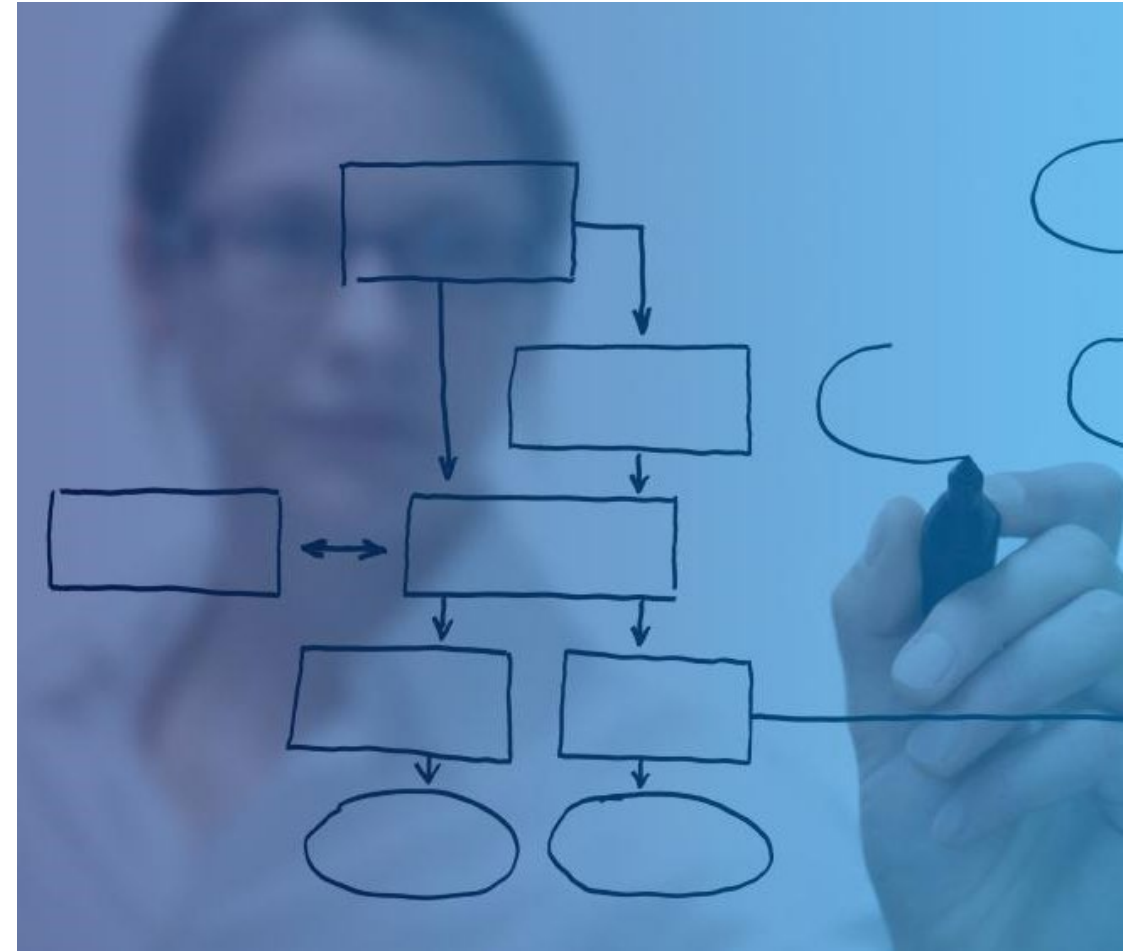
Ad-Hoc Process Models

- Internal Audit is requesting company code specific models for audited processes.

- These **Ad-Hoc Process Models** should have the latest information concerning the audited business.

Customer Specific Process Models

- Customer service and logistics workers need access to most **Customer Specific Process Models** containing all ERP events related to customer sales orders, on-going projects and metadata changes.

- This information needs to be available when the phone rings or inquiry email needs to be solved.
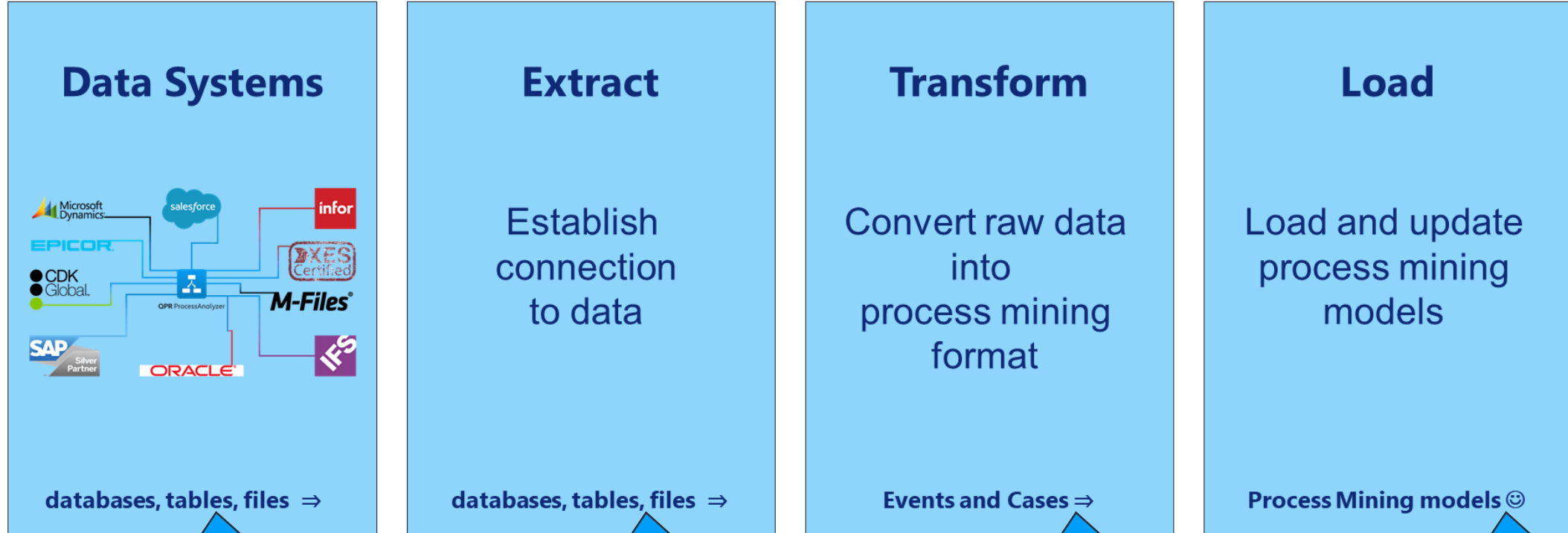
Real-time Dashboard Screens

- **Real-time Dashboard Screens** are asked to be placed into the area.
- These screens show the current KPIs compared to targets as well as the current bottlenecks in the operations at this very moment.

Case-Level Prediction Models

- Operative managers from service desk and customer delivery teams are asking for Artificial Intelligence based **Case-Level Prediction Models** that show, based on previous process flow behavior, the probability of Customer ticket not meeting the Service-Level Agreement (SLA) or customer delivery to be delivered late.

- These models are updated on agreed period, for example once per day as a tool for operative managers and teams for focusing their daily efforts and improving customer satisfaction.

Real-Time Process Mining

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Data Systems

databases, tables, files ⇒

Extract

Establish connection to data

databases, tables, files ⇒

Transform

Convert raw data into process mining format

Events and Cases ⇒

Load

Load and update process mining models

Process Mining models ☺

Data Systems are the actual ERP systems containing data for process mining. Data Systems typically contain data stored in databases, tables and files.

Extraction establishes the connection to the Data Systems. Extraction enables further processing of the data.

Transformation is all about combining data, joining tables, linking events from multiple tables into cases and collecting case attribute and event attribute data.

Loading performs the process mining analysis and provides the analysis results for users, automated applications and prediction engines.

Real-Time Process Mining with QPR ProcessAnalyzer

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Data Systems

ERP Systems

- SAP R/3
- SAP S/4HANA
- Oracle
- Salesforce
- ServiceNow
- MS Dynamics
- Epicor, Infor, …
- SQL Server
- Excel files
- CSV files
- XES files

Extract

Connection type

- ODBC
- OleDB
- ADO.NET (SQL)
- SAP
- Salesforce
- WebService

Manual import

- Web UI
- Excel UI
- File uploader (script launcher)

Push data to QPR ProcessAnalyzer

- QPR ProcessAnalyzer WebService API

Extraction tool

- QPR ProcessAnalyzer Server
- QPR ProcessAnalyzer Excel client
- QPR ProcessAnalyzer Script Launcher
- QPR ProcessAnalyzer WebService API
- 3rd party ETL tools and connectors

Extraction mode

- Complete
- Incremental

Transform

Transformation Data Storage

- QPR ProcessAnalyzer Data Table
- QPR ProcessAnalyzer SQL Integration Database
- QPR ProcessAnalyzer SQL Sandbox
- QPR ProcessAnalyzer In-Memory ETL Data Frame
- QPR ProcessAnalyzer Process Model
- QPR ProcessAnalyzer In-memory

Transformation Mapping

- QPR ProcessAnalyzer ETL Scripts
- QPR ProcessAnalyzer In-Memory ETL Expression
- ODBC / SQL Query
- WebService
- 3rd party ETL tools and connectors

Transformation mode

- Complete
- Incremental

Load

Model Storage

- QPR ProcessAnalyzer Process Model
- QPR ProcessAnalyzer Data Tables
- QPR ProcessAnalyzer In-memory

Trigger for model Unload/Delete

- Drop (idle time)
- Drop (memory)
- Delete, archive and restore

Trigger for model Create/Update

- Periodically started model creation using Windows Scheduler
- Manually started model creation
- RPA tool initiated creation
- Ad-Hoc model creation as an On-The-Fly process model using Web user interface
- Automatically updating Real-Time Dashboard Screen
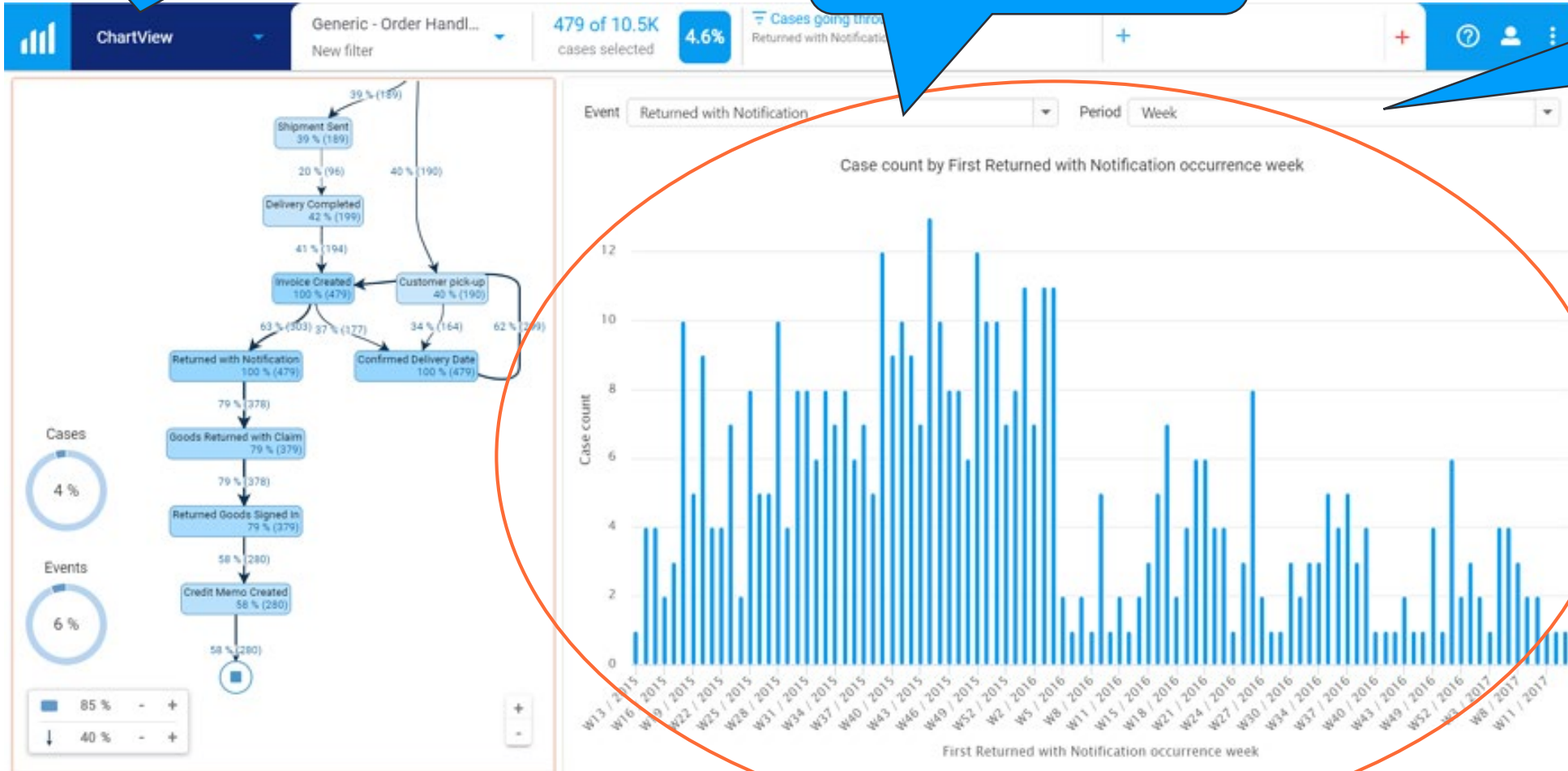- External push data driven WebService API creation

# Pre-configured
Process Mining Charts

Case Trend by Selected Event

Root Cause

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Case duration 12 weeks or more selected as the PROBLEM for Root Cause analysis

Customer Group "Kids" is the 2nd most significant Root Cause.

This picture shows the Root Cause analysis for the problem: "Case duration is 12+ weeks". Further Root Cause Drill-down allows asking "Why" several times to find 2+ level Root Causes
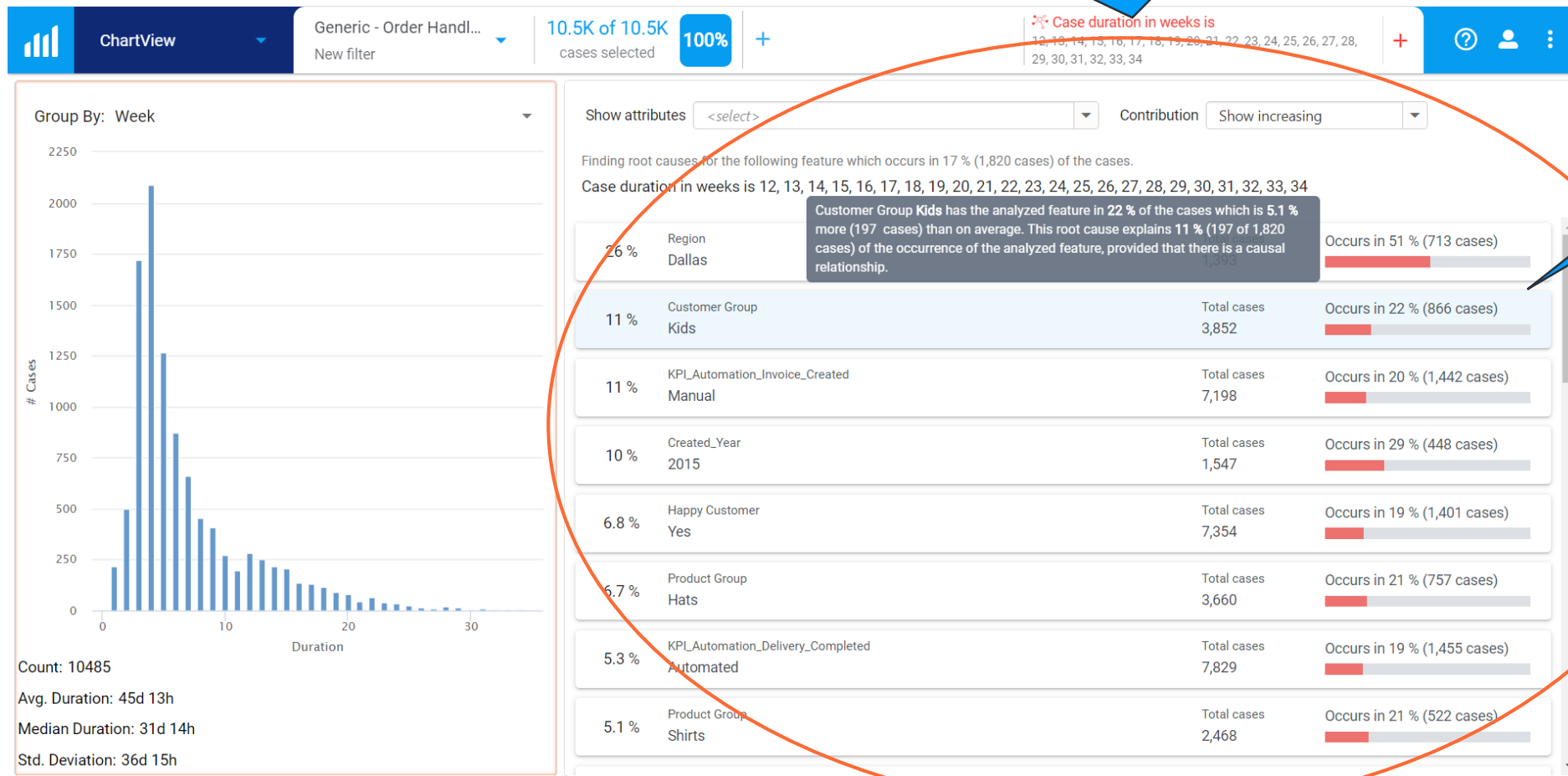
QPR ProcessAnalyzer Usage Statistics Reporting

QPR ProcessAnalyzer Usage Statistics Reporting:

1. understand model usage

2. ensure the results are delivered to right people

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- **Latest Operations**
  - *Visualization*: Table
  - *Columns*: Operation, Start Time, End Time, Model, User, Duration and Additional Data

- **Operations by time**
  - *Visualization*: Column Chart
  - *Measures*: Operation counts
  - *Dimensions*: Start Time (=> trend)

- **Operation durations**
  - *Visualization*: Column Chart
  - *Measures*: Operation count
  - *Dimensions*: Operation Durations in Seconds (=> histogram)
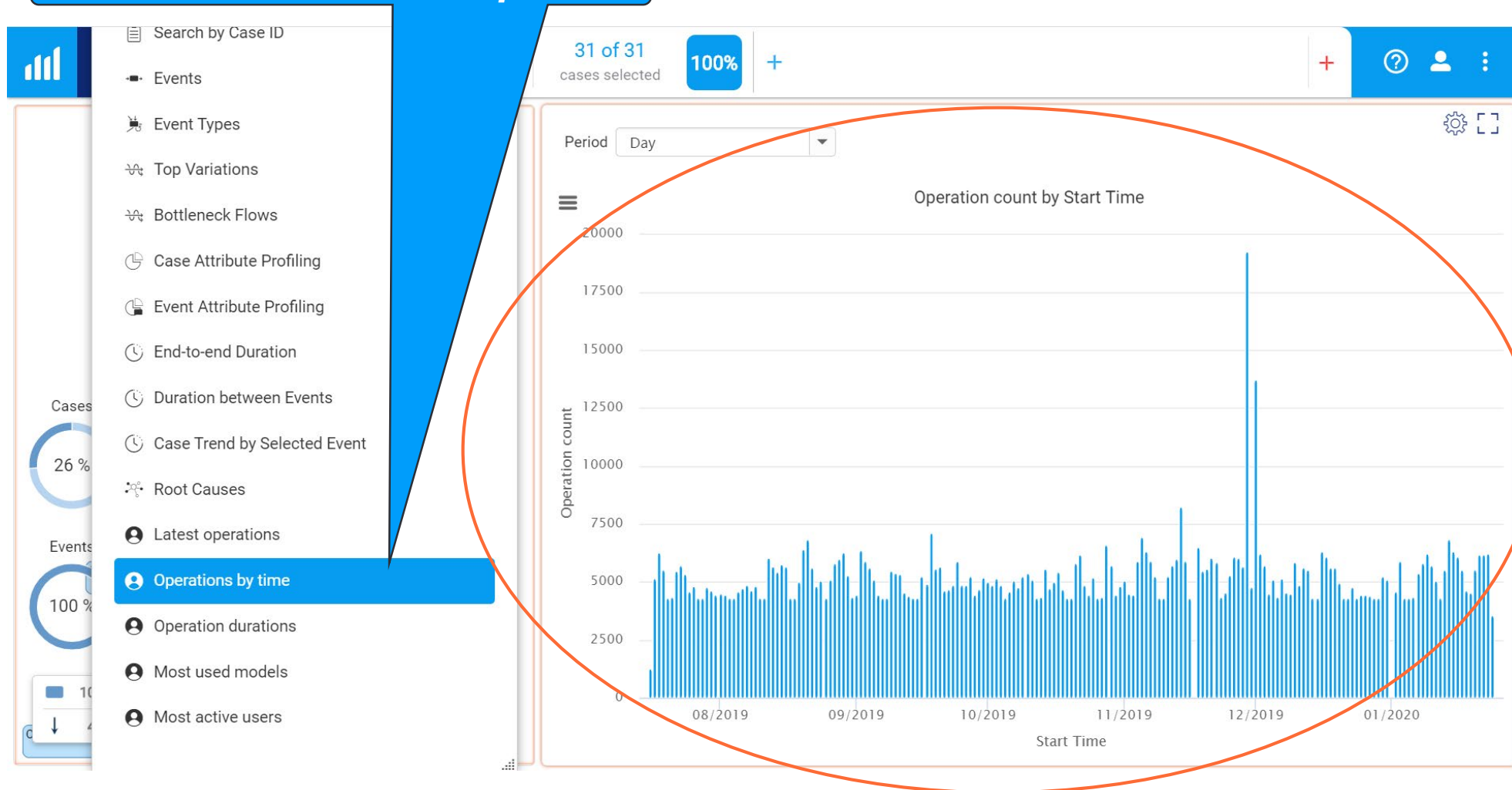
- **Most used models**
  - *Visualization*: Table
  - *Columns*: Operation count, Average operation duration
  - *Dimensions*: Model (=> Summary report)

- **Most active users**
  - *Visualization: Table*
  - *Columns:* Operation count, Average operation duration
  - Dimensions: User (=> Summary report)

Usage Statistics Reporting

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Available as "ChartView" pre-set

In this QPR ProcessAnalyzer system there has been about 3.000 – 7.000 user operations per day with the peak number of almost 20.000 operation in late November 2019

QPR ProcessAnalyzer 2020.2

What to expect?

- Editing and managing filters => Save your process findings as filters. Specify a scope for more detailed analysis. Provide easy access to cases meeting certain characteristics.

- Chart Views On-screen Settings => enabling easy selections to all dashboards, allowing end users to easily change the parameters for a dashboard using drop down lists, checkboxes etc. Make the most important settings directly accessible for end users.

- URL links to Dashboard => making it possible to easily share dashboards in email messages and embedding to intranet & discussion forums etc.

Questions & Comments?

- The recording will shortly be available at the QPR Community at https://community.qpr.com
  - Search for "new release webinars" or go directly to https://community.qpr.com/on-demand-webinars
- How to reach us?
  - Fill out the contact form at: https://www.qpr.com/contact-us
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1991

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Helsinki, Finland

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Over 1 million worldwide

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