EY is using Process Mining for Risk Management and Internal Audit powered by QPR ProcessAnalyzer

Challenge

- Increasing pressure from regulators to use analytics for testing controls
- Reactive approach to errors
- Unaware of weaknesses and bottlenecks
- Risk management landscape changes
- How to know if controls are relevant
- Lack of precise internal control
- Slow process analytics

Benefits

- Obtain efficient view on internal process
- Assess quality of KPIs
- Give stakeholders greater confidence to make right business decisions
- Predict errors in preventive controls
- Prioritize actions based on risks
- Real-time monitoring of data
- Automated Root Cause analysis
- Identification of corrective actions

Risk Management Landscape

The risk management landscape is changing rapidly. The enormous growth of data demands internal control and audit team to be able to give strategic advice (on risk management and control) for stakeholders to make right business decisions and take advantage of opportunities. On the other hand, financial regulators and other industry bodies urge business to disclose its internal control process.

In order to stay one step ahead, businesses need to adapt fast. "That is why understanding your processes is absolutely critical, and that's where process mining steps in." – says Stewart Wallace, Director, Risk Analytics, EY UK.



One of the biggest professional services firms in the world, headquartered in UK, providing assurance, tax, consulting and advisory services to businesses from their 700 offices in over 150 countries.

Employees: 270,000+
Revenue: 36 billion USD

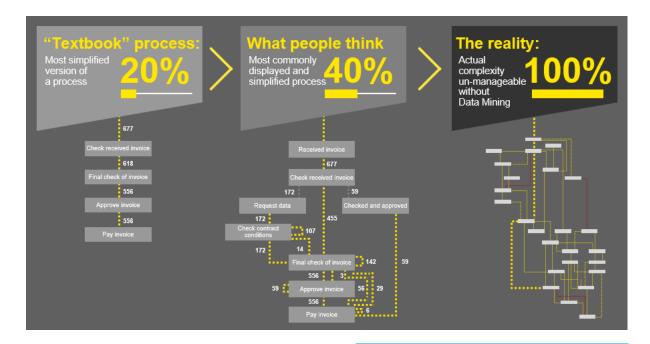
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"Process mining allows you to look at every transaction, 100 percent coverage."

Stewart Wallace, Director, Risk Analytics, EY UK







Give stakeholder confidence in making business decisions

Compared to traditional risk and control methodology, process mining proves to be an exceptional technological breakthrough. "Before, looked you at the documentation and talked to the people in order to form an opinion about what was happening. And we all know that would give you maybe 40 percent of the truth," says Stewart, "but process mining is using data to tell you what's actually happening, 100 percent coverage. Process mining gives you a holistic view of all business processes showing what is going right or wrong. Using QPR ProcessAnalyzer we also get a comprehensive understanding of root causes and how to take corrective actions for improving operations."

Analysis in less than one week

Using QPR ProcessAnalyzer, the EY UK Risk Analytics team has been able to complete an end-customer process mining analysis in less than one week. This includes time from initial data acquisition to model building, creating dashboards and presenting results to the customer. Complex end-to-end processes naturally take longer but typically one to two weeks is enough for any well-defined process mining analysis or iteration.

"QPR ProcessaAnalyzer helps us design data models and dashboards the fastest so that time to insight is the shortest." – says Stewart.

"We are able to identify areas where themes within the audit reports did not match with what was recorded in the audit tracking system."

Ricky Vachhani, Manager, Risk & Data Analytics, EY UK

Obtain efficient view on internal control

As the business shifts to become more agile, resulting in constant changes in processes and operations, only the dynamism of process mining can keep up with these rapid changes.

"Traditional analytics is static and hard-coded. If we now have a new event in the middle of our process, process mining picks that up, but traditional analytics won't." – says Stewart.

† Favourite QPR ProcessAnalyzer feature

"QPR is the one that I always turn to for ease of use and fastest time to insight. Root **Cause analysis really works** well in QPR ProcessAnalyzer"

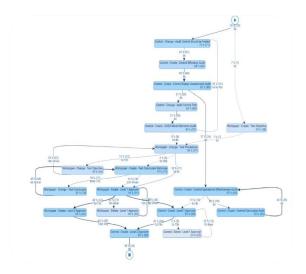
Stewart Wallace, Director, Risk Analytics, EY UK



Real-time data monitoring

QPR ProcessAnalyzer's latest machine learning intelligence artificial (AI) advancements such as clustering analysis and case level prediction lets business understand transaction-based data much faster. This helps business to identify almost instantly when transactions are going down a suboptimal path and alert to the process owner to take immediate corrective actions. From the internal control and audit perspectives, this approach brings much more practical and monumental benefits, compared to traditional way of working.

"With QPR ProcessAnalyzer we now embed process mining in real time, identify bottleneck instantly, and take actions much earlier, so the business gets more benefit, more actionable insights on a continuous basis" – says Stewart.





† Favourite QPR ProcessAnalyzer feature

"My favorite feature is conformance analysis, and business process modelling and then correlate it with the root cause analysis"

Ricky Vachhani, Manager, Risk & Data Analytics, EY UK



Internal Audit Process

Process mining can detect inefficiencies and bottlenecks also in the internal audit process itself. "A large banking customer of EY asked our team to perform mining based analysis of their internal audit process. We were able to detect issues like audit reports showing no issues whilst event logs data showed multiple rounds of testing and approval" says Ricky Vachhani, Manager, Risk & Data Analytics, EY UK.

QPR ProcessAnalyzer solution

- Risk Management and internal audit solutions built based on QPR ProcessAnalyzer dashboards
- Licenses covering EY UK employees and end customers
- QPR ProcessAnalyzer hosted in high security Azure datacenter
- Event log data from multiple systems including SAP, Oracle and audit tracking systems



QPR Software Plc

QPR Software Plc (Nasdaq Helsinki) provides process mining, performance management and enterprise architecture solutions for digital transformation, strategy execution and business process improvement in over 50 countries. QPR software allows customers to gain valuable insights for informed decisions that make a difference. Dare to improve.

Read more at www.qpr.com