Process Optimization Powered by Process Mining

Challenge

- Lack of process understanding
- ERP migration risks and delay
- Failure to meet SLAs and low customer satisfaction

Benefits

- Acceleration of process mapping
- ERP migration falicitation
- Fix the problems before they happen

Acceleration of Process Mapping

Process mining provides data scientists with two major advantages: acceleration and holistic views of classic process mapping.

"I showed process mining to a colleague, and he said he wishes he would have known about it 6 months ago," says Julie Blom Hansen, Senior Management Consultant at Implement Consulting Group, *"He spent five months mapping a process which we could have done within a week with Process Mining"*

Traditionally, analysts approach process mapping through group gatherings and interviews, where it can be uncertain if a whole process is covered and especially rework and outliers give cause for debates. With QPR ProcessAnalyzer, you succeed with analyzing the whole data population having both visual descriptions of the process flows as well as internal case relations: *"Process mining helps us to see the whole picture of the process."*

IMPLEMENT
CONSULTING GROUP_

A Scandinavian based consultancy engaged in creating sustainable change and transformation, headquartered in Copenhagen and founded in 1996.

Employees:	**900+**
Revenue:	**85 million EUR**
Offices:	**Stockholm, Malmö, Oslo, Zurich, Munich and Aarhus**

www.implementconsultinggroup.com

> **"Process mining is very powerful combination of data and processes. It takes data into a business context."**
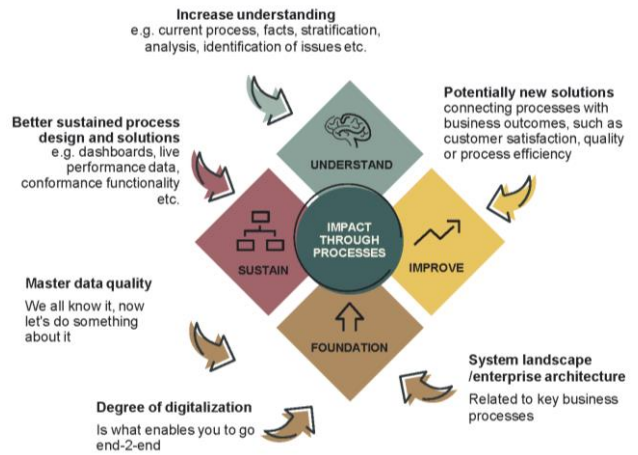
Julie Blom Hansen
Senior Management Consultant,
Implement Consulting Group

ERP Migration Facilitation

Process mining is a journey where, already at the beginning you can improve the quality of business processes. *"From the outset, it shows you what you have in your IT systems, all your flaws and your master data,"* says Emil Hassing, Managing Consultant at Implement Consulting Group. By getting an overview of all the data and processes, Process Mining increases the data quality and ensures a smooth transition into the new ERP system.

QPR ProcessAnalyzer is compatible with all ERP systems and other data sources, which reduces ERP implementation costs. *"A director of a global finance team, who supervises 70 employees, loves this tool so much that she now wants to analyze data herself,"* says Julie, *"yesterday she spent all day using QPR ProcessAnalyzer to improve finance processes."*

> **"Predictive analysis is a game changer, because you move from doing strictly analysis into business transformation. You fix before the accidents happen."**
>
> Emil Hassing,
> Managing Consultant,
> Implement Consulting Group

Predictive Analysis – Potential to Fix the Accident Before It Happens

By using predictive analysis in QPR ProcessAnalyzer, managers can identify potential failures in the system and take corrective actions on a real-time basis.
"It is tangible to many organizations," says Emil, *"At a service center where a case could be pending and we may not meet our SLAs, instead of having a multitude of angry client calls, we fix the problems before the accident happen."*
Compared to traditional analytics, Process Mining deals with transaction-based data much faster and turns a vast amount of data into meaningful insights almost instantly.

Increase understanding
e.g. current process, facts, stratification, analysis, identification of issues etc.

Potentially new solutions connecting processes with business outcomes, such as customer satisfaction, quality or process efficiency

Better sustained process design and solutions e.g. dashboards, live performance data, conformance functionality etc.

UNDERSTAND — IMPACT THROUGH PROCESSES — IMPROVE
SUSTAIN — FOUNDATION

Master data quality
We all know it, now let's do something about it

System landscape /enterprise architecture
Related to key business processes

Degree of digitalization
Is what enables you to go end-2-end

Manufacturing Case: Detect and Reduce Risks

In QPR ProcessAnalyzer, the clustering feature allows businesses to detect undesirable cases, which results in an improved risk management and control.

"When we look at the assemble line it is also a matter of scoping because there can be many flows intersecting – but by following the main flow, you easily detect the bottlenecks. When going into a semi – or fully automated production one might easily think that everything would run like clock work but with Process Mining you discover miscalibrations to the clockwork. It's very intuitive, you can look for variations and bottlenecks that actually limit your flow" says Emil.

> ⭐ Favourite QPR ProcessAnalyzer feature
>
> **"The overall user interface is fantastic and efficient - you can have two screens and see how the flow changes according to specific cases. It very user-friendly."**
>
> Julie Blom Hansen,
> Senior Management Consultant,
> Implement Consulting Group

Public Sector: Reduced Lead Times, Open Cases and Process Rework, and Increased Productivity

QPR ProcessAnalyzer allows managers to keep track of their current SLA performance and easily discover root causes of inefficiency. They can understand the actual processes with variations thanks to Process Mining.

"In Denmark, all public case handling is highly digital but Process Mining is a new way of working with data seen from the Public Clients and they have huge potentials." says Emil.
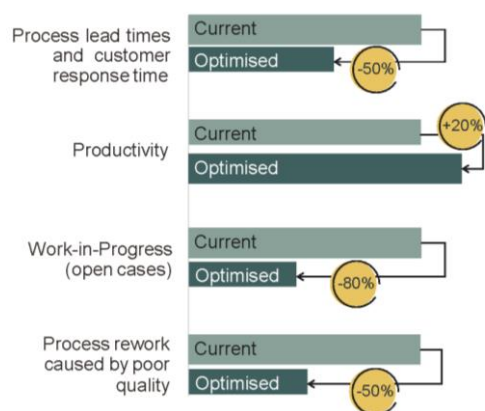
According to Implement Consulting Group, process optimization when executed properly can reduce lead times and response time to customers by 50%, cut down work-in-progress by 80%, lower process rework by 50%, while also increasing efficiency in both front and back office by up to 20%.

QPR ProcessAnalyzer solution

- 15 certified QPR ProcessAnalyzer professionals
- Process Mining solutions for supply chain, finance, manufacturing, RPA and digital transformation

⭐ Favourite QPR ProcessAnalyzer feature

"QPR conformance analysis gives my clients an idea of 'am I improving?' It helps people to understand actual processes and improve in the right direction."

Emil Hassing,
Management Consultant,
Implement Consulting Group

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