Transform raw data into actionable information with QPR ProcessAnalyzer

Challenge

- Order confirmations take time
- Sales orders have rework
- Invoicing not done in time
- Expected delivery dates are changing
- Unreliable pricing master data

Benefits

- Get visibility into actual Order to Cash process including lead times
- Build the happy process for O2C
- Benchmark the outliers and root causes for non-conformances
- Identify internal and customer-driven order changes
- Increase efficiency by 20%

Transform Raw Data into Actionable Information

SAP ERP is the backbone for Solvay's operative business running in 115 industrial sites in 61 countries . *"Process mining has finally opened the doors of ERP SAP black-box by transforming the raw transaction data into actionable information. These facts and figures enable us to accelerate all our improvement and transformation projects,"* says Alexis Papageorges, Global Supply Chain Excellence Manager at Solvay.

Process Mining to Prioritize Improvement Projects

Solvay is using process mining complementary with traditional whiteboard/ brainstorming to achieve best results. *"While the brainstorming is good for identifying conscious opportunities and mobilizes our people, process mining is then used for a fact-based analysis to identify unconscious opportunities as well as to size, evaluate and prioritize all identified opportunities,"* says Alexis.

Multinational advanced materials and specialty chemicals company headquartered in Belgium

Revenue: **10.3 billion EUR**
Employees: **24,500**
Countries: **60**
Founded: **1863**

www.solvay.com

> "[For us] process mining is about transforming raw data into actionable and valuable information."

Alexis Papageorges,
Global Supply Chain
Excellence Manager at Solvay

Reduced Lead Times

Time-to-order-confirmation is a key performance indicator for Solvay customer service centers. Customer requirements for fast deliveries and quick order confirmations have become even more important during the past years. In order to stay as one of the global Top-3 vendors in selected chemical business areas Solvay is continuously looking for ways to improve process lead times in the area of order confirmation. *"Process mining gives us the full visibility into the order handling process with lead times, bottlenecks, benchmark by business areas and root causes. Using this actionable information we have been able to design the ideal 'Happy Flow', identify internal and customer related reasons for order changes, and reduce process lead times,"* says Alexis.
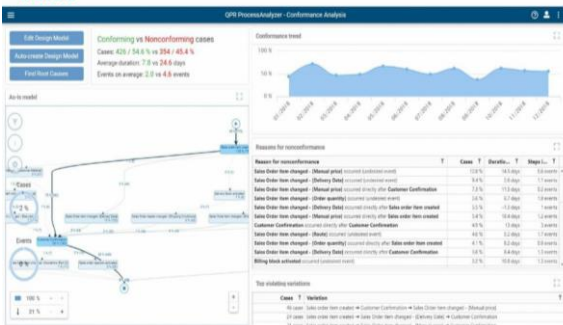
Conformance Analysis

Conformance analysis identifies deviations from agreed Happy Process. Based on the initial analysis 45% of certain customer orders included re-work, making the processing slower and requires more resources. *"Using the QPR ProcessAnalyzer Conformance Checking with embedded root cause analysis made it easy to immediately identify some important improvement areas. Working with these low-hanging fruits has already increased our efficiency by 20%."* says Alexis Papageorges.

★ Favourite QPR ProcessAnalyzer feature

"Process Conformance Checking and Dashboarding"

Alexis Papageorges,
Global Supply Chain
Excellence Manager at Solvay

Opportunity to Increase Sales

"Insight from process mining is helping our customer service representatives to work 20% more efficiently than before." says Alexis. One option for Solvay would be to use this increased efficiency to lower the cost. Another more interesting option is to engage customer service representatives into commercial activities and add-on sales for existing customers. *"We have estimated there is an opportunity to increase sales revenues in certain teams by 30% by using the time we have saved with process mining"* says Alexis.

QPR ProcessAnalyzer solution

- Order to Cash process
- Design Model representing Happy Flow
- Conformance Analysis
- Process mining dashboards

Access Full Case Study

www.qpr.com/customers/solvay