Hi !

When the coronavirus closed the world, hardly anyone could have guessed what was still to come. After two years of persistence, the world faced the highest inflation seen in more than 30 years, fueled in part by the first war in Europe since the mid-90s. In the current market situation, all companies face new risks. Now is not the time to follow your gut-feelings, but rather to **secure the continuity and profitability of your business and make decisions based on facts**.

This is where the overview of your business processes, finding problems, and the necessity of fact-based decision-making come into play. With the help of process mining, companies can locate inefficient operations and identify the root causes and consequences of problems. This fuels fact-based decision-making which results in significant cost savings.

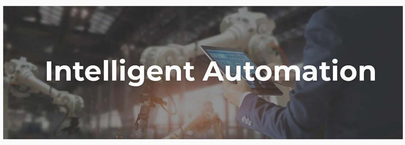
Process mining is beneficial especially for large companies and public entities, whose operating model is characterized by complexity caused by internationality, strong regulation, or rapid changes. At the same time, it is good to remember that **there is no industry or part of the business where process mining cannot be used**.

Below we present a few process mining use cases that have become popular among our customers this year.

What business processes could you optimize?

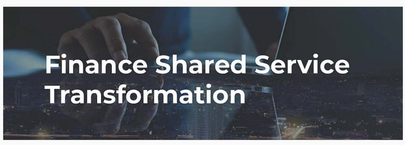
Jussi Vasama
Chief Executive Officer

Popular use cases for process mining in 2022:



Automation is often associated with cost savings and rightly so. However, the risk with using Robotic Process Automation (RPA) without supporting technologies like Artificial Intelligence, Machine Learning, and process mining is that you don't know your processes well enough and only end up creating inefficiencies – more efficiently, with a bill to match the deed. As RPA becomes more mature, companies are finding themselves stuck with high maintenance costs, broken bots, and no clue what's changed in their processes.

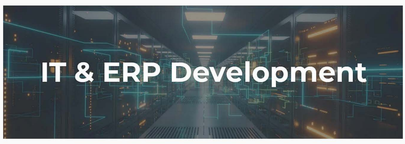
To gain the most value out of your automation investment and reach your full operational potential, **you need to start from the right processes, be aware of their exceptions, and continuously monitor and streamline them with the right tools.** This requires all three parts of intelligent automation: RPA, AI, and process mining.



Transformation of finance shared services is the strategic undertaking to redesign the systems, processes, and approaches within a company to deliver a superior service for the business whilst optimizing efficiency. Your shared service center can create value, monitor ongoing performance, and align itself with your overall business vision through these changes.

The biggest hurdle to overcome for many Shared Services leaders is the lack of visibility into the vast amount of process inconsistencies. Thus, **the start to an effective SSC transformation journey is to understand your processes**. This gives insight into where enacting change will have the most significant impact.

Therefore, process mining is the essential first step to delivering cost savings and innovation for your shared service systems. It's also the gateway to superior process performance monitoring, as well as with reducing error rates, ensuring compliance, and improving service quality.



IT professionals can use process mining to manage the complexity of ERP migrations and implementations. Without having an end-to-end view of the processes continuously, **you end up migrating the same ineffective processes into the new system** while not being able to see the bottlenecks and problems in the migration.

Companies running their business using SAP ECC Business Suite 6.0 are forced to renew their ERP system as the SAP ECC generation is approaching its end of life. All SAP customers have thus been advised to migrate their system to the new SAP S/4HANA generation by the end of 2027. The migration process is expensive as-is, yet complications are bound to result in delays and budget overruns.

SAP S/4HANA Vectorial is our newest solution that uses powerful process mining technology to instantly provide a holistic view of processes by displaying and demonstrating the hundreds or thousands of different process variations based on the customer's own data rather than subjective viewpoints.

Using SAP S/4HANA Vectorial when you are planning, designing, executing, and monitoring your S/4HANA transformation helps you to **run a successful transformation project that is within budget, on time, and delivers improved business performance.**

View more use cases

Latest updates from QPR Resource Hub

Are you interested in learning more about process mining, its use cases, and our next-gen process mining solution? Check out the following material:

- **Blog:** Process transparency is the key to fact-based decision-making.
  Click to read.
- **On-demand webinar:** Are SAP best practices the best way to run your business?
  Watch here.
- **Partner success story:** Performance management Partners SL (PMP).
  Read now.

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Sincerely,
QPR Marketing Team

QPR Software Plc, Huopalahdentie 24, Helsinki, Uusimaa 00350, Finland, Business ID 0832693-7 | VAT FI 08326937
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