

Process Mining Use Case Webinars

Process Mining for Robotic Process Automation (RPA)

Agenda

- Introduction (5 min)
 - What is RPA & process mining
 - Common RPA pitfalls
 - Overambitious vs. task-based approach
- Best practices
 - Identifying RPA opportunities
 - How RPA professionals can utilize process mining (15 min)
- Live demo (10min)
- Q&A (up to 15 minutes)



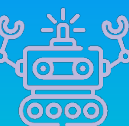
Teemu Lehto

**Vice President,
Process Mining
QPR Software Plc**

What is RPA?

According to Gartner:

1. A “productivity tool”
2. Allows user to configure one or more scripts – referred to as “bots” – to activate specific keystrokes automatically
3. The bots are used to mimic selected tasks (transaction steps) within a business or IT process
4. Uses a combination of UI interaction and descriptor technologies to e.g.
 - manipulate data
 - trigger responses
 - execute transactions
 - pass data to and from different applications
5. The scripts can overlay on one or more software applications



What is Process Mining?

- *“Process mining is a technique designed to **discover, monitor and improve real processes** (i.e., not assumed processes) by extracting readily available knowledge from the event logs of information systems.”*
- *“Process mining includes automated process discovery, conformance checking and other advanced analytics features.”*

Use process mining with RPA to:

- *Identify process inefficiencies at a granular level.*
- *Discover, monitor and configure tasks that can be automated by bots/scripts.*



Common RPA pitfalls related to choosing a “wrong process”

- Too many exceptions
- No business significance
- Cost of error in execution is too high
- Too much high-level cognitive tasks
- Too complex, even though the sub-processes and tasks are simple



Exceptions cause effort

80% of business
performs
according to
agreed process

20% of effort

20% consists of
exceptions

80%
of effort

Volume

Pre-automation

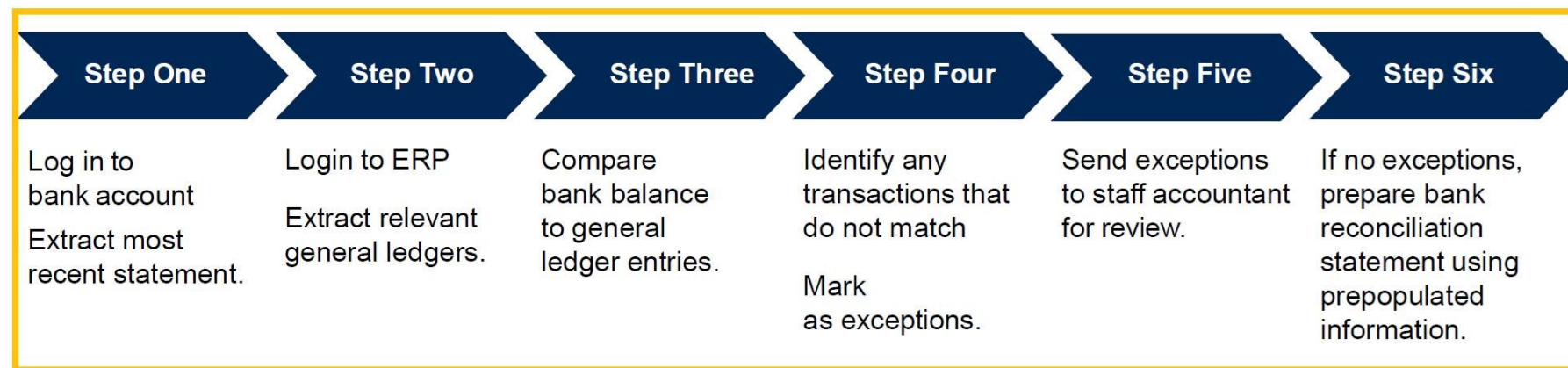


Overambitious vs. task-based approach

The Overambitious End-to-End Approach

Conventional Approach to Finance Process Automation
Bank Reconciliations Process

Automation Project



End-to-end automation fails, if you use RPA only



Goal: End-to-End Process Automation

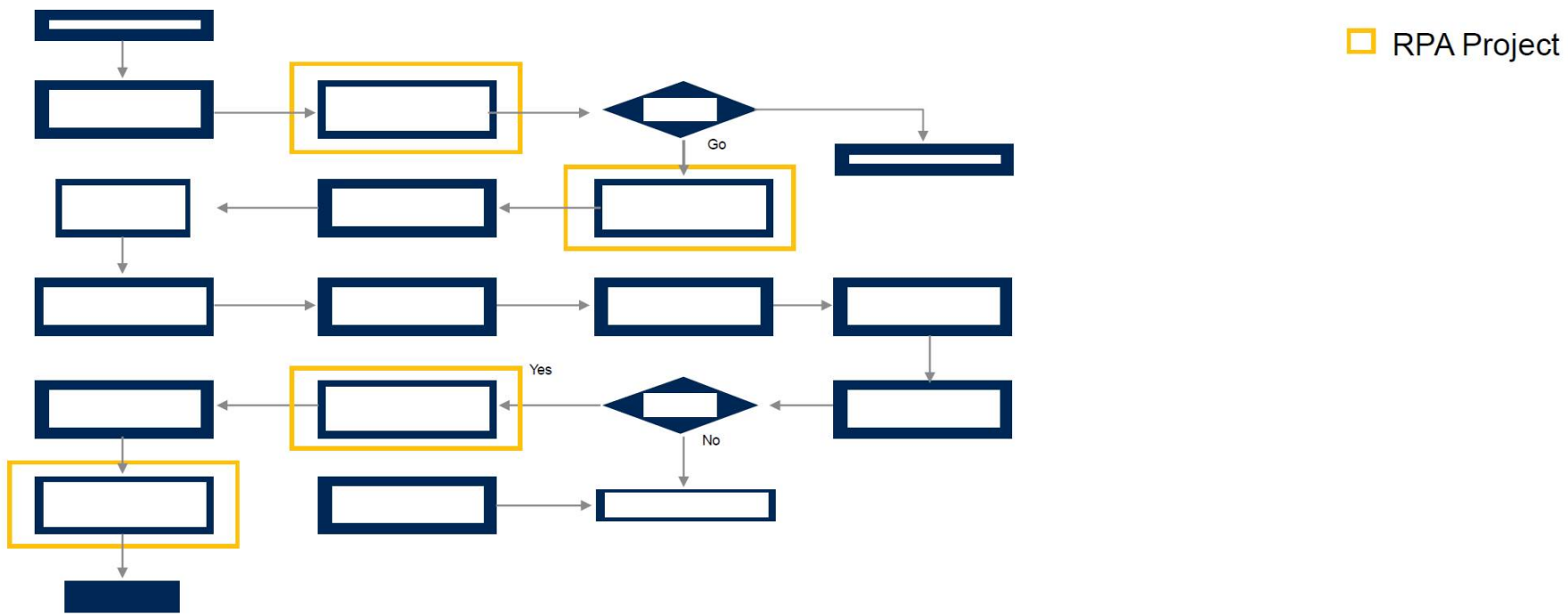
Time: 12 to 36 Months



Overambitious vs. task-based approach

Task-Based Approach to Automation

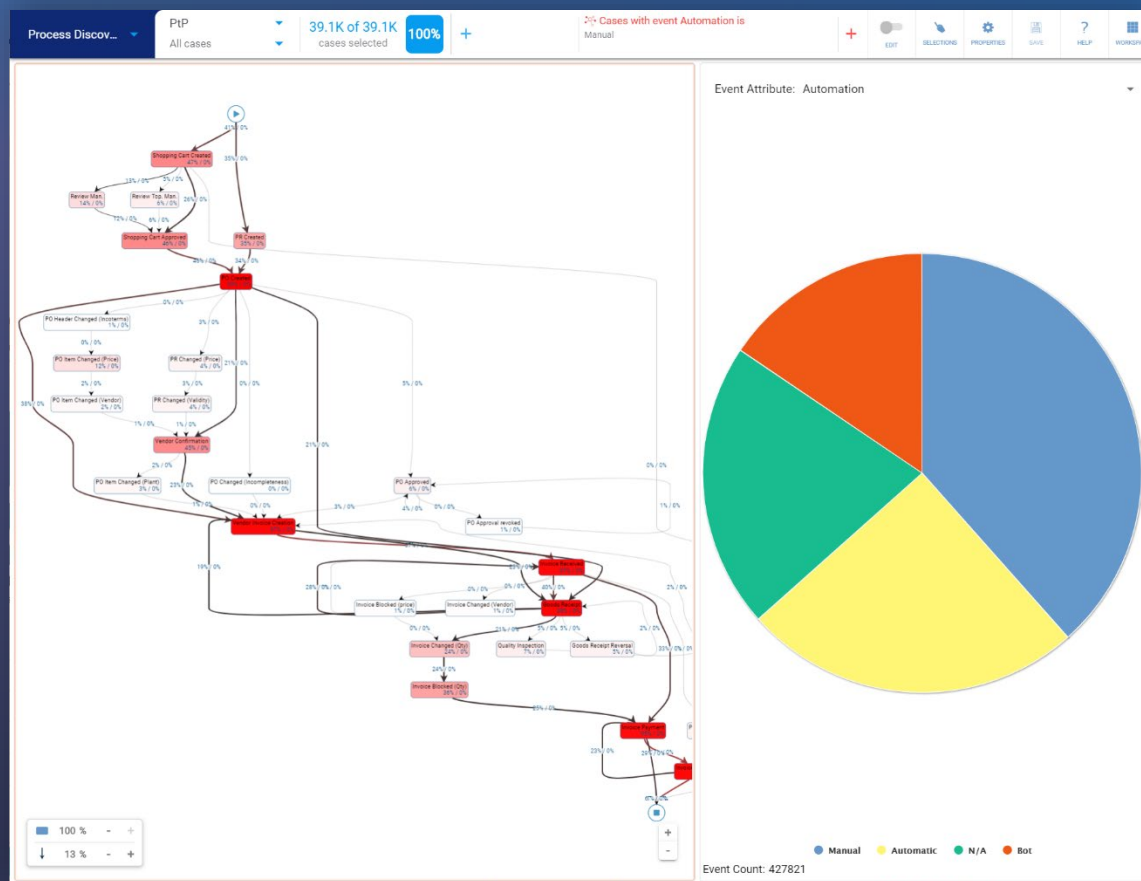
Example One: Nonlinear, Individual Tasks Within a Process



RPA only
may be a success...
with good luck! If you
automate individual
tasks, how do you know
the entire process keeps
working as it should?



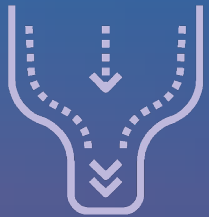
Process mining for end-to-end, RPA for task-based automation



Combination of Process Mining for end-to-end transparency and RPA for task level automation is the winning formula!



Indicators of RPA opportunity



1. Regular bottlenecks



2. Process steps with human errors



3. Activities staff hates doing



QPR Solution for RPA

1. **Visualize** and analyze your current processes & view automation rates.
2. **Identify** the most suitable processes for RPA. Use process insight to streamline processes
3. **Automate** the most profitable processes and keep monitoring your bots.
4. **Follow up and improve:** Utilize machine learning that makes predictions about process steps that are going to be late.

1. Understand the end-to-end processes

2. Identify the best processes for RPA

3. Automate & monitor end-to-end

4. Follow up and improve



QPR Solution for RPA - Benefits

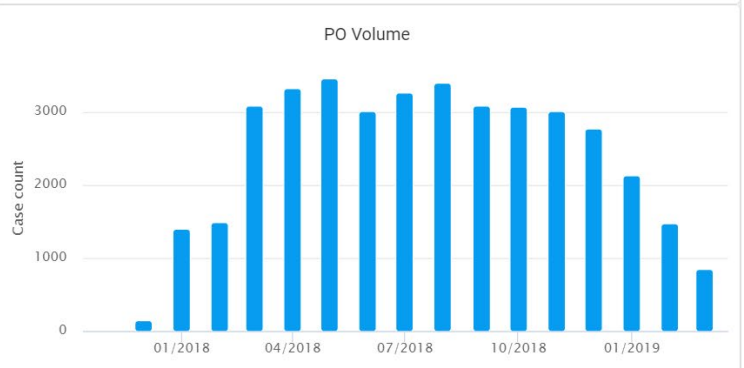
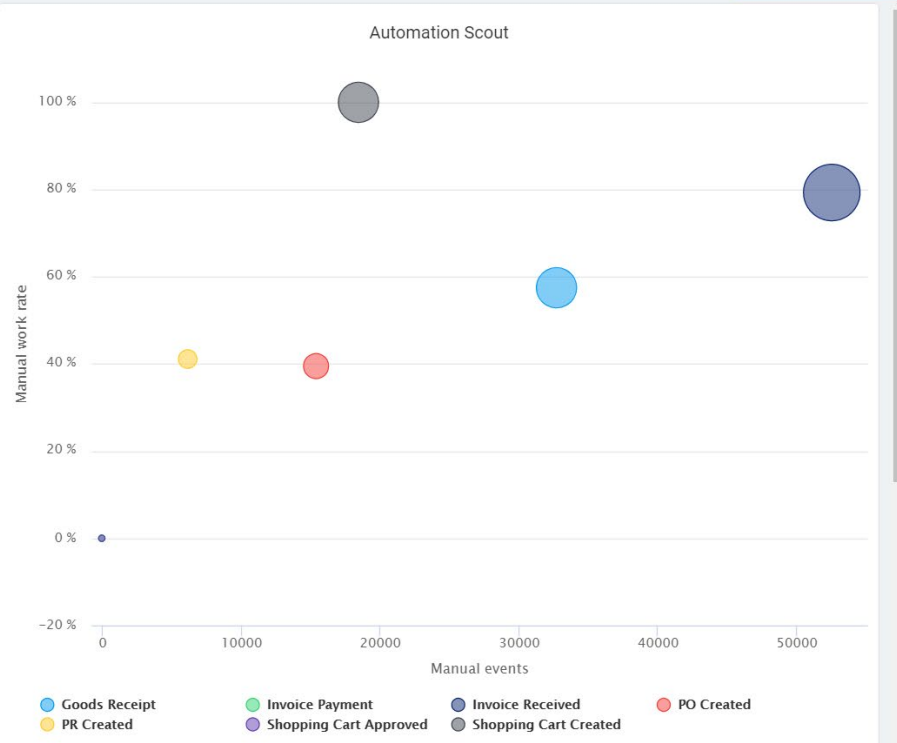
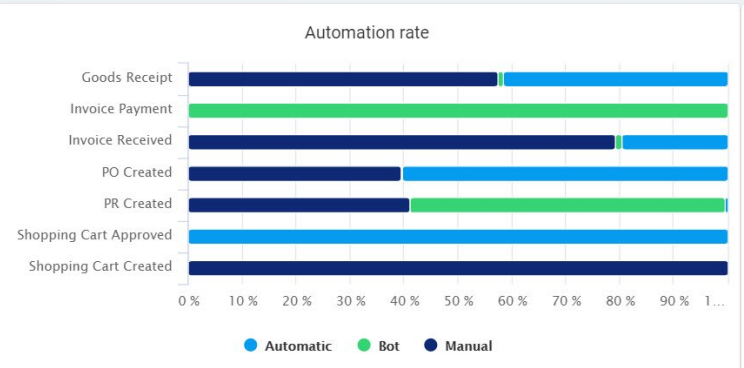
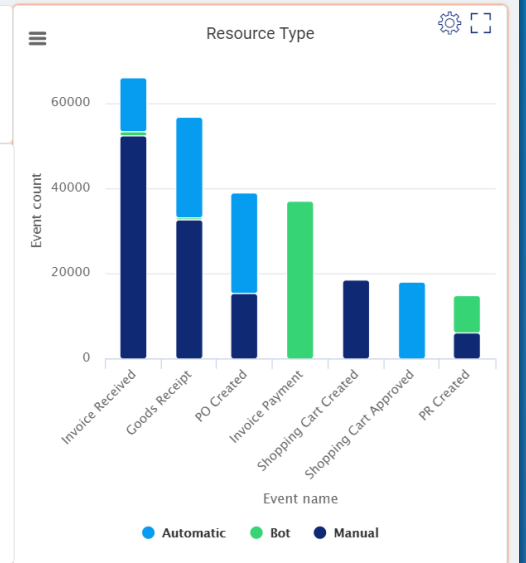
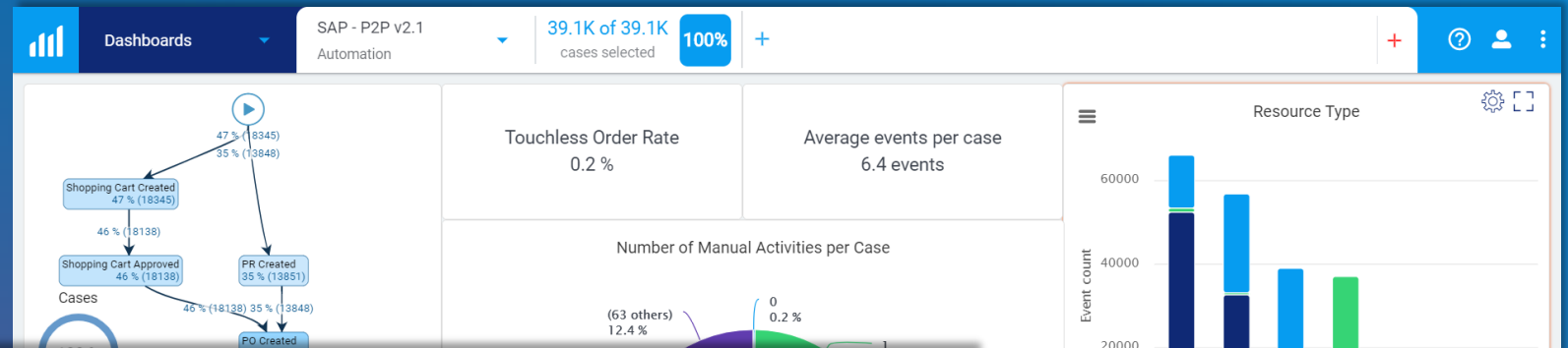
More efficient RPA projects = Complete processes X % faster

Better ROI = More efficient RPA projects + More efficient business

Continuous Improvement = full end-to-end process visibility is the key!



RPA Demo



Case count	Average case duration in days
87 cases	52.5 days
3,487 cases	55.5 days
100 cases	79.0 days
1,335 cases	94.9 days
1,816 cases	61.9 days
921 cases	53.2 days
232 cases	86.7 days
2,609 cases	68.1 days
4 cases	43.5 days
292 cases	73.1 days
13 cases	96.7 days
559 cases	88.9 days
10,294 cases	88.8 days
124 cases	108.6 days
23 cases	1.1 days
23 cases	65.6 days
12 cases	91.5 days
523 cases	67.0 days
3 cases	75.0 days

1 of 3 pages (509 items)



Three Steps to Process Excellence: Customer, Flow, Automation.

HAPPY CUSTOMER

Keep your
customer promise

Example KPIs:
- On Time In Full
- Invoicing Accuracy

**CUSTOMER
SATISFACTION**



HAPPY FLOW

Follow the
agreed process

Example KPIs:
- First time right
- Lead time

**INTERNAL
EFFICIENCY**



HAPPY AUTOMATION

Automate individual
steps and whole end-
to-end process

Example KPIs:
- No-touch
- Automation rate

**PROCESS
AUTOMATION**



PROCESS EXCELLENCE

Get it
First Time Right

Example measures:
- Perfect order

**INCREASED
PROFITS**



Upcoming webinars

15th September
2020

Process Mining for Robotic Process Automation

22th September
2020

Process Mining for Accounts Payable Process

29th September
2020

Process Mining for Purchase-to-Pay Process (in French)

6th October 2020

QPR ProcessAnalyzer 2020.7 New Feature Highlights

See more & sign up:

<https://www.qpr.com/company/events>





Dare to improve.

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1991

Corporate headquarters

Helsinki, Finland

Stock symbol

QPR1V: Nasdaq, Helsinki

Sold licenses

Over 1 million worldwide

Customers

Over 2000

Industry recognitions

Gartner, Ventana Research,
Palladium, Forrester Research

Products

QPR ProcessAnalyzer
QPR Metrics
QPR ProcessDesigner
QPR EnterpriseArchitect