

# Ericsson's Journey of Building and Deploying Process Mining Capability

## Challenge

- Complex end-to-end processes
- Drive fact-based improvements
- Process and data not connected
- Country specific process variants
- Multiple IT systems

## Benefits

- Save time
- Improve quality
- Increase customer satisfaction
- Support digital transformation
- Identify automation opportunities

## Explore as-is processes

*"QPR ProcessAnalyzer helps to identify performance problems such as rework and long lead-times. It also easily shows how much variation exists across the whole organization. Based on this information we focus our development efforts better and verify the effectiveness of our improvement investments.",* says Cecilia Anneroth, Process Architect at Ericsson.

## End-to-end visibility to supply

*"QPR ProcessAnalyzer gives full visibility and transparency to supply operations. Identification of supply chain bottlenecks and long lead-times together with corresponding root cause analysis makes it possible to focus on right improvement areas."* says Anneroth. *"Identification of manual and repetitive tasks is useful for planning the process automation actions. Analysis also helps to identify incorrect and missing data."*



**ERICSSON**

*Multinational networking and telecommunications company headquartered in Sweden and operating in 180+ countries*

Revenue:	<b>211 billion SEK</b>
Employees:	<b>95,000+</b>
Patents	<b>49,000+</b>
Founded	<b>1876</b>

[www.ericsson.com](http://www.ericsson.com)

**"Process mining is a way for the organization to easier understand that there is a need for us to co-operate across units end-to-end with the customer in mind."**

Cecilia Anneroth,  
Process Architect at Ericsson



## Process Execution Performance

*"With QPR ProcessAnalyzer we can visualize how processes are executed in our IT systems. In practice we get a cross IT-system end-to-end view into process performance showing lead-times, rework and exceptions."*, says Johan Myrberger, Process Mining Manager at Ericsson. This is very important because we are a multinational company with more than 95,000 people working in five market areas across four business areas leading to long and complex end-to-end processes.



★ Favourite QPR ProcessAnalyzer feature

**"Process mining flowcharting, root cause analysis and dashboarding"**

Cecilia Anneroth,  
Process Architect at Ericsson



## Lessons learnt

*"It is important to transfer the initial enthusiasm of 'cool and fun new tool' to the actual 'creation of business value'. We achieved this by securing the engagement with business and process experts." says Anneroth. "Another critical issue is to secure tight collaboration between process, data and tools experts. Our global Ericsson cross-functional process mining community serves as an active knowledge sharing and discussion forum helping us to maximize process mining business results."*

### QPR ProcessAnalyzer solution

- 100+ trained analysis users
- 20+ automated live process mining models
- 10+ source systems (SAP Hana, MapR, ...)

## Process Mining Opportunity

Process mining allows Ericsson to improve operational efficiency by discovery and removal of process inefficiencies. *"We look forward to reduction of manual work, increased automation, reduction of changes and rework as well as reduction of compliance and fraud issues."* says Cecilia Anneroth and continues *"Our intention is to speed-up decision making and reduce time to issue discovery and resolution. We also look forward to saving costs through improved process performance and by continuous performance monitoring."*

★ Favourite QPR ProcessAnalyzer feature

**"In addition to the process mining analysis my favourite feature is the user management and specifically the single sign-on. It makes it easy to provide the correct access for our large number of users."**

Johan Myrberger,  
Process Mining Manager  
Ericsson



## 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](http://www.qpr.com)