

PROCESS ANALYSIS EXCELLENCE WITH QPR PROCESSANALYZER

Komerční Banka chose QPR ProcessAnalyzer as their Process Mining tool of choice as part of a project to implement Process Mining across their operations



CHALLENGE

- NEED TO IMPROVE PROCESSES ACROSS THE ORGANIZATION
- FIND THE RIGHT PROCESS MINING TOOL



SOLUTION

- QPR PROCESSANALYZER WITH CONNECTORS



BUSINESS BENEFITS

- VISUALIZATION OF PROCESSES
- LEAD TIME IMPROVEMENT
- PROCESS STATISTICS WITH ROOT CAUSE ANALYSIS
- FOCUS ON DATA SECURITY
- COMBINING DATA ACROSS A VARIETY OF SYSTEMS FOR AN END-TO-END PROCESS VIEW

PROCESS VISUALIZATION

QPR ProcessAnalyzer allows Komerční Banka to see their process as it occurs in the real-life environment. Data extracted from information systems is visualized in a form that can be analyzed to gain an understanding of the process performance. Automatically generated flowcharts show the whole end-to-end process with all possible variations. Identifying bottlenecks in the process is easy, as all the KPI information and process flows are presented in the flowchart view.

LEAD TIME ANALYTICS

QPR ProcessAnalyzer has top-of-the-line functionality for analyzing business process lead times. It intuitively provides lead times in the flowchart with detailed benchmark duration tables. Using this feature, it is possible to drill down to find out the root causes for delayed cases. "Finding bottlenecks in the process durations is easy with QPR ProcessAnalyzer. Root cause analysis quickly reveals business relevant reasons for long and short lead times", says Jan Machac, Senior Process Expert for Komerční Banka.



KB

Komerční banka provides a wide range of financial services to their customers in the Czech Republic. Komerční banka serves more than 1.6 million customers across their 382 branches.



Our Project was carried out with the goal of finding the best Process Mining tool for our needs. QPR ProcessAnalyzer fit that goal perfectly."

Jan Machac
Senior Process Expert - Komerční Banka



PROCESS STATISTICS FOR IMPROVEMENT

QPR ProcessAnalyzer uses the data stored in transactional information systems to create process visualizations and analysis charts. QPR ProcessAnalyzer is able to make findings from this data that point out possible improvement points in the process. These can be analyzed further using the Root Cause analysis features of QPR ProcessAnalyzer. "Root Cause Analysis features make it easy to find reasons for Process Deviations. It gives us information to improve our processes further and make them perform much better", Jan Machac says.

COMBINING END-TO-END PROCESSES

Komerční Banka has processes that spread across a wide variety of different systems and following all of them can be quite challenging. To get a good overview, Komerční Banka combines the data contained in all of these systems in an efficient way. With QPR ProcessAnalyzer, all of these sources are combined to form an end-to-end view of the whole process. QPR ProcessAnalyzer supports many different source systems and the data extracted is combined to create a comprehensive model that contains data from many different systems. QPR ProcessAnalyzer has premade connectors for many common information systems, to support data transformation for analysis.

"QPR ProcessAnalyzer provides us a great overview on our process performance with efficient data security features. These aspects make it a leading Process Mining tool for the financial industry."

*Jan Machac,
Senior Process Expert - Komerční Banka*



SYSTEM SECURITY

The Financial Industry operates with a lot of confidential and critical data, which creates a need for efficient data security features. Komerční Banka operates with confidential data that needs to be handled with upmost security practices. QPR ProcessAnalyzer is compatible with strict security requirements and does not interfere with the business critical operations of the banking information systems. "It's key to have a Process Mining tool that does not make changes to the critical data. QPR ProcessAnalyzer does not make any modifications to the source data. This aspect of the system convinced us that QPR ProcessAnalyzer was a top prospect amongst process mining software", Jan Machac says.

TOWARDS FURTHER SUCCESS

Komerční Banka has found QPR ProcessAnalyzer to be a great tool for improving their processes, as it supports intelligent process transformation using pre-existing data. They found that the system provides them information about their key processes and they look forward to implementing it to other processes in their organization. "QPR ProcessAnalyzer has proven to bring valuable information about our business and we are planning on using it on a variety of different processes, such as financial transaction processes, across all our businesses.", Jan Machac says.



ABOUT QPR SOFTWARE

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.