

FAST TRACK TO ENTERPRISE LEVEL PROCESS MINING



CHALLENGE

- FIND AN INNOVATIVE SOLUTION TO BETTER UNDERSTAND BUSINESS NEEDS
- DATA AVAILABLE IN IT SYSTEMS WAS NOT BENEFITTED FROM



SOLUTION

- START PROCESS MINING WITH QPR PROCESSANALYZER
- VISUALIZE PROCESSES BASED ON DATA
- GET A FACT-BASED UNDERSTANDING OF PROCESSES AND KPIS



BUSINESS BENEFITS

- ADDED TRANSPARENCY TO PROCESSES
- FACTS INSTEAD OF GUT-FEELINGS
- LESS DEBATE OF CORRECTNESS OF CHALLENGES

IN SEARCH FOR INNOVATIVE AND GROUNDBREAKING SOLUTIONS

Terumo's IT department has something quite unique – they have a budget to invest in innovative projects before there is business involvement. This way they find ways to improve their service to their business units and offer services not even requested yet. One of these innovative projects is process mining. They had identified the need to benefit from the data available in their IT systems concerning their business processes. In QPR ProcessAnalyzer they found the innovative solution they were looking for, to understand business's needs in improving processes and to visualize where added value is achievable. Terumo's process mining project was initiated in January and the go-live of the solution was on the 1st of May. With QPR's support, they implemented a complete enterprise level process mining solution with KPIs and dashboards in under 100 days.

FACT-BASED VIEW IN PROCESSES

Terumo Europe's focus in process mining are order to cash and purchase to pay processes. With QPR ProcessAnalyzer they quickly visualized what these processes look like based on the data in IT systems.



The will to contribute to society through better health care drives every Terumo employee. In the 21st century, Terumo is rising to the challenge of making health care more accessible and suitable to a range of needs, wherever in the world we possibly can.

Terumo Europe is a core player in the EMEA healthcare market by providing best in class quality products and services. We are a strong actor of Terumo Group by contributing to innovation and sustainable growth.

// QPR is for us an easy tool to verify how the business is working. What's the added value of changing the process?"

Daisy Rolly,
Supply Chain Analyst - Terumo Europa



One excellent example of how to combine data-driven process analytics with experts' knowledge was found in Terumo's purchase to pay process. Terumo has up to 17 acceptances related to purchase orders. When the process flowchart is visualized, only the first and last of these acceptances is included in the model. This way the model includes all necessary information for further analyses but also remains understandable and manageable.

TRANSPARENCY THROUGH DATA

One of the biggest benefits Terumo Europe has gained through process mining is the undeniableity of facts. Some of the findings that they have made are not new to them – they have been aware that there e.g. can be issues with delivery times when there is shortage of goods. However, now they can clearly show, in how many cases this happens, how big the impacts are and what are the costs.

POWERFUL QPR PROCESSANALYZER

Terumo Europe chose QPR Software as their software and service provider because of the powerful and versatile functionality of QPR ProcessAnalyzer and QPR's technical expertise in SAP eco-system as well as extensive experience in process mining. Together Terumo and QPR are walking the extra mile to find the tap to the potential available in increasing the efficiency of core processes in procurement and order management.

"The good thing is that, in 3 months you build something that's a complete x-ray of the processes, and you can bring those facts on the table without debates, it's coming right out of your system and having that is a big power in making decisions with those fact-based data." says Siem Jaspers, Supply Chain Analyst from Terumo Europe.

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Siem Jaspers
Supply Chain Analyst - Terumo Europe



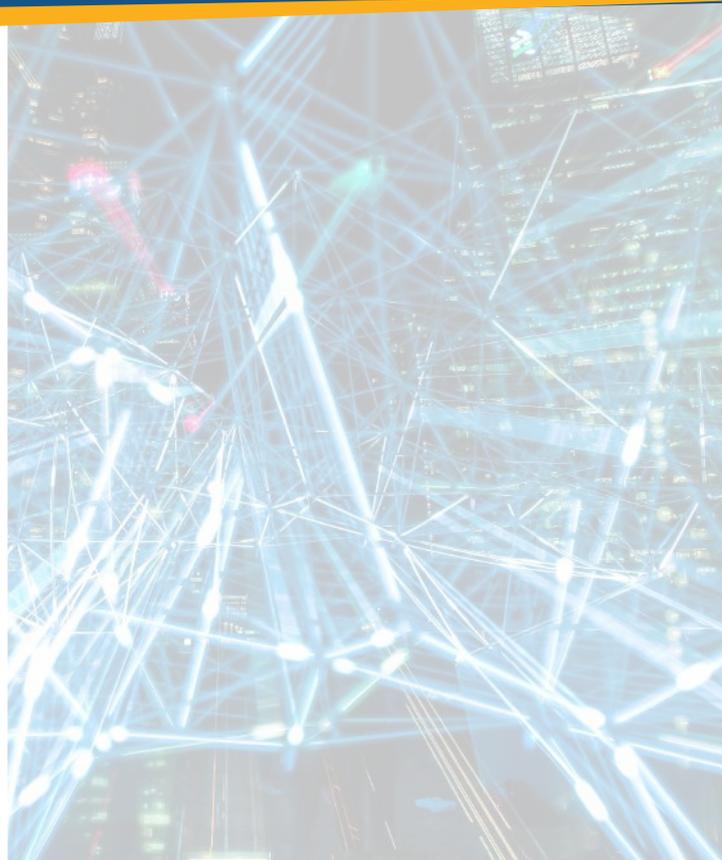
BENEFITS OF USING QPR PROCESSANALYZER

PROCESS MINING PRODUCT EXCELLENCE

QPR ProcessAnalyzer provides the best set of features for business excellence driven process mining. Our top differentiating functionalities include extensive set of ready-to-use process mining analyses, automated root cause analysis based on process mining data, flexible KPI engine capable of delivering any required process KPI in fantastic looking dashboards robust and secure user administration and user interface serving all enterprise users from heavy-duty analysts and business analysts to executive level decision makers and customer facing employees as well as generic shop-floor radiator monitor screens, and QPR Integration Platform providing the connectivity and ready-made connectors to get easy, secure, incremental and robust access to the source data.

FOCUS ON BUSINESS BENEFITS

QPR focuses on process improvements that deliver concrete business value. Our process mining implementation methodology has been used in 400+ implementations and proof-of-concept projects during the last 8 years. This includes unique elements like our business-driven ""Happy Customer"" and ""First Time Right"" KPI measures helping companies to evaluate the current status of their business processes and the potential for improvement in those processes. We understand the significance of clear and understandable analysis as well as the need to have a great user experience with the tools customers use both for modeling, reporting and analytics. Realization of business value is ensured by aligning process mining activities with digital transformation, digitalization, merger & acquisition and robotic process automation initiatives.



QPR SOFTWARE OYJ

QPR Software Plc (Nasdaq Helsinki) provides solutions for strategy execution, performance and process management, process mining and enterprise architecture in over 50 countries. Users of QPR Software gain the insight they need for informed decisions that make a difference.