

INTELLIGENT BUSINESS TRANSFORMATION WITH PROCESS MINING

Nokia uses QPR ProcessAnalyzer for visualizing their processes and communicating the findings to support business transformation



CHALLENGES

- NEED TO HARMONIZE PROCESSES DUE TO ACQUISITION OF ALCATEL-LUCENT
- UTILIZATION OF DATA TO IMPROVE PROCESSES



SOLUTIONS

- QPR PROCESSANALYZER WITH CONNECTORS
- QPR CONSULTANCY SERVICES



BUSINESS BENEFITS

- VISUALIZATION OF PROCESSES
- LEAD TIME IMPROVEMENT
- PROCESS HARMONIZATION
- MEASURING AND COMMUNICATING PROCESS PERFORMANCE -REDUCING REWORK
- CONTINUOUS DATA-DRIVEN DEVELOPMENT

VISUALIZATION OF PROCESSES

Nokia performs data-driven analysis to create a visualization of their processes which communicates a clear understanding of the processes. QPR ProcessAnalyzer is a tool focused on data analytics that takes existing data and converts it into a graphical form, helping the process improvement project to use the data stored in Nokias systems. Fauzia Khan, Business Process Manager at Nokia, views that the usage of data makes the visualization of the processes much more efficient and less time consuming, as the real-life data is used for creating an exact description of the asis process. Eric Tessier, Director of Procurement at Nokia, says that the objective was to identify relevant areas to be further deeply analyzed to enhance critical process in order to improve decision cycle, reduce cost and increase customer satisfaction. QPR ProcessAnalyzer is an efficient tool for mapping the processes, as traditional workshop methods can take a lot of time and are affected by subjective views of the process situation.

NOKIA

Nokia is a Global telecommunications company that is creating solutions for the connecting world. Nokia operates in over 130 countries and employs over 101 000 people



The Visualization of the Processes is a great tool for communicating the needed changes for the process stakeholders. Showing the actual happenings clarifies the needs for process improvements and makes the points of improvement clear. QPR ProcessAnalyzer is truly a gamechanger for process improvement”

Fauzia Khan Business Process Manager - Nokia

LEAD TIME IMPROVEMENT

Nokia has improved business process lead times in Order-to-Cash and Purchase-to-Pay processes using QPR ProcessAnalyzer, Fauzia Khan says. Using transactional timestamp data, Nokia sees what are the lead times and receives more information to do further analysis into the root causes for exceptions and delays in the process. QPR ProcessAnalyzer allows Nokia to see their duration distributions and to do further drill-downs to find these root causes.

PROCESS HARMONIZATION

"QPR ProcessAnalyzer helps us to harmonize processes during our Merger & Acquisition of Alcatel & Lucent", Fauzia Khan says. As the Order-to-Cash and Purchase-to-Pay processes of these two companies were different, they need to be harmonized to achieve uniform customer experience, economies of scale and business synergies. Using the exact data stored in the source systems, Nokia gains knowledge on what happens in the processes and what kind of actions they need to take to make these operate in conjunction in the coming years, Fauzia Khan adds.

"With QPR ProcessAnalyzer our BPM office delivers data-driven process analysis to support business transformation"

*Fauzia Khan,
Business Process Manager, Nokia*



"QPR Process Analyzer shows how these process are running and where enhancement could be done to get significant improvement."

*Eric Tessier,
Director of Procurement, Nokia*



MEASURING AND COMMUNICATING PROCESS PERFORMANCE

QPR ProcessAnalyzer is used to set up metrics to measure and communicate the process performance. Nokia set up dashboards that are used to measure the process performance and how they meet the KPIs. QPR ProcessAnalyzer assists in setting up process scorecards and KPIs with the measurement results found with QPR ProcessAnalyzer. Nokia uses these to communicate the findings to stakeholders and to setup a lasting framework that is able to benchmark the ongoing process to see the further performance. Process Mining methodology allows continuous improvement of running process and allows to identify opportunities for enhancement such as automation when it can be implemented, Eric Tessier says.

CONTINUOUS DATA-DRIVEN DEVELOPMENT

QPR ProcessAnalyzer gives Nokia transparency on their process and on how to continue with their process improvement efforts. It also gives insight on the pain points that are due for improvement. "The Next step now is to deploy this type of solution in order to perform continuous monitoring and improve our main processes accordingly", says Eric Tessier



ABOUT QPR SOFTWARE

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. With 25 years of experience, 2 000 customers and over a million licenses sold, QPR's products are highly regarded by industry analysts and customers alike.