

# 4 Steps to Optimize Your Business Processes

How Process Mining assist in addressing some of the most pressing issues

Process Mining provides a quick and easy approach to vetting any process and understanding how it operates on the technology level. It helps organisations tackle some of their biggest pain points by identifying and removing operational barriers.

It enables unbiased and fact-based process performance checking to verify that internal processes work as intended. It makes process checking quicker and on-demand.

By discovering and visualizing the actual process and related details, organizations gain full transparency of how their processes are carried out and can use those insights to predict underperformance and non-compliance by identifying process deviation in advance.

All it takes is four simple steps to be on your way to smoother operations – and exponentially better outcomes.

**This is how it works.**

## 1 Collect

Collect raw data from source systems to create event logs

Every interaction inside the transactional systems of your business, whether that's Microsoft, SAP, IFS, Oracle, Salesforce, ServiceNow, etc. leaves digital footprints—raw data that can be turned into a record of actions.

The first stage of Process Mining is to establish a real-time link to those key data sources (through pre-built connectors and APIs), extract that raw data, and turn it into an event log.



Process Mining technology aggregates these event logs and reconstructs process flows across your whole organization as they happen—every time they happen.

## 2 Discover

Discover points of process barriers and their root causes

Analysing event logs at scale makes your whole process environment in a level of detail that whiteboards, interviews, and process mapping software could never provide—every step of every process, every time it's ever been executed.

In this stage of Process Mining, we quantify the sum total of your process environment: every case, pathway, variation, and error, as well as their business impacts.



**The objective is to discover:**

- Points of barrier (and their root causes)
- Optimal pathways (and every deviation)
- Business outcomes (for initial conditions and corrective actions taken)

## 3 Enhance

Enhance processes by proactively removing barriers

The variations and root causes identified during the Discover phase form the basis of enhancement opportunities—practical actions that remove friction and automate flow for your human and digital workforces.

In this stage, business users leverage AI and machine learning models to execute these enhancement actions across all relevant transactional systems within the same Process Mining interface.



**These actions could be in service of:**

- Correcting and removing errors
- Reducing manual effort
- Improving orchestration, standardization, and governance
- Increasing rates of automation

## 4 Monitor

Monitor process performance and improvement opportunities

Continual improvement is central to Process Mining—discovery, analysis, and enhancement are ongoing activities that keep your processes in tight lockstep with your evolving business needs.

In the fourth stage of Process Mining, executives and managers measure and monitor process performance toward KPIs and business outcomes.



**This feedback loop is vital to help the whole business:**

- be accountable to progress against targets
- Course-correct in real-time
- Grow engagement across different teams
- Spot additional Process Mining opportunities
- Communicate success upward and outward



Achieve 30% faster throughput times



Improve 20% of workforce utilization



Leverage 100% traceability for production flaws

**Deep Value enables organisations to discover improvement potential, enhance processes on the go and constantly monitor improvements.**

To achieve the kind of breakthroughs we need in this new era, we need to shift our mindset: from simply optimizing a process to maximizing its capacity to execute.

These are only a few examples of what Process Mining can do for your organisation. Transitioning from being reactive to proactive. Whether you want to maximize productivity, minimize costs and put your best foot forward at the negotiation table – Deep Value can help.

- Operate to your fullest potential by making your organization truly data-driven.
- Rock-solid processes and data-driven decisions will help get you there.
- Find out which of your processes are best suited for Process Mining.