Process **Mining**

Your path to process discovery, transformation
and continuous optimization

businessoptix

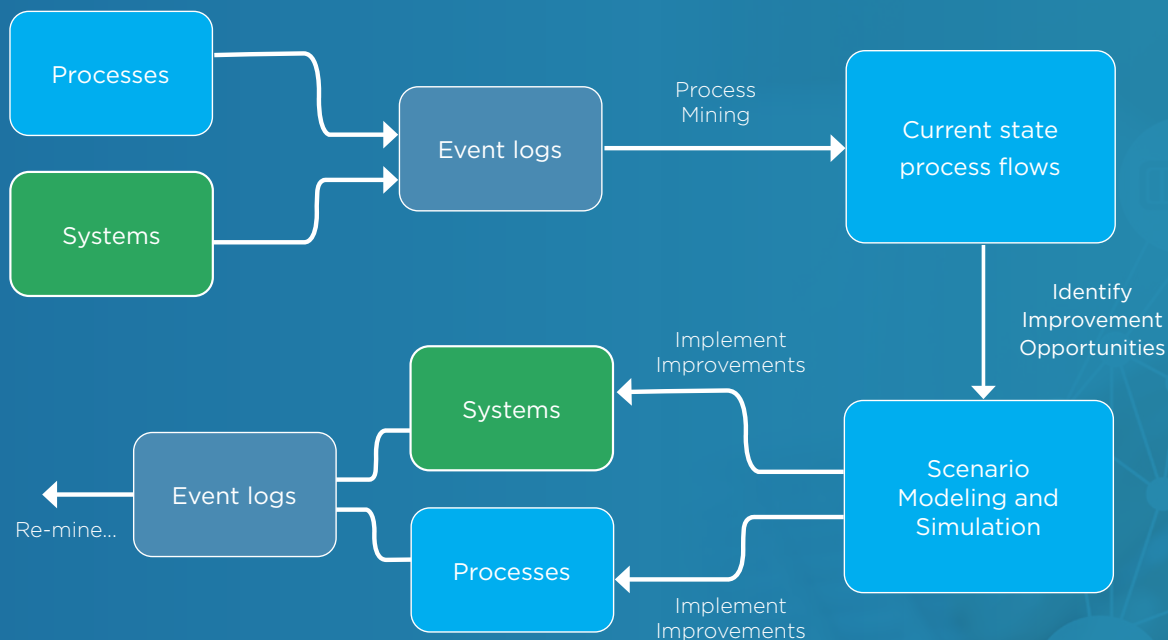# Do you have a complete understanding of your processes and how they are performing?

Most organizations are on a journey to continuously improve their processes; to control costs, to drive revenue growth or to digitally transform the customer and operational experience. However, the first step in process improvement is not the definition of a target model but the accurate identification of the current process.

Stakeholderss are finding they do not fully understand their processes, the metrics and costs associated with them and the interdependencies that exist among them. If there are gaps in this knowledge, it becomes much harder to accurately answer questions such as:

- How effective are our processes?

- Where are the bottlenecks and constraints?

- Are resources being used efficiently?

- Are they compliant?

- Do they support the optimal customer journey?

- Where are the opportunities to improve?

Traditionally, organizations have relied upon resource-intensive, manual methods to help gain a clearer picture of their processes and to answer these questions. There is another way. A better way.

Using BusinessOptix Process Mining capabilities you can employ a digital, data-driven approach to gain a detailed and accurate understanding of your processes as the basis for transforming and optimizing them.

Ready to start the journey? **Get in touch...**

Discovery, Transformation and Continuous Optimization

"Without a clear and accurate view of your processes, efforts to improve and continuously monitor them are likely to be wasted."

BusinessOptix Process Mining functionality provides you with the information needed to discover and define your processes, identify opportunities for improvement and model future process flows.

The data produced by BusinessOptix supports better decision making and provides confidence that future process improvements are based on empirical evidence.

BusinessOptix Process Mining is the first step on your journey to process transformation and continuous improvement. It enables you to:

• Mine event logs to quickly discover a data driven view of current state process flows; including best paths, frequency, wait time, bottlenecks, constraints, exceptions/deviations, statistics, variances, costs, compliance issues, inconsistencies etc.

• Use data and insights to identify and prioritize improvement opportunities that will deliver the greatest value to internal and external stakeholders.

• Leverage scenario modeling and simulation to create and test alternative flows and resource utilization models that address the identified problems.

• Continuously mine processes to ensure they are delivering the intended results, while identifying new opportunities for improvement.

BusinessOptix process transformation journey...

Process Mining & Mapping

Documentation & Work Instructions

Scenario Modeling & Simulation

Transformation Planning & Analysis

Target Operating Model Dseign

Process Mining & Mapping – mine and map current and future state and continuously improve your processes

Documentation & Work Instructions – build standardization and governance into new processes and ways of working

Scenario Modeling & Simulation – create and test alternative flows and outcomes to identify improvements that will deliver the best value to the organization

Target Operating Model Design – create a holistic view of your operations linked through to your processes

Transformation Planning & Analysis – set goals, strategy and milestones, and track your progress

About BusinessOptix

At BusinessOptix, we help organizations Control Today, Navigate Tomorrow™ to achieve the next level of customer and operational excellence. Our cloud-based Business Process Transformation suite is used by hundreds of global firms to capture and redefine business operating and process models, accelerate transformations across the enterprise, improve operational efficiencies and streamline go-to-market processes.

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