



# QPR ProcessAnalyzer

Advanced Process Mining for Maximum Process Efficiency

# 1,000,000+

Licenses sold

# 2000+

Customers

Local support in

# 50+

countries

# 70+

Gartner recognitions

# 400+

Process mining projects

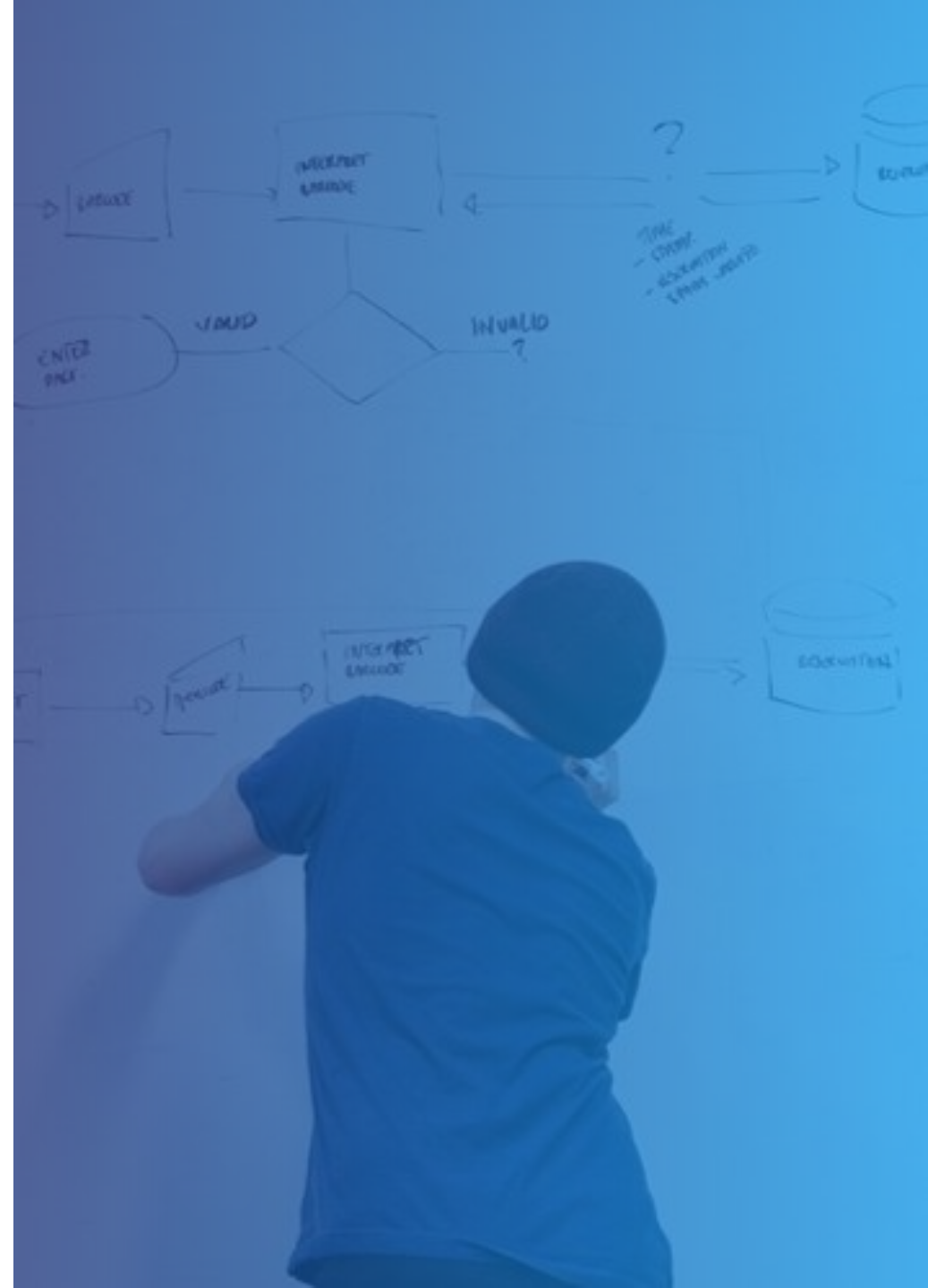


- QPR Software Plc (Nasdaq Helsinki: QPRV1) offers software and solutions for
  - Process Mining
  - Strategy Execution
  - Performance Management
  - Process Management
  - Enterprise Architecture
- Worldwide leading Process Mining provider
- Founded in 1991
- Headquartered in Helsinki, Finland

# Why Engage in Process Mining?

# Traditional Process Discovery is Old-Fashioned

- Manual process discovery through interviews and workshops is:
  - Time consuming
  - Expensive
  - Subjective
  - Unreliable
  - Imprecise
  - Quickly outdated



# Process Mining Automates Process Discovery & Analysis



## Objective & Fair

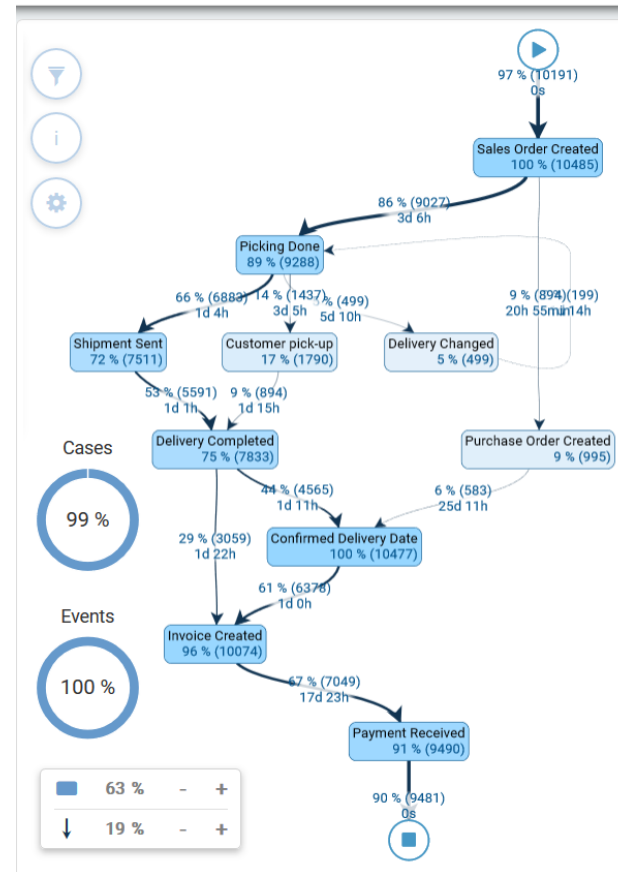
Skip gut-feelings and hearsays – see what really happened.



## Fast & Efficient

Forget about month-long or even week-long waits. We're talking real-time.

-QPR ProcessAnalyzer-



## Fact-based

Let data tell you how your processes really run.

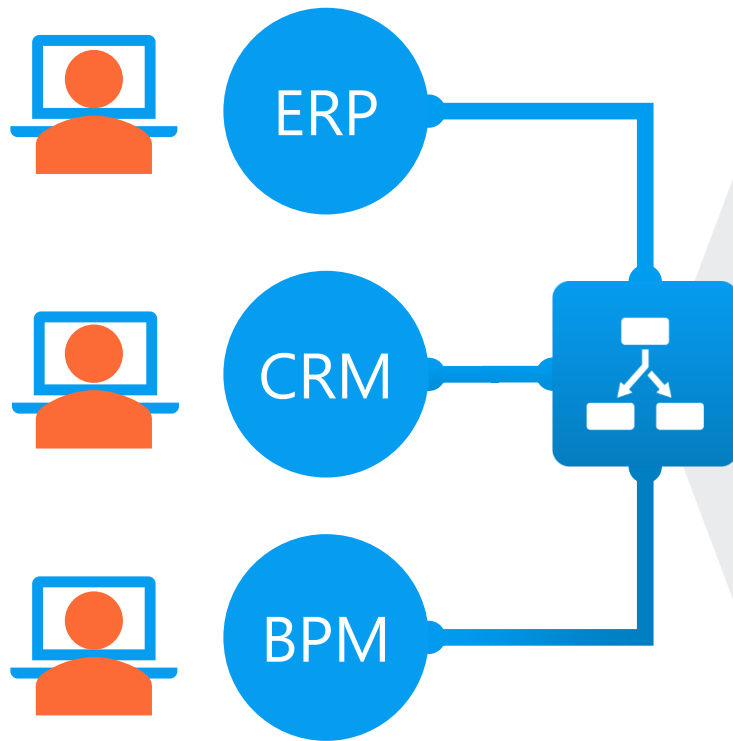


## Detailed

Drill down, pan, zoom, hide, uncover – all the tiniest nuances of your processes are available at your fingertips.

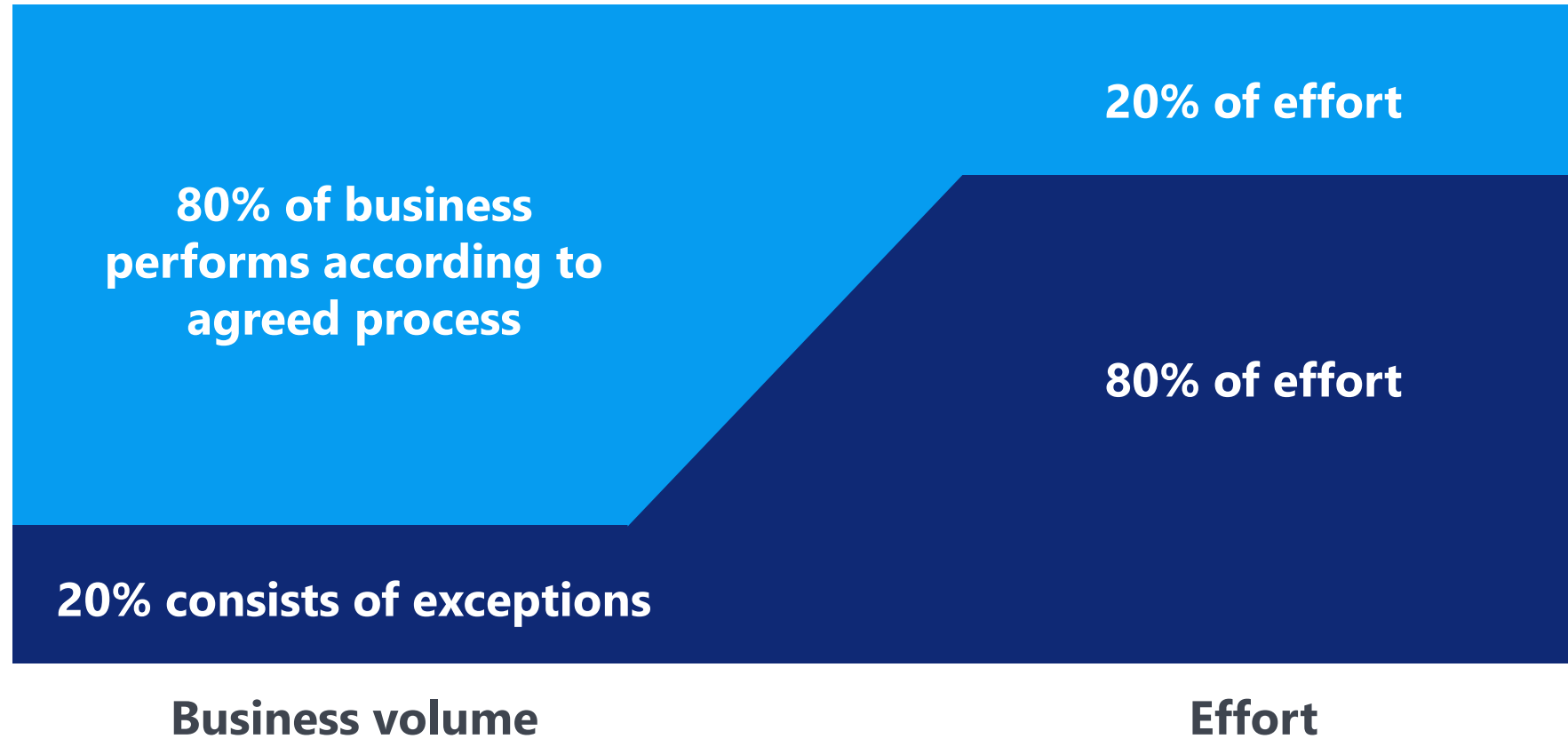
# Go Beyond Traditional BI Tools

Turn transactional data into visual process intelligence



# Manage Exceptions Effectively

Identify the Critical 20% of Business that Takes Up 80% of Your Effort



# The QPR Business Intelligence Concept

## HAPPY CUSTOMER

Keep your customer promise

Example measures:

- On Time In Full
- Invoicing Accuracy

EXTERNAL EFFECTIVENESS



## HAPPY FLOW

Follow the agreed process

Example measures:

- First time right
- Lead time

INTERNAL EFFICIENCY



## HAPPY PROCESS

Get it First Time Right





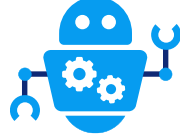
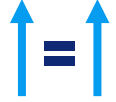
Example measures:

- Perfect order

INCREASED PROFIT



# Process Mining Use Cases and Application Areas

	 <b>Process Improvement</b> (Lean / Six Sigma)	 <b>Process Measurement &amp; KPI Reporting</b>	 <b>IT &amp; ERP Development</b>	 <b>Mergers &amp; Acquisitions</b>	 <b>Process Automation &amp; Robotics</b>	 <b>Process Compliance</b>
WHAT	<p>Discover inefficient processes through bottlenecks, undesirable rework, and other symptoms of waste.</p> <p>Understand the root causes of problems.</p>	<p>Identify relevant process KPIs and measure them correctly and transparently.</p>	<p>Get a fact-based view of the actual ERP process execution. This insight is invaluable in both pre- and post- ERP implementation as well as in ERP consolidation related tasks.</p>	<p>Get a fact-based, objective understanding of the actual process execution and system usage in often politically delicate situations to make educated decisions about the way forward.</p>	<p>Identify automation opportunities and application areas.</p>	<p>Ensure process compliance. Find deviations and violations in actual process execution.</p>
RESULTS	<p>Significant cost savings by shortened lead time, reduced working capital, less rework, and fewer order changes.</p> <p>Improved quality through fewer processing errors.</p>	<p>Continuously improved process performance via focus on relevant KPIs.</p> <p>Better quality process KPIs with full transparency, leaving no room for internal arguments about data correctness.</p>	<p>Optimized business process support from the ERP.</p> <p>Significantly reduced risk in all ERP related developments.</p> <p>Reduced ERP maintenance, development, and support costs.</p>	<p>Fast realization of planned synergies through harmonized processes.</p>	<p>Significant cost savings and improvement of efficiency and quality through optimized adoption of process automation and robotics.</p>	<p>Reduced risk levels through increased process compliance.</p> <p>Improved audit efficiency, quality, and coverage.</p>

# Process Mining & Robotic Process Automation (RPA)

## The RPA Journey



### 1. Initialization

- Select target processes
- Visualize and analyze processes
- Identify automation opportunities
- Develop business cases

### 2. Implementation

#### Process mining is used to...

- Utilize process insight
- Understand process deviations and variations

### 3. Scale-up

- Monitor end-to-end processes continuously
- Investigate problems and identify solutions

# Process Mining & Robotic Process Automation

Process Mining Benefits for an RPA Journey



## RPA implementation timeline

Without Process Mining

With Process Mining

**-50%**

## RPA Business Value

Without Process Mining

**+40%**

With Process Mining

## RPA Project Risk

Without Process Mining

With Process Mining

**-60%**

# QPR Process Mining Maturity Model



## PAST

Identify process exceptions and seek out root causes to reduce process waste

## PRESENT

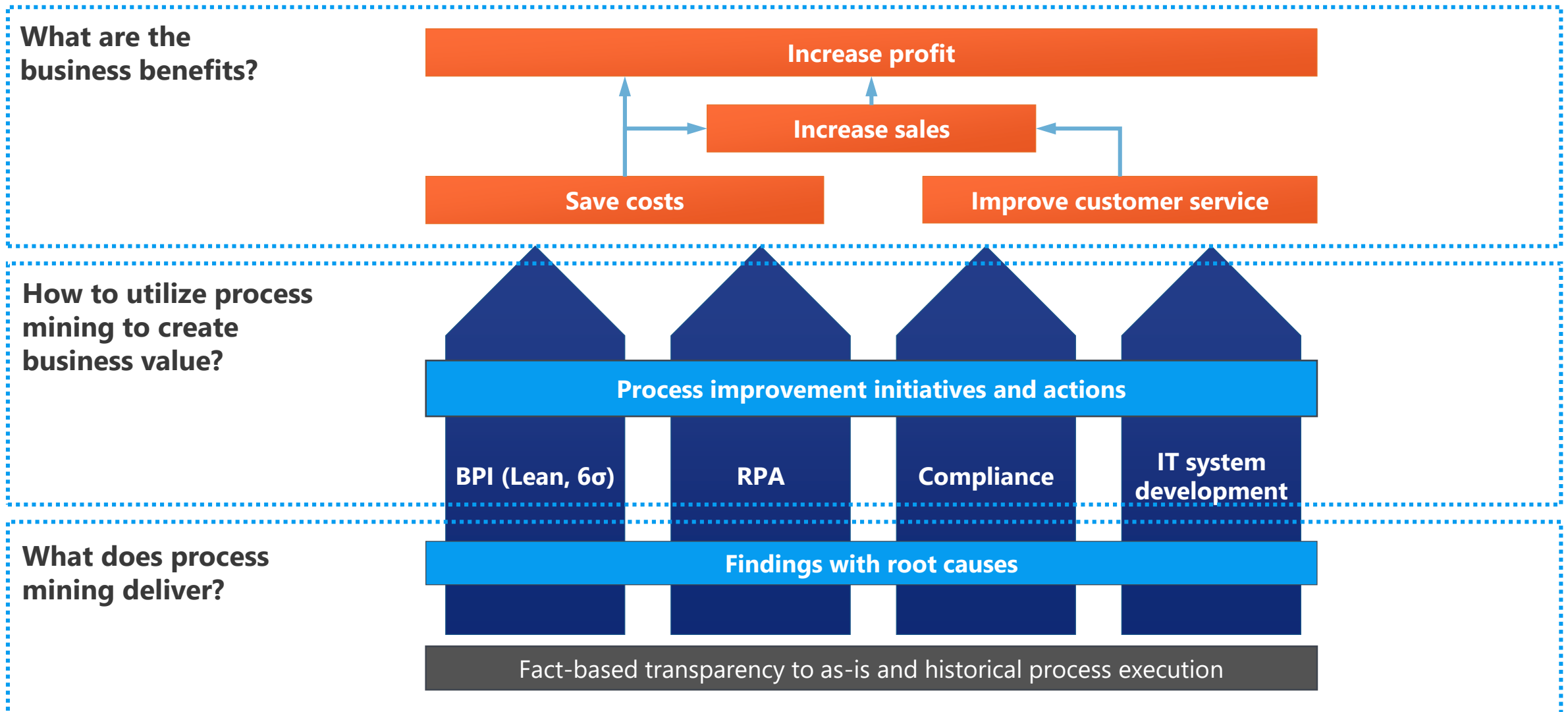
Use on-going data for determining Process KPIs and for monitoring performance

## FUTURE

Identify problems using predictive analytics and prevent problems for on-going cases based on information gained from other data



# Process Mining Value Realization Model

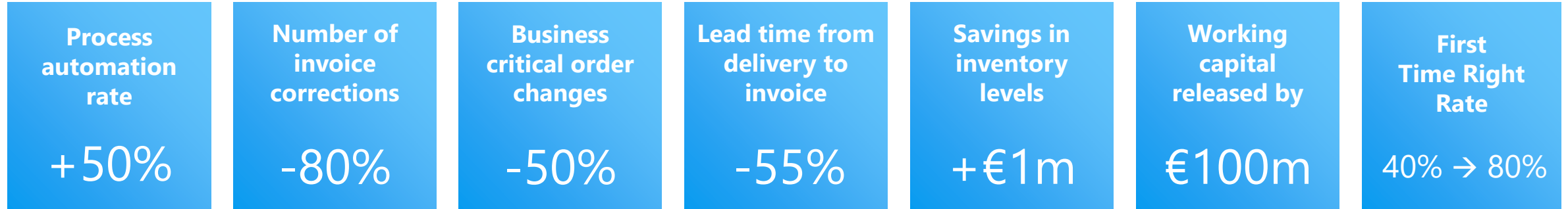


# Process Mining Benefits

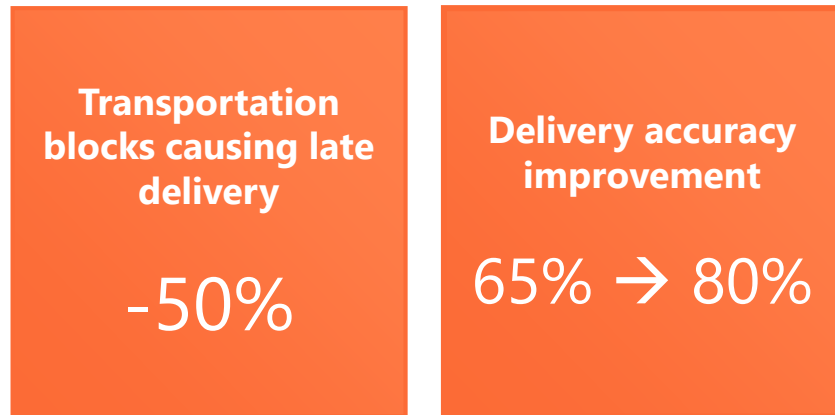
Measurable Cross-Industry and Cross-Application Area Benefits



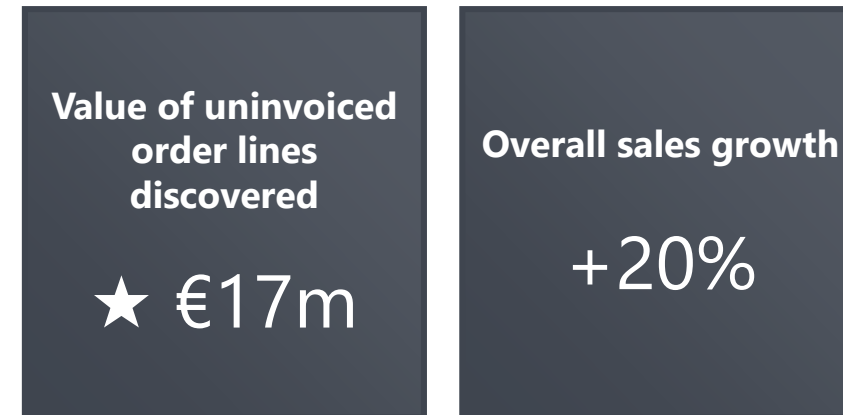
## HIGHER INTERNAL EFFICIENCY



## BETTER CUSTOMER EXPERIENCE



## INCREASED SALES REVENUES



# Value Propositions

In the Words of Our QPR ProcessAnalyzer Customers



## On Getting Insight

“We can now verify if business processes run as planned”



“Now we see how changes affect the process, cause manual work, rework, and inefficiency”



“SAP is gigantic, now we have transparency into how the processes flow in it”

## On Intelligent Process Development

“The possibility to drill down leads to root causes of inefficiencies”



“Understanding the real processes helped in SAP consolidation”



“Visualizing real processes finally pinpointed to where the problem was”

## On Continuous Monitoring & Fine-Tuning

“Gave input to 'Happy production' KPI's”



“Now we have means to continuously measure and improve process performance, variations, and process compliance”

# Analyst Recognitions

2011–2018



## Gartner

### 2018

- Market Guide for Technologies Supporting a DTO, July
- Market Guide for Process Mining, April

### 2017

- 12 Powerful Use Cases for Creating a Digital Twin of Your Organization, October
- Market Guide for Enterprise Business Process Analysis, June
- Analytics and Business Intelligence Market and Vendor Guide Cross-Reference Tool, May
- Magic Quadrant for Enterprise Architecture Tools, May

### 2016

- How a Business Operating System Can Guide CIOs to Digital Business Success, October

### 2015

- Market Guide for Enterprise Business Process Analysis, March

### 2014

- Magic Quadrant for Enterprise Architecture tools, September

### 2013

- MarketScope for Enterprise Business Process Analysis, November
- Hype Cycle for Business Process Management, July
- Identify ABPD's Business Benefits and Understand Vendor Strength, May
- Business Intelligence, Analytics and Performance Management Market and Vendor Guide Cross-Reference Tool, May

### 2012

- Hype Cycle for Performance Management, August
- Hype Cycle for Analytic Applications, August
- Hype Cycle for Business Process Management, July
- Magic Quadrant for Corporate Performance Management Suites, March

### 2011

- Magic Quadrant for Business Process Analysis tools, December



### 2013–2016

- CPM Technology Value Matrix



# QPR ProcessAnalyzer

Enterprise Solution for Process Mining

# QPR ProcessAnalyzer

## Key Capabilities



ORACLE®



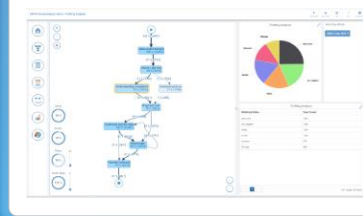
Plug-and-Play Integration



servicenow



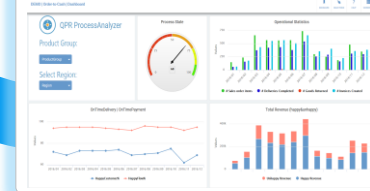
Process discovery



Analytics and root causes



KPIs and dashboards



Prediction



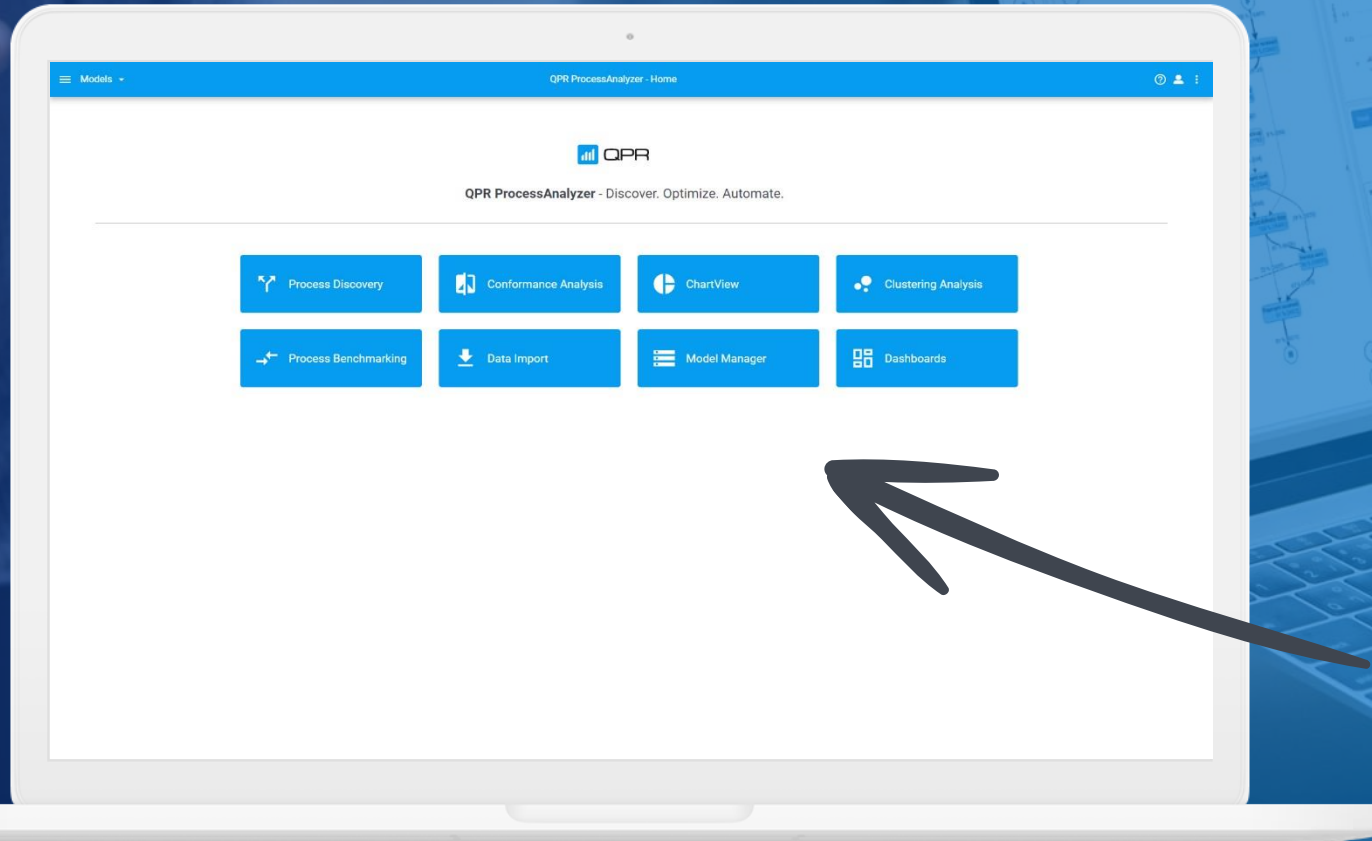
# QPR ProcessAnalyzer

## Basic Analyses

Analysis	Description
Flowchart Analysis	Visualize real end-to-end processes automatically
Process Comparison	Compare selected process variants visually based on any dimension
Duration Analysis	Identify highest time lags per case for further investigation and actions
Influence Analysis	Discover which attributes influence process variations
KPI ChartView	Present process KPIs through web-based dashboards
Benchmarking	Benchmark processes against each other based on any dimension
Variation Analysis	Understand the most common deviations to the agreed process
Trend Analysis	Analyze trends in process changes
Path Analysis	Analyze what leads to process changes and issues
Profiling Analysis	Validate data and analyze distribution over case attributes
Event Type Analysis	Summarize event types in the process model
Prediction	Predict outcome of individual cases based on artificial intelligence algorithms

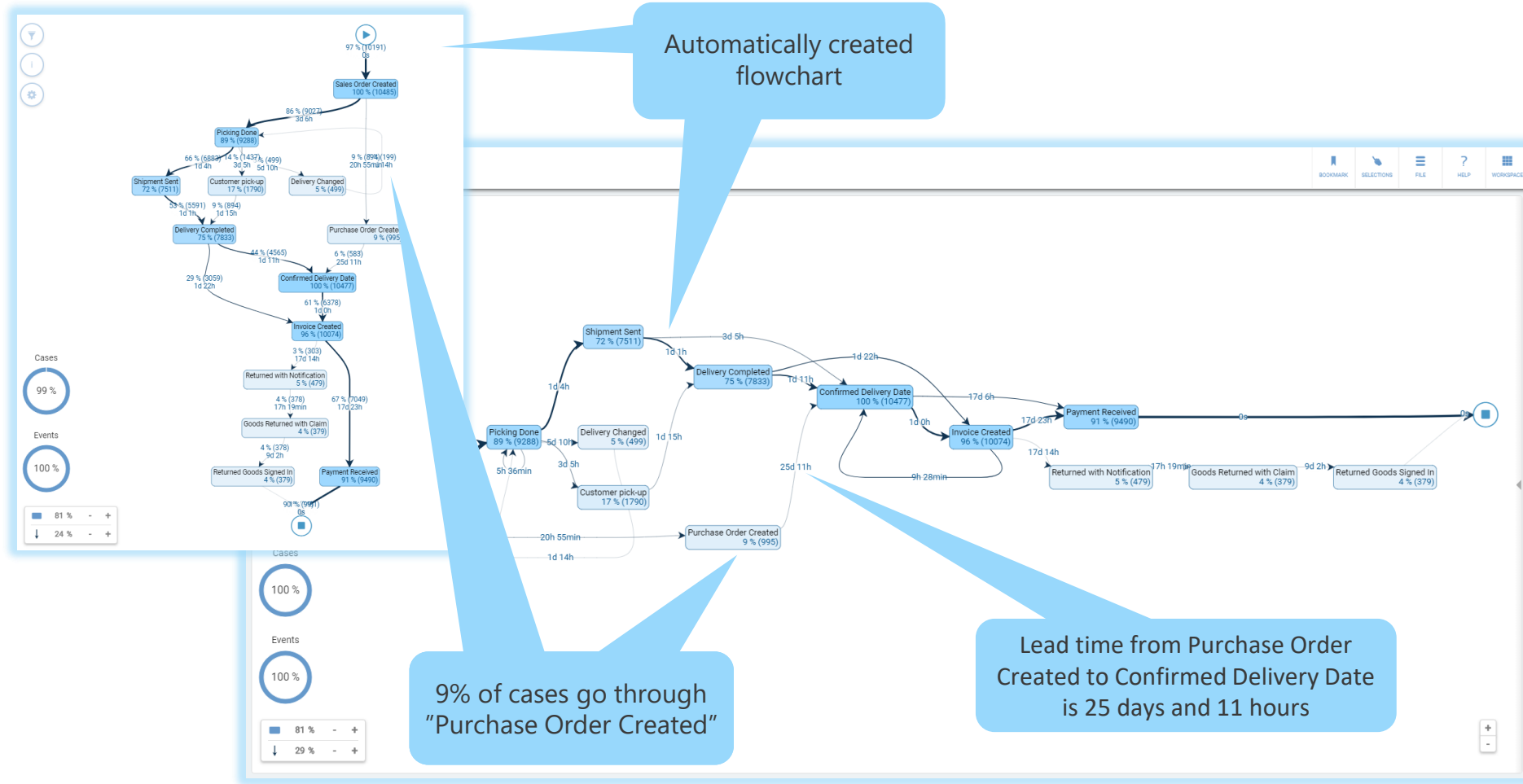
# QPR ProcessAnalyzer

Fully Customizable Front Page



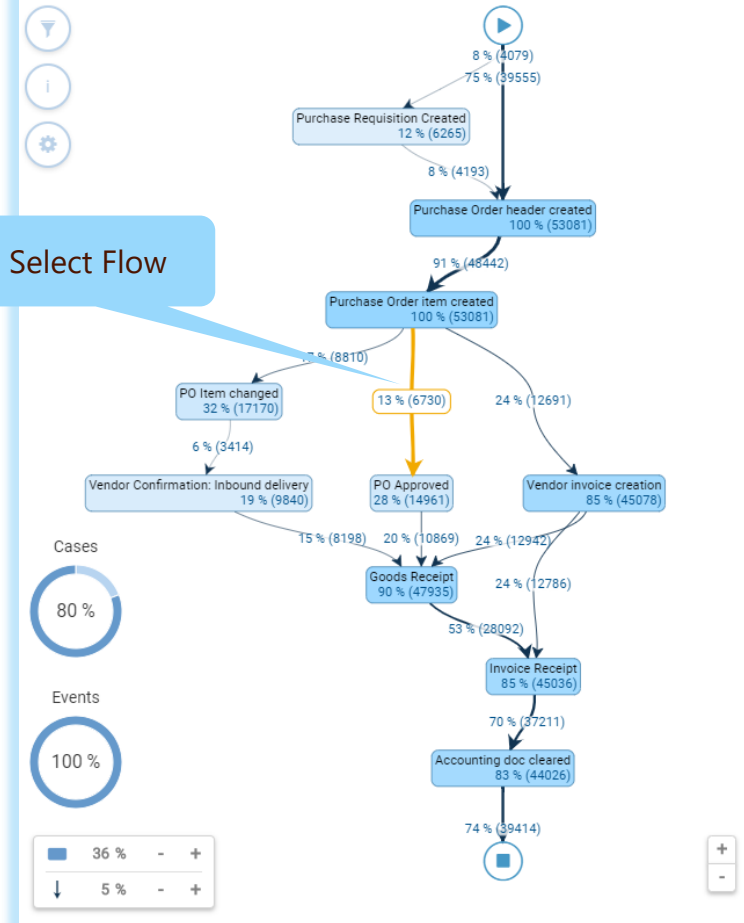
- Easy access to the most relevant analyses
- Fully customizable visual identity

# Visualize as-is process flowchart and lead times

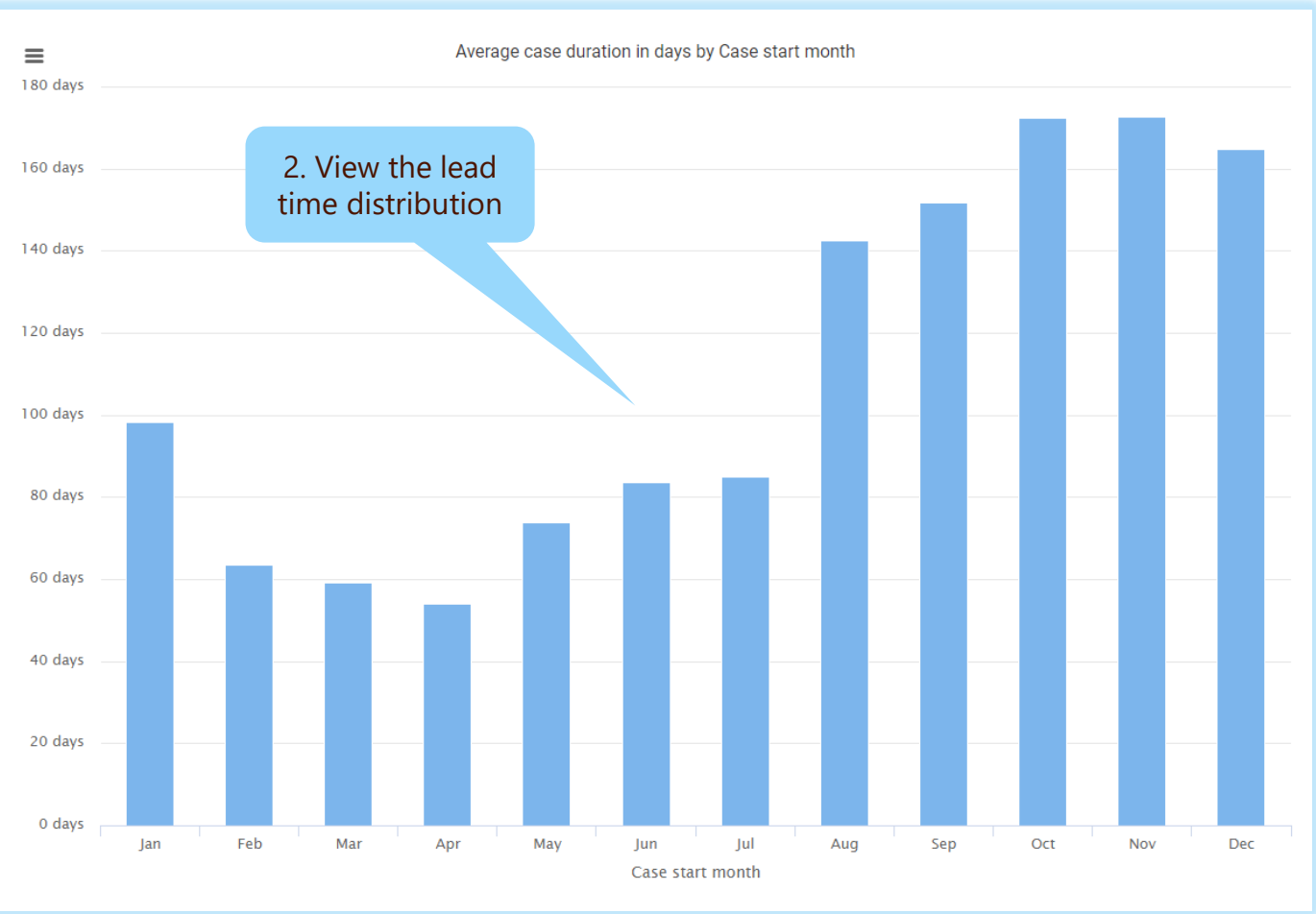


# Duration Analysis for any specific flow

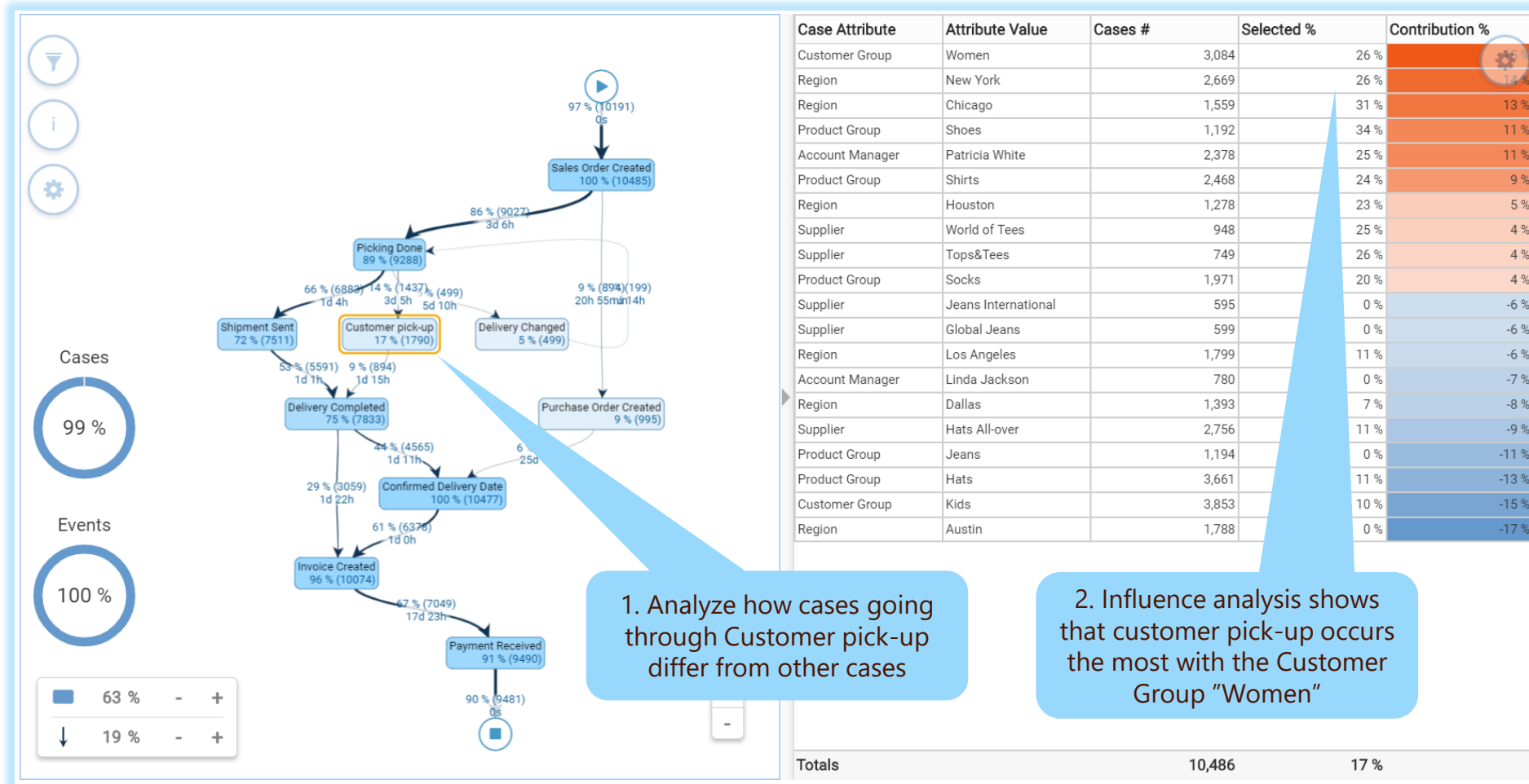
1. Select Flow



2. View the lead time distribution

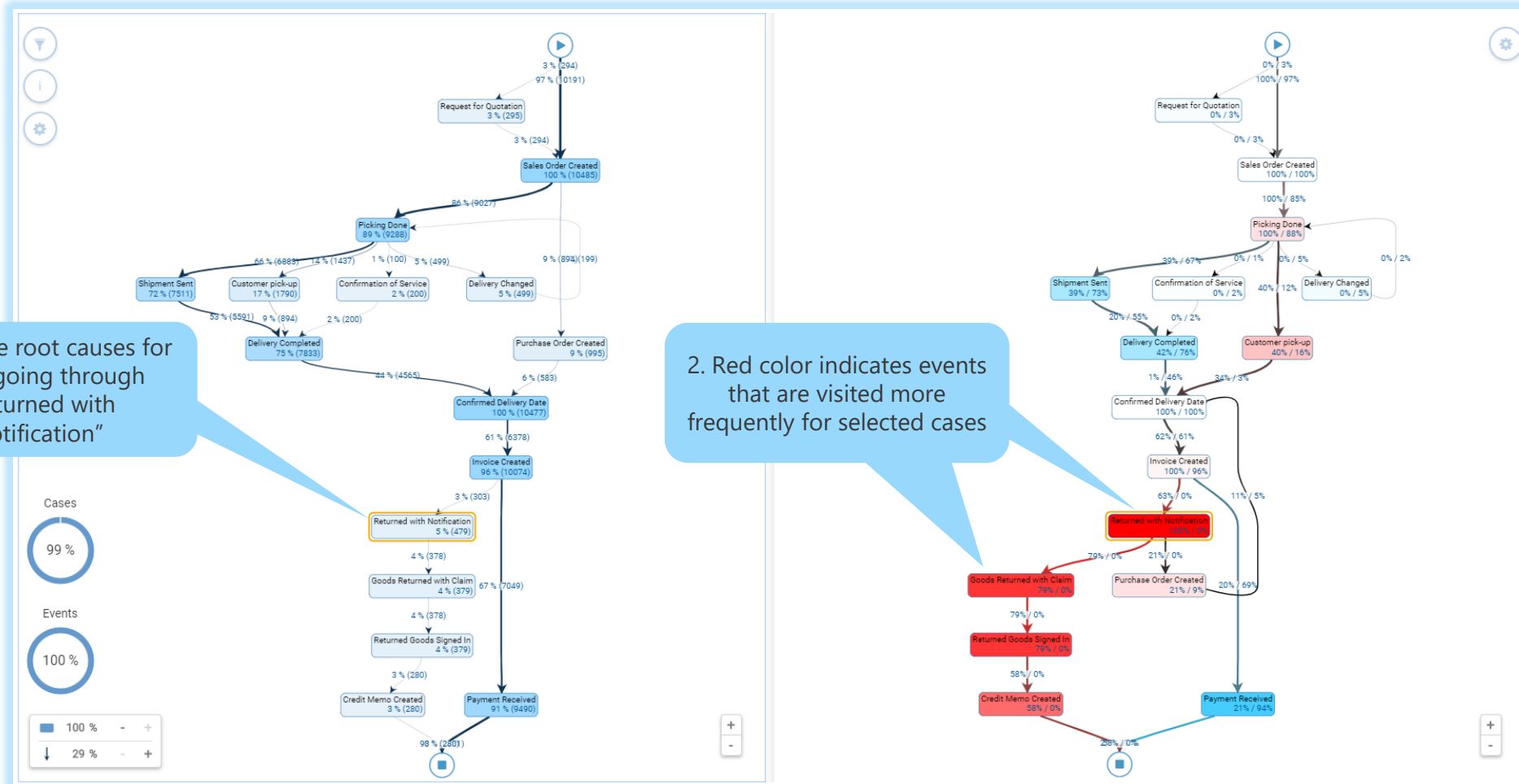


# Influence Analysis for Case Attributes



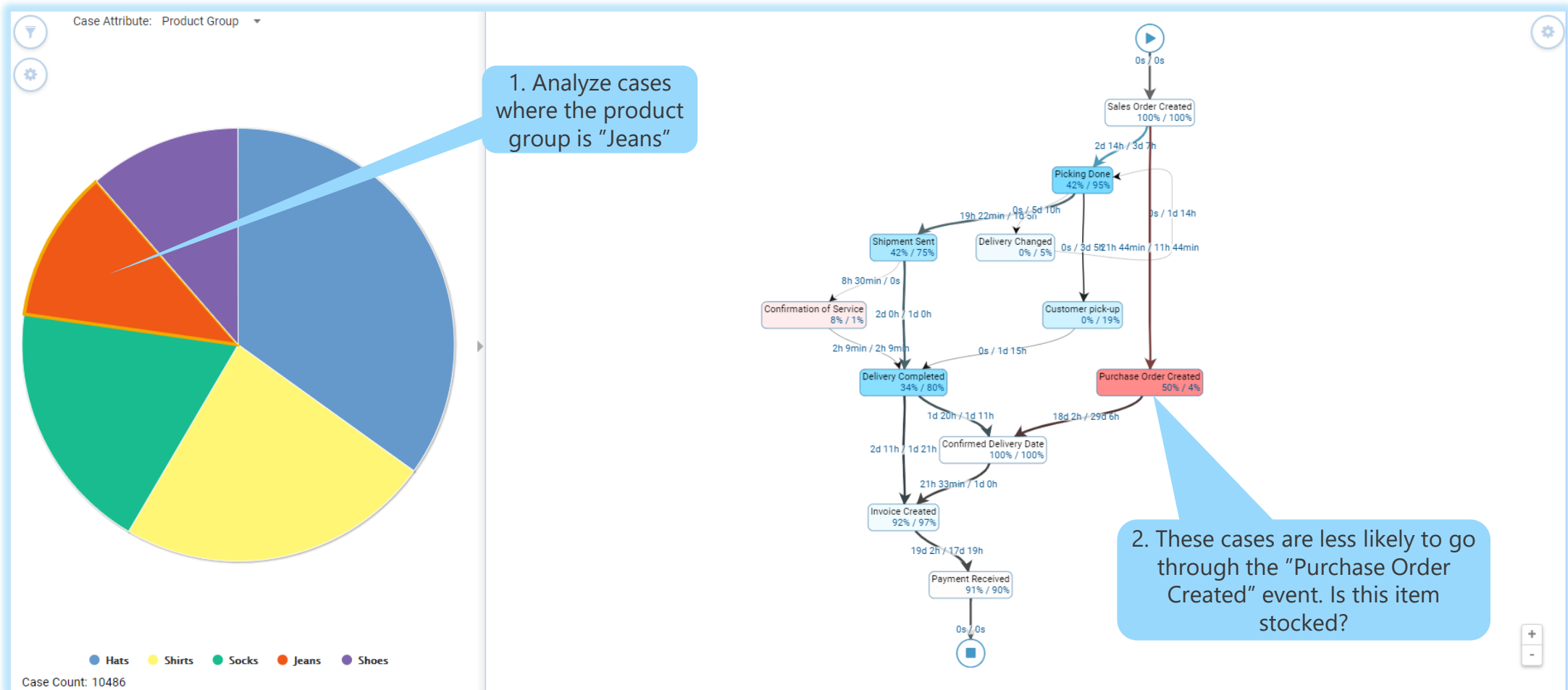
# Influence Analysis for Flowchart

Reveal root causes for Process Analysis findings

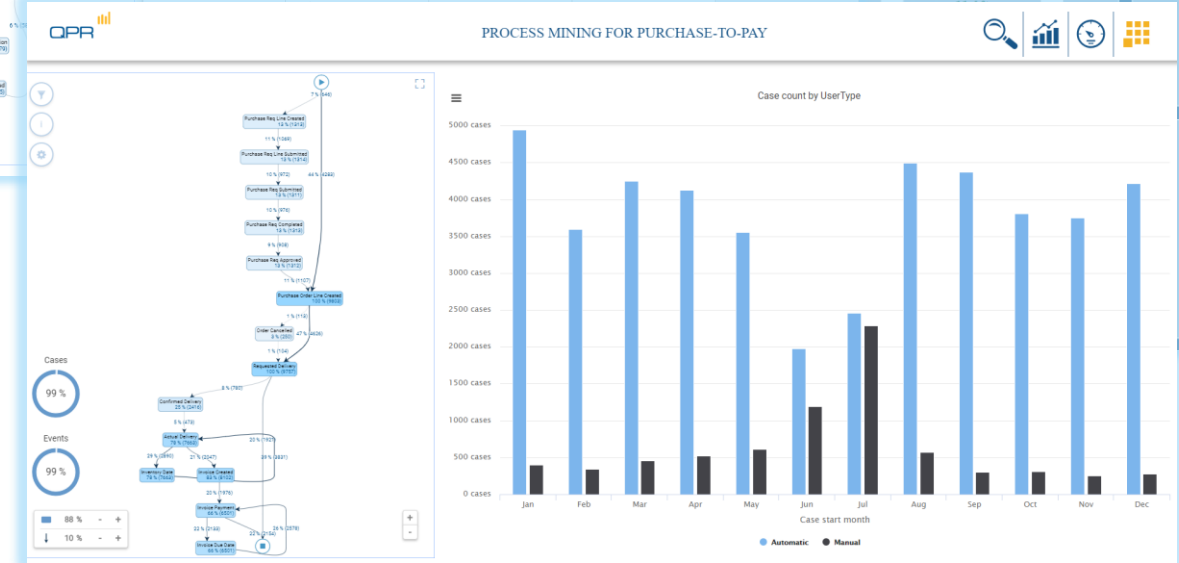
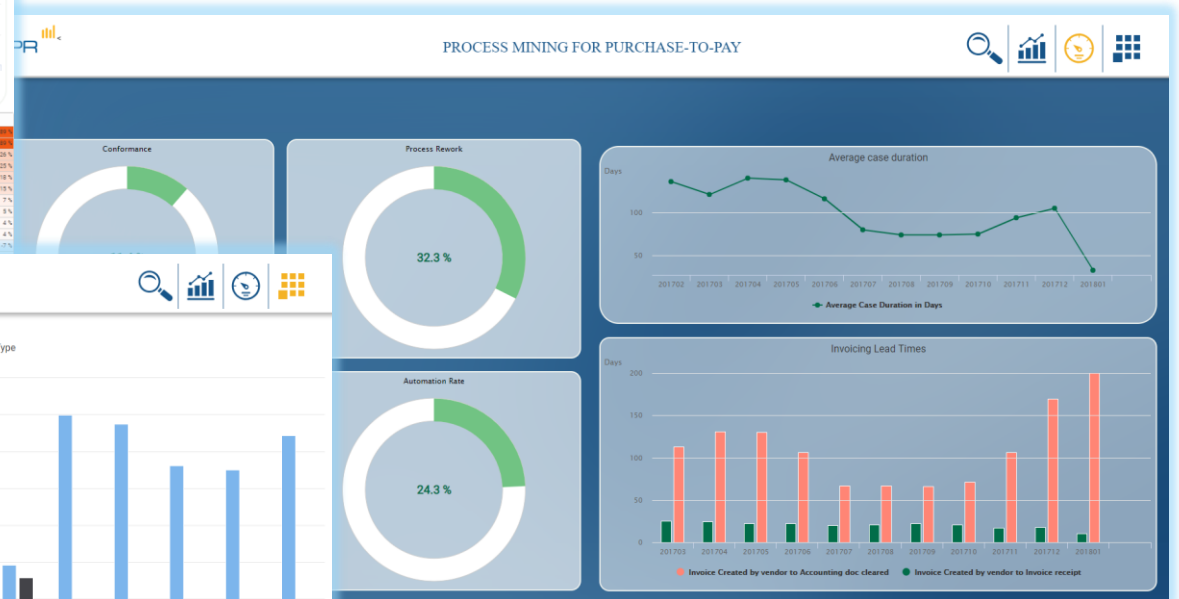
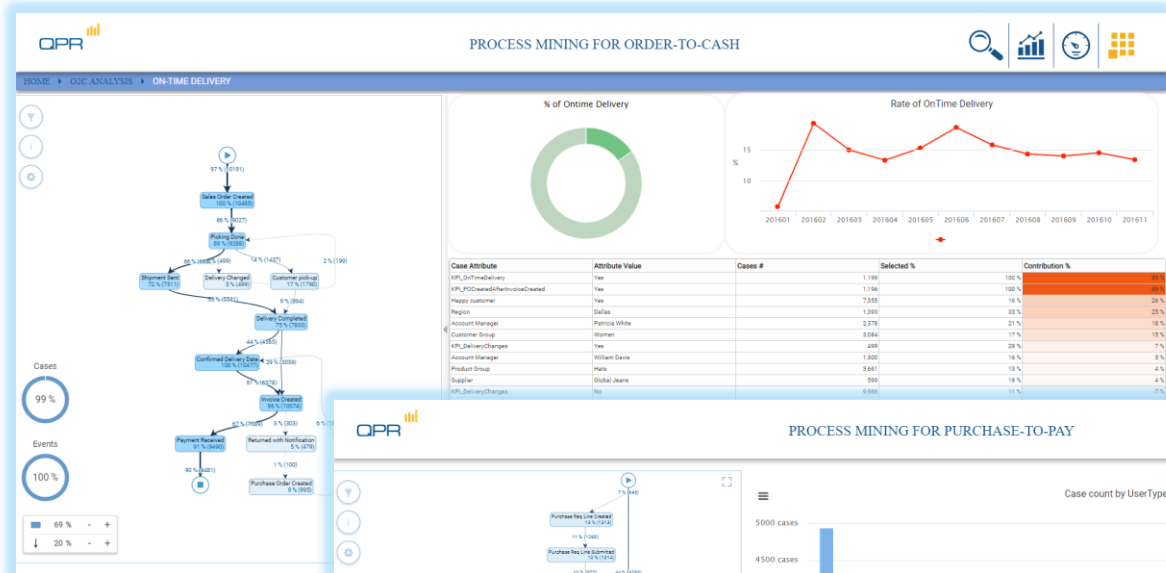




# Benchmark and compare regional processes with the general process

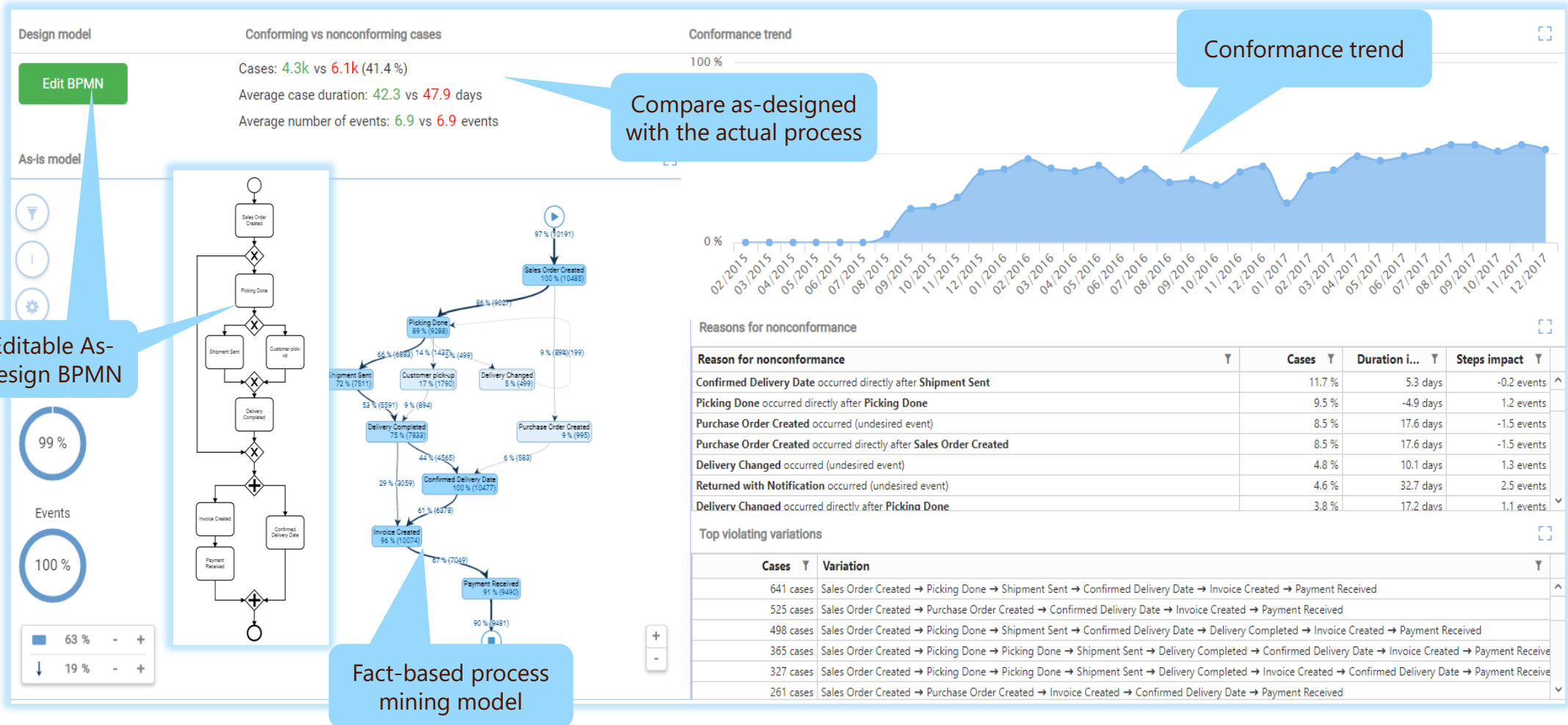


# Dynamic Dashboards with Data Queries

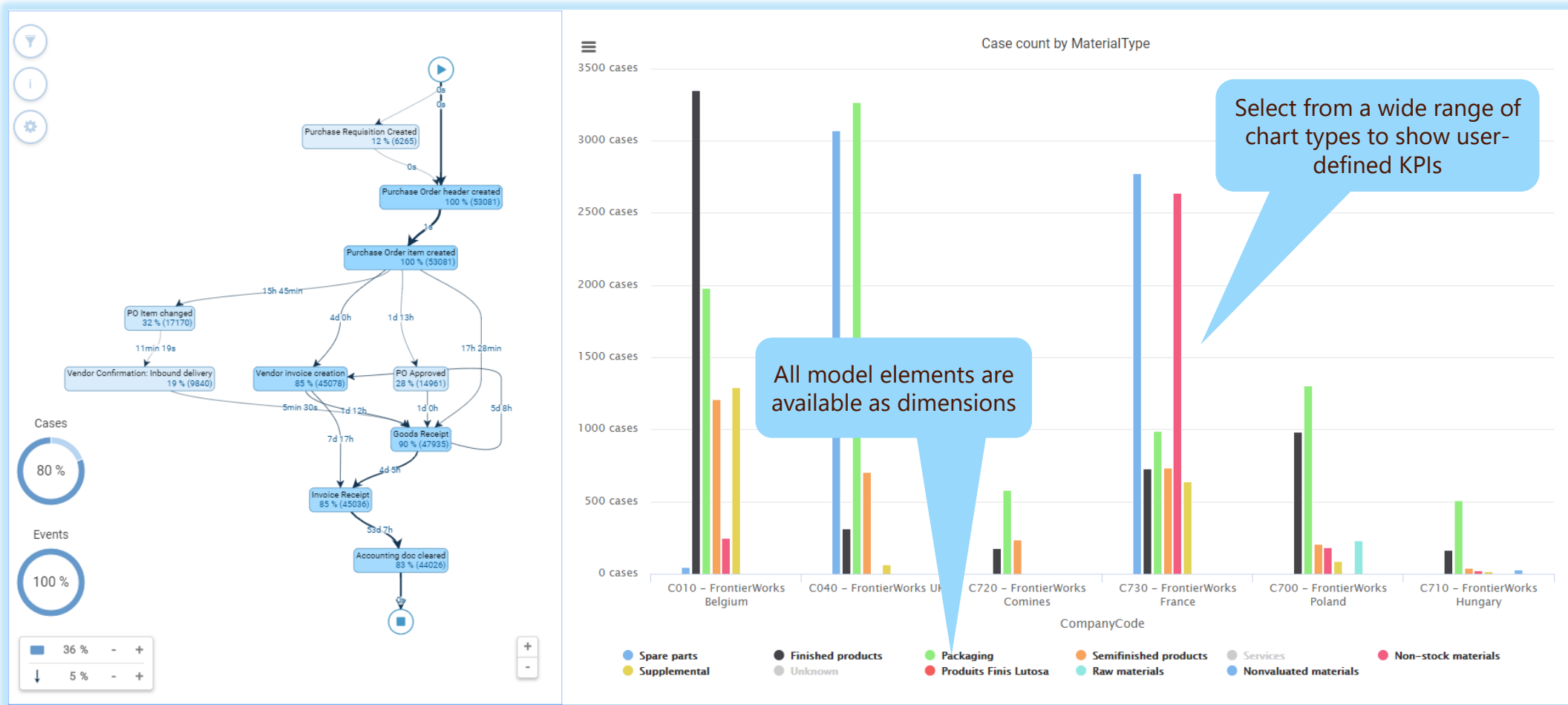


# Conformance Analysis

As-designed (BPMN) process versus the Process Mining generated actual process



# KPI ChartView



# QPR ProcessAnalyzer versions



## QPR ProcessAnalyzer On-Premise

- Collaborative web UI
- Multiuser server environment
- No hard limit for model size
- No limits for database size – runs on Microsoft SQL Server
- Automated data import

## QPR ProcessAnalyzer Cloud

- Collaborative web UI
- Multiuser server environment
- No hard limit for model size
- 500 GB database included (extendable)
- Automated data import
- No need to invest in own hardware
- Customer-specific private cloud available
- Provided by Amazon Web Services

# QPR ProcessAnalyzer

Additional Product Material

# QPR ProcessAnalyzer

## Feature Showcase Videos

- Duration Analysis
  - <https://vimeo.com/226710825/892bf396f9>
- Flowchart Analysis
  - <https://vimeo.com/225212257/d5e99ed0fe>
- Root Cause Analysis
  - <https://vimeo.com/225240413/640a64f078>
- Process Variations
  - <https://vimeo.com/227397956/a0240338a2>

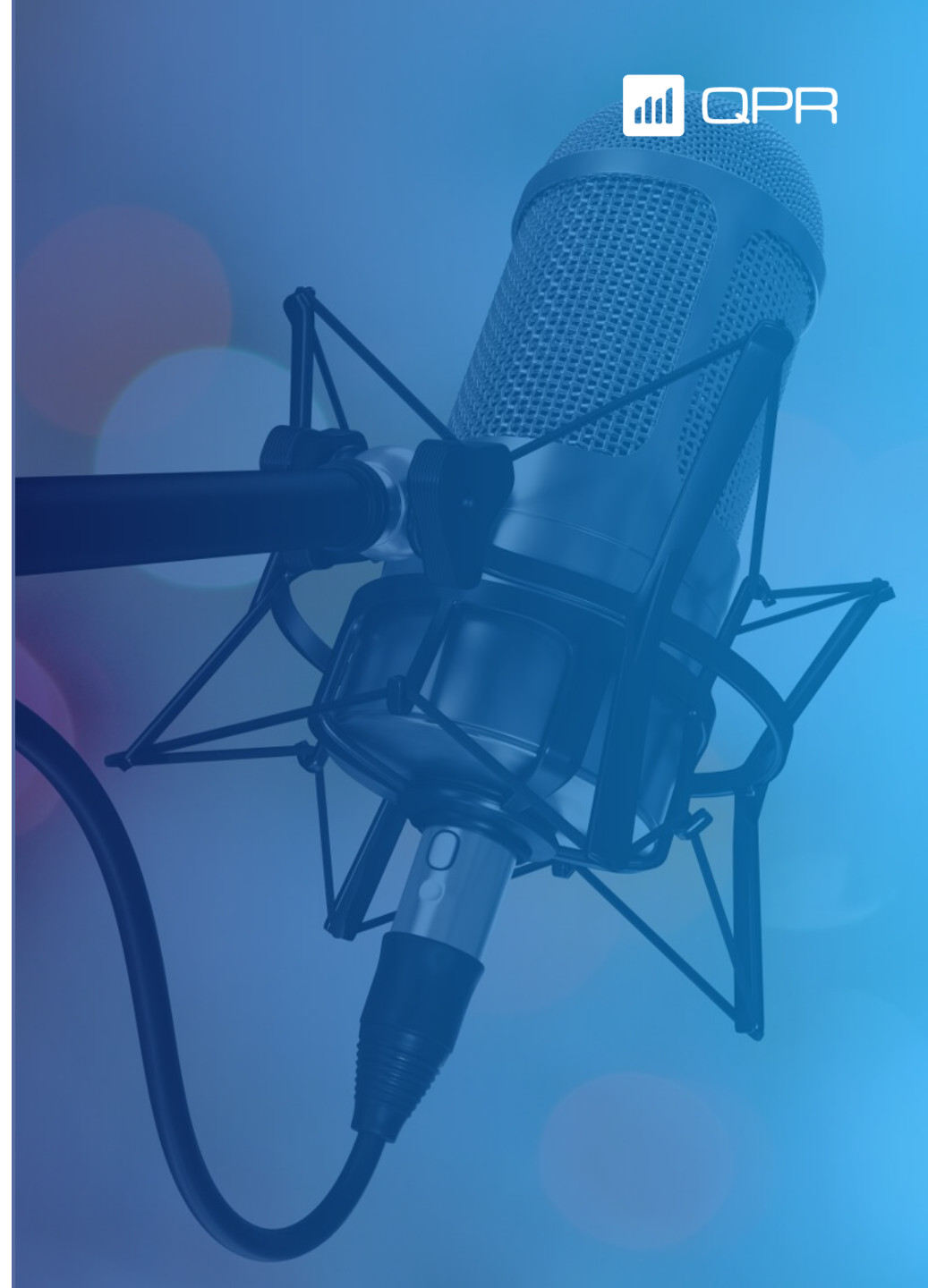


# QPR Process Mining Webinars



■ Join QPR Community to get full access to our process mining webinar recordings, e.g.:

- [Process Mining for Insurance Claim Process](#)
- [Process Mining for Incident Management Process](#)
- [Process Mining for Finance](#)
- [Process Mining for Lead to Order Process](#)
- [Process Mining for Healthcare](#)
- [Process Mining for Purchase-to-Pay Process](#)
- [Process Mining for Manufacturing](#)
- [Process Mining for Order to Cash Process](#)
- [Microsoft Dynamics 365 Process Mining Solution](#)
- [Robotic Process Automation and Process Mining](#)
- [Invoicing Lead Time Process KPI](#)
- [Machine Learning and Predictive Analytics](#)
- [Order Change Impacts Process KPI](#)
- [Microsoft Dynamics AX Process Mining Solution](#)
- [Cash Discount Utilization Process KPI](#)
- [On Time In Full \(OTIF\) Process KPI](#)
- [Towards Lean Business Processes in Salesforce](#)







Dare to improve.

**Founded**

1991

**Stock symbol**

QPR1V: Nasdaq, Helsinki

**Customers**

Over 2000

**Corporate headquarters**

Helsinki, Finland

**Sold licenses**

Over 1 million worldwide

**Industry recognitions**

Gartner, Ventana Research,  
Palladium, Forrester Research

**Products**

QPR ProcessAnalyzer  
QPR Metrics  
QPR ProcessDesigner  
QPR EnterpriseArchitect