TECH
mahindra

Unveiling the Power of Digital Process Mining for Business Transformation

Abstract

Organizations across the globe are continuously looking for opportunities to improve their business processes and seeking trusted and reliable partners to help them in this arduous journey of process excellence.

TechM brings in decades of process expertise along with new-age tools like Process Mining to deliver continuous superior customer value. We believe in leveraging data to improve business processes and use digital process mining to transform these processes for our customers. TechM's digital process mining (DPM) solution uses existing process data to provide genuine process visualization that aids in identifying process gaps and optimization opportunities. DPM helps optimize operations, reduce costs, and improve customer satisfaction.
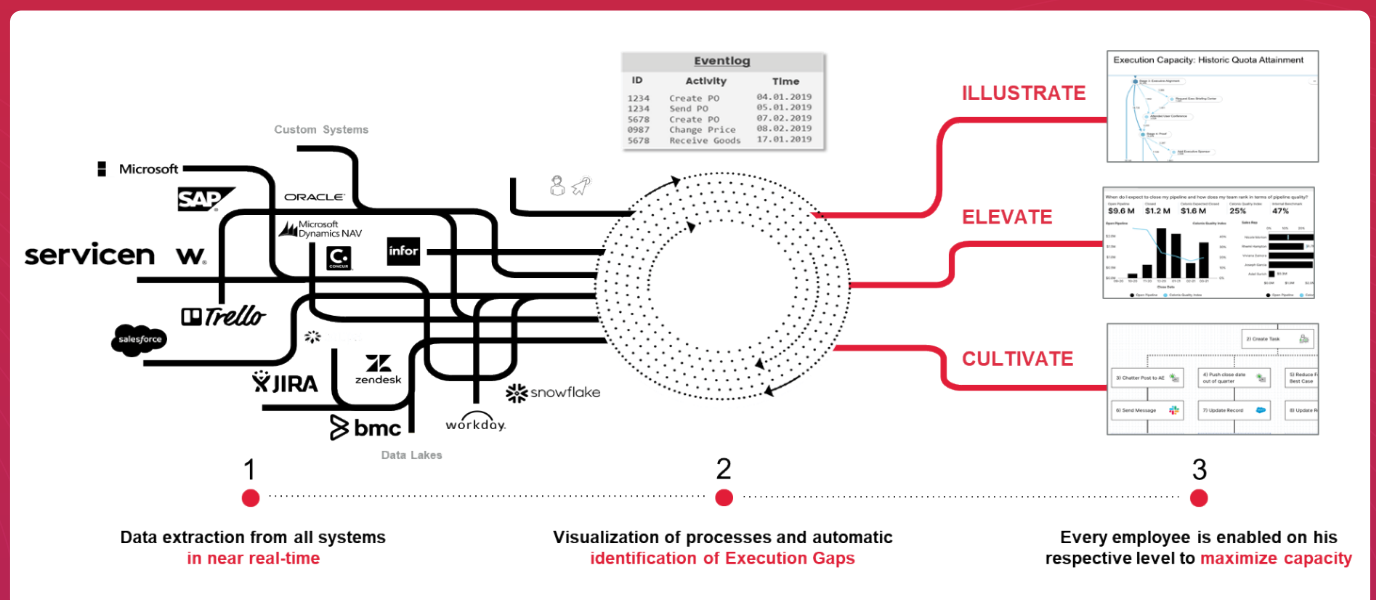
Introduction

TechM's digital process mining (DPM) solution leverages advanced analytics and data mining algorithms to provide an X-ray of your business processes. It helps discover process gaps and identify optimization opportunities. These identified process optimization opportunities can transform into increased customer satisfaction and reduced cost of operations with an improvement in key performance indicators (KPIs).

DPM has transformed the important, yet complex world of process discovery. Traditionally, process discovery involved costly and lengthy process workshops where the subject matter experts provided their understanding of the business process and its challenges. Eventually, DPS discovers whatever was communicated by the SMW, thus limiting the efficiency of such workshops. DPM brings in the objective view to the process discovery world by leveraging the existing process data within the IT systems to map the processes, thus bringing in a process view never known before to the enterprise. DPM allows enterprises to identify a substantial number of known as well as unknown process gaps, which can then be closed by solutions like process re-engineering, automation, analytics, machine learning, or any other solution.

Organizations across the globe are leveraging DPM for operational excellence, internal audit, automation, digitalization, ERP/ system migration and more, in addition to all their reporting needs.

Our Solution

With advanced analytical capability, the DPM solution accelerates the understanding of your process based on the data available in the source systems. It initiates the data-driven digital transformation journey of the organization.

1	2	3
Data extraction from all systems in near real-time	**Visualization of processes and automatic** identification of Execution Gaps	**Every employee is enabled on his** respective level to maximize capacity

- **Extract the process data from IT systems in near real-time for the business process in scope –**

  Timestamped data is extracted along with relevant meta data for the process. Timestamps help identify process steps executed and are a critical aspect for any enterprise to do process mining. It allows data extraction from on-premise as well as cloud-based systems without any challenge

- **Data modelling in process mining platform –**

  Extracted data is modelled in the process mining platform and is pushed to create the process visualization

- **Process visualization helps identify the happy path for the process and all its variations -**
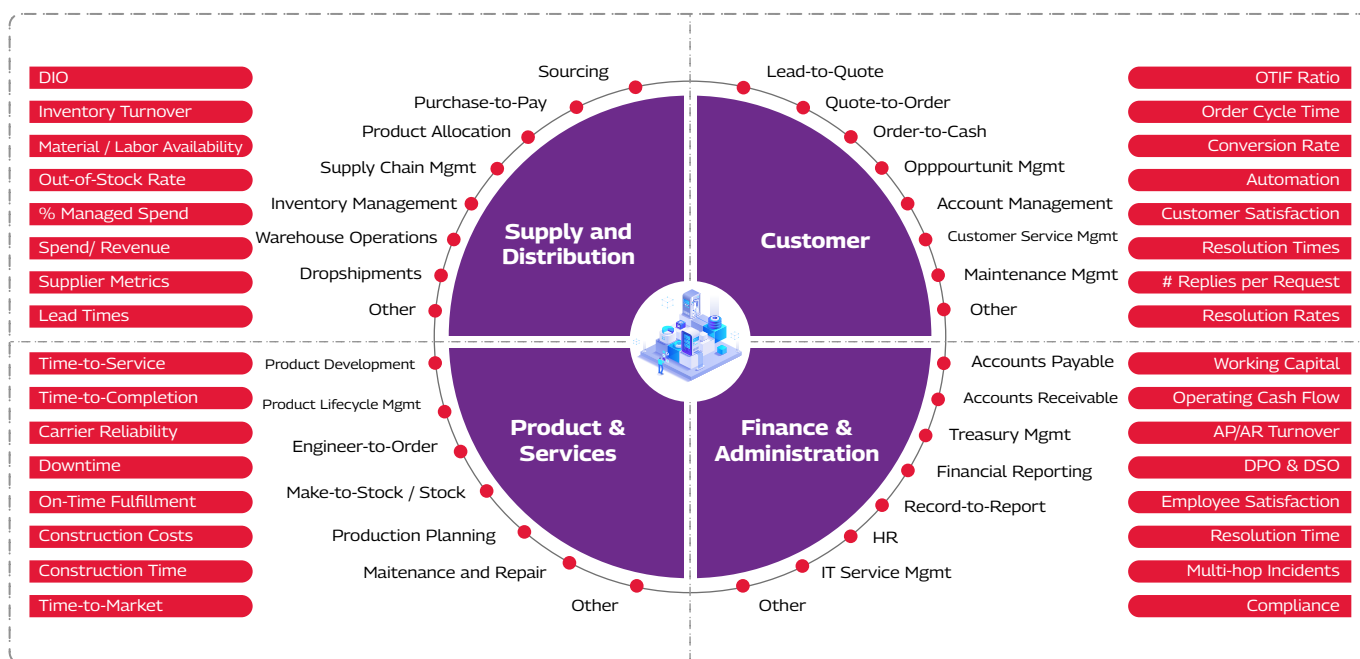
  The newly built process visualization can help identify process gaps and execute RCA. It helps to create a business case and prioritize use cases for improvement

- **Implementing solutions -**

  For identified process improvement opportunities, downstream solutions are implemented by working with the process owners to deliver a tangible and meaningful impact on business and process KPIs

- **Leveraging process mining -**

  Can be leveraged for any process across the enterprise with an improvement in the respective process KPIs

Supply and Distribution
- DIO
- Inventory Turnover
- Material / Labor Availability
- Out-of-Stock Rate
- % Managed Spend
- Spend/ Revenue
- Supplier Metrics
- Lead Times

- Sourcing
- Purchase-to-Pay
- Product Allocation
- Supply Chain Mgmt
- Inventory Management
- Warehouse Operations
- Dropshipments
- Other

Customer
- Lead-to-Quote
- Quote-to-Order
- Order-to-Cash
- Opppourtunit Mgmt
- Account Management
- Customer Service Mgmt
- Maintenance Mgmt
- Other

- OTIF Ratio
- Order Cycle Time
- Conversion Rate
- Automation
- Customer Satisfaction
- Resolution Times
- # Replies per Request
- Resolution Rates

Product & Services
- Time-to-Service
- Time-to-Completion
- Carrier Reliability
- Downtime
- On-Time Fulfillment
- Construction Costs
- Construction Time
- Time-to-Market

- Product Development
- Product Lifecycle Mgmt
- Engineer-to-Order
- Make-to-Stock / Stock
- Production Planning
- Maitenance and Repair
- Other

Finance & Administration
- Accounts Payable
- Accounts Receivable
- Treasury Mgmt
- Financial Reporting
- Record-to-Report
- HR
- IT Service Mgmt
- Other

- Working Capital
- Operating Cash Flow
- AP/AR Turnover
- DPO & DSO
- Employee Satisfaction
- Resolution Time
- Multi-hop Incidents
- Compliance

TechM brings in a significant yet not so common combination of process expertise and platforms expertise to deliver value to its customers by ensuring the best returns on their investments in such solutions. We have delivered more than 150 projects successfully across all key industry verticals and business processes. We have worked with our customers in different engagement models with the end goal of delivering excellent value to our customers. We have set up a centre of excellence around DPM that allows our customers to gain from the best practices in the industry when it comes to process mining and automation.

Potential benefits of leveraging DPM in your business processes

- Approximately **30-35%** OPEX improvement with around **20%** improved cost efficiency
- Approximately **35-40%** manual effort reduction
- Increase in **20-30%** automated tasks
- **20-30%** increase in impact on process optimization
- **20-30%** increase in incident resolution times
- Improvement by **10-15** pts in net promoter score
- **15-20%** reduction in operations transition timelines
- High benefit cost ratio on investment

The NXT.NOW™ Advantage

- Complete zero-touch
- Right fit prioritization and actions
- Increase productivity
- Manage SLAs and backlog better
- Improve customer experience
- Improve agent utilization
- Optimize service channels
- Accelerate digital initiatives
- Reduction in digital transition timelines

Customer Testimonials

US Based Distributor of Plastics and Chemicals

"The TechM project team was prompt and determined to complete the project in the stipulated time. The whole team was very responsive and focused on the deliverables and showcased excellent project management skills. Overall, it was a great experience working with such a capable and knowledgeable team that ensured success of our Celonis project." - **ERP Head, Shared Services.**

US Based Oil and Gas Provider

"The TechM team helped us build four modules for AR and AP for about six months and create 5-10 use cases that moved the project from conceptualization to reality. They quickly demonstrated their expertise in Celonis and took the time to learn the intricacies of our business, which enabled us to refine our findings. We look forward to working with the TechM team soon!" – **Director of Enterprise Services**

US Based Third Party Logistics Provider GEODIS

According to HFS Research Report, **Adam Botterbusch, Process Excellence Director for Contract Logistics at GEODIS in the Americas,** explained that Tech Mahindra had the required technical acumen and understood GEODIS' business needs, allowing it to drive value from day one rather than conducting lengthy knowledge-sharing and educational sessions.

For more information, please get in touch with us at ***BPSConsulting@TechMahindra.com***

TECH
mahindra

www.youtube.com/user/techmahindra09
www.facebook.com/techmahindra
www.twitter.com/tech_mahindra
www.linkedin.com/company/tech-mahindra
www.techmahindra.com
mktg@techmahindra.com