

Intelligent Process Mining in Back Office Processes

Accelerating Back Office Optimization for Enterprises

Enterprises need to continuously assess their process performance to remain agile and competitive. In doing so, most companies heavily upgrade their front office but seldom invest into their back office operations which clogs the whole process flow with inefficiency. Tech Mahindra offers Intelligent Process Mining Services that allows firms to optimize their back office operations in a seamless and secure fashion.

What is Intelligent Process Mining Services?

TechM's Intelligent Process Mining capability gives complete transparency into the end-to-end back office processes, deviations and critical success factors that are affecting business performance with sustained focus on reducing efficiencies, cutting costs whether it be account payable, IT system migration and P2P.

Our process experts leverage the leading process mining tool Celonis to gather process insights and help diagnose problems based on facts and resolve them more quickly. We provide end-to-end consulting services at each step of the process mining journey and help harmonize processes in a sustainable way. Below is our framework for Back Office Optimization:

Illustrate: Understanding the business problem and discovering the As-Is processes

Elevate: 7+ years of BPMN consulting experience to identify critical friction points, variations of the back office processes.

Cultivate: Providing process optimization with right recommendations for continuous improvement



Some typical industry challenges and benefits

TechM can deliver:

Supply Chain

Challenges

- Long Response Times to multiple orders
- No visibility into the inventory state
- Late arrival of shipments due to hold

Potential Benefits

- Reduce Short Picking
- Reduce duplicate bookings
- Increase customer satisfaction
- Reduce Churn rate

Order Management

Challenges

- Manual validation & enrichment, third party order harmonization & follow up
- SLA Breaches, Delivery Delays Due To Fallout & Multiple Touch Point

Potential Benefits

- Reduce Average Time of Activation
- Improve Order Prioritization
- Improve on-time delivery
- Proactive removal of delivery blocks

Procure to Pay

Challenges

- Low automation rates due to price changes
- Lost cash discounts due to LoB maverick buying
- Bad on time receiving due to failing approval cycles and manual rework

Potential Benefits

- Reduce Purchasing Spend
- Improve Vendor Management
- Quantity and Price Changes
- Optimize working capital

Accounting

Challenges

- Low Automation rates
- Lost cash discounts

Potential Benefits

- Reduce Rework & overdue rate
- Optimize working capital
- Optimize cash discount realization

Success Story

The client

- A leading logistics service provider for the airline industry.

Challenges

- Late delivery and arrival of shipments
- Short picking in the orders leading to decreasing customer satisfaction and brand value.

Solution Provided

- Data led process mining brought transparency to their entire process
- E2E continuous monitoring of the process and its critical success factors
- Shipment aggregation processes were improved and standardized

Benefits Delivered

- Short picking to be reduced by 50% within one year, saving 850K EUR
- 10% increase of on-time deliveries by proactive automatic removal of delivery blocks by using Action Engine and Automation
- Reduced duplicate bookings by 30%, saving ~\$250k in operating costs

For more information, please write to us at BPSBTSPProcessDiscovery@TechMahindra.com.