# TAKE YOUR BUSINESS TO THE
# NXT FRONTIER
# WITH PROCESS INTELLIGENCE

Connected World.
Connected Experiences.

# THERE IS ALWAYS A GAP BETWEEN HOW BUSINESS PROCESSES ARE EXPECTED TO WORK AND HOW THEY WORK IN REAL WORLD

This is what you are expecting…
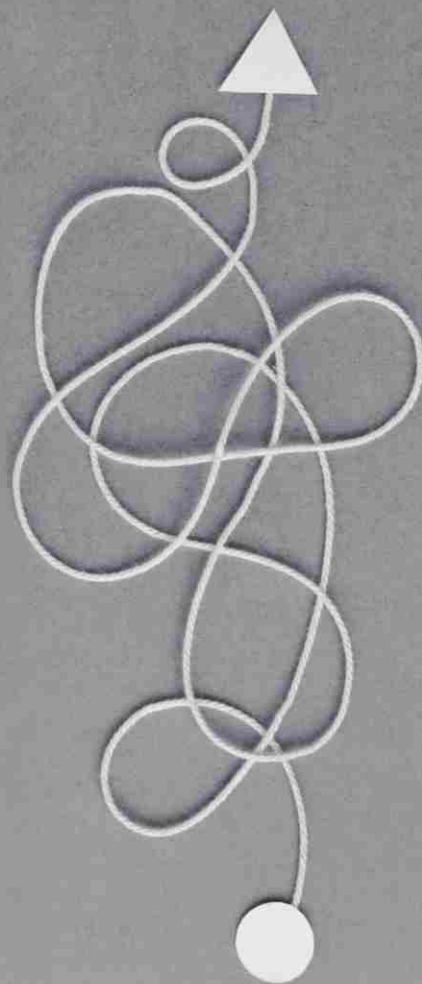
…and this is the reality.

# DISCOVER THE REALITY OF YOUR PROCESSES

In every organization, high volumes of data-driven processes are performed daily, often supported by a variety of IT systems. IT landscapes of companies have grown for years with inconsistent systems, interfaces, and data flows-making inefficiencies unavoidable. Their ever-growing complexity poses tremendous challenges for process transparency, control, and efficiency. Businesses inevitably fail to deliver process optimization as they lack operational excellence. It becomes important to understand underlying processes and how these can be executed to ensure success in business. With process mining, organizations can tangibly improve their business processes and IT. These techniques can make modern businesses more agile and competitive in the marketplace.

At Tech Mahindra, we help businesses holistically understand their processes and identify improvement opportunities to increase efficiency and reduce costs. We offer solutions that are designed to help organizations, visualize, and analyze their processes based on factual data and reap the benefits of process transparency. We have also partnered with top process mining tool vendors to help our clients achieve excellence in the digital era.
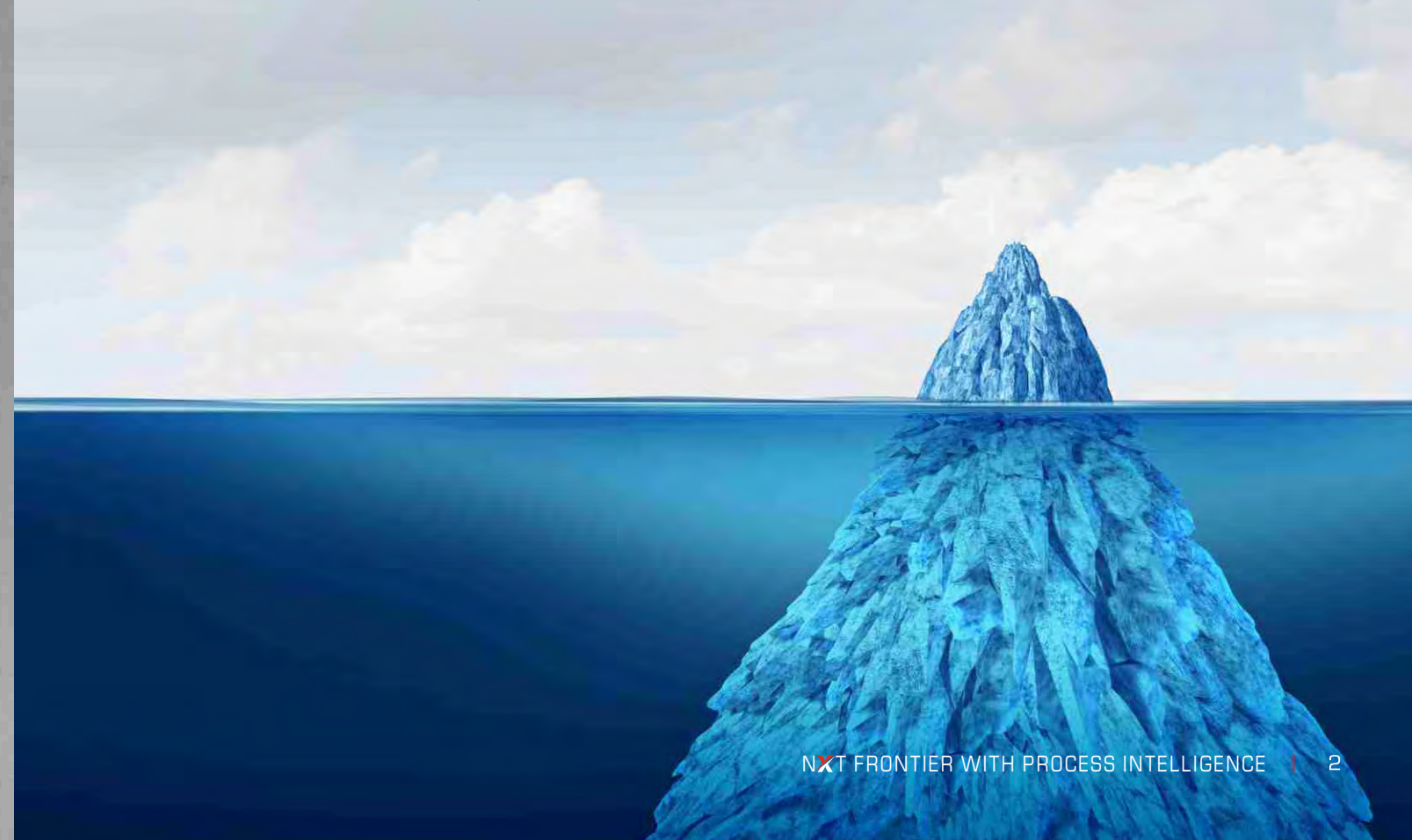
# LIMITATIONS OF TRADITIONAL APPROACHES

The traditional way of process discovery is carried out manually. Unfortunately, there are several challenges with these approaches:

**1** **Incomplete and outdated information**

Most documents are created when the processes were first put in place, these documents are not updated as per the changes in the actual processes. Incomplete and outdated information is the biggest challenge for carrying out process discovery.

**2** **Businesses can see 'as-is' processes but cannot see what might have happened**

In order to understand the actual processes, organizations often rely on historical data in discovery. A traditional approach does not inform businesses about events that could potentially take place.

**3** **Unavailability of important stakeholders**

Lack of time from process SME's who have in depth knowledge about the business processes. Besides, people who understand the process in detail may no longer be part of the organization.

**4** **Insufficient time frame**

Timelines for carrying out process discovery are always stringent. It can be difficult to get the required process insights from given time frame.

**5** **Too many process variations**

Any process will have several variations which are very difficult to analyze using manual process discovery. Traditional methods highlight few process variants which doesn't reflect a true picture of the actual business processes on the ground.

**6** **Risk of political deadlock**

In any business process, multiple stakeholders are involved leading to different opinions that sometimes cannot be resolved. If the stakeholders cannot agree on a unified view of the 'as-is' process, there's a high risk of project failure.
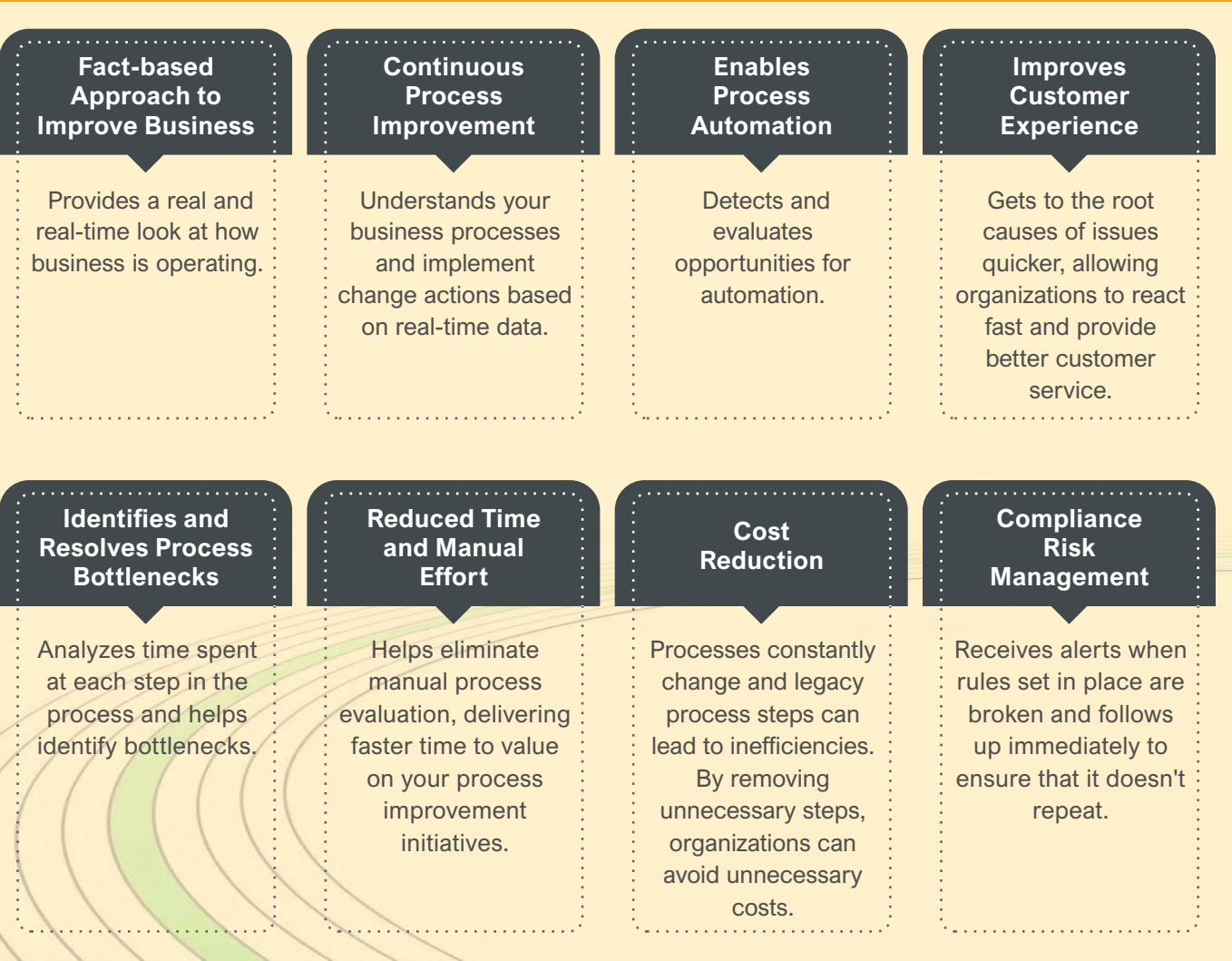
# HOW OUR SOLUTION EMPOWERS YOUR BUSINESS

With our holistic approach to process improvement, we help organizations to diagnose process bottlenecks and vulnerabilities based on reality of how things are operating. Our methodology consists of five basic steps, which help radically optimize business processes. We develop competencies and best practices across five phases to uncover hidden opportunities for improvement and deliver deep process insights. Our integrated approach presents a complete picture of state of processes 'as-is', which in turn is used to highlight the best automation candidates.

**PHASE-1**

**DIAGNOSE**

- Determine scope
- Process discovery
- Identify use case
- Requirements gathering session

**PHASE-2**

**DESIGN**

- Locate, select, and extract data from data source
- Perform data cleaning
- Prepare and transform data
- Validate data

**PHASE-3**

**DEPLOYMENT**

- Build process & data model
- Create analysis dashboards and KPIs
- Identify root-cause for inefficiencies
- Propose potential business opportunities

**PHASE-4**

**DEMONSTRATE**

- Showcase impact on identified use cases
- Measure the results achieved
- Business documentation
- Technical documentation

**PHASE-5**

**DRIVE**

- Progress towards program Goals
- Achievement of project objectives
- Monitor KPIs and performance
- Identify business benefits

# EXPERIENCE THE NXT IN PROCESS MINING

Our process mining solution mitigates all challenges pertaining to traditional way of process discovery. It provides new means to improve processes across all industries.

### Fact-based Approach to Improve Business
Provides a real and real-time look at how business is operating.

### Continuous Process Improvement
Understands your business processes and implement change actions based on real-time data.

### Enables Process Automation
Detects and evaluates opportunities for automation.

### Improves Customer Experience
Gets to the root causes of issues quicker, allowing organizations to react fast and provide better customer service.

### Identifies and Resolves Process Bottlenecks
Analyzes time spent at each step in the process and helps identify bottlenecks.

### Reduced Time and Manual Effort
Helps eliminate manual process evaluation, delivering faster time to value on your process improvement initiatives.

### Cost Reduction
Processes constantly change and legacy process steps can lead to inefficiencies. By removing unnecessary steps, organizations can avoid unnecessary costs.

### Compliance Risk Management
Receives alerts when rules set in place are broken and follows up immediately to ensure that it doesn't repeat.

# OUR PROCESS MINING SOLUTION HAS DELIVERED VALUE TO CLIENTS FROM ACROSS THE GLOBE

**1** Maximized the Value of Procure-to-Pay Process with Process for World's Leading Manufacturer & Service Provider of Jet Engines

**2** Process Standardization for Worldwide Creative Technology Leader in the Media & Entertainment Sector

**3** Customer Onboarding Process Optimization for Largest Technology Distributor in US

**4** Identification of Automation Opportunities for Largest Energy Transportation Company in Canada

**5** ITSM Process Improvement for Largest Healthcare Organization

**6** Bot Enhancement and Cycle Time Reduction for Technology Distributor in Europe Region

# TECHM NXT. NOW ADVANTAGE

Whether your future IT environment is built-in, in the cloud or hybrid, we can help you with our global expertise.
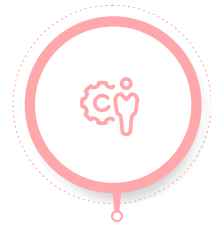
**Process Mining Centre of Excellence**

Our Center of Excellence in process mining offers consultancy services for introducing and implementing process mining solutions.  We work with leading technology suppliers, partners, and experts from all over the world and empower customers with the right industry use cases, relevant training and methodologies that they can build on.

**Experience Advantage**

Our consultants bring an expertise in 'data analytics, process analysis, artificial intelligence and machine learning' across various industries such as telecom, manufacturing, aerospace, defense, consumer, supply chain, and so on.

**People Advantage**

Our Consultants leverage a wide range of training, coaching, and consulting services. They work closely with our clients, to generate deep business insights that drive process performance and improvements. They have a proven track record of successful solution implementation worldwide.
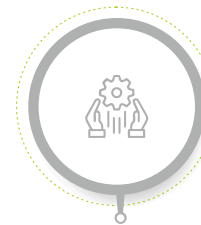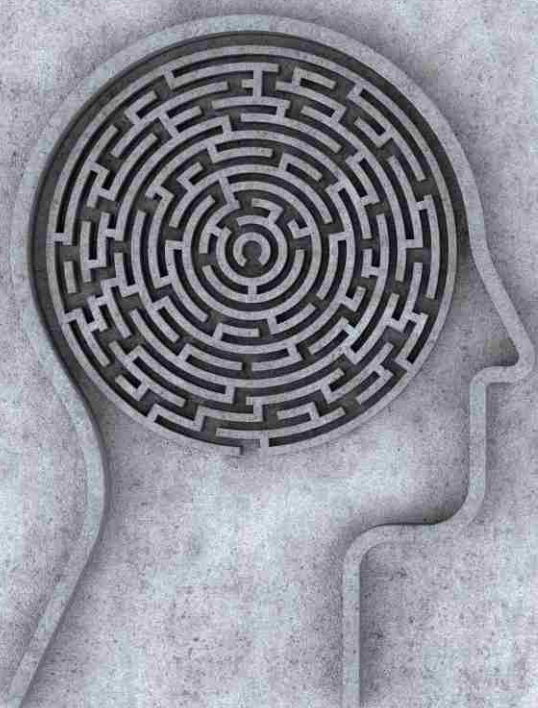
**Ecosystem Advantage**

We work with leading technology suppliers, partners, and experts from all over the world to offer most advanced solutions in the field of process mining.

celonis | minit | SIGNAVIO | PROCESSGOLD

Grant Thornton | paf now | software AG

# ARE YOU READY TO REVOLUTIONIZE YOUR PROCESSES?

**Process Mining Tool Selection Workshop**

**Process Selection Workshop**

**Business Value Identification Through Process Mining Workshop**

**Needle Analysis Workshop**

**Process Mining Project Implementation Workshop**

**Build Best KPIs and Dashboard Workshop**

Send us a line, or request a demo. Our experts will be happy to chat about Process Intelligence with you.
**Email: befutureready@techmahindra.com**

**Discover, Measure and Analyze Your Business Processes to Continuously Improve Performance!**

**Tech
Mahindra**