

Process Mining led Digital Transformation

WHITEPAPER



While most of the organizations are adopting process mining based solution across industry and verticals, they are still not generating maximum value out of it due to multiple challenges. Getting a process mining license is not sufficient enough to establish its stable practice or COE (Center of Excellence). Multiple factors play a critical role to establish a process mining COE. We have divided these key components into three major parts.

Why choose TechM for Process Mining?



Multiple factors play a critical role to establish a process mining COE. We have divided these key components into three major parts:



Organizations will need an established process mining service partner who has got a certified resource pool, cross-domain and process knowledge base, technology support and established delivery methodology to support customers across verticals. A trusted and successful process mining implementation partner can bring in process mining advisory and managed services for their customers. The service is to help their customer uplift their process mining COE practice and deploy process mining solutions across business cycle.

Key components of a trusted process mining service provider:

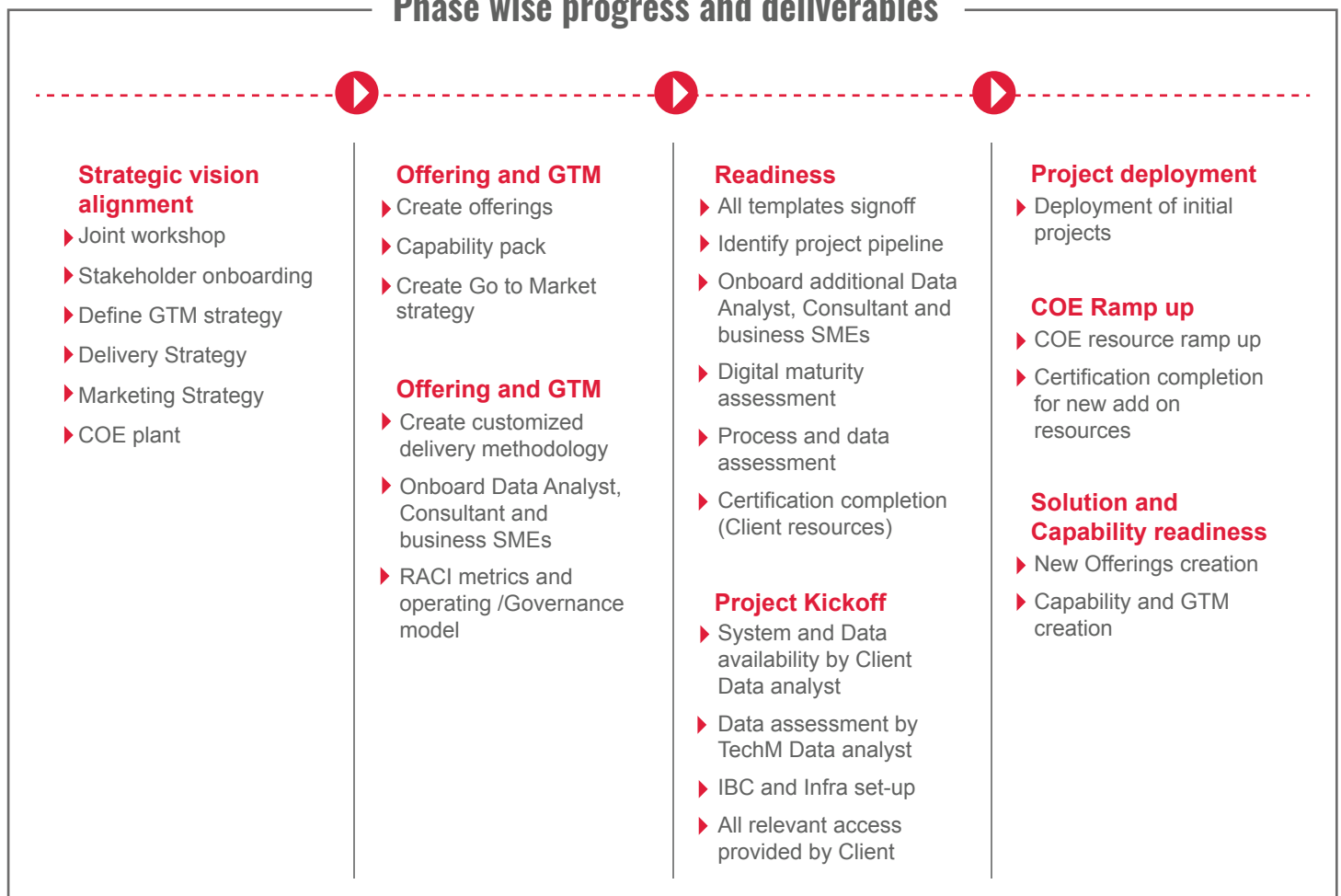
Global delivery and success stories

- ▶ Global service provider clientele, which includes top Telco, CPG, Banking, Manufacturing and Retail etc.
- ▶ Enterprise wide implementation and expansion success stories across the globe

Expertise on People, Process and Technology

- ▶ A resource factory that continuously churns out certified and skilled resources within their own process mining COE. These resources can be utilized to ramp-up any of their customers process mining COE within very short span of time.
- ▶ An internal COE combined with a large pool of consultants certified on multiple digital tools
- ▶ Enterprise wide technologies capability and on demand support. Building hybrid technology and multiple tools and accelerators led process mining, which can support end-to-end process mining journey for any of their customer.
- ▶ Proven delivery model for process mining advisory services, which primarily focuses on end-to-end readiness of any process mining COE program and can make it self-sufficient to deliver outcomes

Phase wise progress and deliverables



Marketing / communication



Faster delivery and immediate expansion

- ▶ Skilled and experienced resources ready for immediate scale up and expansion
- ▶ Domain expertise on multiple industry verticals and horizontals

Readily available process mining IPs and use cases

- ▶ Has readily available pre-build and unique apps, templates and use cases. These can be customized and reused while implementing process mining to any of the clients.

Unique and flexible pricing model

- ▶ Flexible and customised commercial models for process mining managed services that can support service providers and clients both. Like, outcome based, risk and rewards, etc.

Technology Readiness

▶ Accelerators for process selection and prioritize processes

- Multi-geo delivery framework
- KPI score card
- Priority matrix
- Business case generator
- Data-process mapping model

▶ Data connection and extractionv

- Pre-built connector library & code reusability
- Data-process mapping model
- UDMF - Unified Data Management Framework

▶ Data model and dashboard

- Go-agile model
- Use case library
- Code reusability

▶ Value realization

- Action engine dashboard
- Business value realization framework
- Core to market expansion model
- RPA tool



Service provider led Process Mining COE impact

A successful service provider can make an impact to end-to-end business lifecycle and uplift process mining practice for any organization at much faster pace and with most cost effective way.

Create frictionless business lifecycle

The providers need to have a focused vision to utilize their process mining led digital transformation capabilities to enhance end-to-end customer journey, order journey, complaints and incident journey, ITSM and service desk operations, filed services across back office and front office processes. Following are some of the key business segments where a service provider can focus to establish their proven expertise:

► Create frictionless business lifecycle

Strong footprint on multiple domains across an industry is one of the key pillars to be considered for successful business process transformation. It is accelerated when process mining is used as a bedrock platform to expedite transformation journey. Process mining can be utilized to uncover the end-to-end customer journey from front office to back office processes.

For example: In an incident management process, tracking the journey when an incident has been raised in front office system, it goes down to multiple systems and owner groups to process various tasks and actions. With the front office / contact center app, they can measure the entire value chain of journey and back office process mining can be used to track the back office system journey to get a complete view of customer lifecycle for any process.

Apart from these, the contact center app can be utilize to track multiple front office KPIs like,

- Short calls
- Repeat calls / complaints optimization
- Low first call resolution times
- Complaints / service requests
- Reduction of none compliance issues
- Incorrect tagging in CRM

► Uncover truth across back office processes (across business)

With domain knowledge across industry verticals and long list of deployed use cases service provider can able to help our customer to uncover the anomalies across the back office processes in much faster and transparent way.

► End-to-end customer journey mapping

Utilizing process mining for end-to-end customer lifecycle mapping, like starting from customer on boarding to move out. Process mining is helping the customer to uncover the frictions across the customer lifecycle through various system and processes.

► End-to-end supply chain and procurement process

Supply chain is one of the key focus areas to deploy process mining to uplift the end-to-end supply chain processes. Multiple challenges across supply chain process like,

- Excess inventory
- Material shortages / stockouts
- Unreliable supplier delivery
- Late production start

These challenges are creating gap between plan and reality. These can be tracked and addressed more efficiently through process mining.

- **Improved planning assumptions -**
Empowering better prediction of the future
- **Outcome-driven orchestration -**
Optimize for improved revenue at risk.
- **Automated actions executed directly in source system –**
Automated, intelligent recommendations to update lead times.
So your operations are always working toward the outcome you care about most.
- **Outcome-driven visibility -**
Enabling a better picture of reality today
- **Probabilistic trade off estimation and visibility to reality of material flow –**
Problematic regions, product lines, and suppliers are automatically surfaced to you.

► Revenue leakage and collection processes mapping

Utilizing process mining to track multi-vendor handoffs and fees / payments to execute any task / job. This helps customers to uncover huge revenue leakages across the processes like order to activation, billing and collection, etc.

► ITSM and service desk operations mapping

Build multiple strong use cases across ITSM and Service desk processes. These use cases has been implemented and delivered values to multiple customers.

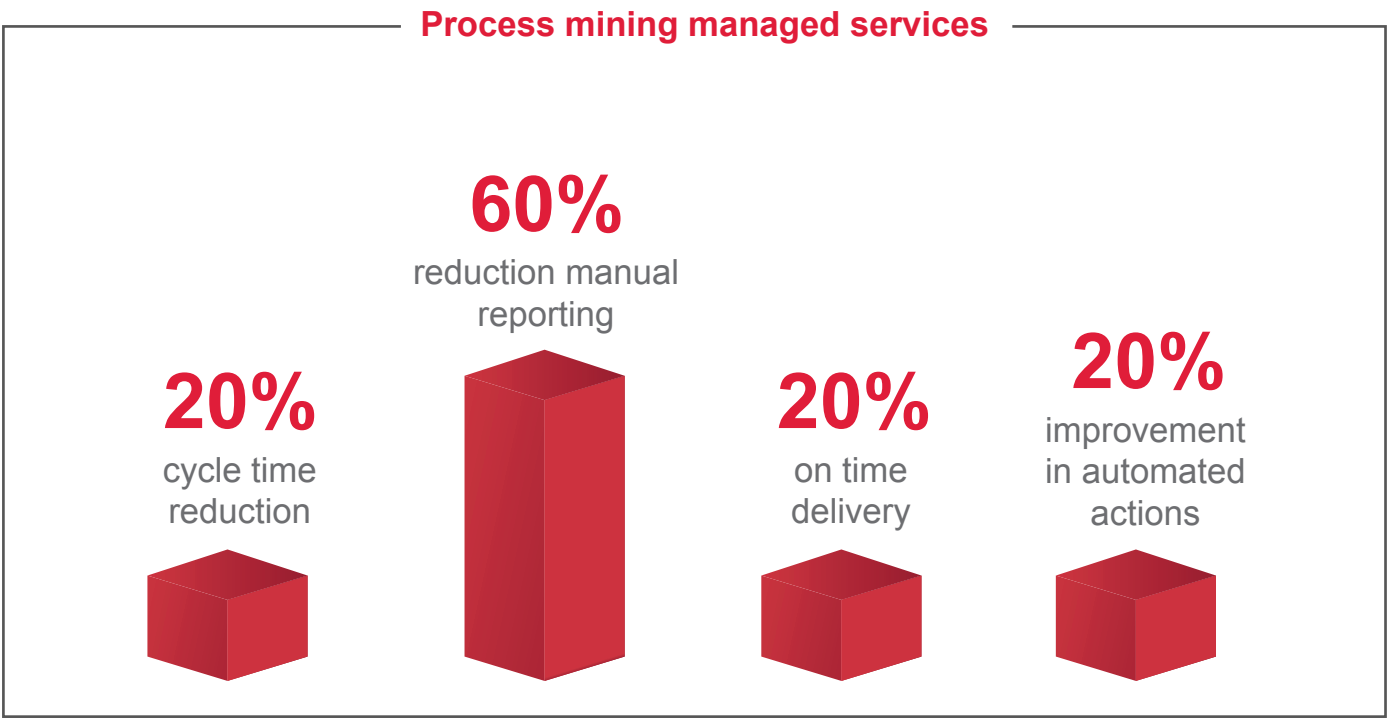
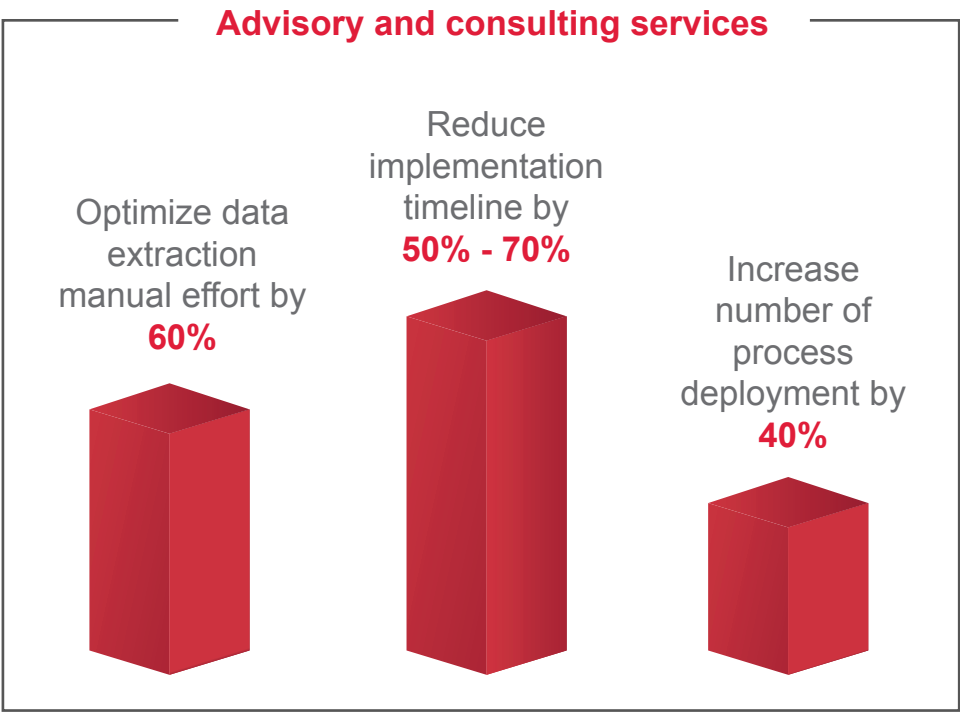
► Filed services operations

Filed service is one of the key focus area to optimize the number of site visits and failure of service orders. This can bring value to across utilities, oil and gas, telecom and various other domains.



Key value propositions a service provide should offer:

With end-to-end advisory services, service providers should assure their customers to be ready and self-sufficient to run their process mining COE within a very short time frame. Service providers' people, process and technology readiness is tried and tested with multiple customers and has given following results.



Success Stories:

Case Study 1:

Broadband provisioning process POV for UK based telecom

Benefits delivered:

- £1.87m of financial saving
- 50.6k hrs. of effort reduction
- 42k days of cycle-time reduction
- Transformation center created to track and benchmark
- Action engine alert set-up for ticket ageing
- ML workbench created
- 21 further opportunities identified

Case Study 3:

Order to Cash POV for a German based manufacturer

Benefits delivered:

- \$ 2.77 billion increase in billed amount due to timely billing
- 7,887 hours saved due to mitigation of automation bot failure
- Reduction of cycle time by 9 days for non-conforming cases
- 28,607 hours saved due to automating manual changes
- Overall >10 Mn USD of financial savings

Case Study 2:

Process mining based transformation for Global telecom giant

Benefits delivered:

- £228K of Financial savings delivered with 1 Mn. pipeline
- 144, 340 hrs. of cycle time savings
- Reduction in volumes by 1020 tickets
- 26 further opportunities identified

Case Study 4:

Global solar energy company – Accounts Payable POV

Benefits delivered:

- \$1.7M+ Savings by decreasing Non-PO invoices
- \$700K+ savings by adopting E-invoicing
- \$140K+ savings by deploying bots to remove Payment Blocks
- \$100K+ savings by introducing E-Procurement applications for Credit Memo



TechM is one of the key service providers in the market and has all these capabilities ready and they are supporting a long list of client base across the globe. To know about TechM process mining practices, please write us at

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