TASK MINING
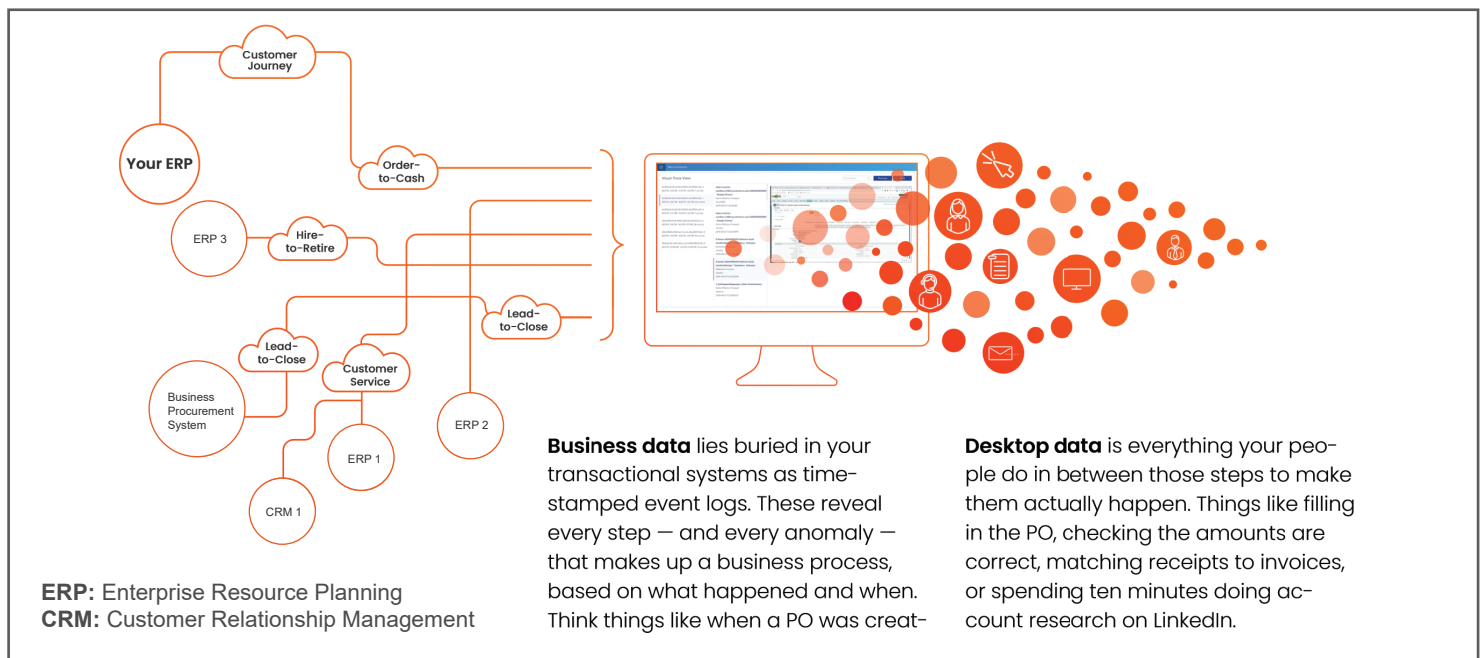# MANAGED
SERVICES

Tech
Mahindra

Connected World
Connected Experiences

If you think about it, every business process is made up of two things - All the actions taken by the people involved and all the data moving through the systems involved. At TechM, we help companies achieve process excellence. Until now, our Process Mining technology has worked with business data. Now, we're opening the door to a whole new category of data and a whole new level of process excellence.

Task Mining is the technology that allows businesses to capture desktop data, so they can analyze how their people are getting work done and understand how they can do it even better.

By adding Task Mining to the Celonis Intelligent Business Cloud, we are empowering companies gain a fuller picture of how their business truly works - not just process-wise, but people-wise, too.

ERP: Enterprise Resource Planning
CRM: Customer Relationship Management

Business data lies buried in your transactional systems as time-stamped event logs. These reveal every step — and every anomaly — that makes up a business process, based on what happened and when. Think things like when a PO was creat-

Desktop data is everything your people do in between those steps to make them actually happen. Things like filling in the PO, checking the amounts are correct, matching receipts to invoices, or spending ten minutes doing account research on LinkedIn.

WHAT TASK MINING HELPS YOU DO?

Uncover inefficiencies in manual work patterns outside your transactional systems

Measure and optimize your workforce productivity

Link manual processes with your enterprise business processes and drive next-best-action across your teams' desktops

Eliminate effort from business users / SMEs to draft end to end process view and time motion studies

HOW DOES TASK MINING HELP ACHIEVE PROCESS EXCELLENCE?

Discover the key steps

The manual workarounds people Understand if the systems use, like copy/pasting from a employees are using are spreadsheet to complete an order. Helping them do their job

Consolidate duplicates or process out-of-date systems

Uncover and visualize any process steps across the journey of a task to which is performed in user desktop and not captured in system activity log

Benchmark work across

Compare outcomes and establish best practices across systems and like salespeople researching their teams

Identify and invest teams in high-value work

Work that can't be automated, prospects before calling them

Enhance the UX of your employee

Improve UI that people struggle to use effectively
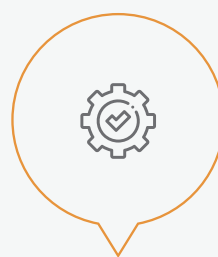
Identify candidates for automation

Know where automation tools could use effectively, where they would not be

DOES TASK MINING WORK?

Task Mining leverages cutting-edge, AI-powered activity clustering and intelligent case matching to reunite data with business data, creating a complete picture of how your processes run. The combination of business data and desktop data - which is unique in the Process Mining space - gives the most complete view of how work is done inside organizations - and how to optimize for business outcomes.

TASK MINING CLIENT
Capture Desktop Data

- Running in the background and getting active when an allowed application is used
- Collecting clicks, scrolls, user actions, and their time stamps
- Enhancing it with desktop files data and screenshots

OCR & AI
Add Context & Cluster Activities

- Contextualizing data with Optical Character Recognition (OCR) & AI
- Enabling grouping of desktop events by activity like 'creating a purchase order'

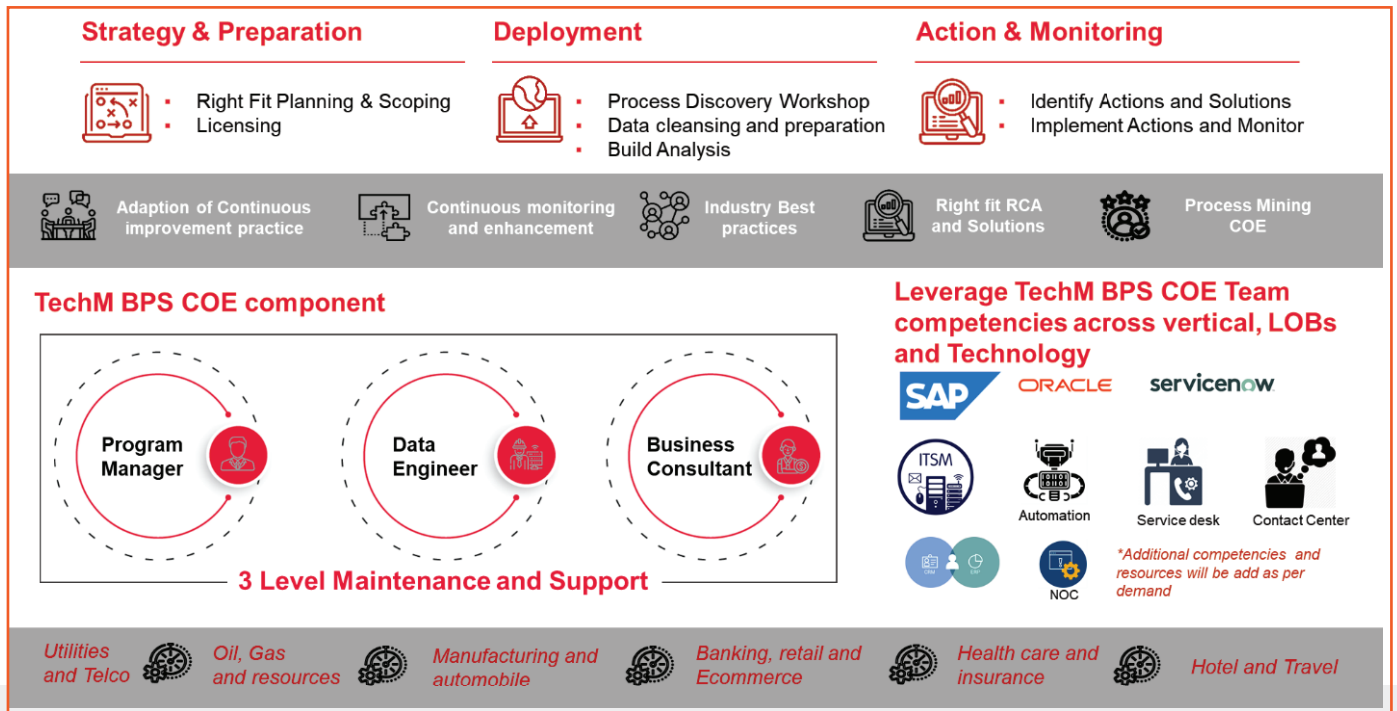### DATA MATCHING
Complete Process Insight

- Correlating desktop data with business data from transactional systems
- Matching based on IDs, activity and time stamp
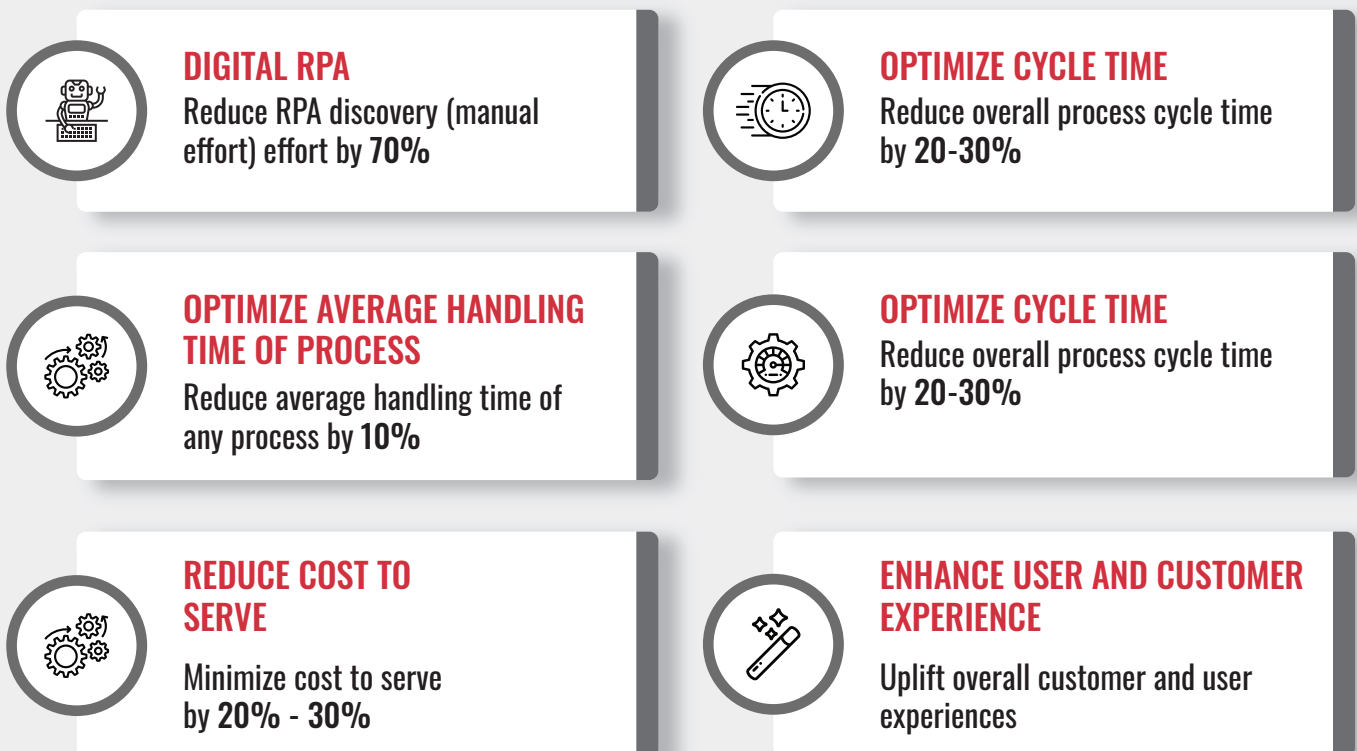
EXECUTION
Optimize Outcomes

- Leveraging the analysis for further insights and understanding the impact of each recommended action on business outcomes
- Enhancing process automation and operational apps with Task Mining Data

HOW DOES TASK MINING MANAGED SERVICE WORKS?

Strategy & Preparation
- Right Fit Planning & Scoping
- Licensing

Deployment
- Process Discovery Workshop
- Data cleansing and preparation
- Build Analysis

Action & Monitoring
- Identify Actions and Solutions
- Implement Actions and Monitor

Adaption of Continuous improvement practice	Continuous monitoring and enhancement	Industry Best practices	Right fit RCA and Solutions	Process Mining COE

TechM BPS COE component

Program Manager

Data Engineer

Business Consultant

3 Level Maintenance and Support

Leverage TechM BPS COE Team competencies across vertical, LOBs and Technology

SAP   ORACLE   servicenow

ITSM   Automation   Service desk   Contact Center

NOC

*Additional competencies and resources will be add as per demand

Utilities and Telco	Oil, Gas and resources	Manufacturing and automobile	Banking, retail and Ecommerce	Health care and insurance	Hotel and Travel

TASK MINING LED DIGITAL TRANSFORMATION BY TECHM

DIGITAL RPA
Reduce RPA discovery (manual effort) effort by **70%**

OPTIMIZE CYCLE TIME
Reduce overall process cycle time by **20-30%**

OPTIMIZE AVERAGE HANDLING TIME OF PROCESS
Reduce average handling time of any process by **10%**

OPTIMIZE CYCLE TIME
Reduce overall process cycle time by **20-30%**

REDUCE COST TO SERVE
Minimize cost to serve by **20% - 30%**

ENHANCE USER AND CUSTOMER EXPERIENCE
Uplift overall customer and user experiences

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