

## SUCCESS STORY

World's Leading Manufacturer & Service Provider of Jet Engines

# Maximized the Value of Procure-to-Pay Process with Process Mining Solution



## CLIENT BACKGROUND AND CHALLENGES

Our client is world-leading manufacturer and service provider of jet engines. It offers commercial, military, business, and general aviation jets, and turboprop engines and components; as well as avionics, electrical power, and mechanical system for aircraft.

The client sought an outside perspective to perform a high level assessment of their current P2P process. They wanted to identify process gaps, process violation and improve process efficiency by using Process Mining in an effective way. Client faced following Procure to Pay challenges -

- Slow Invoice Process Time
- Reduced Accuracy

- Lack of spend visibility
- Difficulty in data retrieval
- Financial Leakage

Invoices were manually processed each month and inefficient workflows lengthened the payment cycle and the company found itself with an overwhelming number of late payments.

They also had massive volume of digital data and wanted to analyze that to solve problems, mitigate risks, and seize new opportunities.

Thus, client wanted to bring all aspects of their P2P process into alignment and identify opportunities for improvement.

## TECH MAHINDRA'S METHODOLOGY AND SOLUTION

Our main focus was to provide a transparent view of Client's as-is process. Our team of experts helped the client deeply analyze their cumbersome P2P process in order to eliminate costly rework, identify stages for automation and optimize working capital. With the help of Process Mining we performed root cause analysis for drivers behind inefficiencies in the process chain. With our integrated approach to process improvement we developed competencies and best practices across all four phases (Define, Discover, Deliver and Demonstrate) to radically optimize procure-to-pay process. With Process Mining we helped the client to:

- Improve working capital by discovering the root causes of delays
- Enhance processes to improve reliability and drive throughput
- Monitor performance to ensure continuous improvement
- Better control factory floor operations

Define	<ul style="list-style-type: none"><li>• Determine scope/goals</li><li>• Process Discovery</li></ul>	<ul style="list-style-type: none"><li>• Kickoff Meeting</li><li>• Identify Use Case</li></ul>
Discover	<ul style="list-style-type: none"><li>• Locate and select data</li><li>• Extract data from data source</li></ul>	<ul style="list-style-type: none"><li>• Perform data cleaning</li><li>• Prepare and transform data</li></ul>
Deliver	<ul style="list-style-type: none"><li>• Verify Compliance</li><li>• Set-up skills in action engine follow-up</li></ul>	<ul style="list-style-type: none"><li>• Test and refine skills</li><li>• Identify root-cause for inefficiencies</li></ul>
Demonstrate	<ul style="list-style-type: none"><li>• Showcase impact on identified use cases</li><li>• Measure the results achieved</li></ul>	<ul style="list-style-type: none"><li>• Business documentation</li><li>• Technical documentation</li></ul>

## BENEFITS REALIZED



**Significant  
Cost  
Savings**



**Eliminated  
Complexities &  
Inefficiencies**



**Reduction in  
Process  
Violations**



**Reduced  
Order Cycle  
Time**



**Process  
Automation**

BE. Tech Mahindra Consulting

To know more, reach us at  
[befutureready@techmahindra.com](mailto:befutureready@techmahindra.com)



**Tech  
Mahindra**  
Connected World. Connected Experiences.