Drive digital transformation with IBM Process Mining

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01 Digital transformation

Today's businesses need to be effective and efficient to keep up with rapidly evolving business environments andstay ahead of the competition.

Digital transformation is the main driver of process optimization, but without a roadmap and clear steps for introducing technology to operationally dependent processes, business leaders struggle to find long-term benefits in process transformation and risk spending time and effort on low-value automation initiatives.

IBM sees digital transformation as an iterative, multistep approach for process reinvention. Our goal is to help organizations lower the risk of unseen problems, enable quick and reliable decision-making, and find the best automation opportunities to reach total process automation.



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Process mining: the foundation for digital transformation

The traditional process improvement approach doesn't address the challenges businesses face today. It is vital for companies to change and act with agility, and understanding business processes is the first step in process improvement.

Process mining is a process discovery, analysis and monitoring technique to help businesses succeed throughout the entire digital transformation journey.

Process discovery

Automatically discover and visualize processes using the data from IT systems and desktop user interactions. Analyze past process patterns, monitor real-time activities and predict future process trends.



Conformance checking

Visually verify the compliance and conformance of your process. Upload an existing Business Process Model and Notation (BPMN) reference model or define your process model directly with the business process analysis platform to start comparing where unexpected process deviations and reworks happen and how they affect lead time and costs.

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			25 steps	USD 174.76	125 day		

Root cause analysis

Focus on how work really gets done, where issues in the process are and why irregularities happen. Apply IBM® Process Mining root cause analysis or integrate your own AI or machine learning algorithm to get to the bottom of unwanted behavior.

Advanced analytics

Build custom dashboards in minutes with the drag-and-drop online editor. From simple tables to multidimensional bubble charts, you can identify new patterns and grasp difficult concepts using advanced data visualizations.

KPIs and metrics

Define and evaluate standard or customized key performance indicators (KPIs) relevant to your company. Visualize KPI impact on the process model using custom concepts in context.



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IBM Process Mining unique differentiators and capabilities

In addition to the aforementioned core process mining features, IBM Process Mining provides businesses with a digital twin of an organization (DTO). A DTO can derive a virtual copy of your process model, enabling you to pursue continuous improvement initiatives based on how your process is operating.

The creation of a DTO is enabled by the unique capabilities of IBM Process Mining, such as:

Multilevel process mining

A multilevel process is a complex process, like procure to pay, containing entities that have many-to-many relationships. Traditional process mining techniques fail to deal with data divergence and convergence issues that characterize these complex business processes.

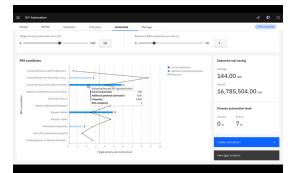
Multilevel process mining shows how activities in one entity have a chain reaction, creating bottlenecks and deviations in the process of another entity. This means you'll never have to wonder, for example, whether your process changes eliminated inefficiencies in purchasing but created bigger inefficiencies in invoicing.

Decision Rules Miner

Business rules increase the reliability and quality of your process model. Discovered business rules enhance comprehension of the process from a business perspective, which increases confidence when selecting activities for improvement and decision-making.

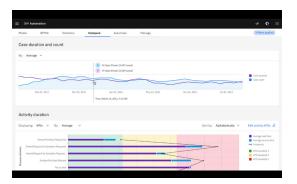
Task mining

Task mining is the discovery, monitoring and analysis of desktop user interaction data. After task mining discovers the most frequent tasks in a process, IBM Process Mining automatically identifies the best candidates for automation, taking the guesswork out of robotic process automation (RPA) implementation. You can then create what-if scenarios of your process using the IBM Process Mining simulation engine to quantify the value added from the bots you wish to implement.



Simulation

Simulate changes in your DTO. Test an unlimited number of automation scenarios and quickly disqualify changes that don't add value. For seamless, benefits-driven automation implementation, calculate the expected ROI and overall process impact to determine the changes you want to make before taking action or making investments on the real process.



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Cross-industry solution

Visualize and analyze your core processes. Transform data from fragmented systems into transparent visualizations to identify opportunities to improve processes, reduce complexities and obtain complete control of global practices and KPIs. IBM Process Mining can help drive digital transformation and continuous improvement in every industry, including:

- Automotive
- Banking and financial services
- Energy and utilities
- Government
- Healthcare
- Insurance
- Manufacturing
- Retail



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05 Client success stories

From growing businesses to Fortune 500 corporations, we fulfill our promise to innovate to help our clients run at their best, with continuous operational improvements in different contexts and industries.

Banking

Credito Emiliano S.p.A. (Credem) is one of Italy's top banks. It began its digital transformation journey with its back-office operations. Since its adoption of IBM Process Mining solutions, Credem has implemented 63 automations, saving approximately EUR 1.1 million and reducing the time its employees spend processing loans by 70%.

Automotive

A large automotive company needed to migrate from its traditional ERP platform to a new cloud-based solution. The client turned to process mining to analyze how its undocumented service entry process was performed so that it could record and improve critical steps before transferring the process to the new ERP tool.

Government

One of America's largest state governments integrated a second SAP management system into its procurement process but couldn't monitor the impact of the new system or detect deviations during the procurement process. It turned to process mining to analyze and monitor the impact of the new system. The outcome was a new levelof visibility that helped the state eradicate process gaps, manage and monitor process activities, and develop a successful governance structure.

Manufacturing

A multinational manufacturing company wanted to analyze its order-to-cash process to identify automation opportunities and critical activities to reduce costs and time. The client used process mining capabilities to make quick, data-backed automation decisions in the line creation activity, resulting in EUR 50,000 in savings and an average decrease in lead time of 3 days.

To read our case studies, visit our webpage.



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Flexible deployment

IBM Process Mining is offered onpremises on the RedHat®OpenShift®Operator Modulefor all the IBM Cloud®Paks for Automation and as a service in IBM Cloud Pak® for Business Automation.

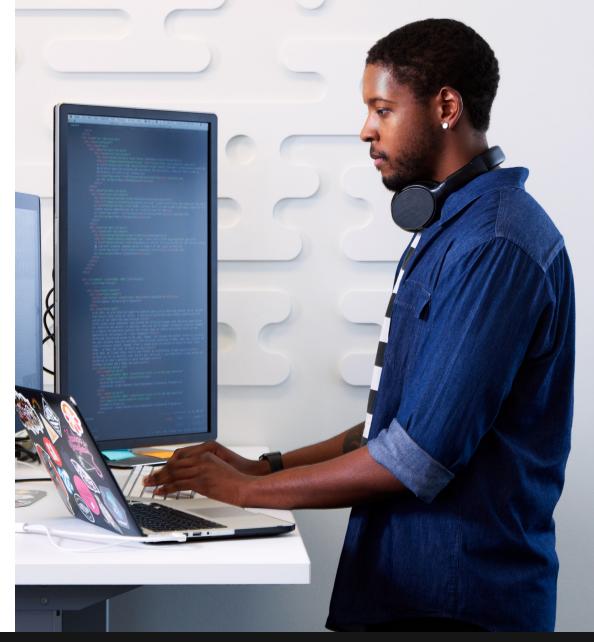
Strategic integration

IBM Process Mining is included as a foundational component across all the IBM Cloud Paks for Automation and can be used with all available Cloud Pak solutions such as workflow, RPA and IBM App Connect to help organizations assemble complete, intelligent automation capabilities.

Free process mining courses

We offer free e-learning courses on IBM Process Mining to get an in-depth knowledge of how to analyze processes using the solution's features.

Try the free IBM Process Mining Trial.



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