

Drive digital transformation with IBM Process Mining

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Digital transformation

Today's businesses need to be effective and efficient to keep up with rapidly evolving business environments and stay 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.



02

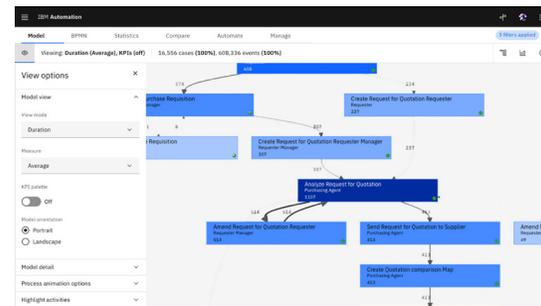
Process mining: the foundation for digital transformation

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.

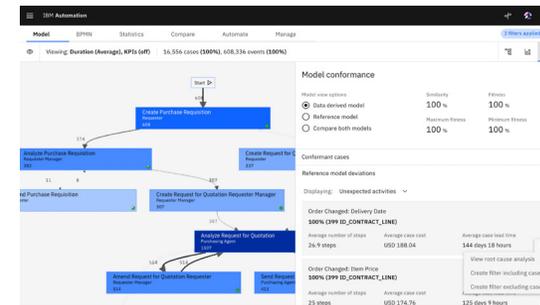
Process discovery

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.



Root cause analysis

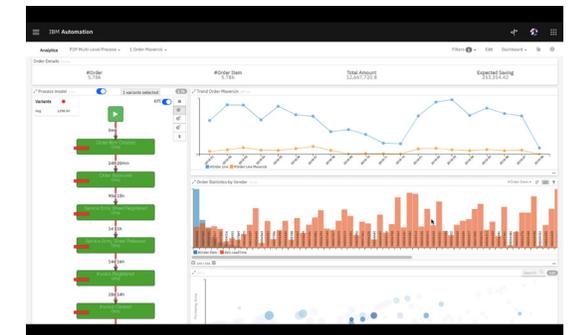
Focus on how work really gets done, where issues in the process are and why irregularities happen. Apply IBM® Process Mining root cause analysis or integrate your own AI or machine learning algorithm to get to the bottom of unwanted behavior.

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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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



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 level of 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](#).



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.

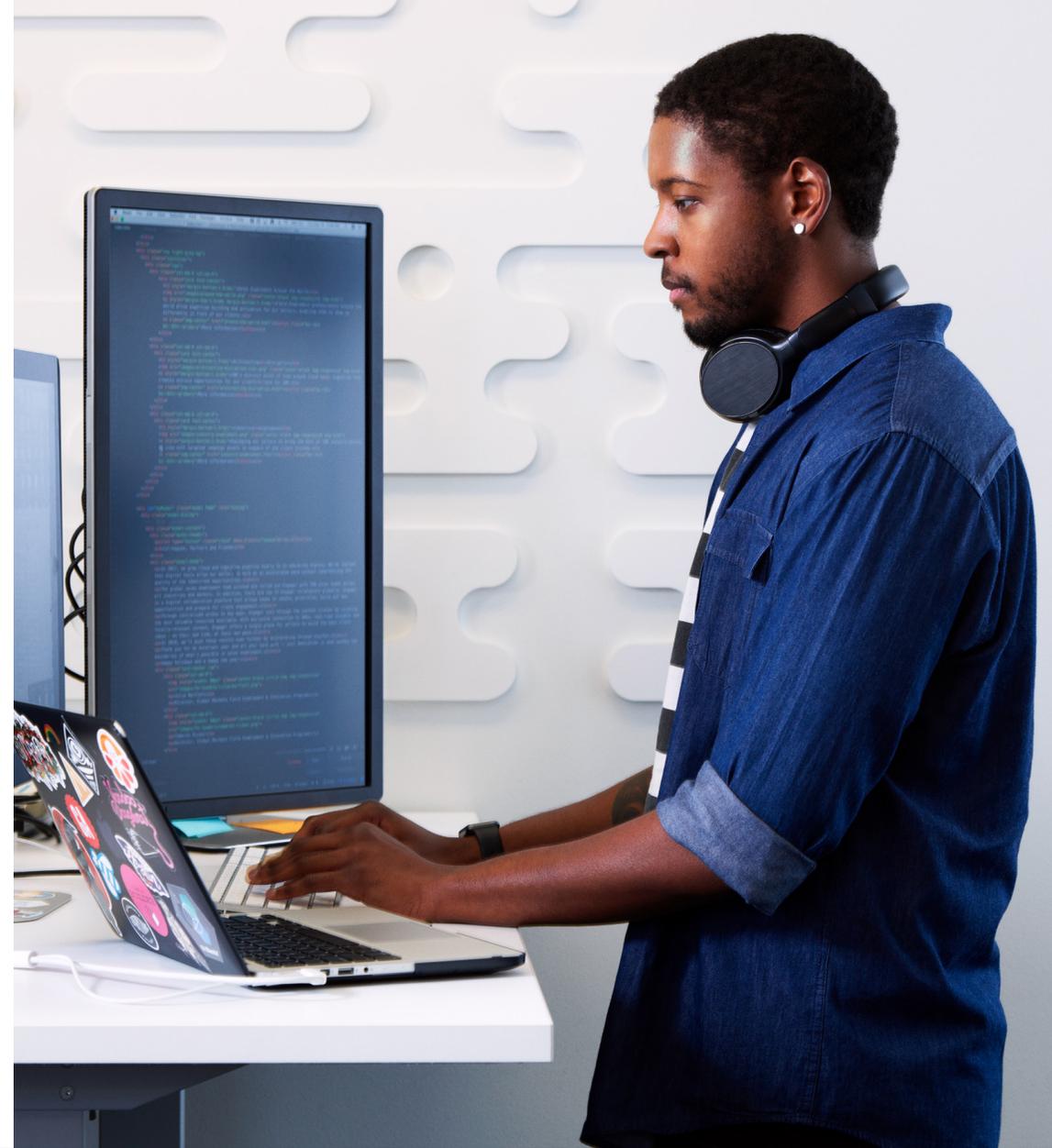
Strategic integration

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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