Process Mining: Enabling New Types of Transformation Through Process Analytics
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Process Mining: Catalyst for Transformation

Shared Services Conference

17th November 2021
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What is so powerful about Process Mining

**What is process mining?**

**System / Process Mining**
- Utilises system log data to track specific case IDs, and identify end to end processes, across core systems throughout the organisation.

**Surface / Task Mining**
- Utilises desktop recording and ML algorithms, to identify sequences of activities completed by single users or teams.

**Powered by:**
- Celonis
- Signavio
- NICE
- Fortress IQ
What is so powerful about Process Mining

What is process mining?
What is so powerful about Process Mining

Where can it be used?

Core Shared Service Center Processes

Supply and distribution
- Purchase-to-Pay
- Transportation Mgmt

Customer
- Incident Mgmt
- Order-to-Cash
- Customer Service Mgmt

Finance and administration
- Accounts Payable
- Accounts Receivable
- Reporting
- Tax operations
- Hire-to-Retire
- IT Service Mgmt
- Health & Safety Mgmt
Why we’re seeing such growth in the market

Rapid Market Growth
40-50% CAGR 2018-2028
£8-10bn Spend Over the decade

Three key drivers for growth:

1. Increasing adoption of automation, digital and wider technology solutions, at pace, to improve performance, productivity and efficiency
2. Enables leaders to make good data-driven decisions
3. Now a wider range of applications of mining, to high value business activities from customer on-boarding, complaints, claims, clinical trials, or order to cash – whatever creates value in each organisation

Source: Deloitte Process Mining Survey 2021
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How to get the most value from mining and execution

1. A critical tool to understand your organisation
   - Forensic insight to drive change
   - Real time KPIs for day-to-day operations
   - Data-driven strategic decision making

2. Different approaches being taken
   - Connecting for value
   - Getting the balance between too little and too much data
   - Delivered through a set of improvement capabilities

3. Enabling existing and emerging techniques
   - Process simplification and automation
   - Fundamental re-design and E2E transformation
   - Continuous evolution

In our Deloitte global process mining survey:
- 43% of respondents will use process mining to accelerate digital transformation
- 42% expect to use process mining for process monitoring

Source: Deloitte Process Mining Survey 2021
The attributes and best practices of successful organisations

- **Cross-Dept Alignment**
  - 58% of respondents identified cross-departmental alignment as key to successful implementation

- **Quality Data**
  - Over half of respondents called out good quality data as critical to success

- **Clear Targets**
  - Nearly half of respondents highlighted clear target setting as essential

- **Leadership Commitment**
  - Over 40% of respondents stated leadership commitment as important

Source: Deloitte Process Mining Survey 2021
Where to begin...

1. Select priority process area
2. Set up real-time data connection
3. Analyze data and validate insights
4. Drive user rollout and value realisation
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think BIG
START small
scale FAST

Source: Deloitte Process Mining Survey 2021