

PROCESS MINING & RPA

THE PERFECT MARRIAGE



PARTNER



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Introduction to Robotic Process Automation

Robotic Process Automation (RPA) provides the means to help organizations automate some of the employees' daily activities. So-called "bots" perform these tasks based on specific algorithms. Bots are software applications that are deployed into the company's IT systems to run tasks that were previously human-driven.

RPA can substitute those human-driven processes that are standardized, repetitive, occur in high volume, and don't require human-decision making. Automating processes that don't fall under these criteria may multiply the number of flaws and potential errors that occur within these processes.

Being technologically secure, stable, and scalable, RPA can be implemented across multiple sectors, including BFSI, energy, utilities, manufacturing, telco, banking, and even retail.

Benefits of RPA



Reduction in costs

- Decreases operating costs
- Improves flow rate
- Decreases cost of workforce



Considerable improvements in processes

- Allows for more efficiency in far less time
- Permits the flexibility to change or add processes when required



Reallocation of resources to more worthwhile functions

- Takes on the burden of repetitive tasks
- Allows employees to focus on greater value assignments



Increased productivity

- Mitigates tasks that are prone to human error, or hiccups
- Launches virtual/digital workforce rapidly and painlessly



Improved quality

- Increases transparency, compliance, and ability to carry out audits
- Improves consistency by way of standardizing processes



Optimizing the customer experience

- Removes employee errors, increasing customer satisfaction



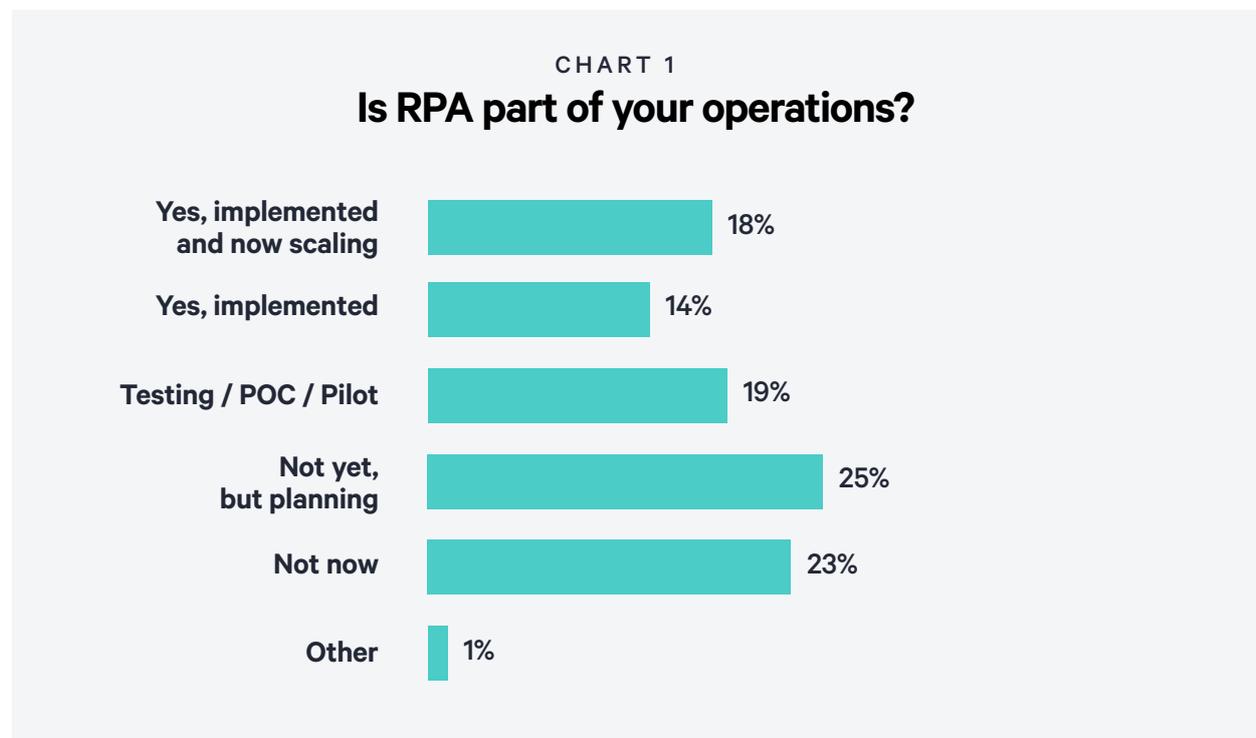
Improved compliance

- Every action taken by RPA is recorded for audits



The Future of RPA

With growth continuing to accelerate in RPA, [Forrester](#) states that RPA will reach roughly \$3B by the year 2021.



The chart above demonstrates that the adoption of RPA within companies, worldwide, will continue to increase over the coming years. More than 75% of respondents are either planning, have started testing, already implemented, or are in the midst of scaling Intelligent Automation such as RPA into their daily operations. The capabilities will expand as well in managing customer-related and external processes.

“ On the horizon, we will see the rise of RPA Version 2.0. This will bring about the use of AI and put businesses closer to Digital Transformation, providing companies the tools needed to succeed in the future.

Michal Rosik, CPO at Minit



How to Avoid RPA Failures

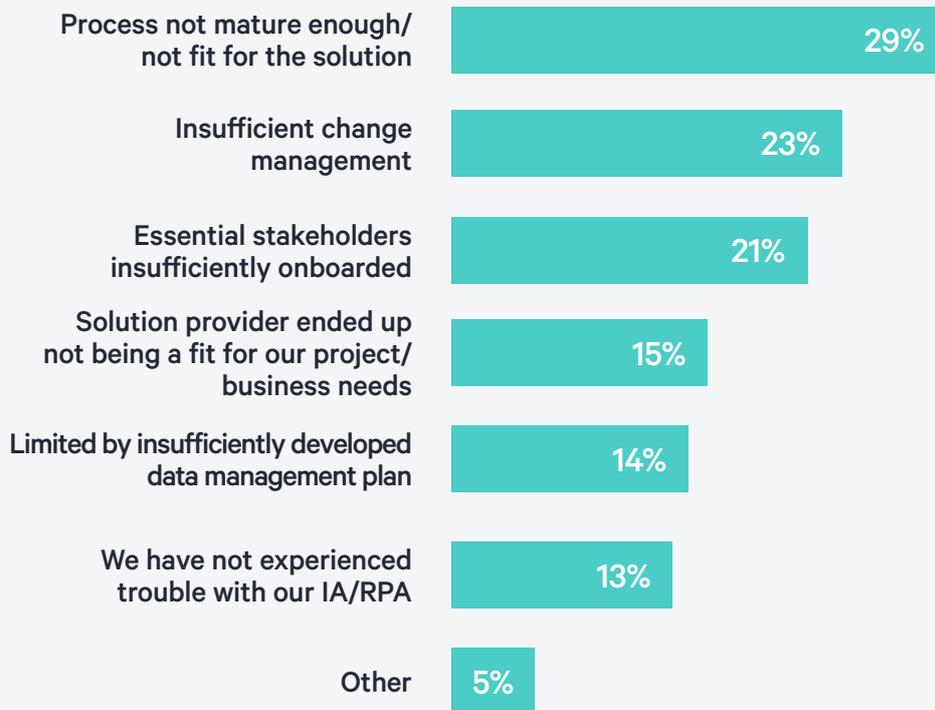
Before moving forward with RPA, it's always good to think, analyze, and optimize first. While automating processes creates benefits, automating improperly optimized processes creates risk of failures, delays, and higher costs of RPA projects.

Deploying RPA bots into broken processes leads to frustration and misunderstanding of the significant role RPA plays in the Digital Transformation of businesses.

As with any other project, RPA presents its own challenges. Based on the survey responses from Shared Services, companies identified multiple obstacles in running their RPA initiatives smoothly.

CHART 2

Why did your RPA project run into trouble? (Respondents could select up to 3 options)



1 Automating the Right Processes

Nearly a third (29%) of the respondents said that their processes were not mature enough or were not a fit for the RPA solution. The automation of ill-functioning processes usually multiplies the inefficiencies and flaws, making the RPA project a fiasco, rather than a blessing.

Therefore, meticulously knowing organization's processes is the first step towards eliminating this obstacle. [Process Mining](#) provides the most fitting solution, helping organizations discover, monitor, and analyze their processes, while also providing a complete picture of processes as they run. Thanks to Process Mining, organizations can thoroughly and responsibly choose the most suitable and most ready processes for their RPA initiatives.

2 Getting Everyone on Board

Insufficient change management and insufficient onboarding of key stakeholders have been reported by 23% and 21% of the respondents, respectively. Getting the key managers and employees on board, as well as educating and informing every employee whom the change may affect, is a crucial, yet often omitted step.

Creating a dedicated project team whose only goal is to make the RPA project implementation smooth, in high quality, and on time is highly recommended. One of the key roles in such a team should be an RPA Change Manager, who overlooks the transition phase and makes sure everyone understands the why, as well as the how of the RPA initiative.

3 Searching for the Right Partner

Even though only 15% of the organizations said that the solution provider was an issue for their RPA project, it's one of the essential decisions an organization must make to secure its quality, reliability, timelines, and successful implementation.



The Perfect Marriage: RPA with Process Mining

Process Mining is a necessary step before launching any RPA initiative, as well as being vital during and after the project.

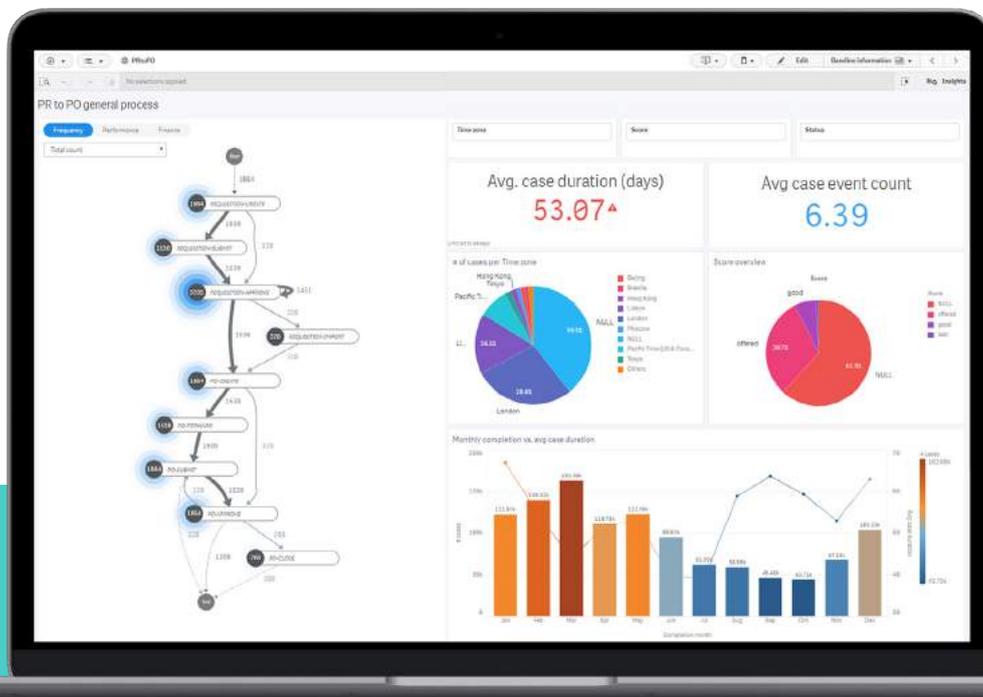
In the initial phase of the RPA project, Process Mining helps identify the right candidates for business process automation, and it points out those that have the largest potential.

In the deployment phase, Process Mining can provide the best scenario for running the bot, while also helping to test the bot before it goes live into production.

In the post-deployment phase, it is necessary to continue monitoring the bot for its efficiency, which is an ideal task for the software. It can also provide companies with data for a before/after scenario to determine the ROI of the RPA initiative.

What is Process Mining, Exactly?

Known as “as-is” vs “to-be,” Process Mining analysis provides a clear and complete picture of how a company’s processes really work, in contrast to how employees think they should work. A manager used to get this analysis through employee interviews. The downsides of such an approach are obvious: subjectivity, limited view, inaccuracy.



To accurately tell decision makers the difference between what’s on paper and the real state, Process Mining solutions step onto the scene. They take all the relevant data from the company’s IT systems’ event logs to map and analyze the processes as they really happen.

Process Mining works with data from company's IT systems



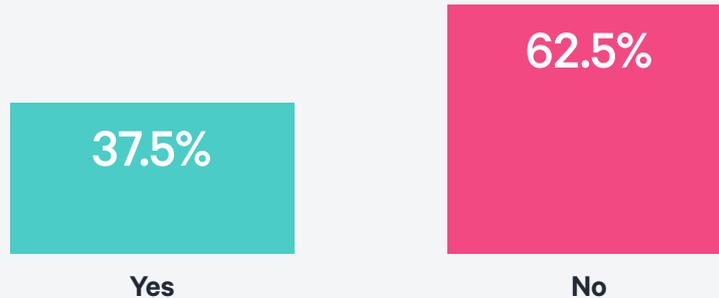
Resulting in an interactive process map and deep analytics, the software brings to the surface each and every bottleneck, delay, inefficiency, rework, deviation, and redundant activity. Based on the results, Process Mining helps managers optimize process flows, which later transforms into cost savings, shorter processing times, higher efficiency, and, all in all, higher revenues and customer satisfaction.

Just after running a thorough analysis and optimization of the processes, based on Process Mining results, the organization is ready to launch and deploy the RPA bots into their infrastructure. However, it doesn't stop here.

Once the bots are in use, Process Mining software continues to monitor automated processes, handles exceptions, and uncovers opportunities for further automation. Deploying the bots only means that the tasks are now being automated, but continuous monitoring is necessary in order to make sure that it is all being done well.

CHART 3

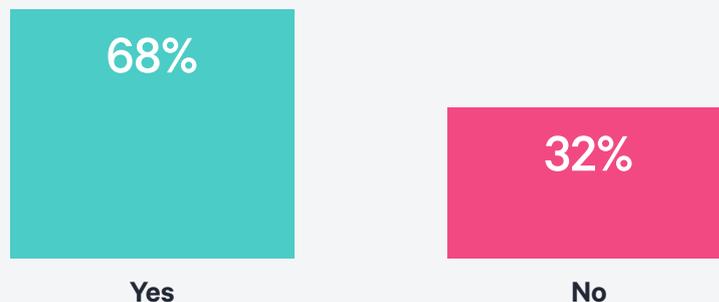
Do you use Process Mining?



As chart 3 illustrates, almost 40% of the organizations are already using Process Mining as part of their operations, which is imperative for any RPA initiative. Process Mining is moving beyond a technology hype and into an everyday tool, sought after by enterprises globally. According to SSON's sister network, the PEX network, there is increasing interest in Process Mining, with almost 70% of the respondents ready to use the software within the next 6-18 months.

CHART 4

Are you going to be using Process Mining in the next 6-18 months?





Why Are Companies Investing in Technologies Like RPA and Process Mining?

As the chart below discloses, 38% of the Shared Service organizations identified Intelligent Automation (e.g. RPA) and 34% Process Mining as an area they are looking into for their next investment.

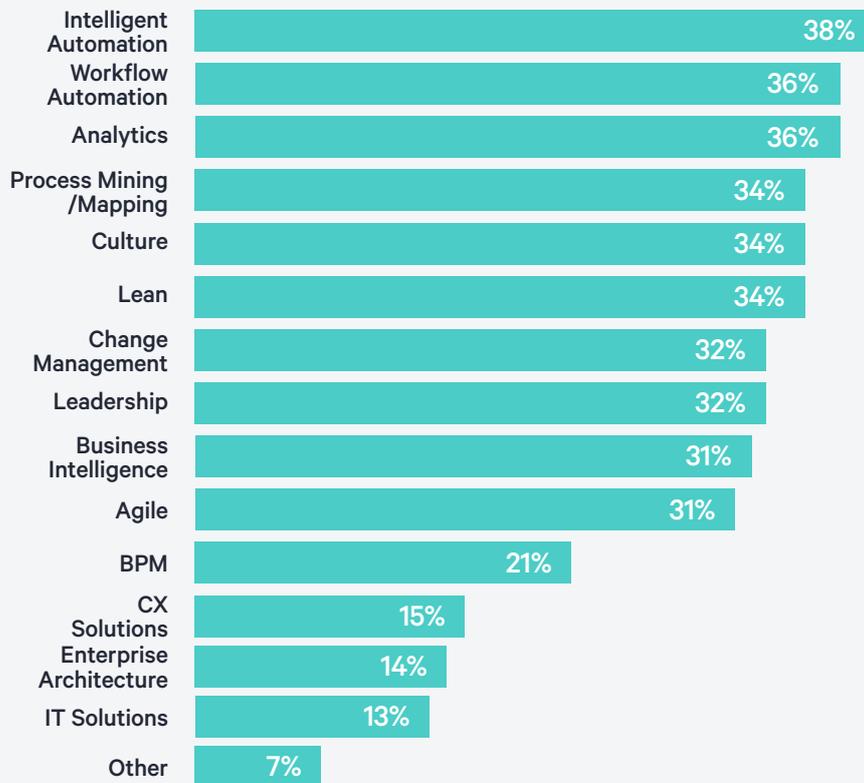
In an interview, [McKinsey](#) published a statement made by Leslie Willcocks, Professor at the London School of Economics, that companies who implemented RPA, have seen an ROI of 30% to 200% in the first year.

In addition, RPA projects help companies with compliance challenges, especially in highly regulated industries such as banking or insurance.

CHART 5

Which of the following areas are your most anticipated investment priorities or interests?

(Respondents could select multiple options)



Thanks to implementing a Process Mining solution, companies reported 21% saved process costs, 27% lower throughput time, and 30% higher efficiency.

Respondents in [Deloitte's Global RPA Survey](#) said that RPA “meets and exceeds expectations across multiple dimensions, including: improved compliance (92%), improved quality / accuracy (90%), improved productivity (86%), cost reduction (59%)”.

```
def update(self):
    """ Determine if direct
    if self.left < 0 or self
        self.dx = -self.dx
    elif random.randrange(se
        self.dx = -self.dx

self.check_drop()
```

How to Spot the Best Candidates for Automation?

To identify processes that are best suited for automation, organizations should look into these five criteria:

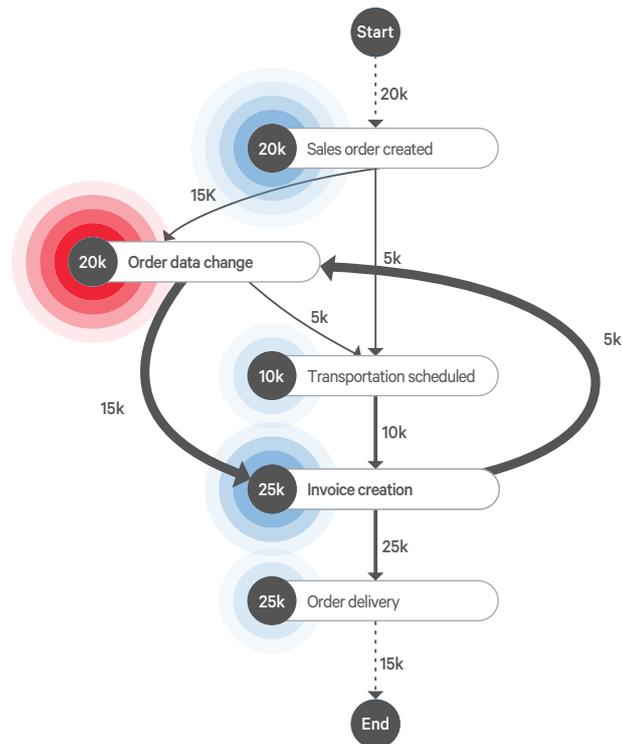
- **ROI.** It makes sense to automate the process from the perspective of seeing a return.
- **Standardization.** The process is based on rules which the bot can follow.
- **High volume.** The process is repeated frequently within the company and occurs in high volume.
- **Employee involvement.** The process requires human judgement and more complex decision-making. If so, it can be split into smaller tasks that can be divided between employees and bots.
- **Data.** The organization has structured data for the process that can be analyzed by a Process Mining tool.



Use Cases for RPA

Among the examples of processes that are typically being automated, and where the highest benefits can be achieved, are:

- > Purchase to Pay
- > Order to Cash
- > Customer Support
- > Payroll
- > Know-Your-Customer
- > Sales Analytics
- > Reporting
- > Employee Onboarding
- > Inventory Planning
- > and others.





4 Steps to RPA Excellence via Process Mining

1 Understanding Organization's Processes

Many processes have variations and deviations which the organization doesn't necessarily need to know. Decisions for automation based on incomplete understanding of the process can cause automation to fail outright.

2 Identifying the Best Scenario

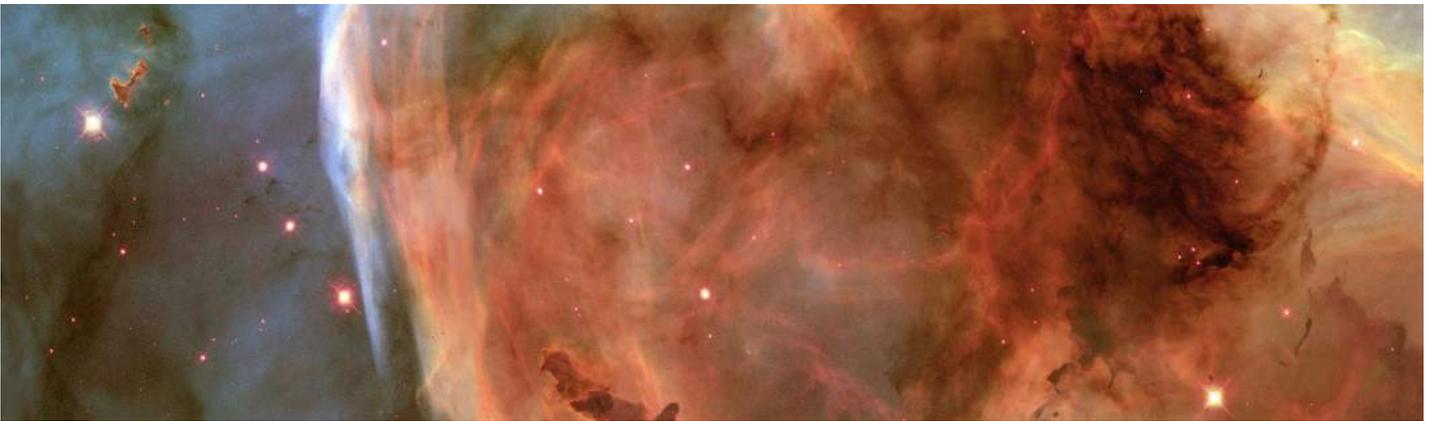
With Process Mining at hand, organizations can identify the most efficient variant of the process for the bot, as well as testing it before going live.

3 Monitoring the Bot

To keep the bots working properly and effectively, organizations should be monitoring them through Process Mining even after the RPA project is live.

Evaluating the Benefits

Validating ROI of the RPA action through Process Mining, such as throughput times, continuous compliance checking, and other metrics, is the best start for Digital Transformation within the organization.



Summary

According to many experts, Robotic Process Automation is the next big thing in the Digital Transformation of enterprises. After the successful deployment of robots in manufacturing, even the service industry has started implementing the solution, based on the state of the technology.

Organizations can benefit from the use of human potential in multiple areas, other than just repetitive and error-prone tasks employees tend

to work on daily. Understanding, advice, skills, judgement, and decision-making are traits humans excel in.

It's time that companies start to value them and free up employees from mundane activities. Maybe this was not possible in the past, but with today's modern technology of Robotic Process Automation (RPA), it's the best way to go.

As this report proves, RPA provides clear and tangible benefits that organizations can build upon to further serve their customers and, eventually, increase their revenues.

However, any RPA initiative without previous process analysis is most often doomed to fail. Therefore, Process Mining is a necessary step towards understanding processes, their variants and deviations thoroughly, which later leads to a successful RPA implementation and thriving businesses.



PROCESS MINING: 4 SUCCESS STORIES

WITH SPECIFIC USE CASES
& BEST PRACTICES

[Get the Guide](#)



About Minit

Minit is one of the leading providers of Process Mining software globally. The solution helps organizations achieve excellence in their daily operations through process discovery and mapping, as well as process analysis and optimization. Clients choose Minit's solution for its powerful, while very easy-to-use, functionality combined with exceptional service and business model flexibility.

Ready to see Minit in action?

TRY MINIT

**Gartner's Market Guide
For Process Mining 2019**

named as a Leading Provider of
Process Intelligence Solutions

**Finalist
PEX Global Awards 2017**

the Best Technology-Enabled
Process Improvement Project

**Winner
bpmNEXT 2017**

the Most Innovative Real-Time
Process Deviance Monitoring