partners 2 innovate

delivering continuous innovation

Process Mining

Infor Process Intelligence

p2-i Team

p2-i Services

Deliver strategically

Strategic Partner, focused on delivering cloud solutions to drive targeted business outcomes and value for Infor customers with a high focus on Time to Value.

Innovate

Offering innovation and in-depth expertise to our customers and provide valuable insights with data analytics and AI grounded within industry.
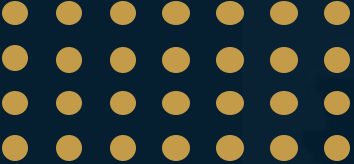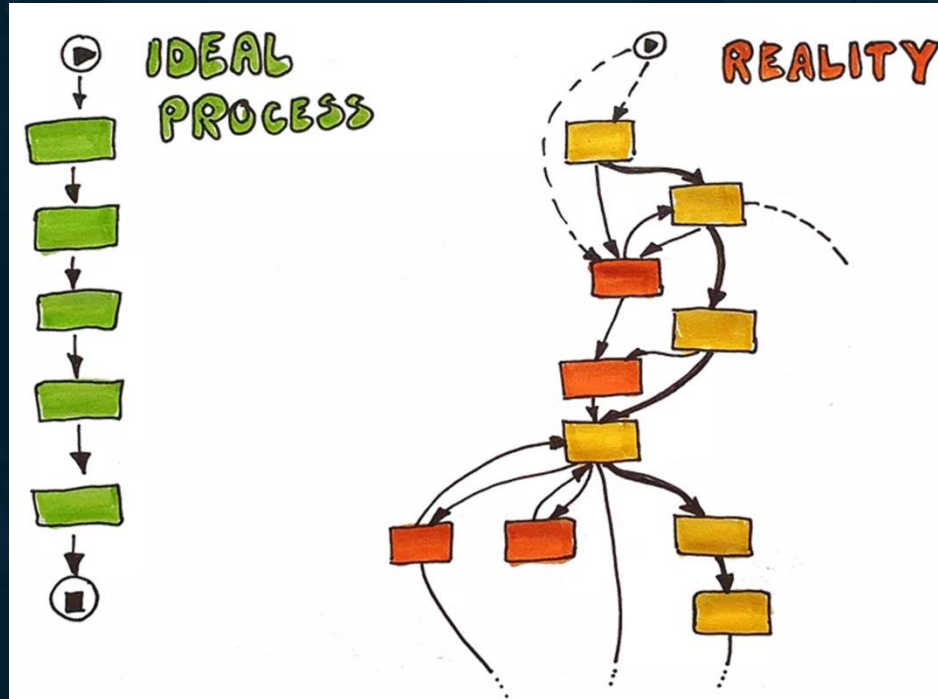
Optimise & drive Adoption

Maintain and optimise customer's cloud solutions, ensuring they adopt new processes, features and functions and get the most out of their transformation.

Agenda

1. Introduction
2. Process Mining in Work

What is the problem we address?

Picture by Seeburger

What is process mining

- Where BI answers the question about "what" and "when", Process Mining helps with identifying the "Why":

  - By visualizing the business process that impacts the KPI and highlighting issues, non-conformance, bottlenecks that are negatively affecting the business performance.

  - And identifying opportunities for improvement (continuous).
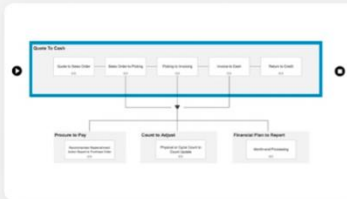
Why process mining

- Enable process visibility and analysis
- Highlight compliance and conformance issues
- Allow efficiency improvement
- Address training and knowledge issues
- Address data and master data issues
- Improve process flows

Process Mining tools

Microsoft

Celonis

Signavio

IBM

Why INFOR Process Mining

- 💡 Process integration
- 💡 Data integration
- 💡 CloudSuite integration
- 💡 Implementation integration

Infor Process Viewer
- Take advantage of included industry specific business process models covering standard solution capabilities, integrated with Infor CloudSuites

Infor Process Modeler
- Extend the industry specific business process model with your own content
- Improve the adoption of the organization's documented processes

Infor Process Mining
- Gain unparallel visibility into business processes in record time
- Bridge gap between process models and actual process execution
- Optimize business process operations based on empirical data

Process Intelligence

Process Mining – how does it work?
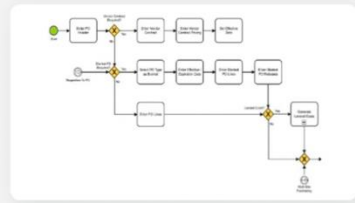
The process model implemented
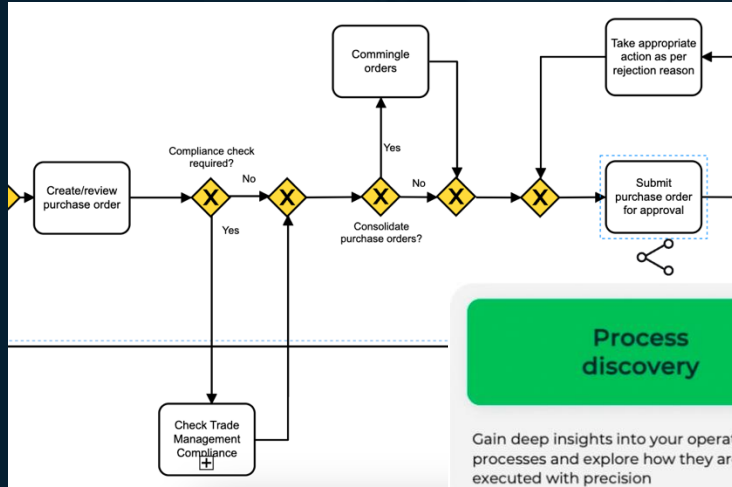
Process optimization questions:
- Is the process correct?
- Are all steps executed?
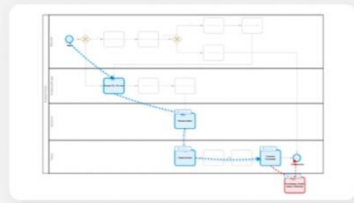- Are there variants of this process happening?

Process discovery

Gain deep insights into your operational processes and explore how they are executed with precision
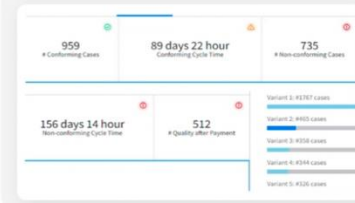
Uncover non-conforming variants

Uncover process inefficiencies by identifying non-conforming variants that diverge from your standard process model

Identify critical bottlenecks

Streamline operations by pinpointing time-consuming activities in your process

Performance excellence with industry benchmarking

Before we start

- To analyse processes, we require:

  - Process Model: The process model to analyse

  - Objects: the objects we focus on in the analysis

  - Data: the "instances" (every single time an event or instance of the object in the business model occurred) to analyse

  - Insights: Widgets in the Insights module help us to effectively analyse the process models
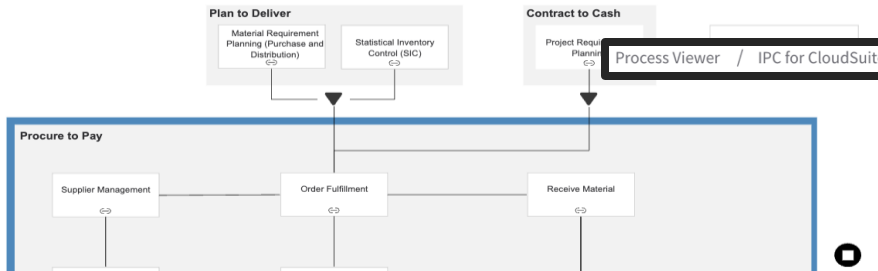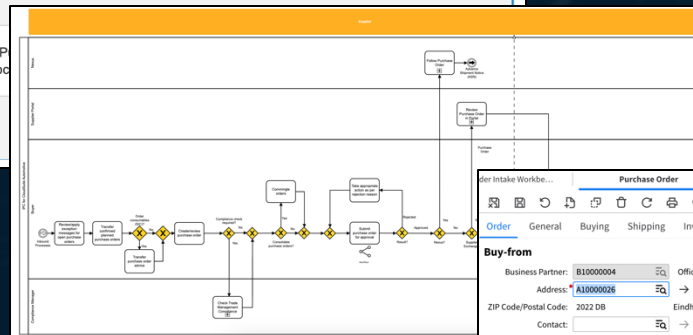
The Process Models are modelled in Infor Process Intelligence
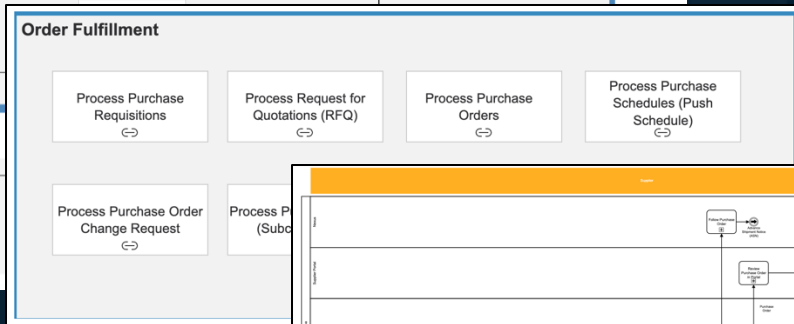
The Process Model is a desired flow of events happening to specific end-to-end business process, which, in process mining terms, is represented by multiple "objects".

Both an Order Header or an Order Line are "objects" in process mining terms. Objects have "events" and "attributes".

Process Mining Object

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Event

Attribute

Process Mining data definitions are organized hierarchically

- 💡 CloudSuite
    - 💡 Process
        - 💡 Object
        - 💡 Events
        - 💡 Attributes

```
                        ┌─────────────┐
                        │   Process   │
                        └─────────────┘
                               │
                 ┌─────────────┴
          ┌─────────────┐              ┌─────────────┐
          │   Object    │              │   Object    │
          └─────────────┘              └─────────────┘
             │       │
      ┌──────────┐ ┌────────────┐   ┌──────────┐ ┌────────────┐
      │  Events  │ │ Attributes │   │  Events  │ │ Attributes │
      └──────────┘ └────────────┘   └──────────┘ └────────────┘
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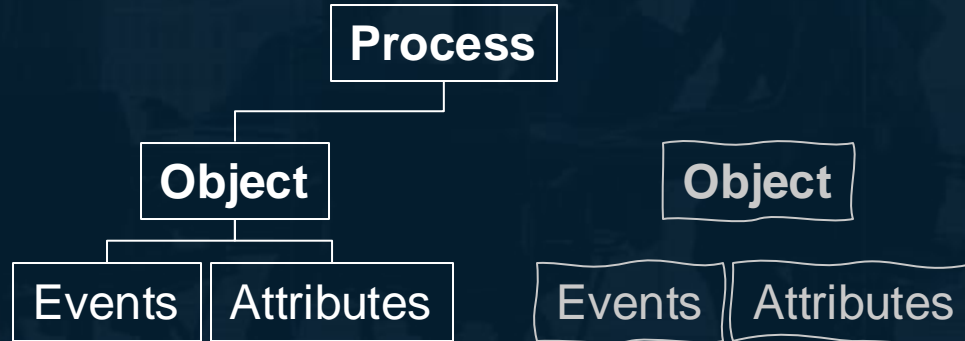
Cases are used for analytics

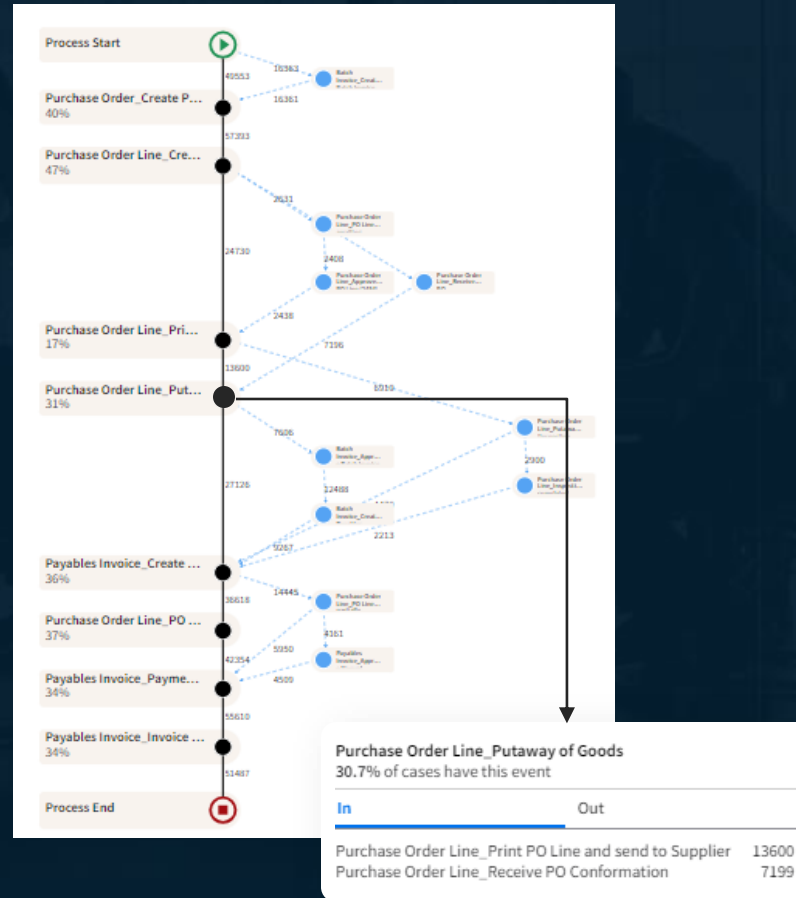- The Case Count is a metric that calculates the number of cases based on the specified configurations. Cases can be based on following:

  - Process flow – the case count is calculated on a defined process flow.

  - Event – the case count is calculated on the defined events.

  - Attribute – the case count is calculated on the defined attributes.
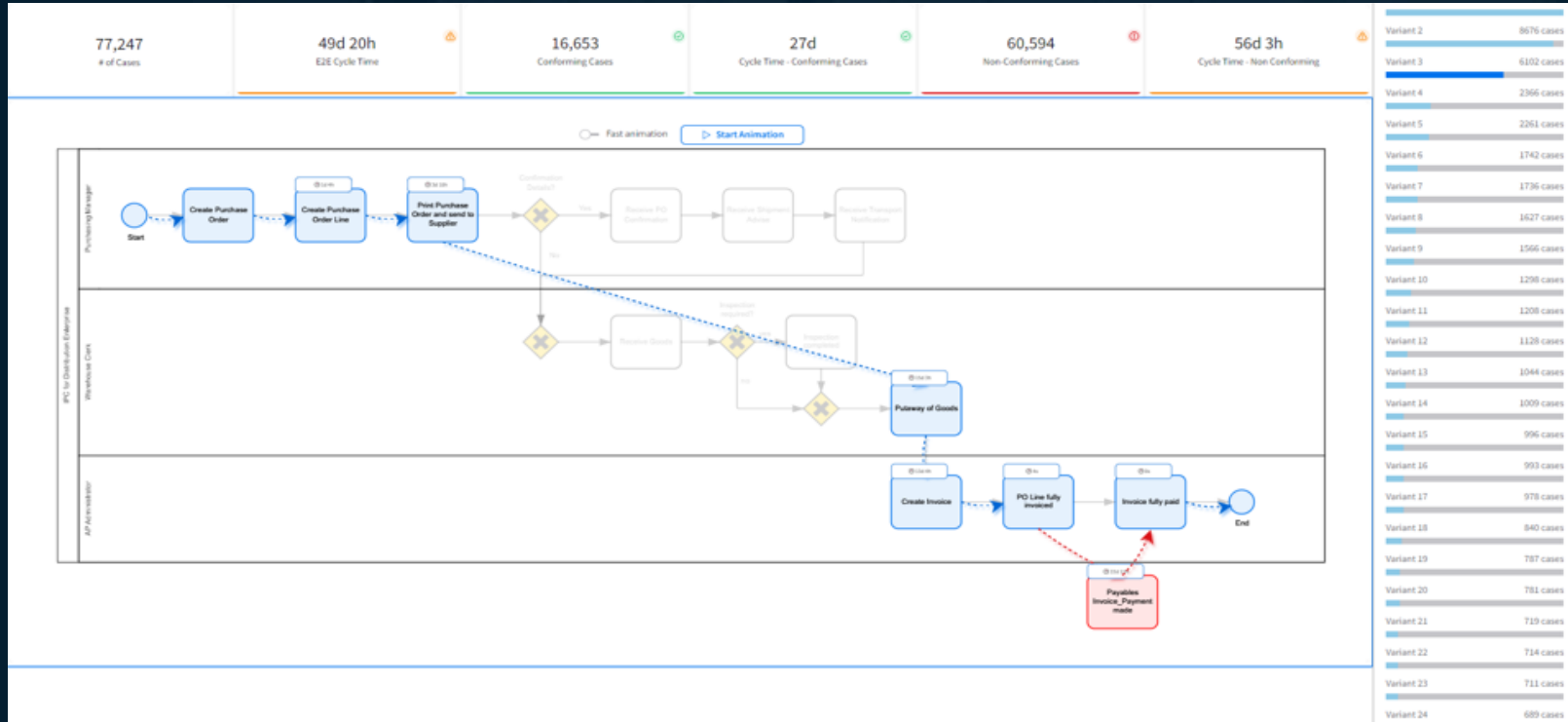
Analysing using Infor Insights
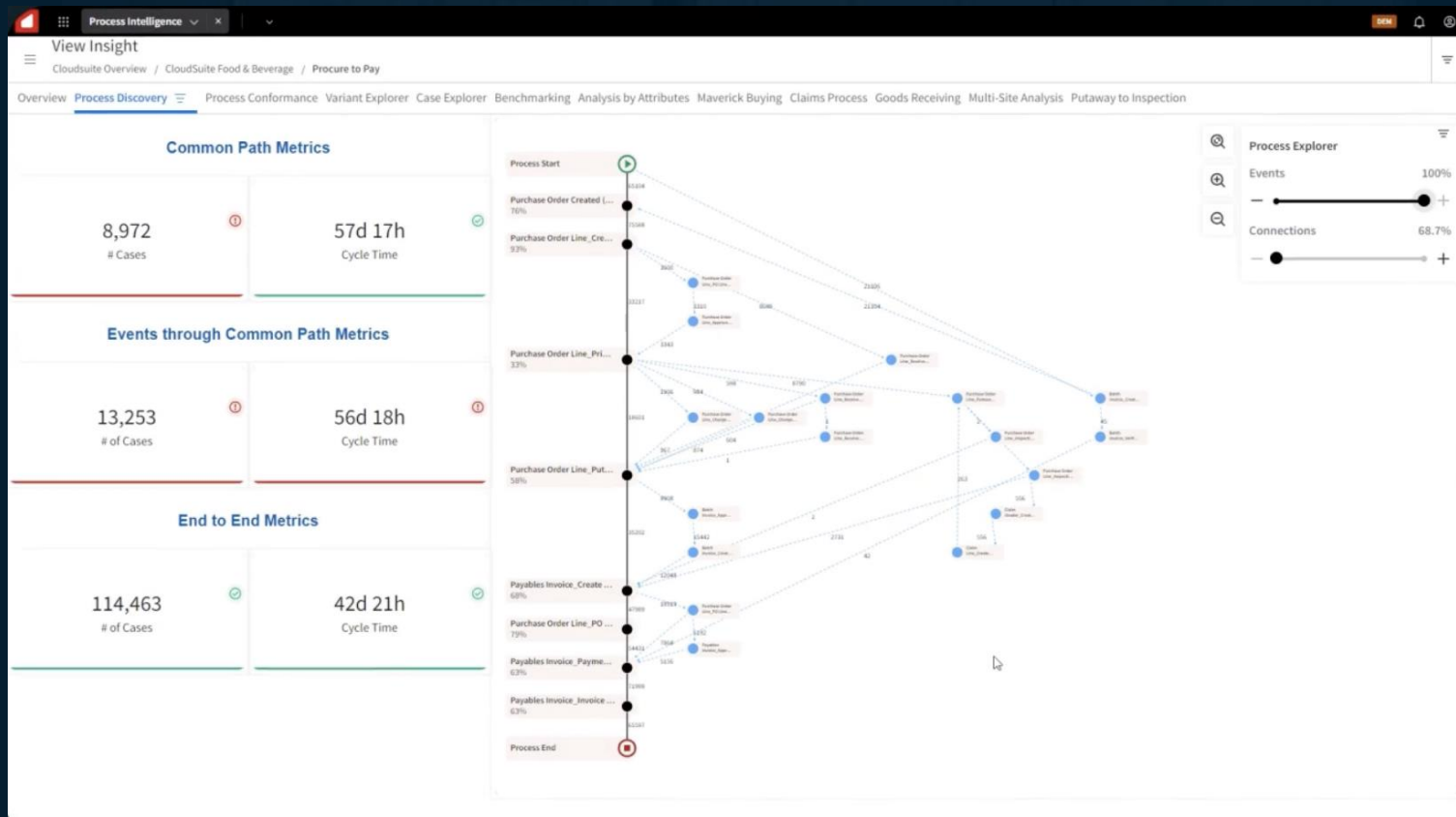
Process Explorer

Variant

Compliance

959
Conforming Cases

89 days 22 hour
Conforming Cycle Time

735
Non-conforming Cases

156 days 14 hour
Non-conforming Cycle Time

512
Quality after Payment

Variant 1: #1767 cases

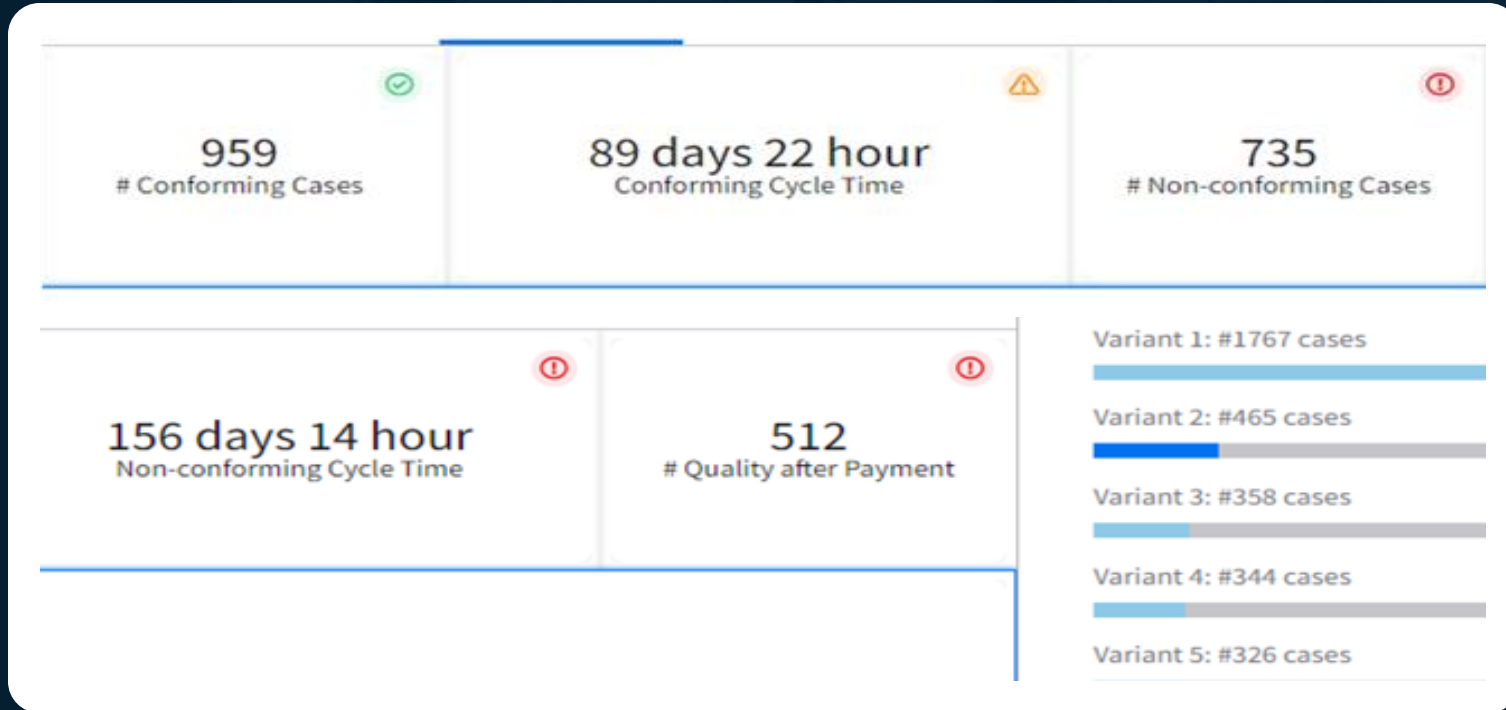Variant 2: #465 cases
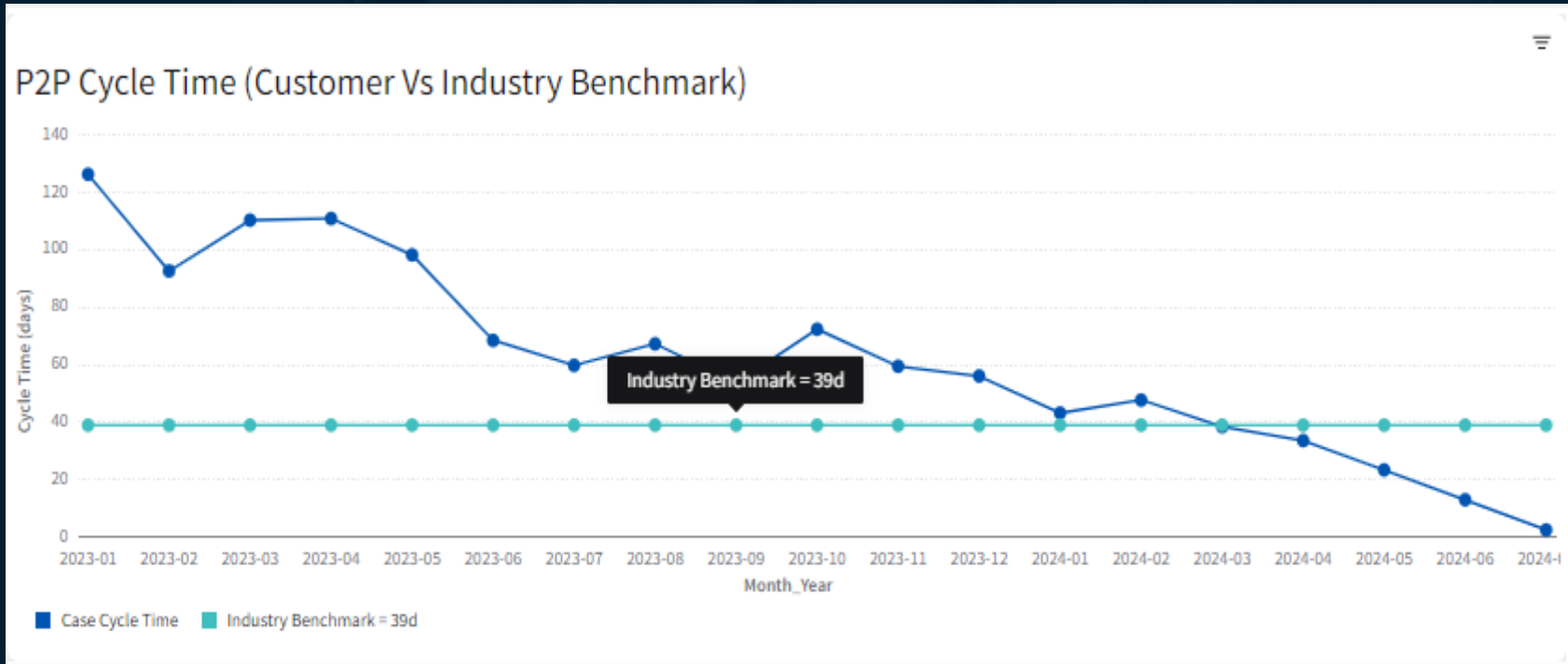
Variant 3: #358 cases

Variant 4: #344 cases

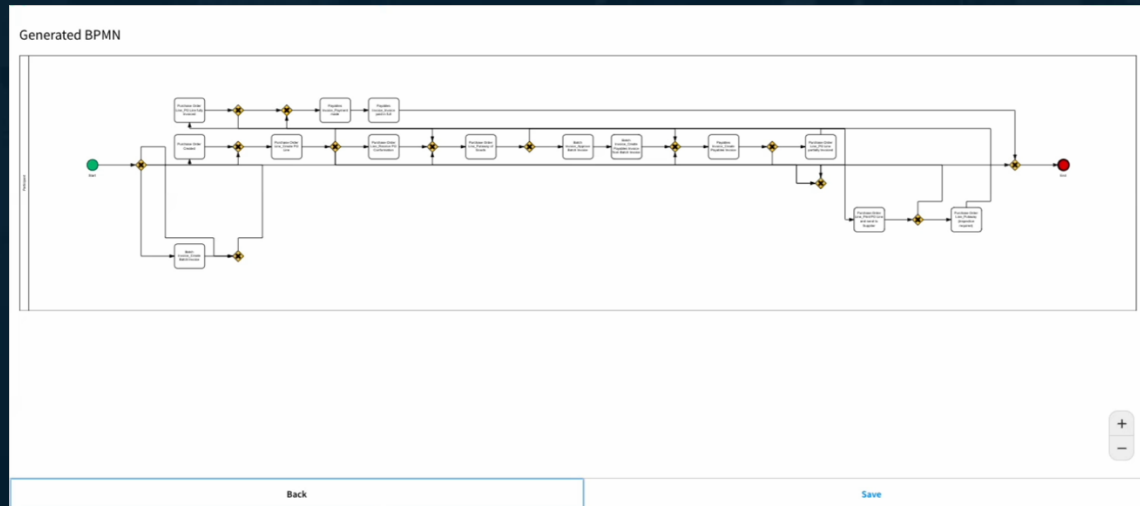Variant 5: #326 cases

Industry Benchmark

Process Insights

- Process Insights are the main component of the Process Mining platform. Process data are mined and used for displaying the real process flow, overlaying the modelled process flow to help spot inconsistencies and deviations. The user can change the dimension of analysis by filtering based on specific attributes.

- Widgets display the results of the loaded dataset, allowing you to visualize data in different ways. Each widget can be used for analysis of the data it displays.

Answers to frequently asked questions

💡 For non-Infor applications there is the possibility to create custom content and define all the processes and objects. Custom content can be edited or removed at any time by the users holding required permissions.

💡 New BPMN models can be created from selected variants

Thank you