

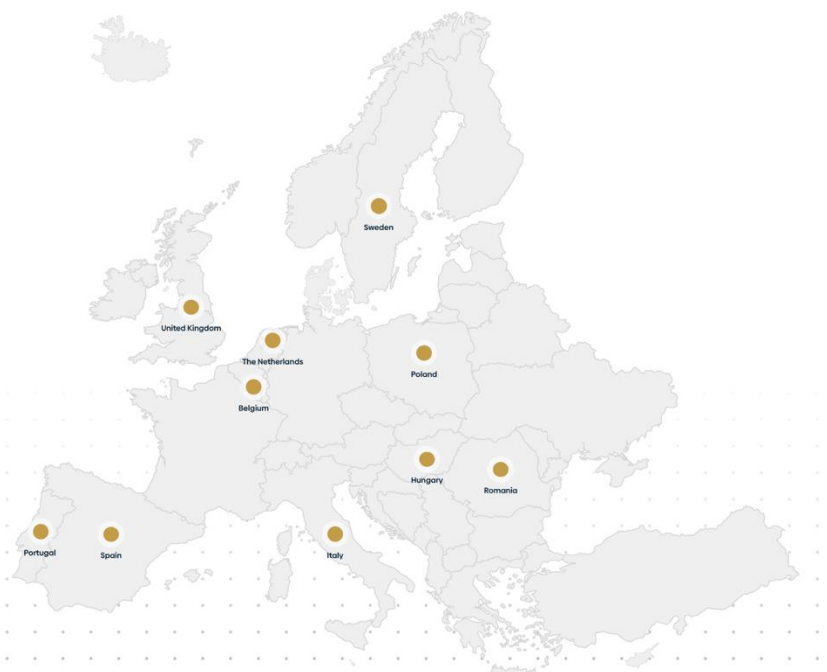


delivering continuous innovation

Process Mining

Infor Process Intelligence

p2-i Team



**our
locations**

**Our consultants are located
all over Europe. We cover 10
countries and 10 languages.**

Country	Location
Portugal	Portugal
Spain	Spain
Italy	Italy
United Kingdom	United Kingdom
Belgium	Belgium
The Netherlands	The Netherlands
Poland	Poland
Hungary	Hungary
Romania	Romania
Sweden	Sweden

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.

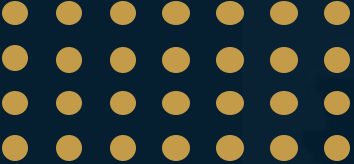


Optimise & drive Adoption

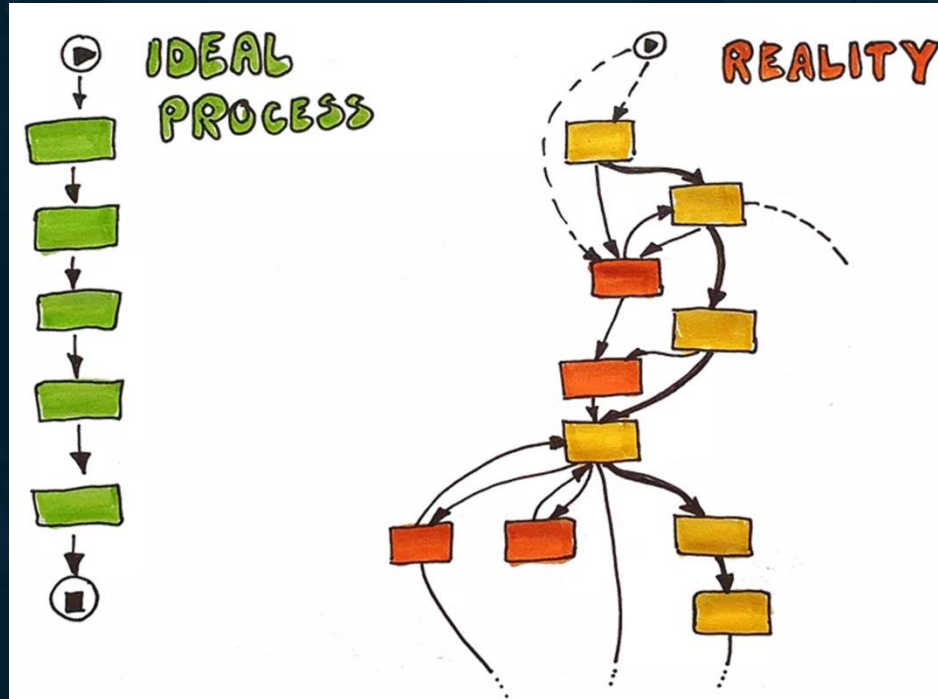
Maintain and optimise customer's cloud solutions, ensuring they adopt new processes, features and functions and get the most out of their transformation.

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

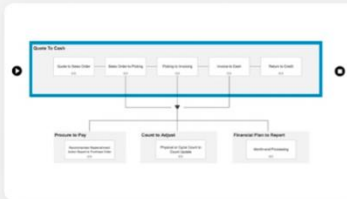
- Enable process visibility and analysis
- Highlight compliance and conformance issues
- Allow efficiency improvement
- Address training and knowledge issues
- Address data and master data issues
- Improve process flows

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 unparalleled 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

LN
Process Intelligence

DEM
🔔
👤 Frank Manders

Applications

- 🔧 OS
- 📧 Inbox
- 📄 Document Management
- 👤 Process Intelligence
- 🏠 Birst
- 🌐 Localization Services Platform
- 🏭 Factory Track
- 🔄 Supplier Exchange
- 🏠 LN
- 🔄 Automotive Exchange
- 📊 LN Analytics

See less

Process Viewer

Search in process models

Process Viewer / IPC for CloudSuite Automotive / End-to-End Business Processes / - Procure to Pay - / - Order Fulfillment - / Process Purchase Orders

Process Purchase Orders

Approved


Program Process Attributes

approval request through the organization, considering conditions such as approver threshold amounts. Approval can be done using a mobile app. While the order is awaiting approval, the purchase order is frozen in LN and cannot be modified.

Business Process Code
AUTXPP.15.25
Submit purchase order for approval

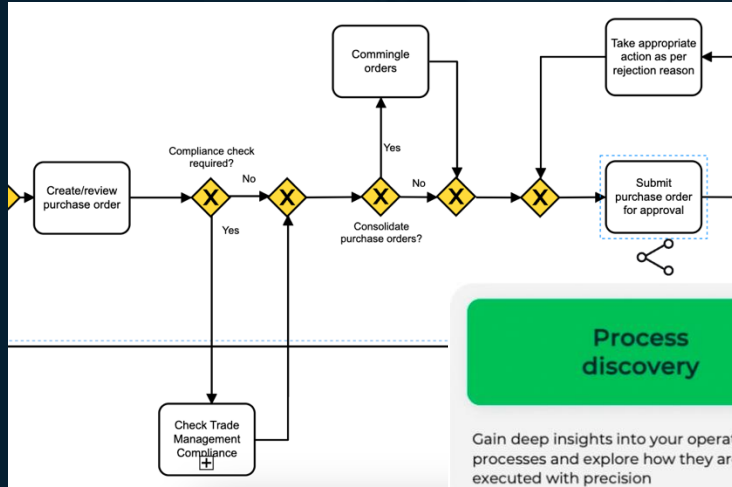
Application Navigation
[tdpur4210m100](#)
Approve Purchase Orders





Process Mining – how does it work?

The process model implemented

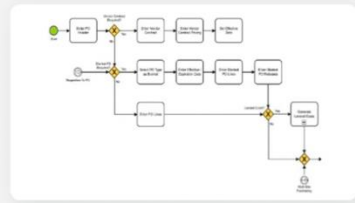


Process optimization questions:

- Is the process correct?
- Are all steps executed?
- Are there variants of this process happening?

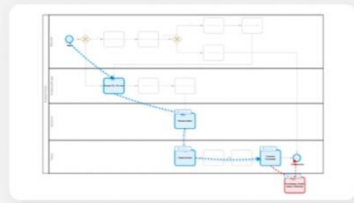
Process discovery

Gain deep insights into your operational processes and explore how they are executed with precision



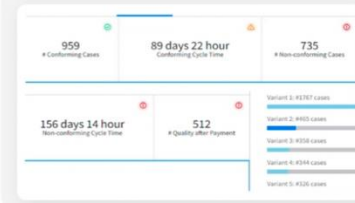
Uncover non-conforming variants

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



Identify critical bottlenecks

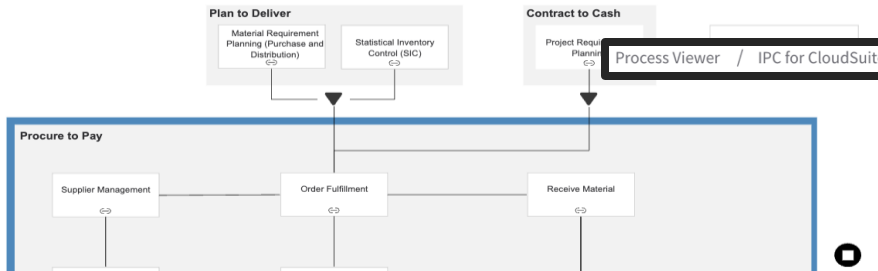
Streamline operations by pinpointing time-consuming activities in your process



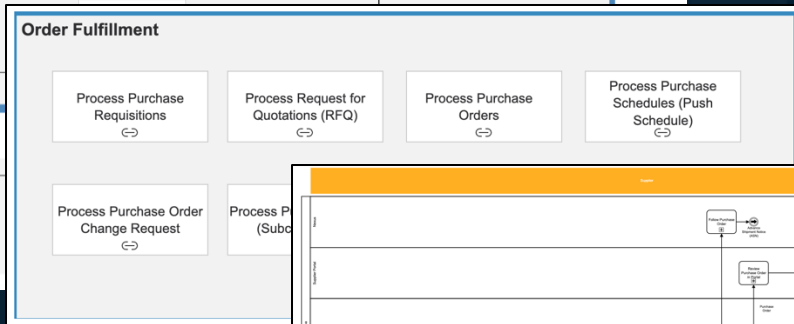
Performance excellence with industry benchmarking

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

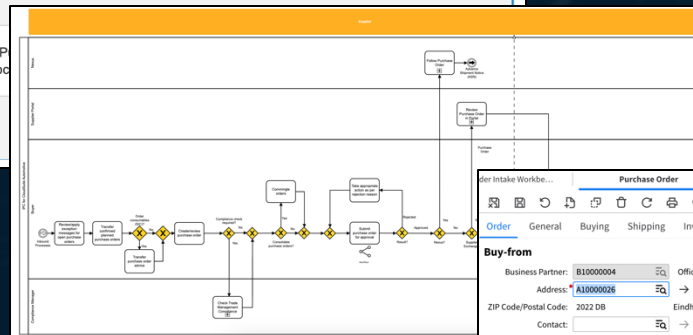


The Process Models are modelled in Infor Process Intelligence



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".



The screenshot shows the Infor Process Intelligence interface for a 'Purchase Order'. The 'Buy-from' section includes details for Business Partner (B10000004), Address (A10000026), and Contact. The 'Control' section shows Order Type (100), Purchase Office (P013), and Planned Receipt Date (27/11/2024). The 'Financial' section shows Currency (EUR) and Order Amount (100.00 EUR). The interface also displays 'Order Lines' and 'Change Requests'.

Process Mining Object

The screenshot shows a SAP Purchase Order form with several sections: Buy-from, Control, Ship-from, and Financial. Annotations with red circles and orange lines identify specific elements:

- Event:** The 'Created' status in the Control section is circled in red, with an orange line pointing to the label 'Event'.
- Attribute:** The 'EUR' currency in the Financial section is circled in red, with an orange line pointing to the label 'Attribute'.

Below the main form, the 'Order Lines' table is visible, showing a line item for 'CABLE Raw Material 02' with a price of '10.000 EUR', which is also circled in red.

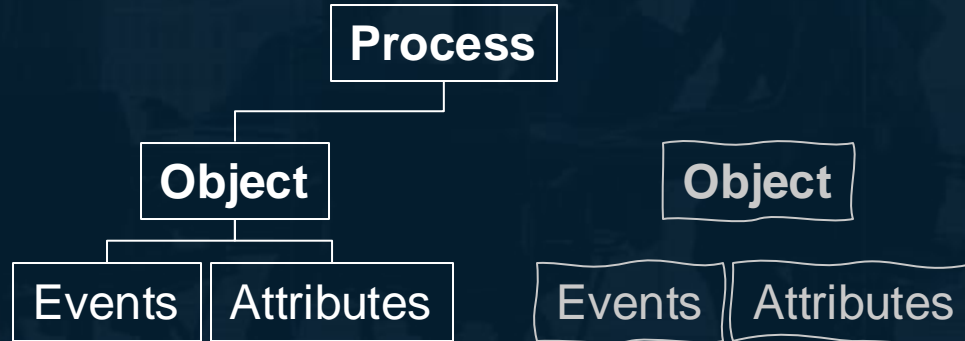
Effectivity Unit	*Ordered Quantity	Price	Discount %
[A] [] = [] = []	[A] [] = []	[A] [] = []	[A] [] = []
→ CABLE Raw Material 02	0	10.000 pcs	10.000 EUR / pcs

Event

Attribute

Process Mining data definitions are organized hierarchically

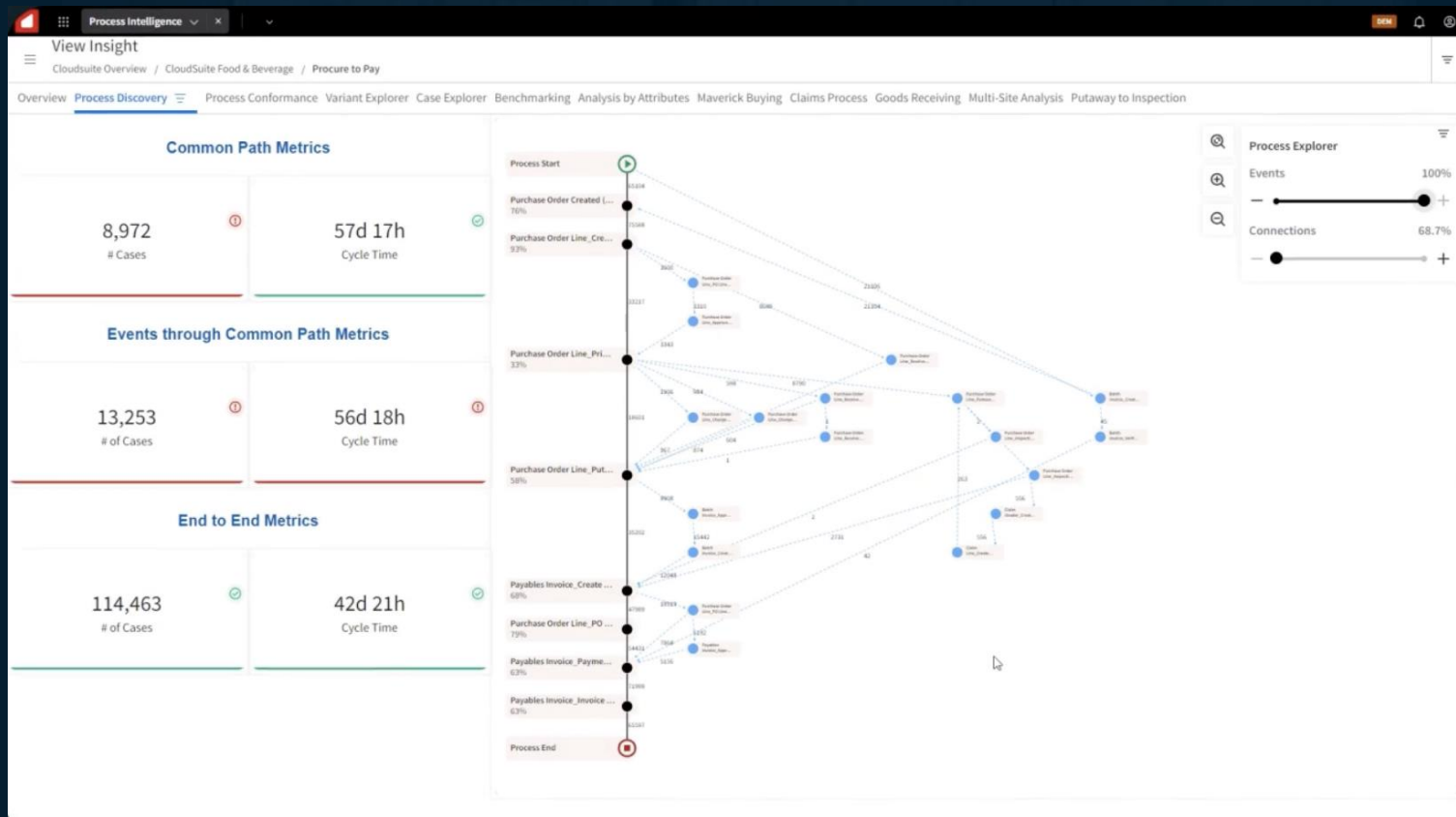
- CloudSuite
 - Process
 - Object
 - Events
 - Attributes



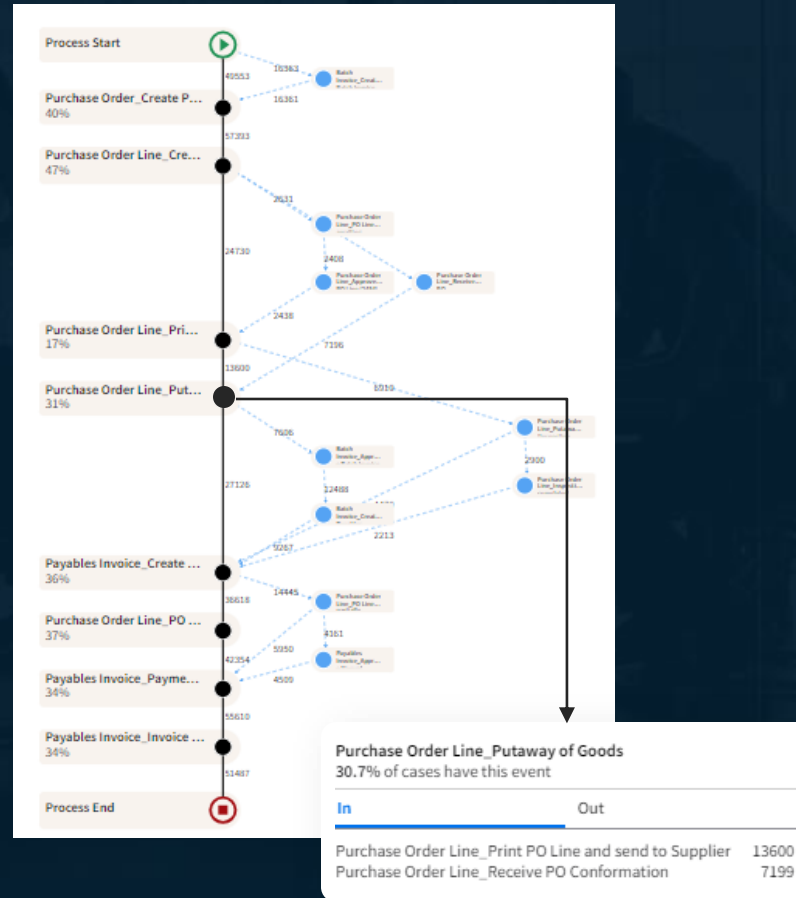
Cases are used for analytics

- 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.

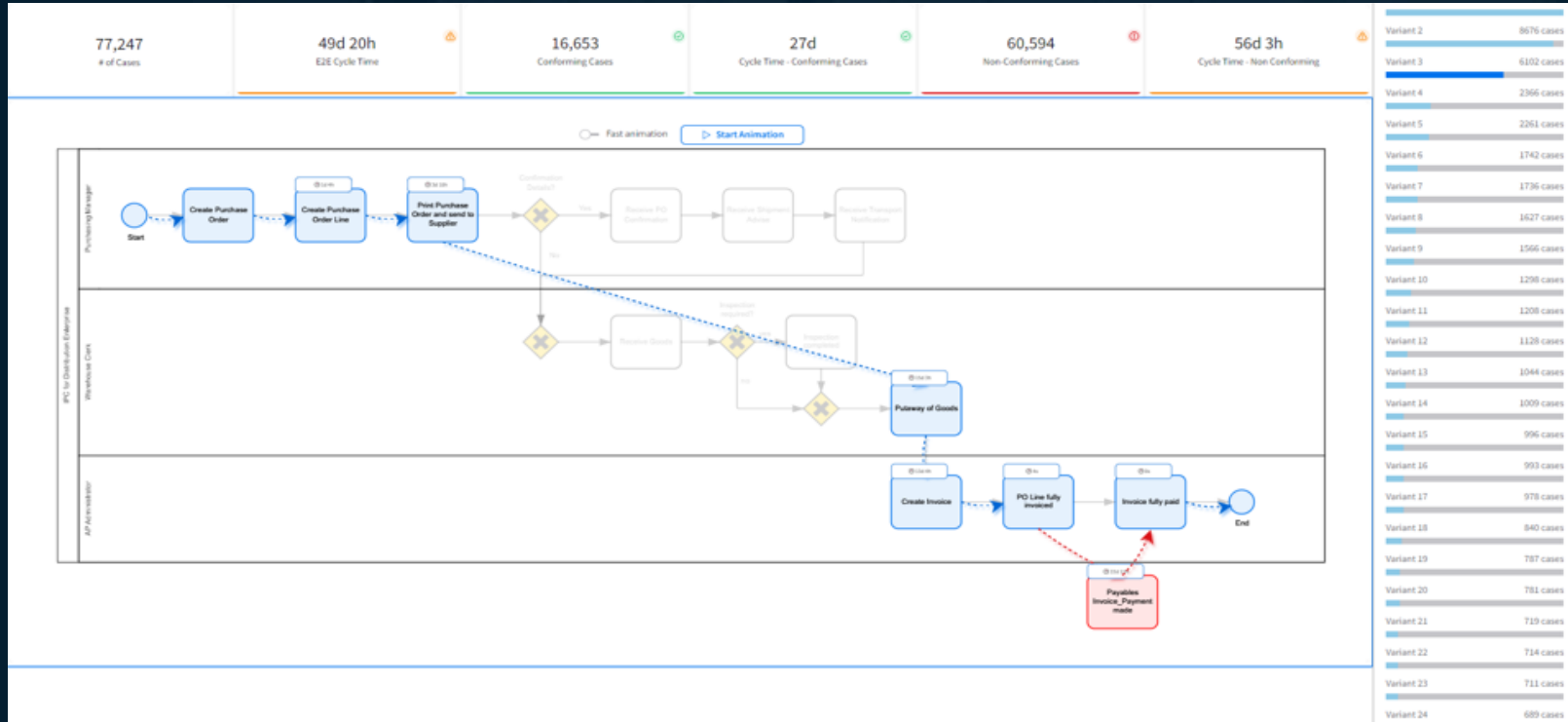
Analysing using Infor Insights



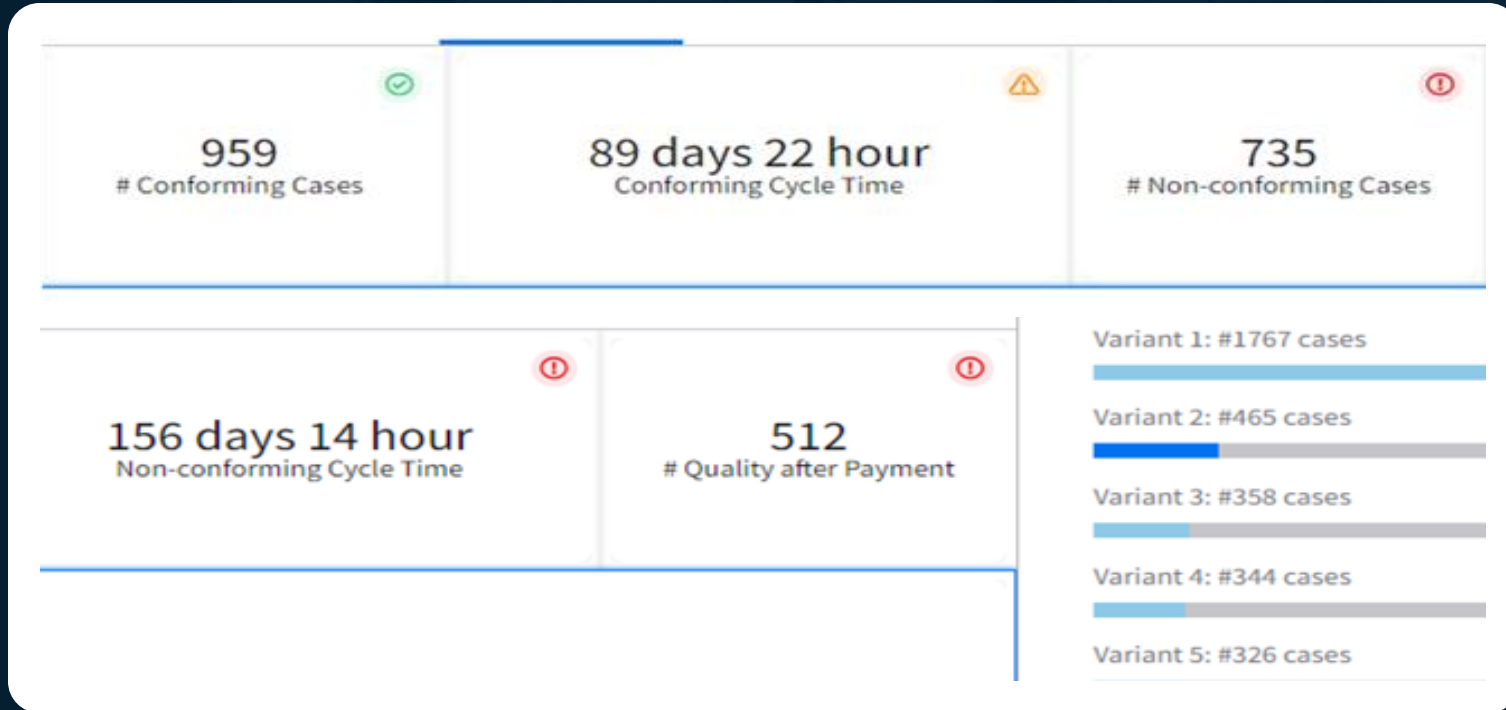
Process Explorer



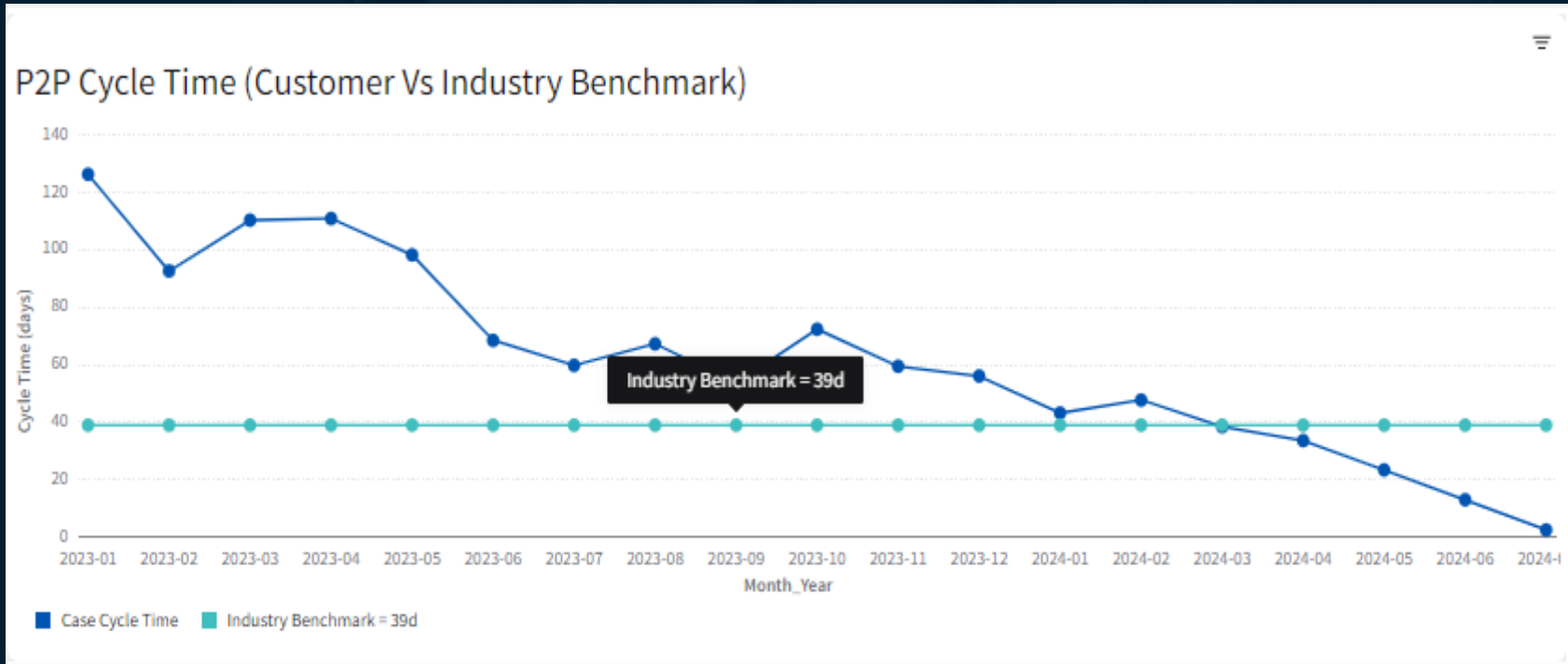
Variant



Compliance



Industry Benchmark

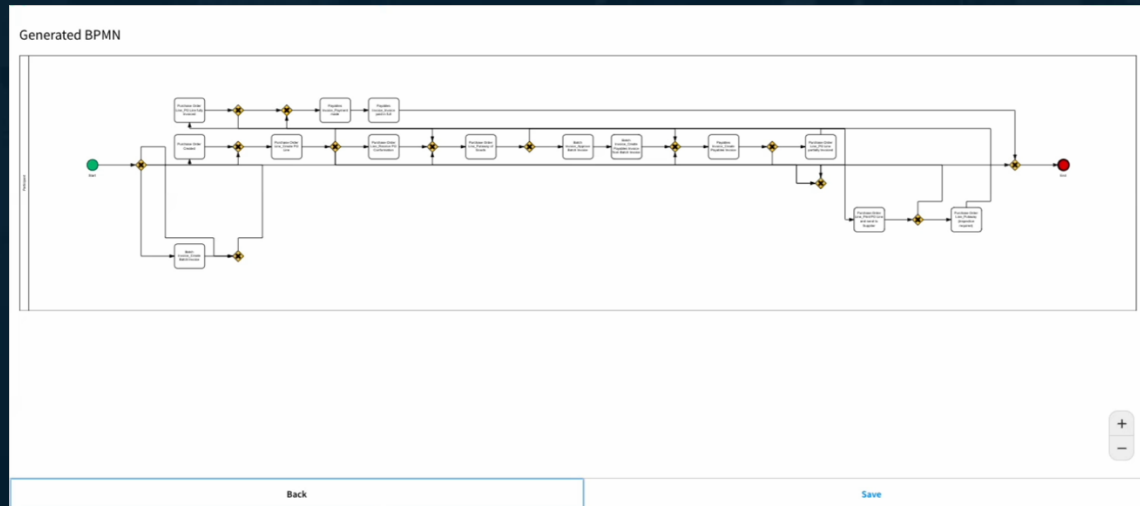


Process Insights

- 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
