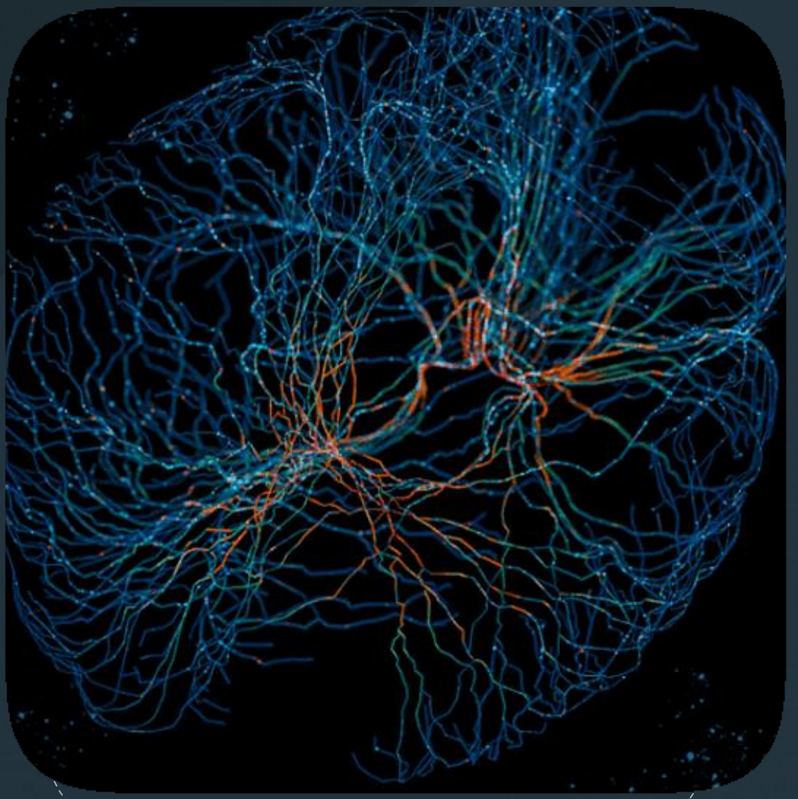
InfoTeam 20250318

Process Mining – Part of the Infor Velocity Suite



Isaac Eriksson
Sr. Consultant

Agenda

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Introduction

02

Process Mining - Demo

03

Optimization review

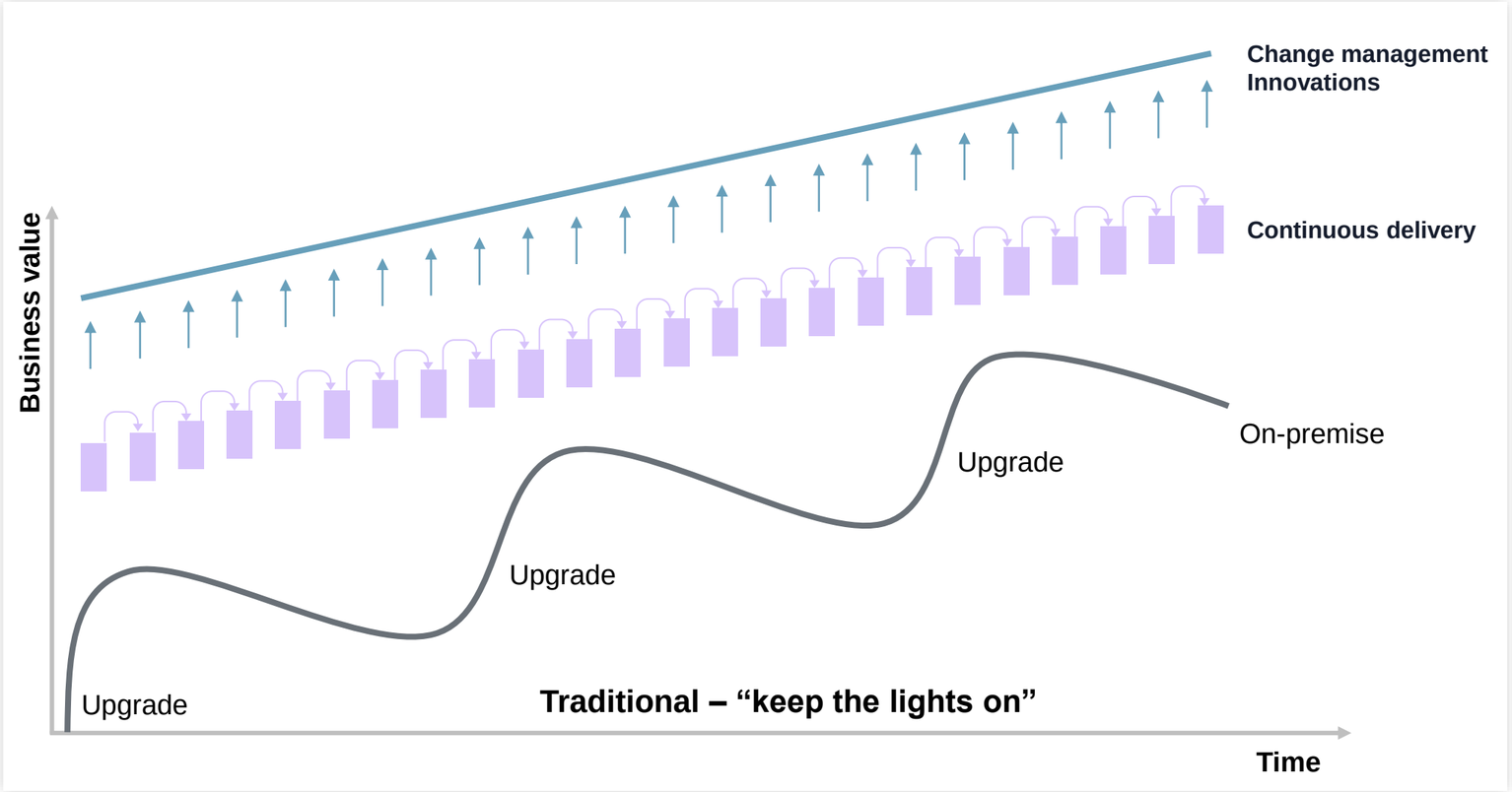
04

Q&A

Disclaimer

The information presented in this presentation serves as a general roadmap and is subject to change at Infor's sole discretion. While we strive to provide accurate and up-to-date content, the details of enhancements, features, and functionalities may evolve over time. This presentation does not constitute a commitment to deliver any specific functionality and should not be relied upon as a final representation of the solution. For the most current and official information, please refer to the applicable Release Notes and other supporting documentation. Infor makes no guarantees regarding the completeness, accuracy, or applicability of the material provided.

Drive continuous value
by connecting the power of business and digitalization

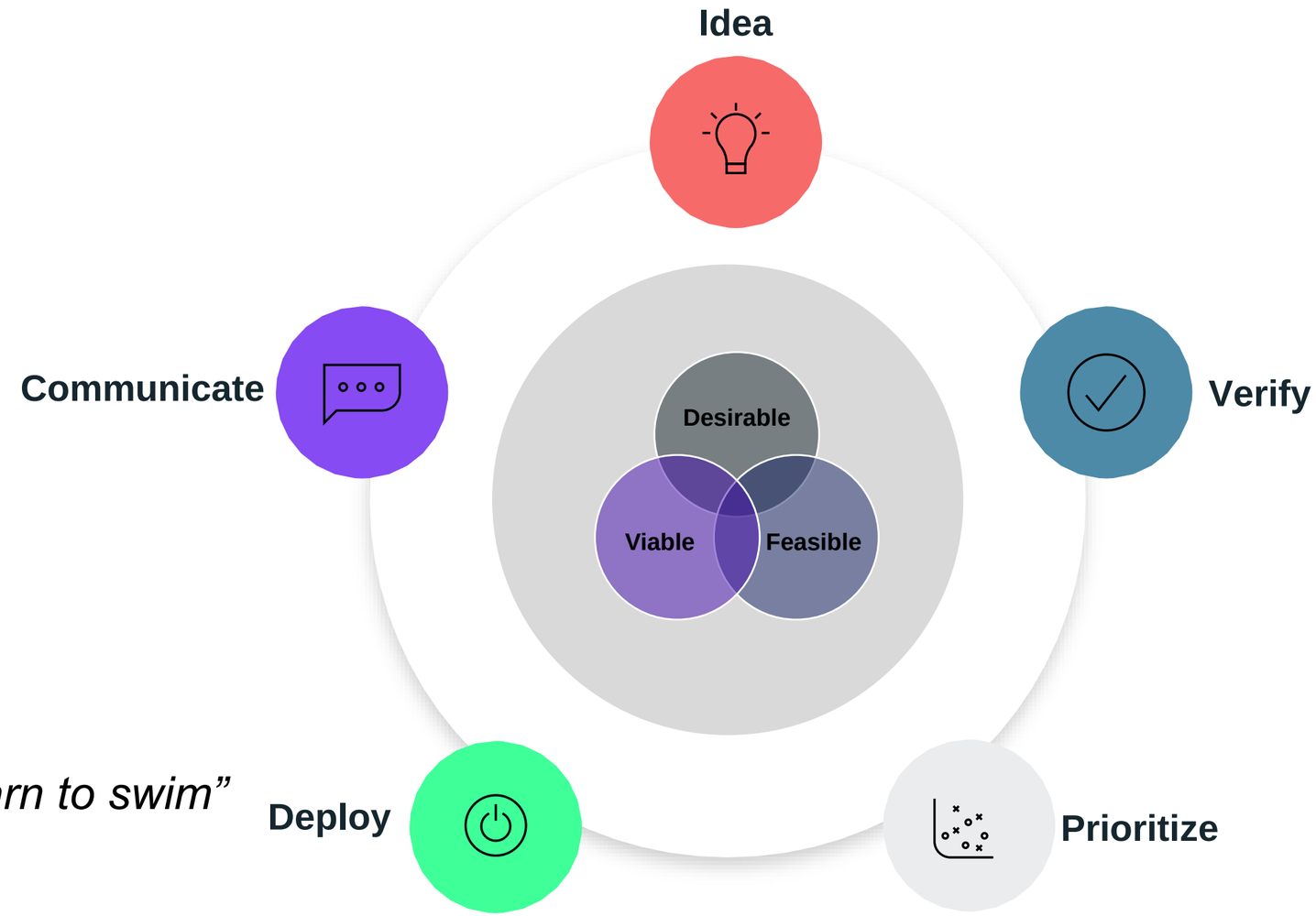


Innovation

Innovation – Hard work based on structured approach

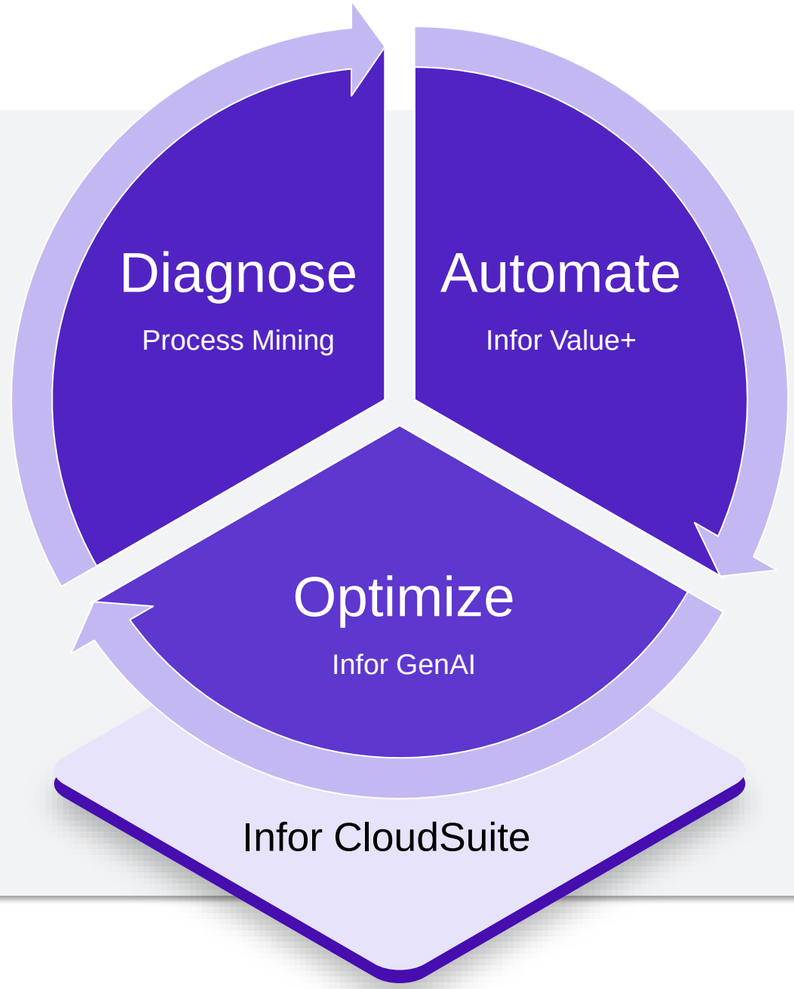
1. Identify opportunities and prioritize
2. Deploy and run
3. Lessons learned and value confirmation

“Jump into the water is the only way to learn to swim”



Infor Velocity Suite

A package of solutions and services that makes process innovation easy and impactful



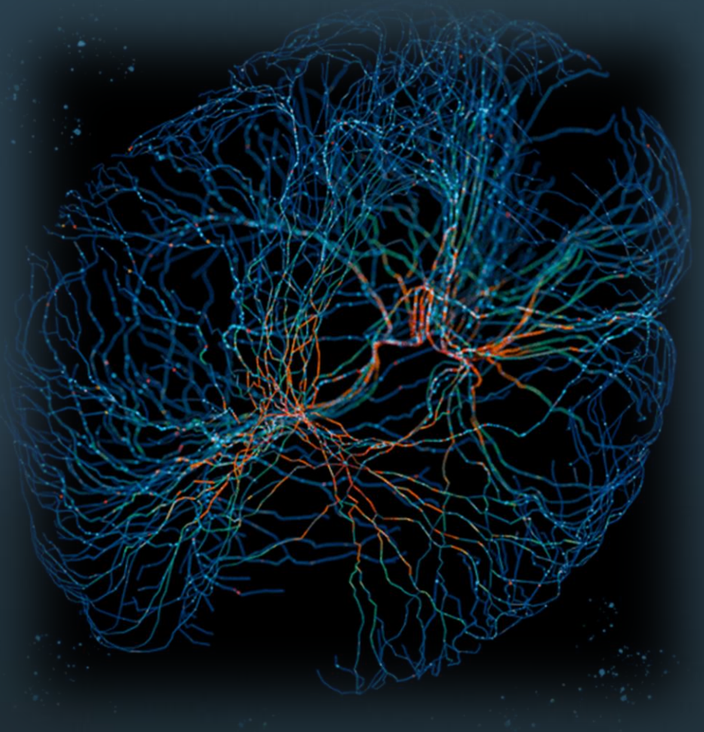
Get future ready

Access Infor’s most-advanced technology to stay agile, adaptable, and ahead of the competition.

Realize value

Achieve your organization’s objectives with solutions proven to deliver results.

Process Mining – Process Intellegence



Process Mining

Process mining is a technique to analyze, improve, and track processes.

By 2025, more than 60% of large enterprises will adopt process mining technologies, up from approximately 20% in recent years.

Gartner Magic Quadrant for Process Mining 2024

Key challenges organizations face without Process Mining

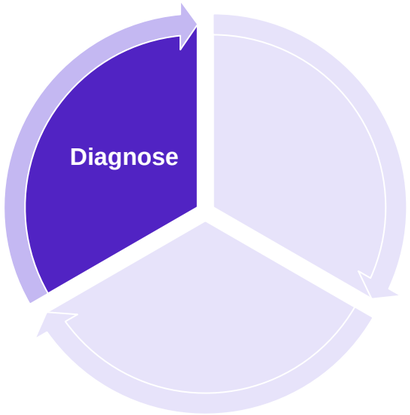
Lack of process visibility

Manual and time-consuming process data analysis

Inefficient resource allocation

Risk of process conformance & compliance issues

Ineffective change management

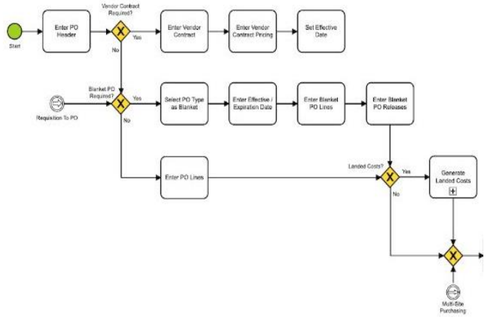


Infor Process Mining

Uncover process insights from your Infor CloudSuite in record time

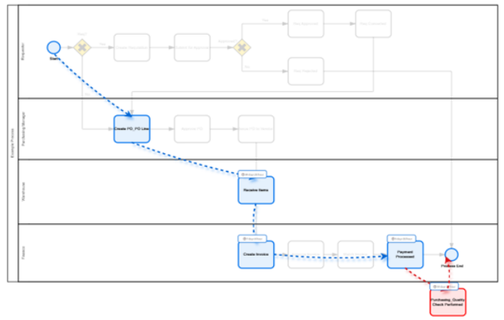
Harness process discovery

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



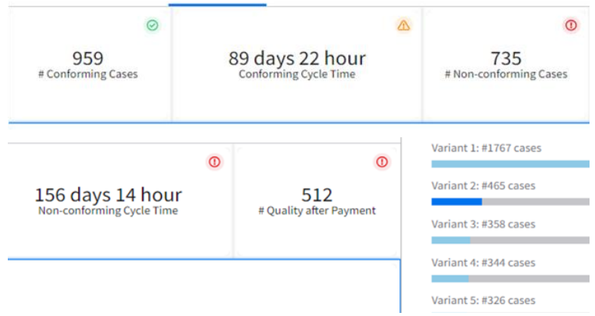
Uncover non-conforming variants

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

Infor process intelligence

Immediate process insights

Identify process inefficiencies

Improve customer experience

Drive process efficiency

Reduce cycle times

Flexible pricing

Automate processes

Infor Process Intelligence

Process insights in record time, available exclusively for Infor CloudSuites

Actionable process insights

Transformative efficiency

Optimized business processes

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

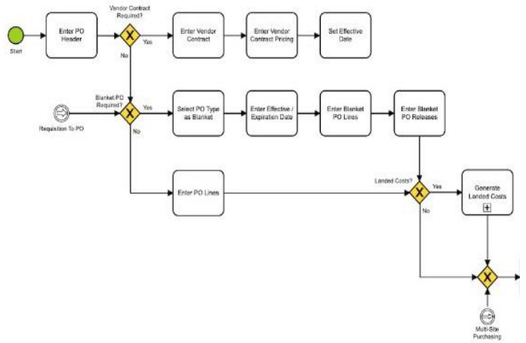
(GA in October 2024)

- 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 insights in record time

Process discovery

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



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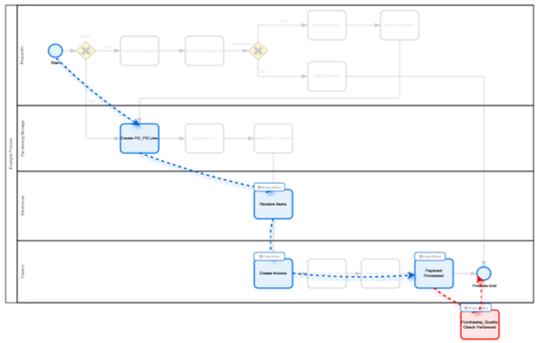

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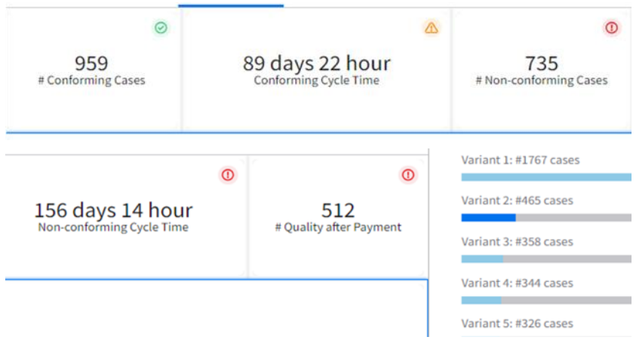
Streamline operations by pinpointing time-consuming activities in your process



Performance excellence with industry benchmarking

Out of box Insights :

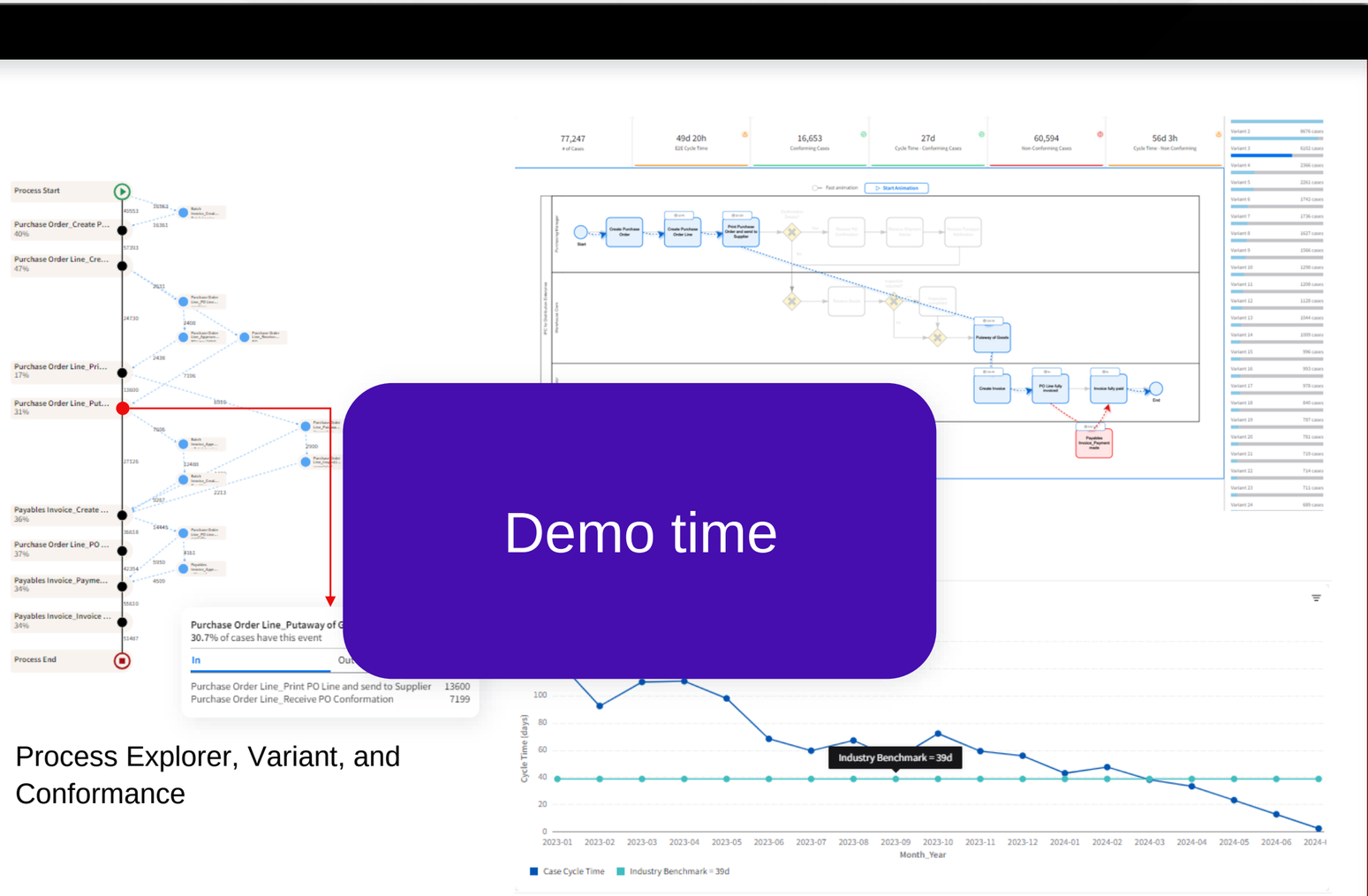
- Order to Cash
- Procure to Pay
- Inspection to Approval
- Production to Inventory
- Distribution to Internal Invoice
- Fixed Asset Depreciation
- Accounts Receivable
- Accounts Payables

Infor Process Mining

For all industry specific processes

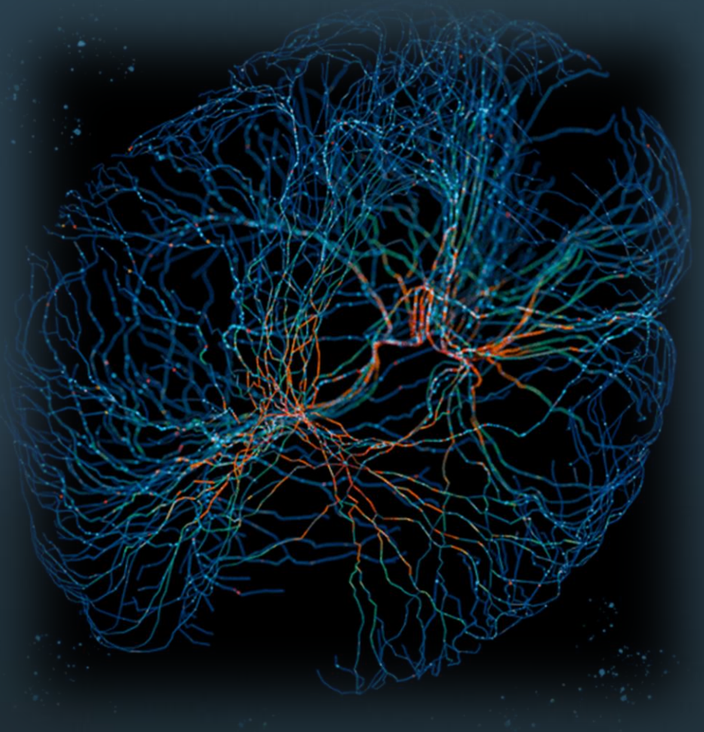
Understand process accuracy, mitigate hang-ups, and configure workarounds to maximize the CloudSuite value.

- Improve actionability
- Modern look and feel



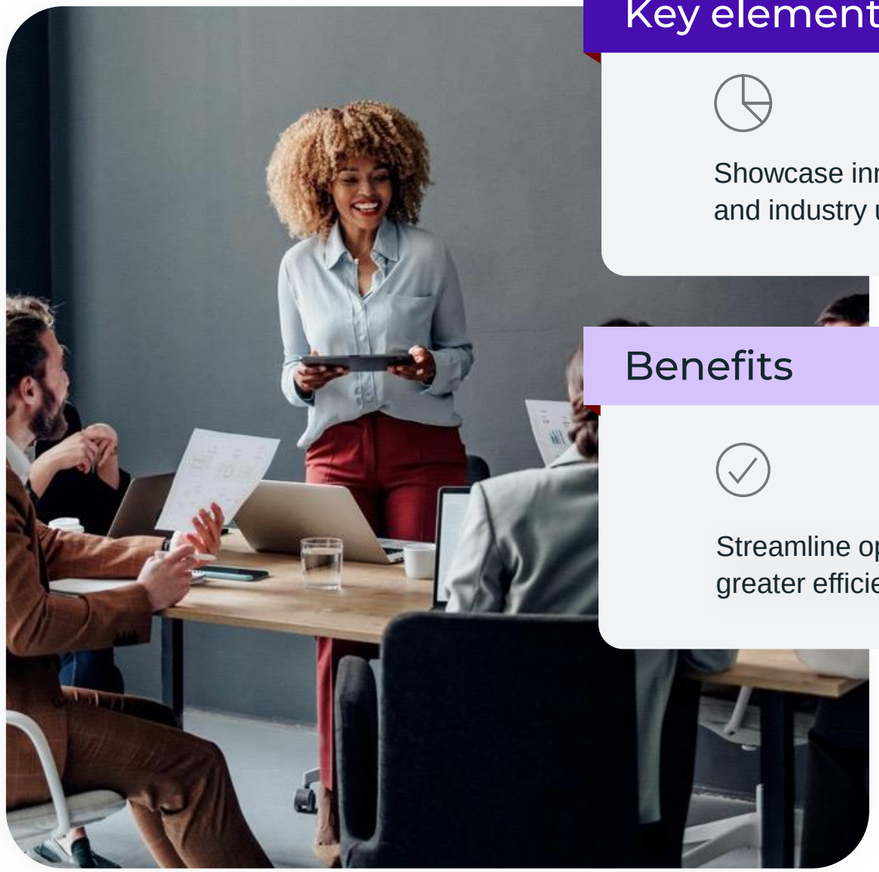
Process Explorer, Variant, and Conformance

Optimization Review



Optimization Review

Identify high impact opportunities and provide actionable improvements



Key elements

- Showcase innovations and industry use cases
- Discuss opportunities & challenges
- Identify Infor capabilities for your needs
- Create a prioritized development roadmap

Benefits

- Streamline operations for greater efficiency
- Navigate change and achieve rapid growth
- Maintain a competitive edge with advanced technologies and ongoing guidance

Findings from Process Mining

Procure to Pay

1 Process

Request → Source → Receive → Process Invoice → Pay

2 Challenges

- Incomplete purchase requisitions
- Off-contract purchasing
- Invoice discrepancies

3 Diagnose…

Process Mining insights

- % of purchases made from non-contracted suppliers
- % of procurement transactions bypassed
- Non-compliance
- Non-conformance
- Bottlenecks
- % of suppliers missing delivery timelines
- % of invoices delayed due to mismatches

Process Improvement routes?

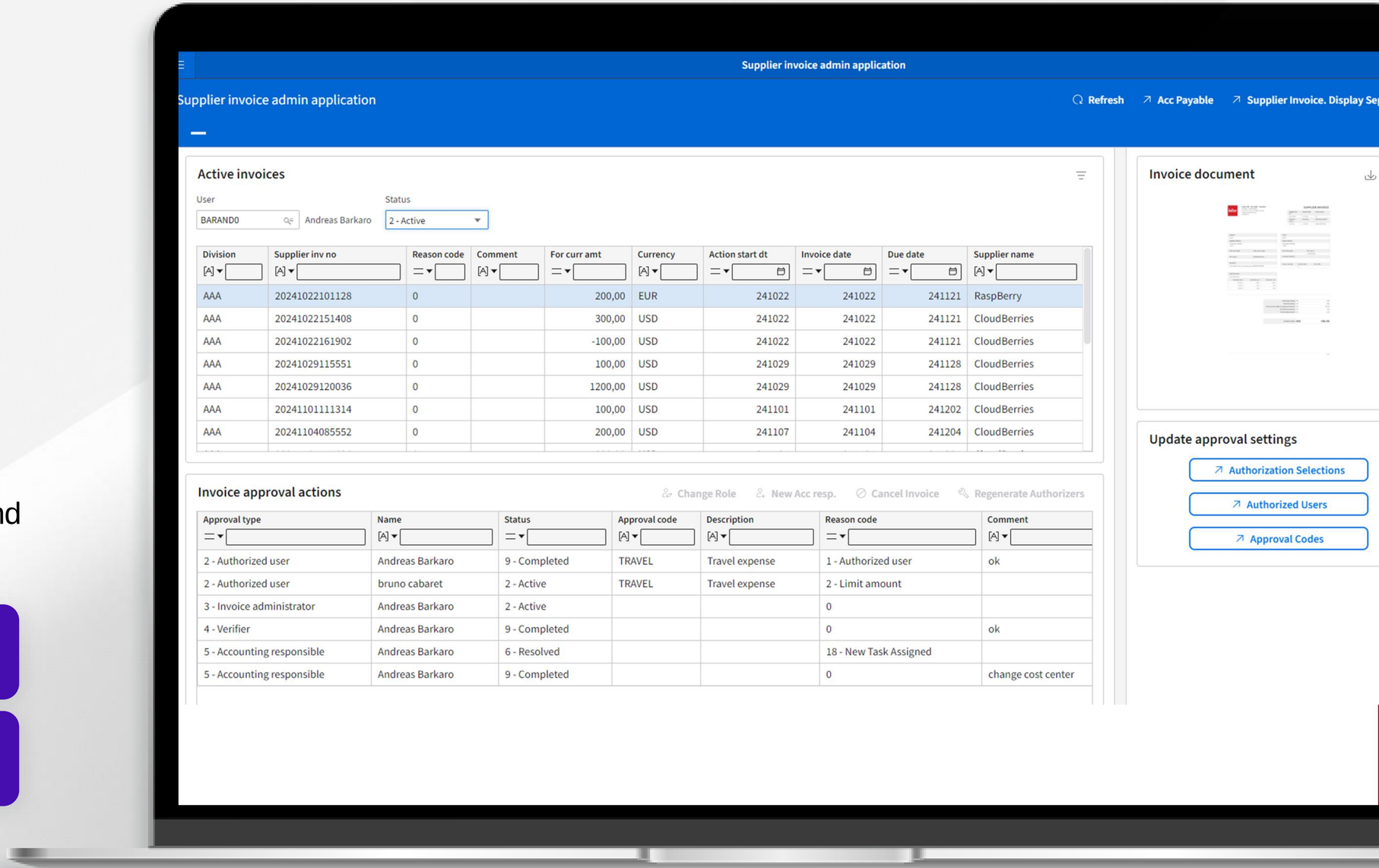
- UX and Config Improvements
- Automation
- GenAI
- Augmented intelligence as a service

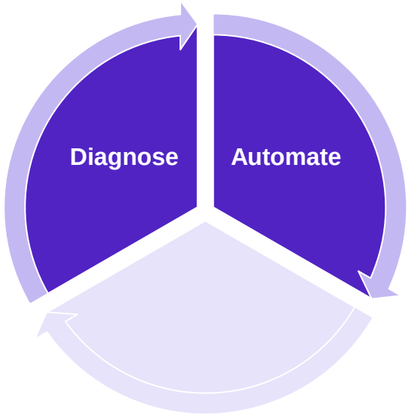
UX and Config Improvements

Approval Process -Expense Invoices

The invoice administration process provides administrators with a comprehensive overview of each invoice, detailing completed actions and highlighting remaining approvals.

- Improve actionability
- Modern look and feel



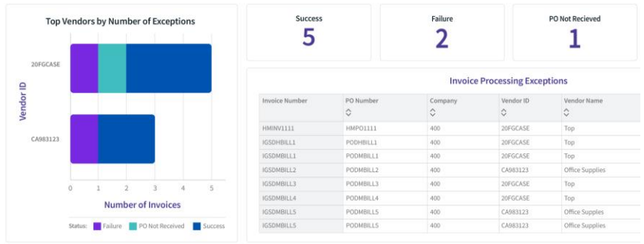


Infor Value+ Leveraging RPA

Automate processes with a catalog of prebuilt add-on solutions for automations, insights, and advanced workspaces

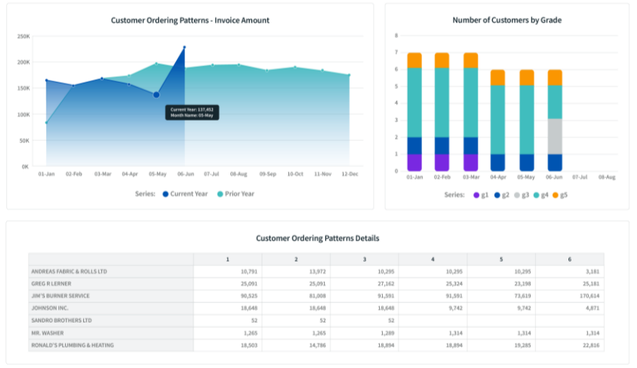
Value+ Enterprise Automations

Automate processes and workflows using AI and RPA for improved operational efficiency



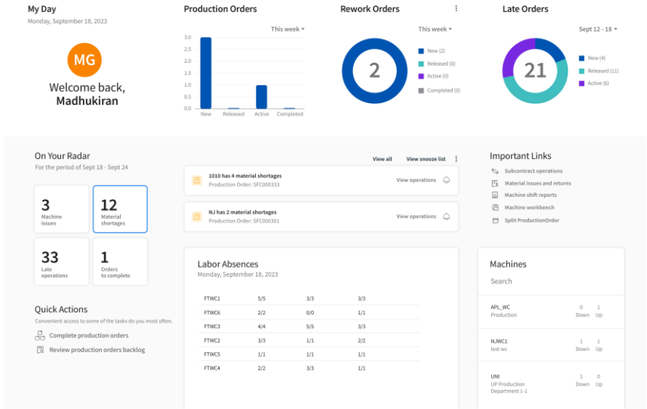
Value+ Insights

Receive AI-powered analytics and reporting to facilitate decision making



Value+ Advanced Workspaces

Pull together critical information and actions based on the user's role

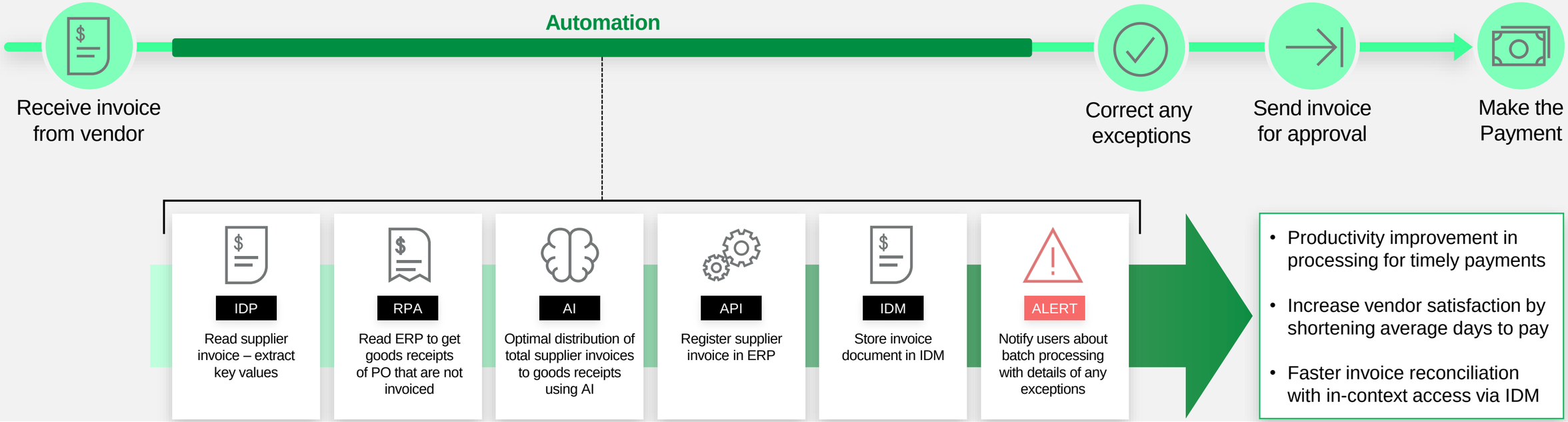


There are dozens of ready-made Infor Value+ solutions, and each leverages advanced technology like AI and RPA

Automation - Invoice processing

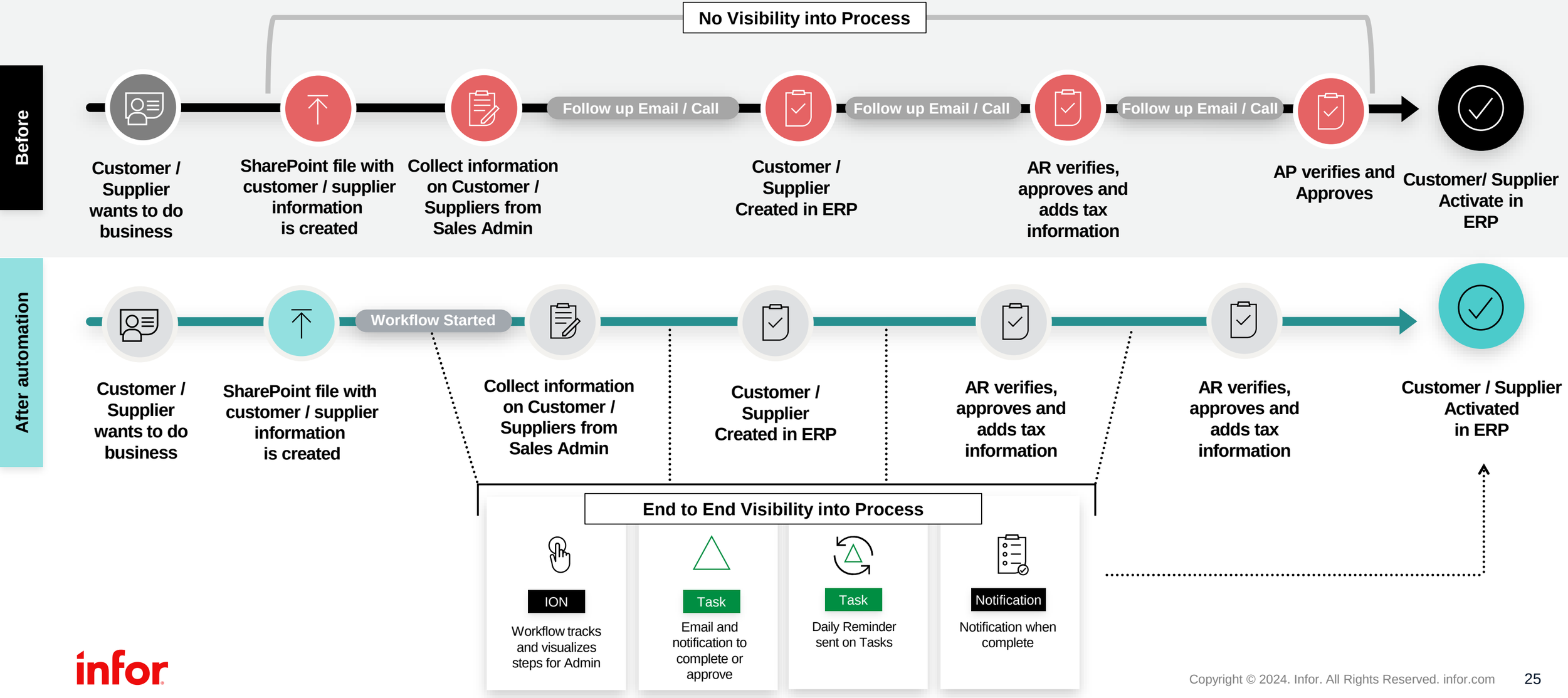
Before

After automation



- Productivity improvement in processing for timely payments
- Increase vendor satisfaction by shortening average days to pay
- Faster invoice reconciliation with in-context access via IDM

Customer / Supplier Creation Workflow



Signed Bill of Lading / Proof of delivery Digitization

Before

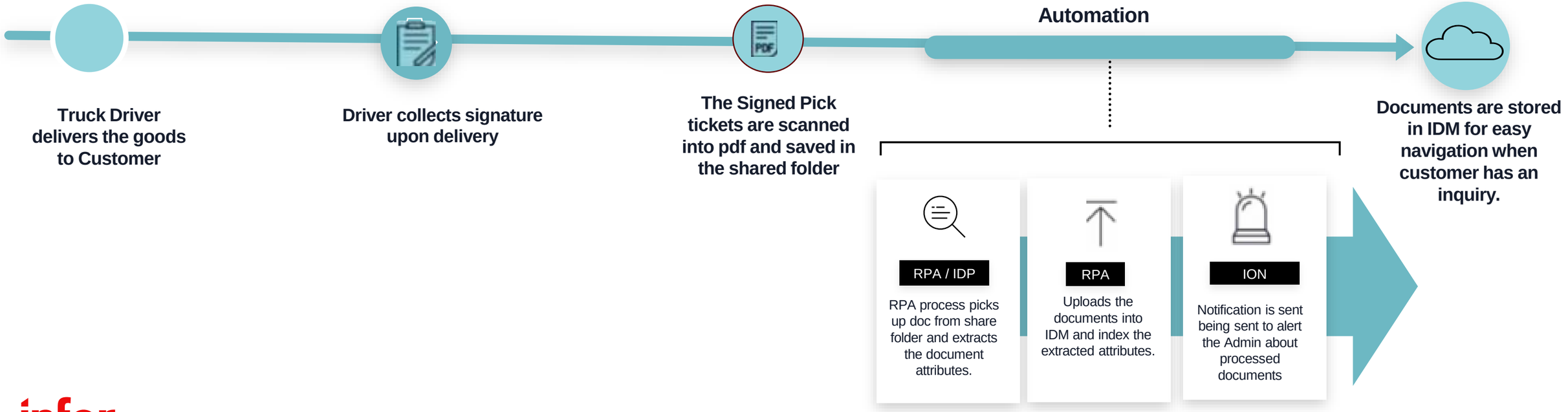
Truck Driver delivers the goods to Customer

Driver collects signature upon delivery

Signed Copies are stored in binders/ file cabinets for customer reference

Customer has a questions about the delivery of an item, employee searches for it in binders.

After automation

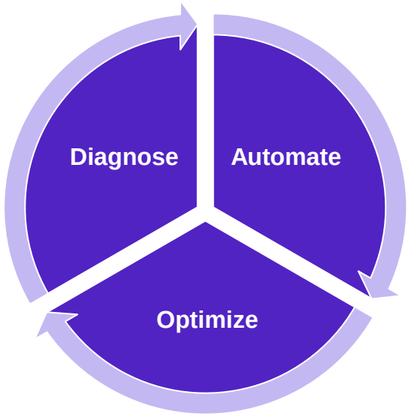


Truck Driver delivers the goods to Customer

Driver collects signature upon delivery

The Signed Pick tickets are scanned into pdf and saved in the shared folder

Documents are stored in IDM for easy navigation when customer has an inquiry.



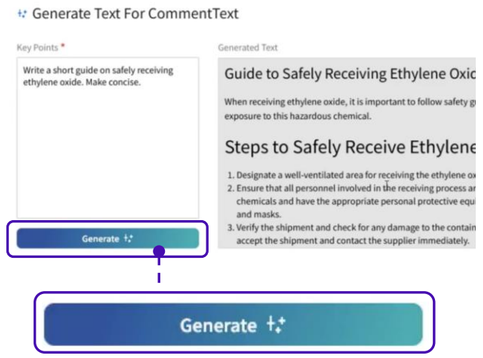
Infor GenAI

Unlimited usage of Infor GenAI within your Infor ERP and Value+ solutions

Generative AI embedded in your flow of work to help:

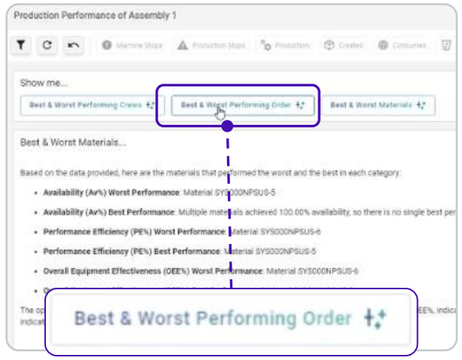
Write

Turn hours of writing and re-writing into minutes with one-click efficiencies



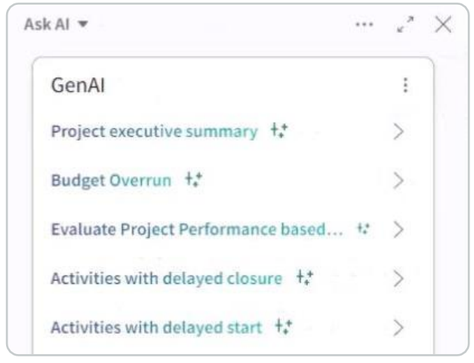
Summarize

Understand insights at-a-glance around production or contract performance



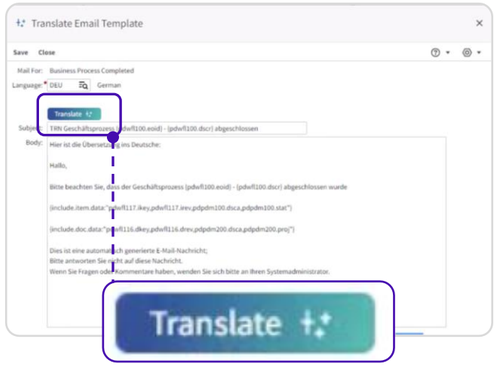
Analyze

Get instant answers to activity performance and budget overruns for the best course of action



Translate

Scale information across other languages, from business processes to item descriptions



Item Details

10000055

100000555
P'board 14.5mm 2400X1200 TP
Gyproc Plasterboard Tapered Edge 2400 x 1200 x 14.5mm

100000552
Plasterboard 14.5mm 1800X800 S
Gyproc Baseboard Square Edge 1800x800 x 14.5 mm

100000553
Plasterboard 8.5mm 2400X1200 T
Gyproc Plasterboard Tapered Edge 2400 x 1200 x 8.5mm

100000554
P'board 14.5mm 2400X1200 S
Gyproc Plasterboard Square Edge 2400 x 1200 x 14.5

100000550
Plasterboard 8.5mm 1800X800 SQ
Gyproc Baseboard Square Edge 1800x800 x 8.5 mm

100000556
Plasterboard 18mm 2400X1200 TP
Gyproc Plasterboard Tapered Edge

Open Orders by Item

Search order number

100000553 - Plasterboard 8.5mm 2400X1200 T
Total order quantity: 0.00
Total allocated quantity: 0.00

Assisted Text Authoring

100000553 - Plasterboard 8.5mm 2400X1200 T
Gyproc Plasterboard Tapered Edge 2400 x 1200 x 8.5mm

Generate

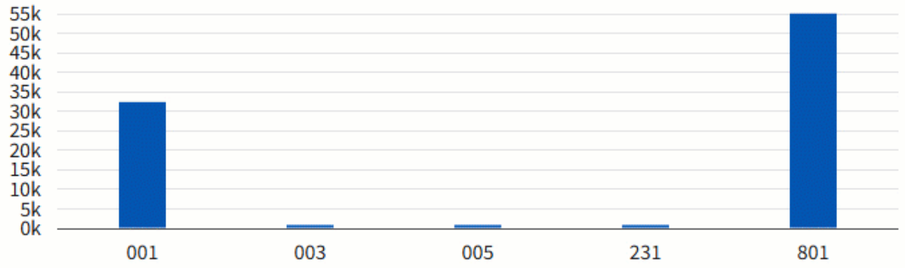
Introducing the Plasterboard 8.5mm 2400X1200 T, a versatile and essential building material that will transform your space. Crafted with precision, this high-quality plasterboard boasts a thickness of 8.5mm and dimensions of 2400mm x 1200mm, making it the perfect choice for a wide range of construction projects. Whether you're renovating, remodeling, or building from scratch, this plasterboard offers a smooth, durable surface that is easy to work with and can be seamlessly integrated into your design. With its superior strength and exceptional performance, this plasterboard is a must-have for any serious DIYer or professional contractor. Elevate your building experience with the Plasterboard 8.5mm 2400X1200 T, the ultimate solution for your construction needs.

Price and Availability

Search

100000553
Plasterboard 8.5mm 2400X1200 T
Net Price : 4.3300 USD

Available quantity per warehouse



Related Items

Search related item number

100000505
Plasterbrd 12.5mm 2400X1200 T
5.05 EUR (118 ATP)
Interchangeable with rule

100000506
Plasterboard 15mm 2400 X 1200
5.05 EUR (480 ATP)
Interchangeable with rule

100000511
Plasterboard Adhesive 25kg x
11.01 EUR (ATP)

Alternate Supplier Visibility

Search

100000553 - Plasterboard 8.5mm 2400X1200 T

SDA **Saint-Gobain Denmark A/S**
Lead Time: 0
From Qty: No agreements
Purchase Price: 77.00 DKK
Agreement: No agreements

MCS **MBS Construction Supplies A/S**
Lead Time: 0
From Qty: No agreements
Purchase Price: 38.00 EUR

Project. Open

Actions | Options | Related | Tools | Search

Filter Options

Sorting order: 1-Project number

Status - 99

Proj template | Proj mgr | Proj type IK2

Customer

Apply | Proj. Elem. | Proj. Chk Lst | Partners | Documents | Chk Lst Mon. | Scheduling

Proj no	*	Description	Pl sdt	Pl fdt	L St Elem.	H St Elem.	Proj. Sts	*	Pos no	Customer	Proj mgr	Name	
K00140													
K00140		Customer Projects			Open	Started	Proj. - Started		10000		KERJER0	Jeroen Van Kerr	
K00142		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00143		Customer Projects			Started	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00144		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00145		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00146		Customer Projects			Cancelled	Cancelled	Proj. - Cancelled		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00147		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00148		Customer Projects			Open	Open	Proj. - Open		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00149		Customer Projects			Open	Open	Proj. - Open		10000	Rushden Lake Shopping Centre	AGANAC0	Nachiket Agawek	
PH0001		Installation BRF Solrosen			Cancelled		Proj. - Not Open		10000		HERPAT0	Patrik Herrlin	
PL.0001		Customer Projects			Open	Started	Proj. - Started		10000	Customer Joe	ALENIK0	Nikolaus Alexop	

Display

AIS(Augmented Intelligence Services)

Data science as a service, solutions designed to enhance decision making and drive effiency

Improve customer experience

Customer churn
Product recommendations
Order anomaly detection
Duplicate orders
Reorder point optimization
Win loss prediction
and more…

Drive operational efficiency

Inventory optimization
Inventory rebalancing
Spare parts management
Vendor grading
Service recommendations
Smart work orders
and more…

Reduce asset costs

Asset health predictions w/ IoT
Outlier detection
Scrap reduction
Packaging optimization
Yield optimization
Recipe optimization
and more…

Predict future demand

Financial forecasting
Cash flow forecasting
Sales forecasting
Demand planning
Budget planning
and more…

Optimize price

Margin analysis
Product cross-sell and upsell
Strategic pricing analysis
Contract recommendations
and more…

Manage labor efficiency

Labor forecasting
Employee churn
Timesheet anomalies
Employee retention
and more…

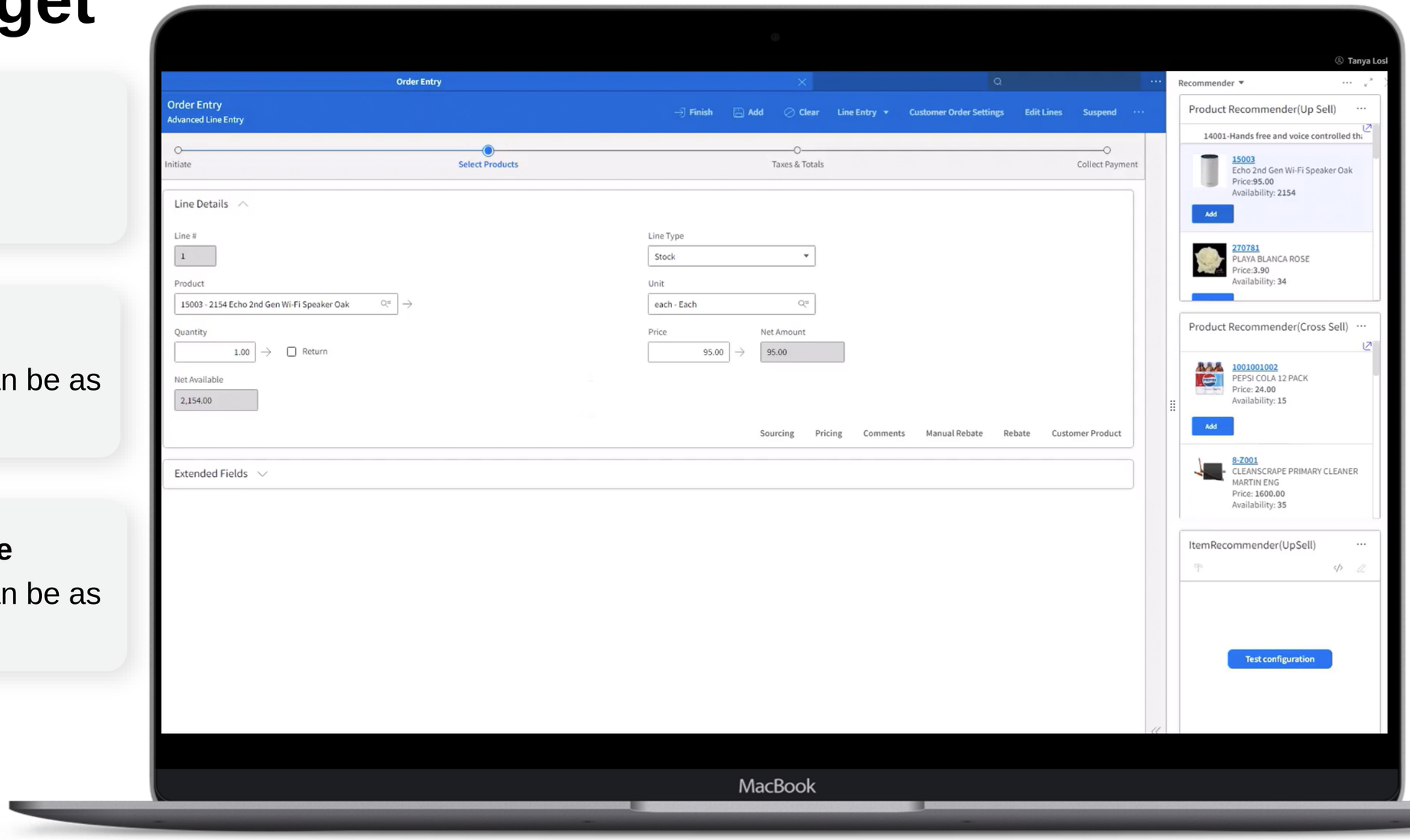
https://infortech.link/Showcases

Upsell and Cross-sell
In context Widget

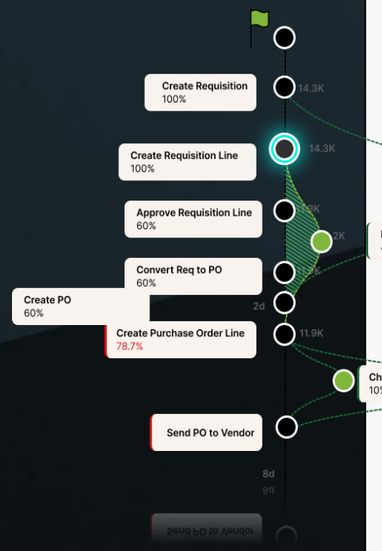
AI Model
Determines Item and Customer similarities

Increase revenue
A new salesperson can be as efficient as a senior

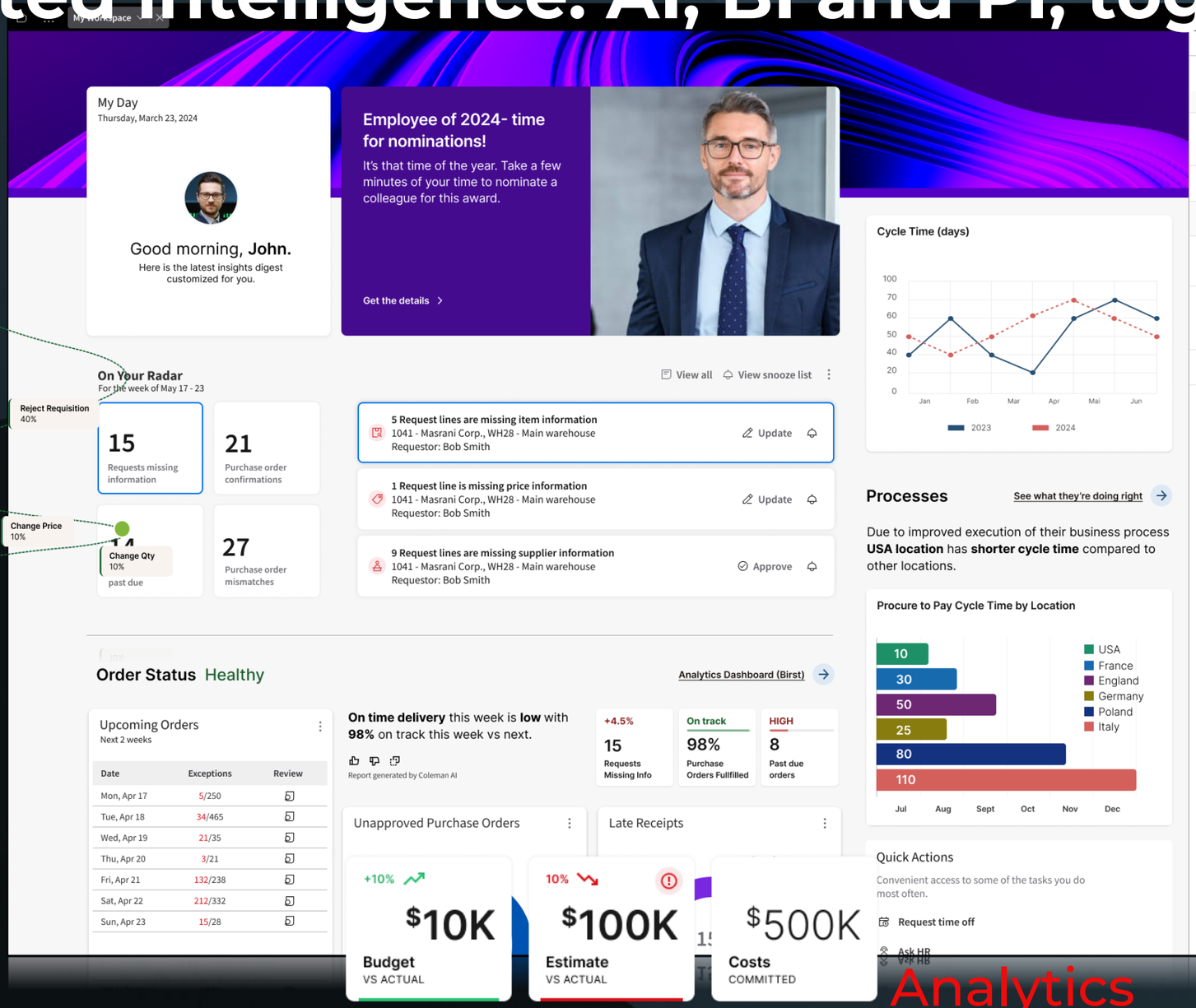
Reduce Training time
A new salesperson can be as efficient as a senior

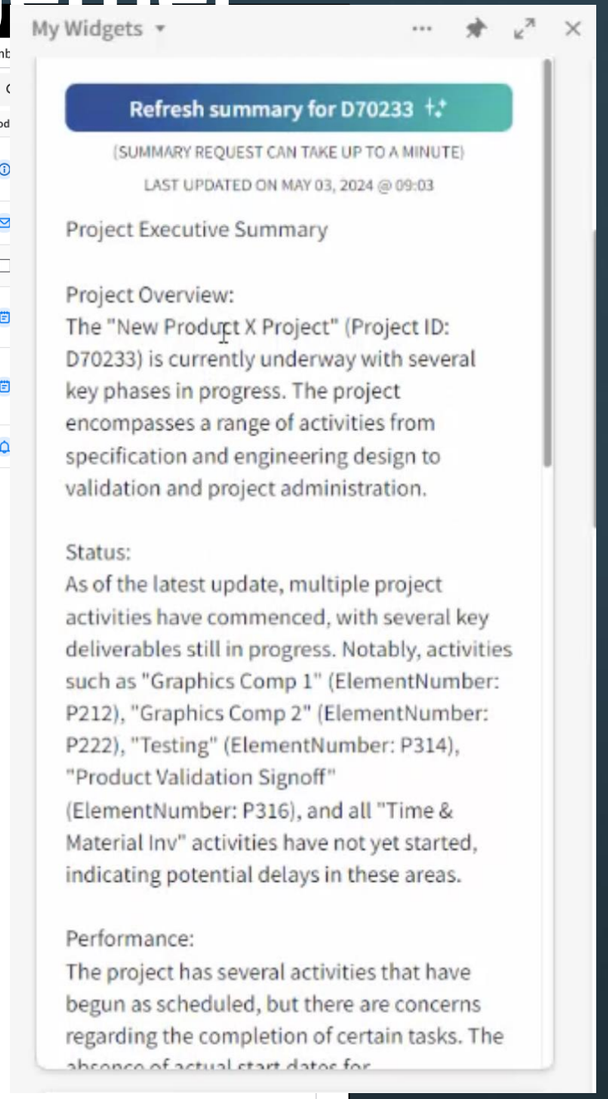


Connected intelligence: AI, BI and PI, together



Process Mining





Gen AI Analytics

infor

Key take aways

Infor is no longer a pure ERP company – we’re an innovative Industry Cloud company.

Infor Velocity suite contains of **solutions** that are proven to **deliver results** and realize **value**.

- **Process Mining** – to identify pain points and areas with potential for improvements
- **Value+** – pre-packed solution to streamline and automate business processes
- **GenAI** – great potential for improving usability and saving costs

How to get started?

Reach out to Advanced Services:

Hallgeir Øvrebust - hallgeir.ovrebust@infor.com
Isaac Eriksson – Isaac.Eriksson@infor.com

Or talk to your local:

Client Partner or Sales Executive

Jonas Johansson - jonas.johansson@infor.com

How do we Implement Innovation?

Our implementation approach leverages agile methodologies for a tailored and efficient deployment of Infor solutions. We start with the Discovery phase to understand your unique landscape. Next, we move to the Deliver phase, iterating solutions through agile Sprints.
After going live, we transition to the Optimize phase, providing ongoing support and enhancements to ensure long-term value and performance.

Discovery

Inception Activities

- ✓ Kick Off Meeting
- ✓ Business and Technical Discovery
- ✓ Project Governance
- ✓ Technical Governance
- ✓ Wrap-Up

Deliverables

- ✓ Use Case, Domain and Architecture Design
- ✓ Implementation Plan
- ✓ Services Work Order (SWO)

Deliver

Elaboration Activities

- ✓ Provisioning Validation
- ✓ Package Solution Walk-Through
- ✓ Customer Package Solution Walkthrough
- ✓ Develop the Blueprint

Deliverables

- ✓ Lifecycle Architecture
- ✓ Stable and Validated System Architecture
- ✓ Governance – ADO Tracking

Sprint 1

Construction Activities

- ✓ Development of Use Cases
- ✓ Refine User Story
- ✓ Initial Version
- ✓ Showcase and feedback generation
- ✓ Refinement
- ✓ Final Showcase and backlog generation

Deliverables

- ✓ Initial Operational Capability

Sprint 2

Construction Activities

- ✓ Enhancements from backlog
- ✓ Hardening of domain solution
- ✓ Documentation Update
- ✓ Preparing for QA/UAT in
- ✓ Sprint 3
- ✓ Final Showcase

Deliverables

- ✓ Refined Solution

Sprint 3

Construction Activities

- ✓ Code/Solution/ Data
- ✓ Fixes and Enhancements
- ✓ UAT/Test Procedures

Deliverables

- ✓ System is ready - tested, validated and accepted by customer

Go Live

Transition Activities

- ✓ Training and Enablement
- ✓ Knowledge Transfer
- ✓ Go-Live

Deliverables

- ✓ System in Production
- ✓ Production processing has commenced and validated
- ✓ Customer Enabled

Future

Optimize Activities

- ✓ Transition to Support
- ✓ Reflection - Retrospective

Deliverables

- ✓ Sign-Off
- ✓ Critical operational issues have been closed
- ✓ Future enhancements have been documented