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Do what matters

Avanade Power Automate Process Mining MVP

There's a revolution in Intelligent Automation. To outpace change, leading organizations are leveraging hyperautomation — a seamless integration of intelligence, presentation and action — to drive priorities

Employee experience

30% productivity increase in certain knowledge-centric and manual roles realized by 2024[1]

Optimized operations

16% average increase in operational efficiency for organizations that adopt AI and automation technologies[2]

Innovation at scale

40% greater productivity and efficiency realized from enterprise-wide automation over piecemeal automation alone[3]

Customer experience

52% of organizations reporting successful automation programs are linked with customer experience initiatives[4]

80% of Gartner clients will increase or sustain hyperautomation spending in 2023, for the third year in a row.[1]

This explosion of the automation estate has helped many organizations grow.

While understanding business processes is the first step to automation success, doing so accurately and at scale remains challenging.

Without a central tool for understanding processes and managing automations, organizations face challenges across business outcomes, operational logistics and even the potential for future improvements.

Unknown variations in process execution
Executed processes are different from the planned / designed processes

Ever expanding transaction data
Creation of digital footprints left behind by processes leads to surplus knowledge available for discovery

Inaccurate and time consuming as-is
Manual "as-is" process discovery is time consuming and often inaccurate

With automations everywhere, is this what your world looks like?

Time-consuming & uncertain process discovery

Traditional discovery methods such as workshops, interviews and manual documentation are time consuming, inaccurate and unable to identify bottlenecks in a timely manner.

Lack of proactive monitoring

Slow investigation process due to manual methods as well as trouble with lead times and automation degrees result in delayed identification of actual flows and frequencies.

Unknown deviations in process & performance

Variations from planned / designed processes and actual plan execution lead to inefficiencies and inconsistencies, which can adversely affect the quality of the customer experience.

Lack of granular insight

Inadequate techniques to collect all possible information at hand and benchmarks to identify inefficiencies lead to an incomplete picture of the process and diminished ability to target correct decisions.

Process mining can accelerate automation discovery and scale

Subjective interview-driven process mapping

Lack of data-driven process insights leads to subjective descriptions of business processes that are inaccurate and slow to produce

Data-driven process discovery

Leveraging transactional data within systems to develop a factual picture of how a process actually runs in production

Witness-led identification of automation opportunity

Automation opportunities are identified by individuals calling out pain points that may or may not yield impactful outcomes at scale

Exhaustive process discovery and opportunity identification

Diving deeper and broader to quickly visualize processes at scale and identify and quantify the highest-value process automation opportunities

And drive efficiencies beyond process automation – providing a digital x-ray of your operations

Poor insight translates into waste at every level

Lack of visibility into how processes are run leads to disparities in process execution, compliance risks and lack of clarity around the benefit of IT initiatives across the board

Better process visibility enables control and transformation

Process mining lets you understand and monitor your business processes in real-time, which enables you to:

- Measure the before-and-after impact of system changes, enhancements and migrations – enabling better benefit quantification
- Monitor adoption of system and process changes and identify and proactively address process compliance issues and breaches
- Optimize and reengineer processes across the enterprise

Identify process optimization and automation opportunities that drive value beyond cost and time savings

Process mining enablers

Business value

Process mining enablers		Business value
Process transparency	• Granular visibility of processes • Real-time monitoring • Smart alerts for violations	Enhances visibility and auditability of processes
Process efficiency	• Identification of process variants • Minimization of deviations • Identification of bottlenecks and automation opportunities	Saves cost and time
KPI monitoring and value realization	• Metric impact to value realization framework • Standardized reporting framework • Deep-dives into core metrics	Supports business value realization
Competitor benchmarking	• Benchmarks against industry peers • Continuous improvement tracking	Enables intelligent operations journey
Improved compliance	• Identification of compliance risks • Proactive mitigation • Separation of duties (SOD) and better controls	Proactively detects process compliance breaches

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While process mining is a powerful tool for transformation, getting it right requires careful planning and execution

This is the step at which process mining is most likely to fail.

80% of the effort and time in process mining programs are spent on locating, selecting, extracting and transforming process data.

Source: Gartner, "Market Guide for Process Mining," September 2020.

Industry expertise, best practices and benchmarking are critical to understanding how business processes can be improved.

The most successful process mining engagements are a joint effort between the business and a partner with this expertise.

Go from strategic vision to scale with our modular approach

This Offering

1. Process mining 101

- Develop basic understanding of process / task mining
- Understand benefits and applicability within your organization

1-hour working session

2. Vendor assessment

- Gain deeper understanding of vendor ecosystem and recommendations on vendor selection based on your technology and process landscape

1-2 weeks

3. POC / MVP

- Create working proof of concept (POC) with real business process to gain organizational interest and buy-in for investment for realizing benefits at scale

6-10 weeks

4. Op model & mobilization strategy

- Use methodologies and playbooks leveraging best practices to run and manage a process mining capability at scale
- Create operating model and governance to manage capability

4-8 weeks

5. Process mining factory

- Mobilize factory to leverage process mining at scale across multiple processes

3-12+ months

6. Operations transformation

- Leverage insights to improve customer experience, reduce costs, improve efficiency, standardize and reduce variation, improve compliance and control, increase transparency and enable continuous improvement

3-12+ months

Get Started → **Scale**

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MVP Scope and Timeline

Avanade Offer: Process Mining MVP

Kick Start your Power Automate Process Mining Journey with our 6-10 week MVP

Scope of Work

- End-to-End Process Mining of Source data for one end-to-end business process
- Process data model consisting of: Case ID, Activity Name, Start / End Time Stamp
- A data model template (Excel) will be provided for client to populate
- Avanade will ingest and model the process for process visualization (2 iterations)

Work Packages

- One 1½-hour workshop during project kick-off introducing Process Mining
- Process Map with default Value Drivers / KPIs

Solution Blueprint – PAPM MVP

Power Automate Process Mining

Collect data → Model data → Visualize insights → Future Intelligent Automation & User Experience

Source

Data Ingestion

Scope: Manual Data Extract
Future: Direct to App

Transformations

Excel

Front End Development

Power Automate
Process Mining

Microsoft Power BI

Power Automate

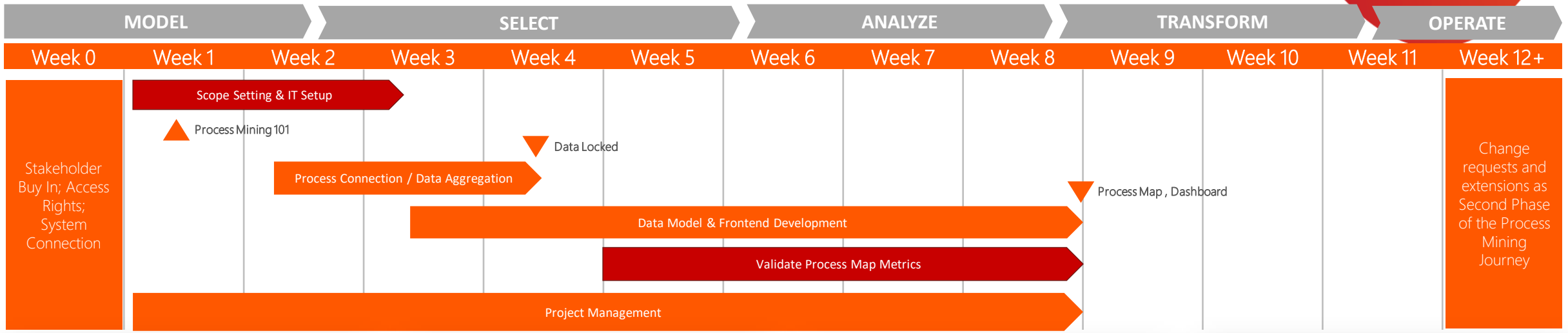
Power Apps

Supported by Client

Scope

Future program of process insights, quantification, execution gap closure, automation, and advance user experiences

Delivery Approach and Activities (Typical)



Scope Setting & IT Setup

Project setup & definition of Accenture collaboration
Scoping and Preparation

- 1 Source systems (data extract)
- Timestamps from source
- Use case definition workshop
- Project scope break down
- Administrative (onboarding & access)
- Infrastructure set up for full cloud
- Set up extractor server quality

Enable firewall settings & prepare source systems

Process Connection & Data Aggregation

- Identification and Validation
- Define data extraction
- Perform data extraction
- Data transformation
- Data load
- Deployment of standard or configurated connectors
- Data is prepared for mining

Data Model & Frontend Development

- Script creation & data modeling
- Process visualization
- Dashboard & report creation
- Process analysis & conformance checking

Validate Data & Analysis

- Check & validate data consistency
- Validate KPIs
- Enablement Workshop
- Knowledge transfer
- User manual – Enablement document

* Discussion of findings & hypotheses