

Why Do We Need SNCL?

SNCL specializes in Continuous Improvement, Business Applications, and Data. While some organizations may have in-house expertise, our team offers:

- Dedicated specialists with up-to-date technical knowledge
- Immediate ROI through proven methods
- Flexibility across all applications—whether or not you use Microsoft

If you're using standard D365 functionality, SNCL has already done the heavy lifting. We've built the event logs and data queries. Custom fields? We'll re-run the queries. Tailored processes? We'll help build them from scratch.

What is Process Mining?

Process mining is used to analyze business processes by examining event logs and identifying patterns and inefficiencies. It helps **uncover real operational processes** by extracting knowledge from data available in information systems. Process mining enables ongoing process monitoring and provides insights for continuous improvement and optimization.



PROCESS PILOT

PRECISION INSIGHT. INTELLIGENT ACTION

What Is SNCL's Process Pilot?

While many businesses use real-time reporting tools like Power BI to answer questions such as “How much did we sell today?” or “How many deliveries were completed?”, these tools focus on individual events.

But what happens when something goes wrong? How do you identify the root cause and shape future improvements?

SNCL's Process Pilot enables process mining for *everyone*. We've developed predefined process maps aligned with Microsoft's business process catalog and known high-impact business areas. The result is plug-and-play process mining, offering immediate insights and opportunities for continuous improvement.

Who Can Use Process Pilot?

Quite simply—anyone with system event data.

Examples include:

- **Financial organizations** aiming to reduce month-end processing times
- **Manufacturers** analysing production run times, scrap rates, or equipment efficiency
- **Supply chains** addressing warehouse inefficiencies or quality issues
- **Retailers** optimising product launches, returns processes, and sales activity
- **Healthcare providers** improving patient flow and reducing wait times
- **IT companies** assessing SLA or integration performance

If you have event data, you can extract, analyze, and improve your processes.

What Are the Benefits of Process Pilot?

- **"You can't improve what you can't see."**

See your process clearly—understand how long each activity takes and who is performing it. Even small improvements can dramatically increase efficiency and output.

- **Data Validation**

Process Pilot goes beyond process steps. It identifies whether your system data is clean and accurate - vital for successful AI and automation.

- **Process Comparison**

Simulate process changes before applying them to validate cost and performance improvements.

- **Immediate Analysis**

With Co-Pilot, bottlenecks are instantly highlighted. Want to automate a step? Just ask, and Co-Pilot will link you directly to tools like Power Automate.

- **Ongoing Monitoring**

Continuously monitor your processes for performance, compliance, and optimisation opportunities.

- **System Optimisation**

One flawed process can affect upstream and downstream systems. Improvements often ripple across multiple processes.

What's the process ?

If you are using standard D365 functionality – **SNCL has done the heavy lifting** – the event logs and data queries have been created and can be ingested into the platform.

If you have customised fields, we re-run the query and incorporate these.

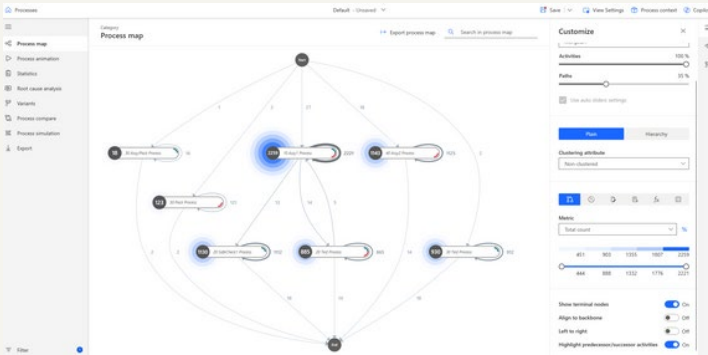
For tailored processes, we either help or build the query for you.

What do I get ?

Your data will be presented into a **visual diagram** showing all the steps, frequencies, time metrics, finance metrics and interactions between the different steps.

You will be able to see exactly how your process is being conducted, right down to the level of who is doing each activity.

You can define the period.



What am I supposed to do with it?

In most cases we find that the process is very clear, and they immediately see timings between activities and ask questions.

Once you see your process key things immediately visible will be transaction volumes, flows between steps, means and case duration, but this is where co pilot comes into its own.

Ask the tool for your bottle necks ?

what is my bottle neck process

These durations indicate that there may be delays in the start and end of cases, contributing to the overall process bottleneck. Addressing these delays could help improve the efficiency of your process.

- **Total Cases**: 335
- **Total Events**: 3208
- **Total Activities**: 37
- **Total Resources**: 37
- **Self Loop Count**: 257
- **Loop Count**: 152
- **Rework Count**: 263
- **Variant Count**: 53
- **Median Case Duration**: 01:47:59



Perhaps you want to automate problem processes and want some recommendations ?



Can I automate my bottleneck

Yes, you can automate aspects of your bottleneck to improve efficiency. Here are some recommendations for automation:

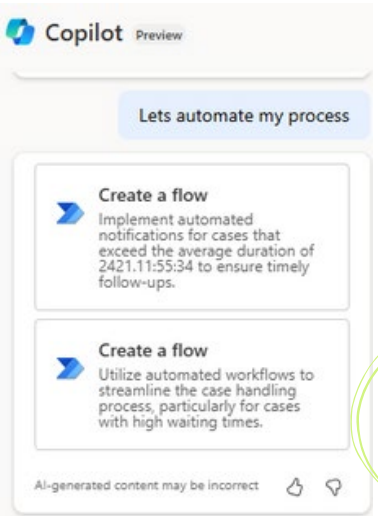
- Automated Notifications**: Implement automated notifications for cases that exceed the average duration of 2421.11:55:34 to ensure timely follow-ups.
- Workflow Automation**: Utilize automated workflows to streamline the case handling process, particularly for cases with high waiting times.

3. **Real-time Updates**: Enhance your application to provide real-time updates on case statuses, especially for cases that are approaching the maximum duration.

4. **Analytics Dashboards**: Integrate analytics dashboards to visualize case durations and identify trends over time, allowing for proactive management of bottlenecks.

These automation strategies can help reduce delays and improve the overall efficiency of your process.

And then Just do it !



Opportunities for Improvement

There are countless opportunities for improvement across every sector and within any improvement program.

Continuous Improvement (CI) programs, such as Six Sigma and the DMAIC cycle (Define, Measure, Analyse, Improve, Control), Process Pilot can give you the data you need.

Lean methodologies focus on waste reduction, cycle time optimisation, inventory efficiency, and resource utilisation.

There are also significant opportunities for **automation** and the use of **artificial intelligence**.

System optimisation is another key area - because a single process improvement can potentially impact multiple interconnected processes and applications.

Businesses are well aware of how much they've invested in improvement programs over the years, often with long and expensive analysis phases.

Process Pilot puts that power back in your hands - quickly and affordably.

Is This Just for Microsoft Products?

No. Process Pilot can be used with **any system that generates log or event data**. While our templates are initially aligned with the Microsoft business process catalog, **we support a wide variety of systems** and can mine processes regardless of the application you use.