Better Systems Implementations with Process Mining

Background

Enterprise Resource Planning (ERP) systems provide a common process and data model for businesses to cover broad and deep operational end-to-end processes that integrate finance, HR, distribution, manufacturing, service and supply chains across an organization. They have become necessary for organizations to manage their complex operations and compete in a rapidly changing and competitive business environment. These systems are major investments, and organizations expect extreme value add to the bottom line.

System implementations and migration projects are inherently disruptive; there is really no way around it. ERP systems are frequently customized to match an organization's business process without regard to understanding the efficiency of the process or understanding how any specific process adds value or differentiates to the business transaction. Business processes are seldom documented, and a significant portion of an ERP implementation goes to documenting an organization's processes and configuring the ERP system to unique business processes. Organizations appreciate implementations which are smooth and minimize turmoil. Process mining helps with this plus a whole lot more.

Process Mining Capability and How It Helps

More Cowbell Unlimited has a powerful process mining cloud software solution. Among many other things, process mining helps organizations make better business decisions during new system implementations. Process mining is a valuable companion during these major projects. It helps organizations recover critical intelligence from the existing or legacy system and identify required functionality prior to the development or adoption of new systems. Process mining gives you the tools to enhance decision-making and remove the guesswork.

> **Process Mining = Friend**
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> You're the CIO of a fast-paced organization. The boss decided that it's time to upgrade IT infrastructure or migrate to a new ERP. Process mining is a valuable companion. Recover critical intelligence and identify required functionality from existing systems prior to new system development or adoption of new systems. Then, use that information to inform the project and as a baseline to calculate ROI.

Overview

More Cowbell Unlimited's proprietary process mining cloud software imports data from any business-management software system and uses proprietary Artificial Intelligence (AI) / Machine Language (ML) to reconstruct visually the processes which are latent within the data. The technique works for any industry, organization, any ERP system, and any process. Process mining is highly extensible; the industry and government use cases are vast.

Compared to traditional interview-based process mapping methodologies, process mining learns processes in a fraction of the time. This allows organizations to quickly understand their processes,

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shorten process times, target improvements without guesswork, re-measure the outcome, simulate change assumptions, and adopt additional bleeding edge technologies like robotic process automation (RPA). It is continuous data-driven process improvement.

Process mining creates full process transparency, across all sites, business units and divisions. It is platform agnostic, data driven, repeatable, and scalable. When deployed thoughtfully, it helps drive efficiency, quality and productivity across the entire organization. It is a foundational enabler for very sophisticated analyses and digital transformation efforts. As a final, and perhaps most impactful benefit, organizations which adopt a full process mining suite are more agile and competitive.

Relevance for New IT System Implementations

Process mining is a highly relevant decision making and change management value add tool for new ERP system implementations or upgrades. Understanding organizational processes is a critical, foundational step whenever organizations undergo a major change. Use cases include:

Better Project Planning & Return on Investment (ROI) Calculations

Understanding existing or status quo processes is a good business practice at all times. However, when organizations contemplate a major change, baselining with process mining helps with project planning and measuring the post-implementation benefits.

Better Project Planning

Understanding status quo processes helps define the amount of customization and system configuration that will be necessary for the new ERP. This, subsequently, serves as an input to estimate the labor effort and duration of an implementation. Organizations benefit not only from a better final solution, but from better budgeting and fewer cost over-runs. It will also help to identify process deviations between sites or divisions

(ROI) Calculations

Our process expertise provides our customers with ROI estimates before deciding on the ERP change as well as calculating ROI more precisely after the change. Prior to a new system implementation, known process measures help organizations understand current process capacities, process deviations between sites or divisions, and costs. These measures enable the organization to simulate post-implementation assumptions. After the implementation, new process measures are easily compared to the legacy process costs, thus providing a more certain input into the post-implementation ROI calculus.

Enhanced Labor Decision Making

Reallocating labor resources and capturing significant post-implementation labor savings is frequently a management software system implementation project driver. Our solution provides accurate assumptions for sophisticated simulations, which enhance labor decision making. Our solution measures precisely the activities associated with processes. Organizations may use these data to simulate various labor configurations and make better post-implementation labor decisions which support strategy.

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Automating and Merging Workflows

More Cowbell Unlimited can help reduce the disruption associated with system migrations while enabling confident systems decisions and post-implementation configurations.   Process transparency gives leaders a way to decide which processes to keep or abandon. Process mining enables wise workflow automation or robotic process automation (RPA) implementations which produce processes which are faster, more efficient and consistent, and of course more cost effective.

Customer & Employee Experience Enhancements

Process mining enables organizations to improve dramatically the customer experience, as appropriate. From shorter wait times, to shorter overall process times, to better in-flight customer communications, to simpler/more accessible online forms, our solutions can significantly upgrade the customer experience by allowing organizations to "see" where trouble spots reside and prioritize automation resources for the most impact. An added benefit emerges from happier customers; namely, a better public perception of the organization along with fewer system-related complaints.

Employee Experience Enhancements

Process mining allows organizations to examine their processes from the perspective of different stakeholders. An organization's employees are arguably the very most valuable assets. ERP system upgrades are disruptive to employees. At least on the other side of the system migration project, the employees can be made happier and more productive with user-experience process enhancements similar to the aforementioned customer process enhancements.

Continuous Process Monitoring for Compliance and Audit

System upgrades are a major opportunity to transform and output a new organization which is monitored continually. Two very impactful uses include continual compliance and audit monitoring with intelligent alerts. Compliance and audit directives are not optional--and for good reason. They help reduce risk, ensure best practices are followed, and improve product or output quality. Consider processes which contain required compliance and audit steps. Process mining may be adapted to continuously run user activity over the fixed process model and trigger intelligent alerts when defined steps are skipped or otherwise not completed according to mandates. On such occasions, risk or audit managers may quickly investigate the occurrences. Overtime, AI agents will reduce the number of false positive alerts which improves the overall process and risk/audit workforce efficiency. Such a system also streamlines compliance and audit reporting, which is quite time consuming otherwise.

Data Driven Key Performance Indicators

What about continually measuring performance? Process mining very precisely maps complex processes, and it does it better than humans. Non-intuitive KPIs may be used to help drive the organization in a positive and deliberate manner. Moreover, the KPIs may be segmented across the organization so that appropriate leaders may be tasked with bettering the measures within their purview.

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Sales Enabler for Implementation Organizations

For organizations which specialize in enterprise system installs and upgrades, a process mining capability demonstrates to prospective clients that your services are on the cutting edge. This could be the defining differentiator which clinches the sale.

Conclusion

Businesses and government agencies are under intense pressure to innovate and gain competitive advantage. Yet, most organizations are not leveraging data which are readily available. More Cowbell Unlimited's process mining cloud software accepts system log "data exhaust" from any management information technology system, and it helps organizations make effective use of their scarce resources.

Our data science process optimization know-how helps organizations ease system upgrades and implementations, adopt workflow automations, monitor their processes according to strategic and operational needs, and become more agile and competitive.

Contact More Cowbell Unlimited today for a free consult and capability demonstration.

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