Better Mergers and Acquisitions with Process Mining

Background

Organizations aquire other companies for many reasons. For example, the aquiring organization believes that the organization being purchased has capabilities which complement existing services or, perhaps, the acquiring organization wants to eliminate competitors. Regardless, mergers and acquisitions are expected to greatly boost long term valuation for the acquiring firm.

These projects are inherently disruptive – especially when the capabilities and labor of the organization being acquired is being absorbed into the operations of the acquiring firm. During such projects, acquiring organizations appreciate mergers which are smooth, minimize turmoil, and maximize after-merger valuation. Process mining helps with this plus a whole lot more.

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 mergers and acquisitions. Process mining is a valuable companion during these major projects. It helps organizations recover critical intelligence and identify required functionality from existing IT systems prior to merging the two organization. Process mining gives you the tools to enhance decision-making and remove the guesswork.

Strategic Support
Your growing company just closed another strategic acquisition. Congratulations. Your team is helping complete a major corporate streamlining that is merging two IT-heavy departments into one. But does your team really have the data-driven tools they need to merge the workflows, data streams and software processes of two organizations? We give you the tools to run what-if simulations and take the guesswork out of making two organizations behave like one.

Overview

More Cowbell Unlimited's proprietary process mining cloud software imports data from organizational IT systems and uses proprietary AI/ML to reconstruct visually the processes which are latent within the data. The technique works for any industry, any organization, any IT system, and any process. Process mining is highly exstensible; 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, 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.

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Process mining creates full process transparency. 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 Mergers and Acquisitions

Process mining is a highly relevant decision making and change management value add tool for mergers and acquisitions. Understanding organizational processes is a critical, foundational step whenever organizations undergo a major change. Use cases include:

Pre-/post-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 estimate ROI before deciding on the major change as well as calculating ROI more precisely after the change. Prior to a new merger, known process measures help organizations understand current process capacities and costs in order to simulate post-merger assumptions. After the merger and the new organization emerges, new process cost measures are easily compared to the former pre-merger process costs, thus providing a more certain input into the post-merger ROI calculus.

Enhanced Labor Decision Making

Reallocating labor resources smartly and capturing significant post-acquisition ROI in the form of better labor utilization is frequently an acquisition project driver. Process mining provides accurate assumptions for sophisticated simulations, which enhance labor decision making. Process mining measures precisely the activities associated with processes. Organizations may use these data to simulate various labor configurations and make a better post-merger decision regarding organizational structure.

Automating and Merging Workflows

Process mining reduces the disruption associated with organizational change while enabling confident systems decisions and workflow configurations. Process transparency gives leaders a way to decide which processes, and from which organization, to keep or abandon. Process mining enables wise workflow automation or robotic process automation (RPA) implementations which produce processes which are faster, more accurate, more efficient, 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 result delivery times, to better in-flight customer communications, to simpler/more accessible online forms, process mining 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.

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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. Although mergers and acquisitions are disruptive to employees, at least on the other side of the project, the employees who remain 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

Major organizational changes are a opportunities to transform and output a new organization which is monitored and measured 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. Risk or audit managers may quickly investigate the occurrences. Overtime, AI agents will reduce the number of false positive alerts which improves overall process and risk/audit workforce efficiency. Such a system records compliance and audit-related events and streamlines 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 derived—like measures which quantify costly re-work steps or ping-pong behavior--which 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.

Sales Enabler for Implementation Organizations

For organizations which specialize in mergers and acquisition projects, 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 merger and acquisition challenges from beginning to end, 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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More Cowbell Unlimited is a Process Mining software and Data Science firm. We support government agencies and businesses with bleeding edge data driven continuous process improvement.