

Effective Digital Transformation Needs an Intelligent Automation Foundation

Breakout: 439

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Agenda

1. Digital Transformation Dilemma

2. The Missing Link : Intelligent Automation Foundation

Organizations Spend Billions on Enterprise Software to Digitize Processes

1000

enterprise applications
on average per company

\$806B

total spend on enterprise
software globally

100%

of CEOs say digital
strategy is a top priority

Mainframe

PC

ERP/CRM/Core

LoB Apps

Cloud /Mobile Apps

Digital
Transformation

'70s

'80s

'90s

'00s

'10s

'20s

Despite the Billions Spent on Digital Transformation... Organizations are not Fully Realizing Pull Through Benefits

Supply & Delivery
On-Time Delivery



44.8%

96.9%

Average
Execution Capacity

Maximized
Execution Capacity

Finance & Administration
Touchless Invoice Rate



26%

85%

Average
Execution Capacity

Maximized
Execution Capacity

Customer Operations
Net Promoter Score



32

95

Average
Execution Capacity

Maximized
Execution Capacity

Products & Services
Time-to-Market



23 months

15 months

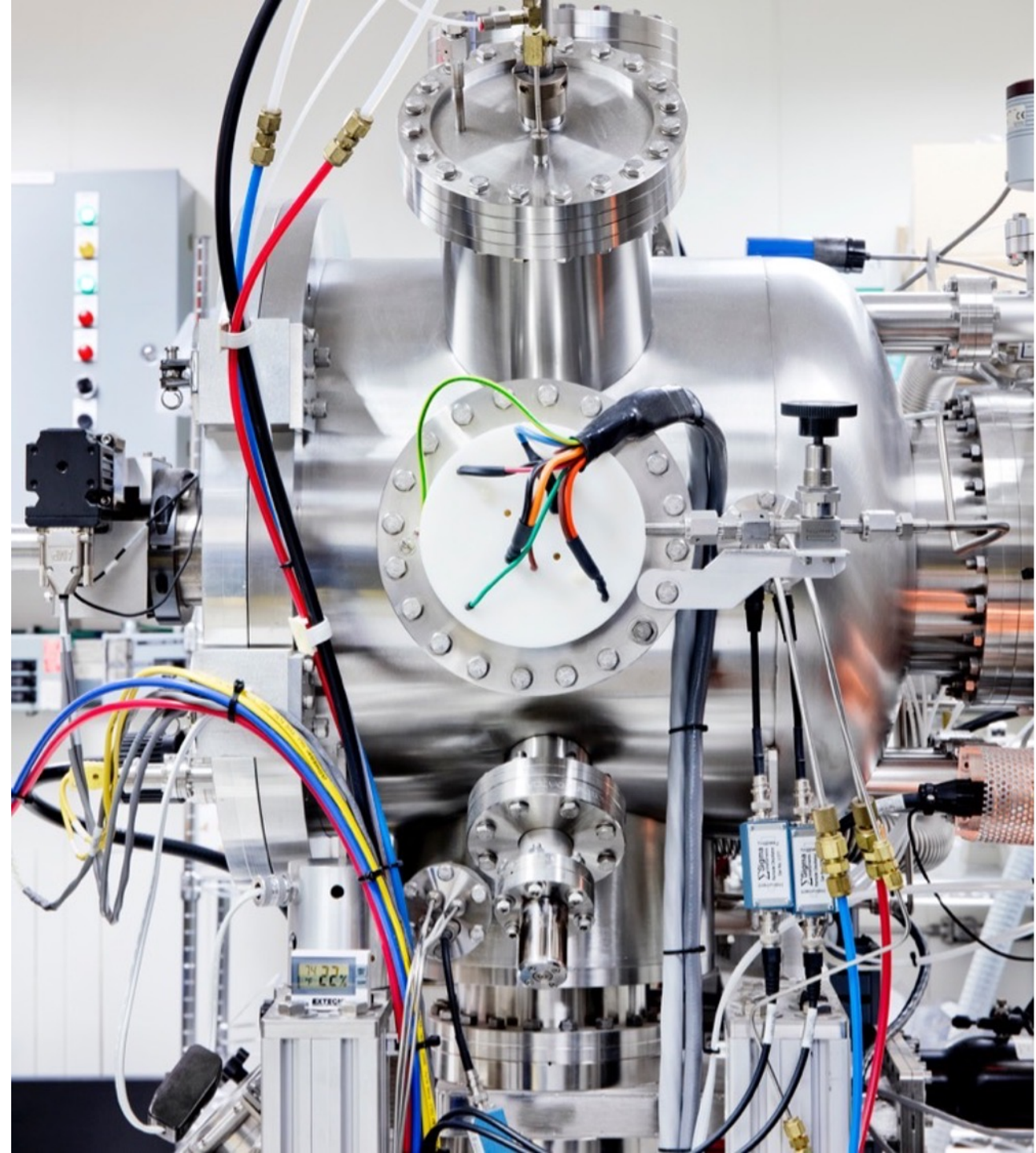
Average
Execution Capacity

Maximized
Execution Capacity

78%

of digital transformation initiatives fail

And of the 22% which succeed, on average organizations only achieve 10% of the overall objectives



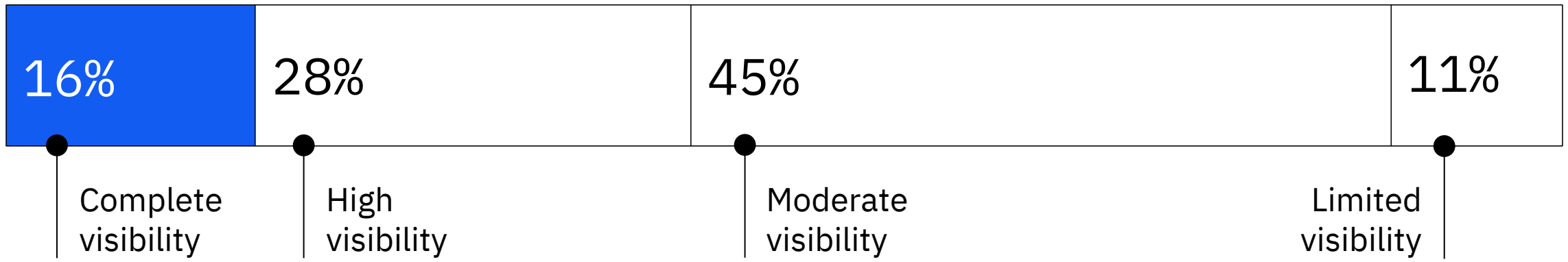


LACK OF
VISIBILITY

The Explanation

You can't improve what you can't see.





Most organizations don't have complete visibility of their own processes

What level of visibility do you have into your processes?

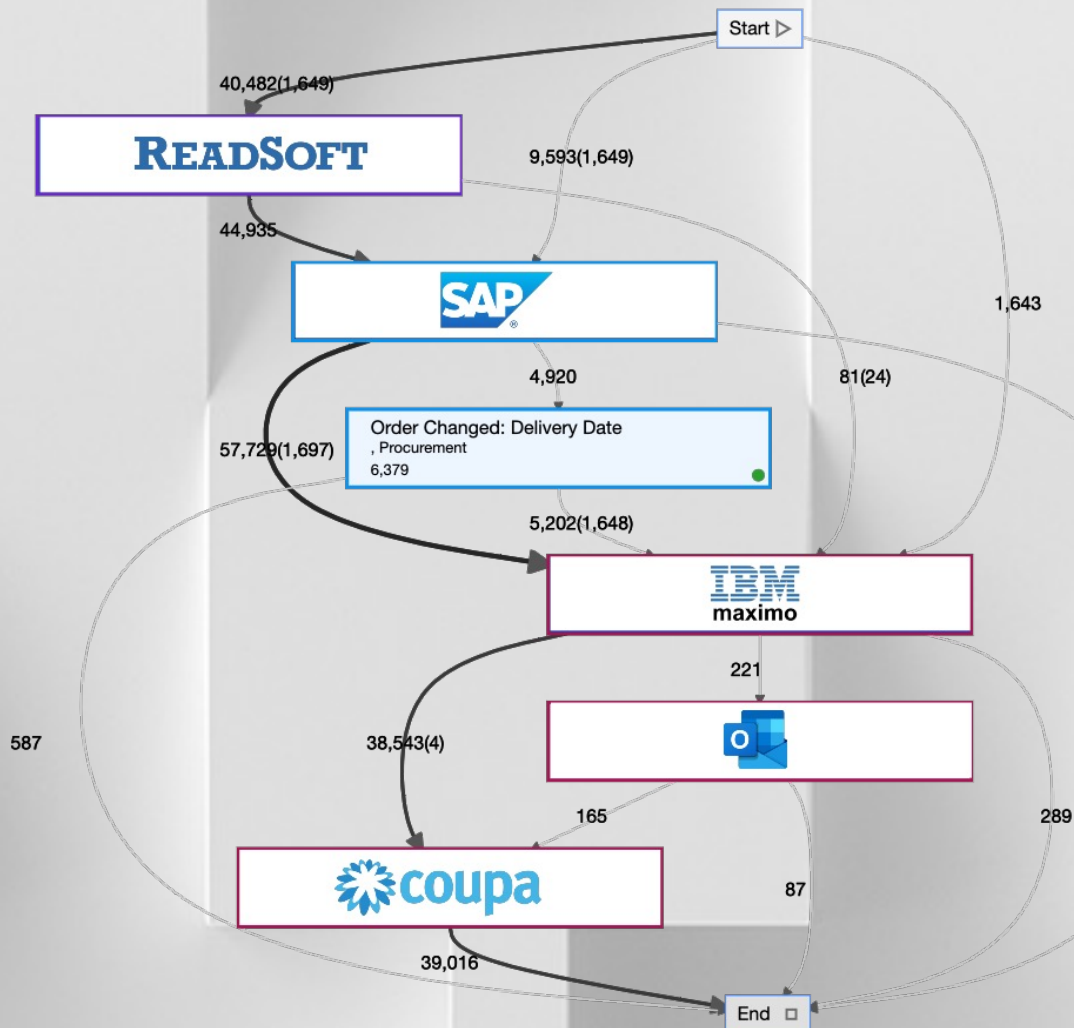
Only **16%** of leaders say they have complete visibility

Process complexity + lack of visibility = **silent killer of performance**

These are the top 5 issues caused by
process inefficiencies



Processes are forced to run across a rigid and fragmented technology landscape



Process complexity
is at an
all-time high

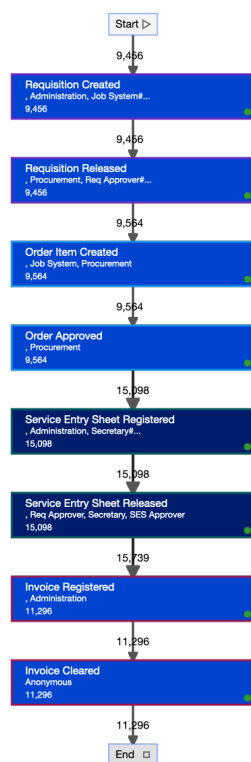
71%

of organizations use
**10 or more
applications**
to execute a single
business
process.

The Problem Every Organization Faces

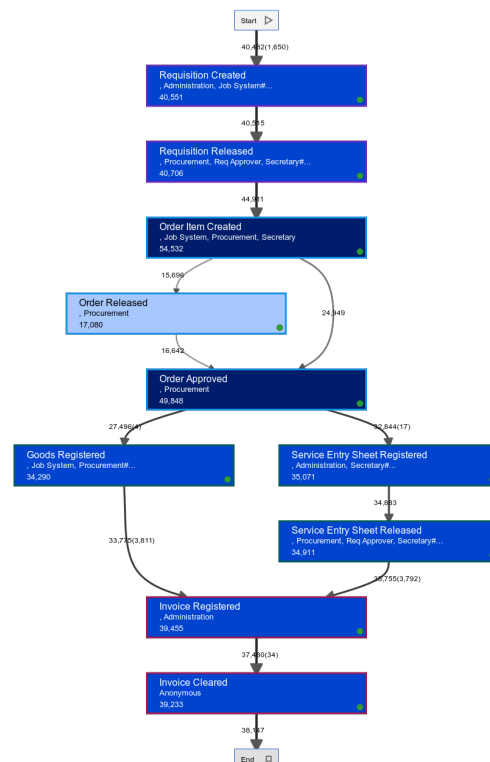
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How the process
was designed



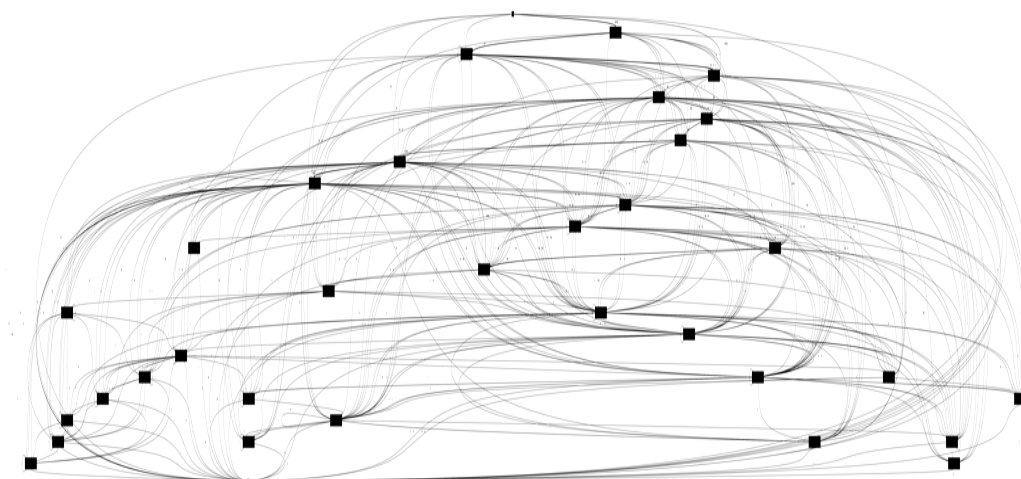
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How leaders think
it operates



3

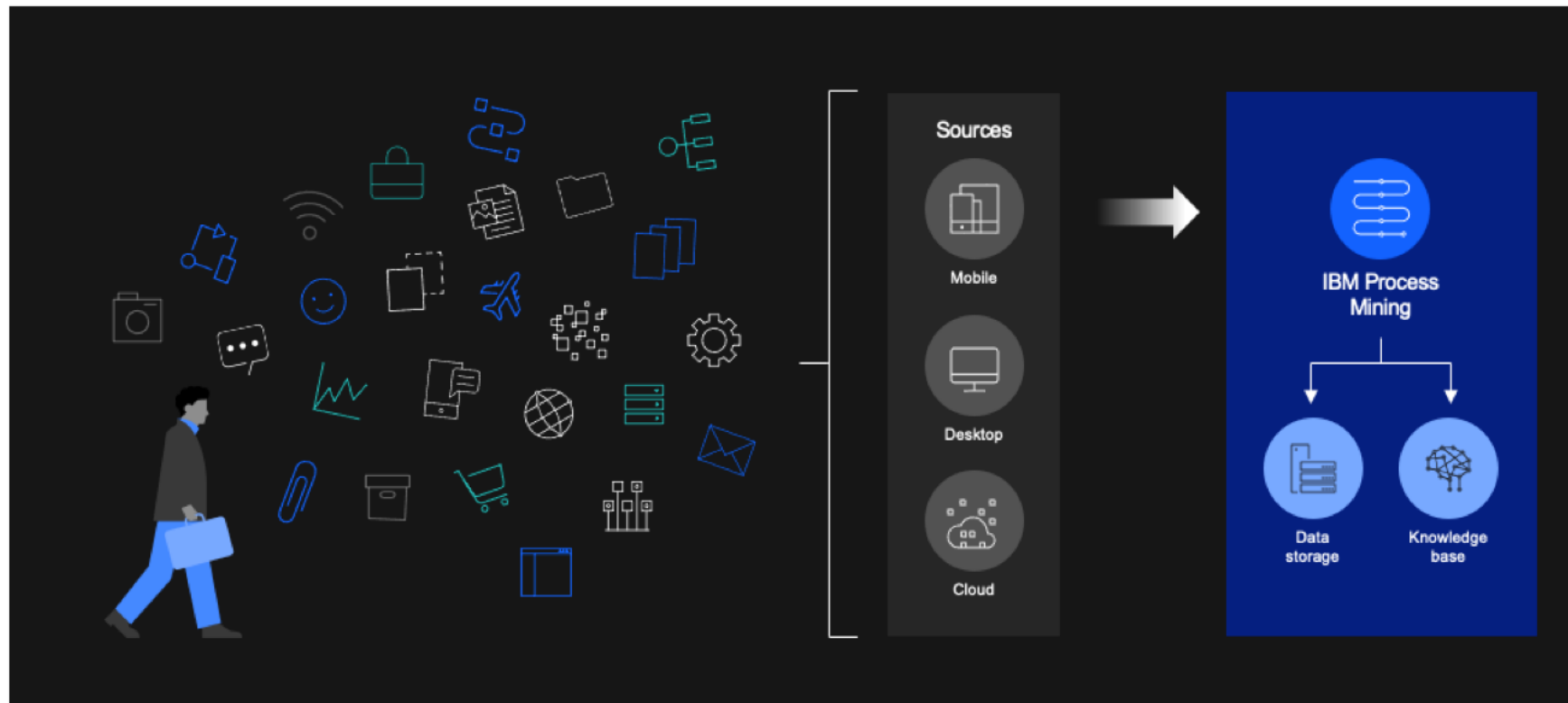
How the process
actually operates



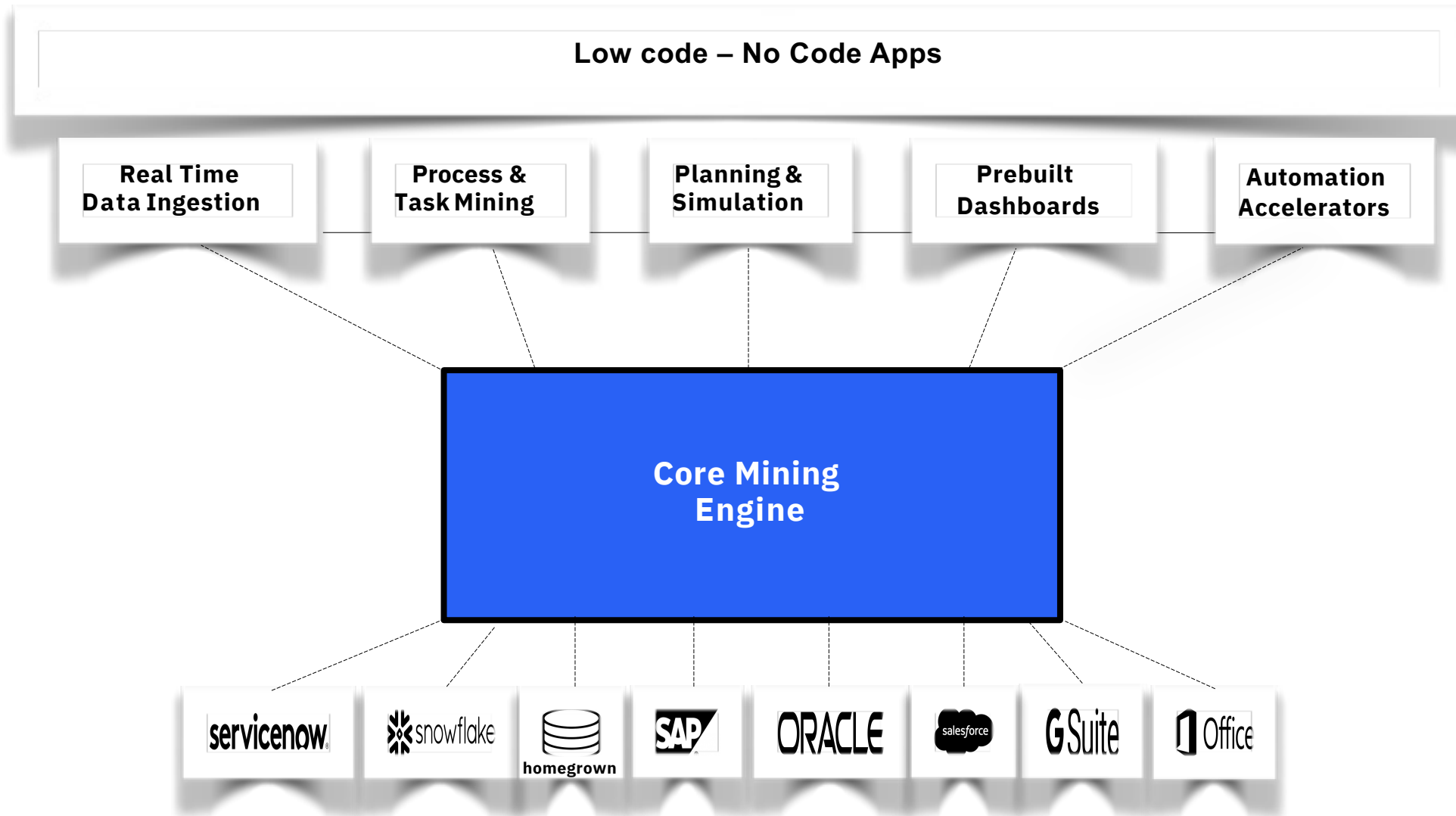
The Missing Link

Process Mining + Task Mining

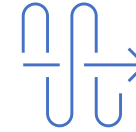
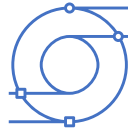
a precise Digital Twin of your business processes



Process Mining Leverages Process Data and Intelligence to Improve Mission Execution



IBM Process Mining Unique Capabilities



Discovery

Automated **Discovery** algorithms for:

- Process discovery
- Task mining
- Business rules mining
- Multi-level process mining

Monitoring

Continued **Monitoring** of:

- KPI and cost
- Compliance
- Automation
- Root cause analysis

Optimizing

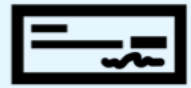
Optimize using:

- What-if scenarios
- Simulation
- Automation recommendation:
RPA and Workflow
- ROI calculator

Deployment Models

- **Cloud:**
Provided as a SaaS solution
- **Hybrid Cloud:**
Red Hat OpenShift containers
- **On-prem:**
Red Hat Enterprise Linux

Process Mining can be applied to any operational process



Procure-
to-Pay



Order-to-
Cash



Ticket
Mgmt



Case
Mgmt



Onboarding



Talent
Hiring



Asset
Mgmt



Requests /
Approvals



Dispute
Mgmt



Data / Report
Generation



Customer
Service



Risk and
Compliance

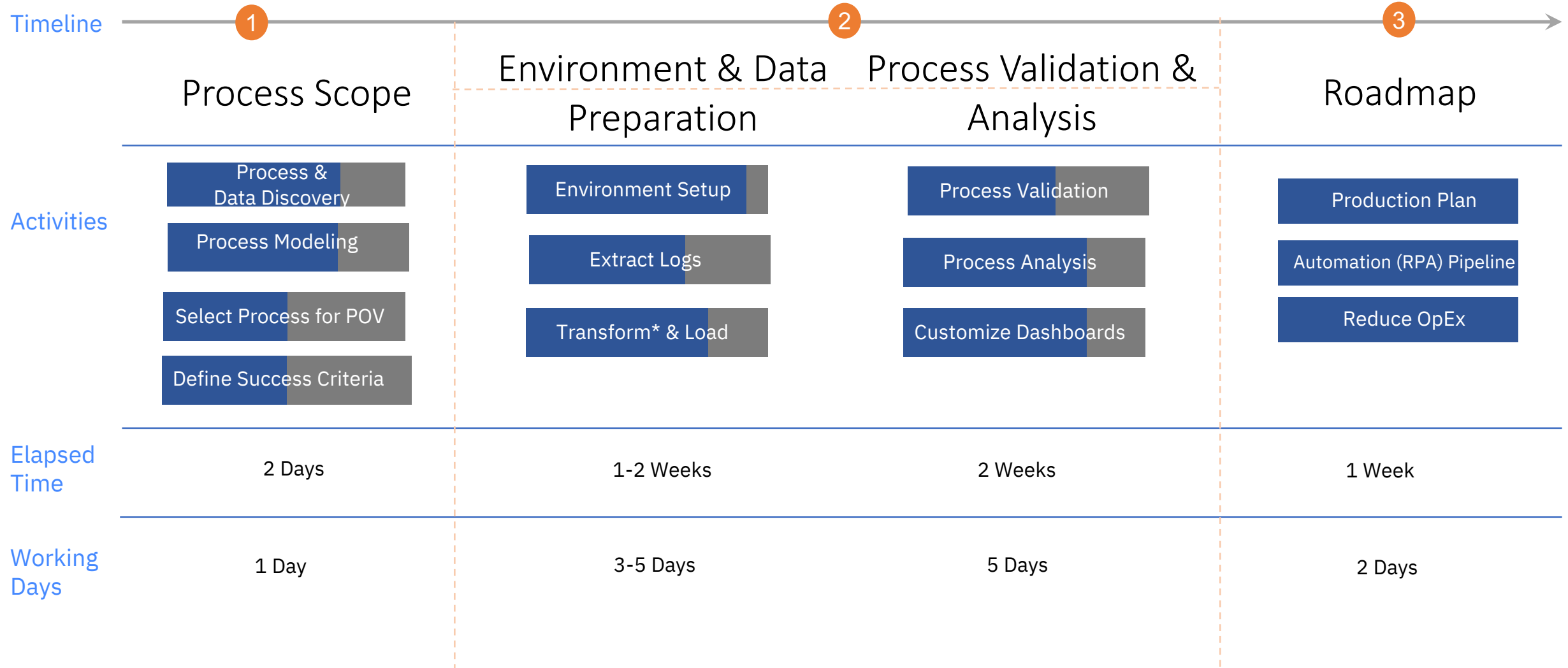


IT
Operations



Human
Resources

Process Mining Proof of Value Evaluation



*Data Obfuscation

Elapsed and Working are based on average values

Questions

Get started with IBM Process Mining

Let's set up an
[Automation
Innovation Workshop](#)



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about Process Mining?

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Thank You

