Achieving 360˚ Process Visibility for Enterprise Automation

A How-To for Realizing True Process Intelligence

Gilles Boivin
Solution Engineer

WORKSOFT®

ASUG

Key Outcomes and Objectives

- Apply advanced analytics to match activities from different sources to show realized and potential automation and optimization benefits
- Expose real business value that can be mapped to the organizational and departmental level
- Understand your end-to-end business processes holistically as well as granularly
- Expedite the creation of useful process assets to automate enterprise applications and beyond

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What is Process Intelligence?

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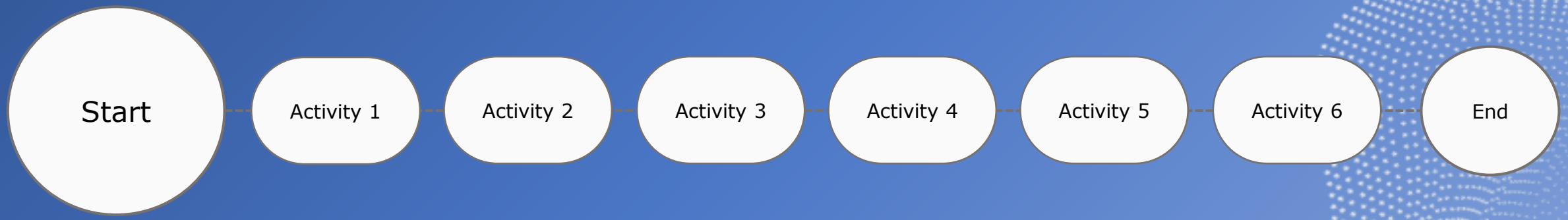
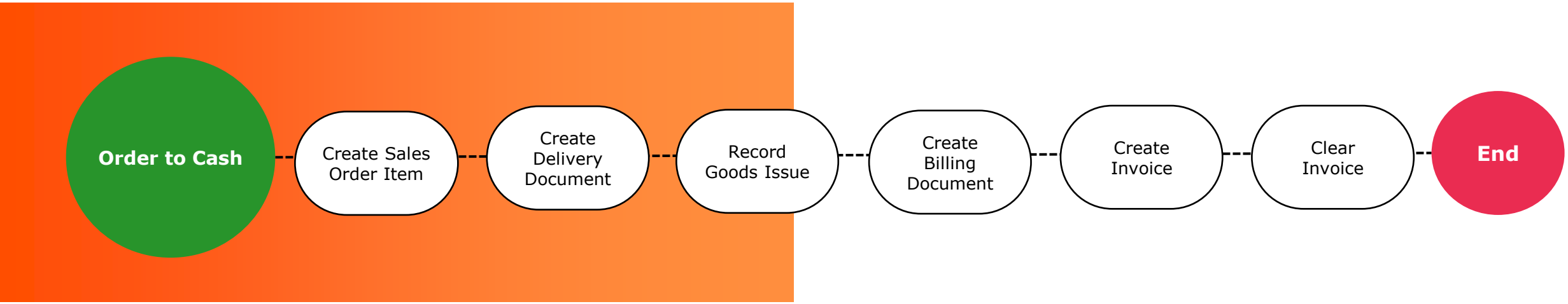
Business Process Blueprint



Process in Production



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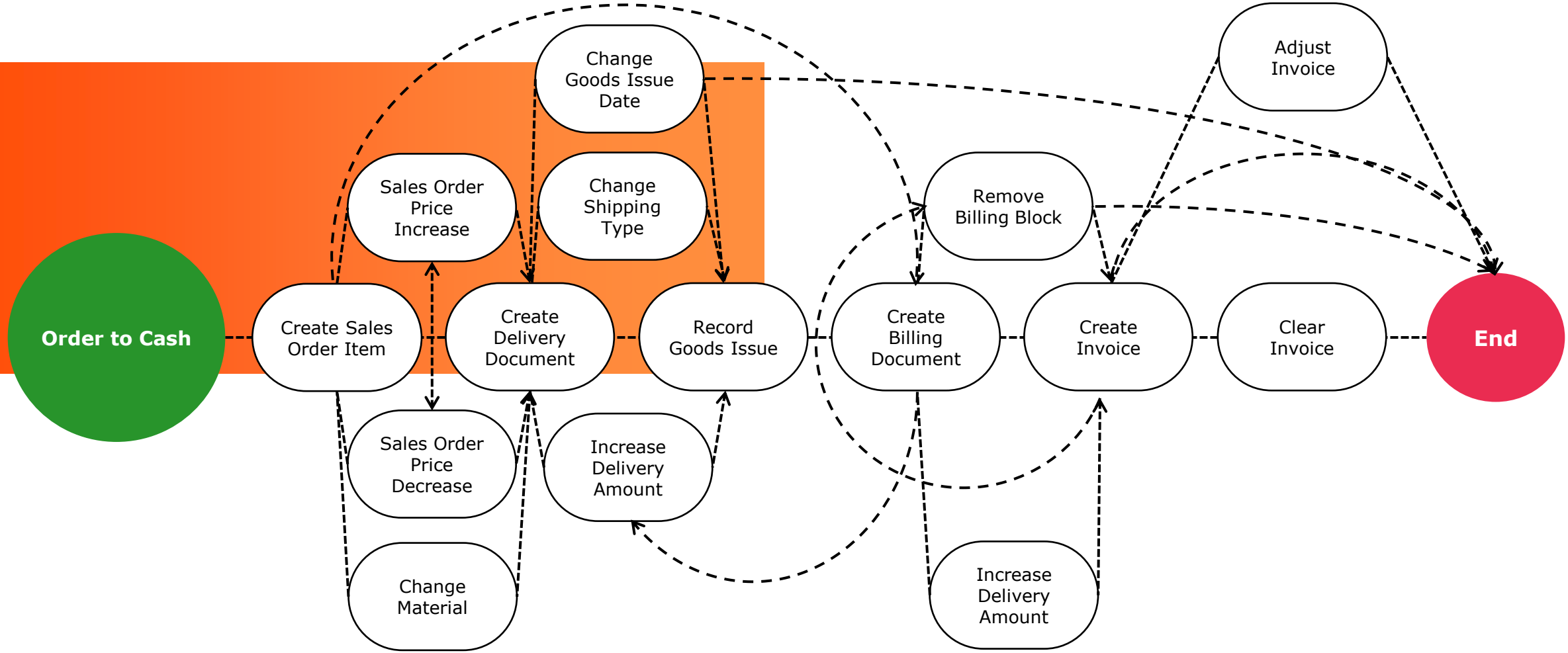

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Process in Production

Order to Cash

End

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Process in Production

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How do we deal with this complexity?

How do we transform?

How do we optimize efficiently?

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Process Solutions

Task Mining

Step by Step Activities

Process Optimization Opportunities

Process Documentation

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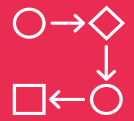
Process Solutions

Task Mining

Step by Step Activities
Process Optimization Opportunities
Process Documentation



Process Mining

System Event Capture
Process Optimization Opportunities
Performance Monitoring

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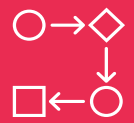
Process Solutions

Task Mining

Step by Step Activities
Process Optimization Opportunities
Process Documentation



Process Mining

System Event Capture
Process Optimization Opportunities
Performance Monitoring

Test Automation

End to End Test Execution
Business Process Testing
Performance/Load Testing

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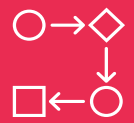
Process Solutions

Task Mining

Step by Step Activities
Process Optimization Opportunities
Process Documentation



Process Mining

System Event Capture
Process Optimization Opportunities
Performance Monitoring

Test Automation

End to End Test Execution
Business Process Testing
Performance/Load Testing

Production Automation

Empower a Digital Workforce
Automate Production Workflows
Ensure Security & Auditing Compliance

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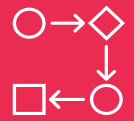
Process Solutions

Task Mining

Weakness: No System-Level Visibility



Process Mining

Weakness: No Human-Level Visibility

Test Automation

Weakness: No Production-Level Visibility

Production Automation

Weakness: No Pre-Production Visibility

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What is Process Intelligence?

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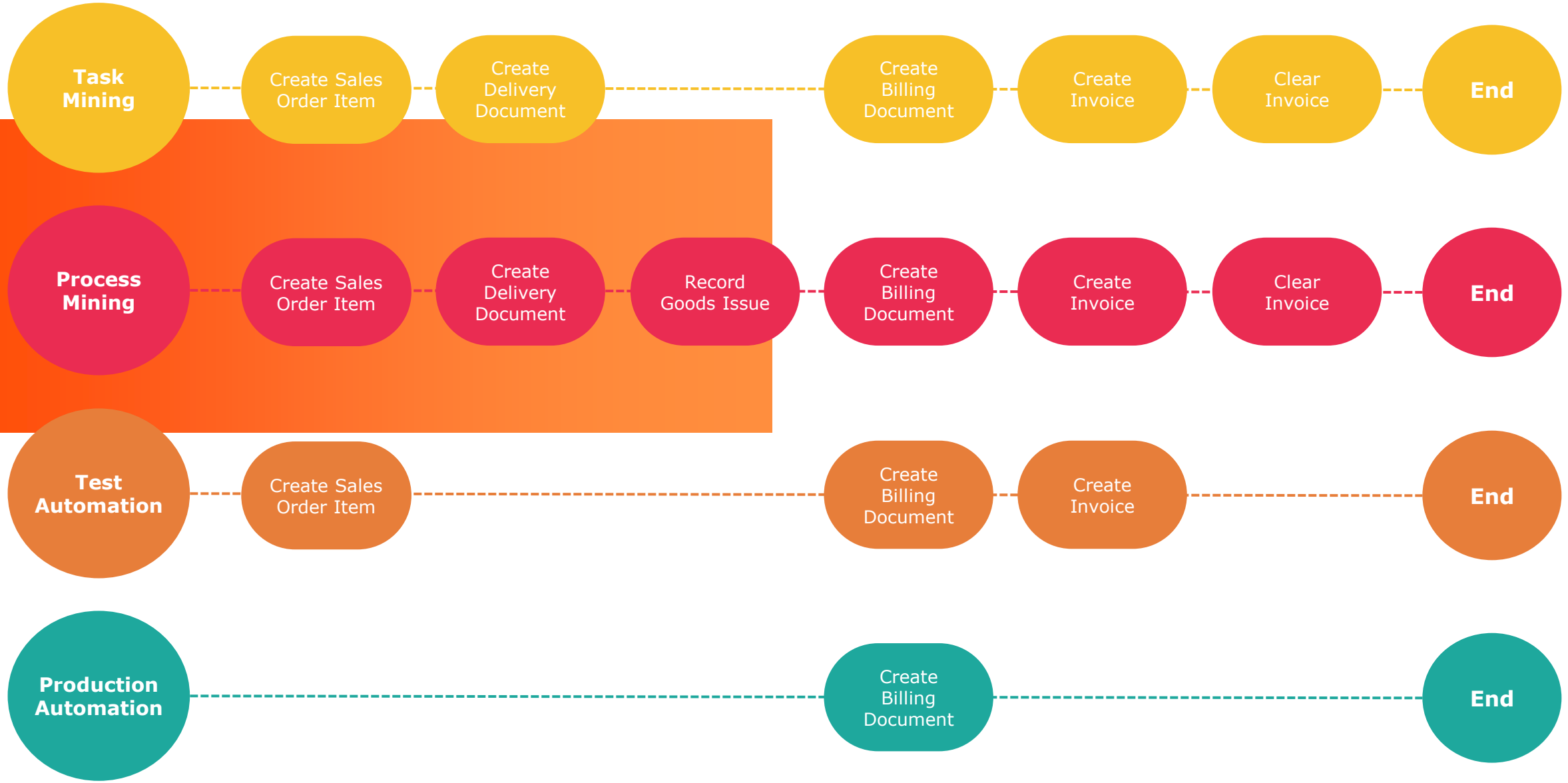

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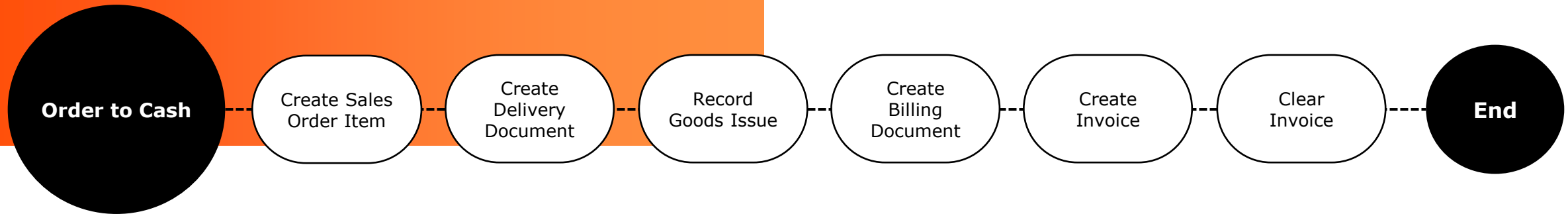
Eliminate the Silos



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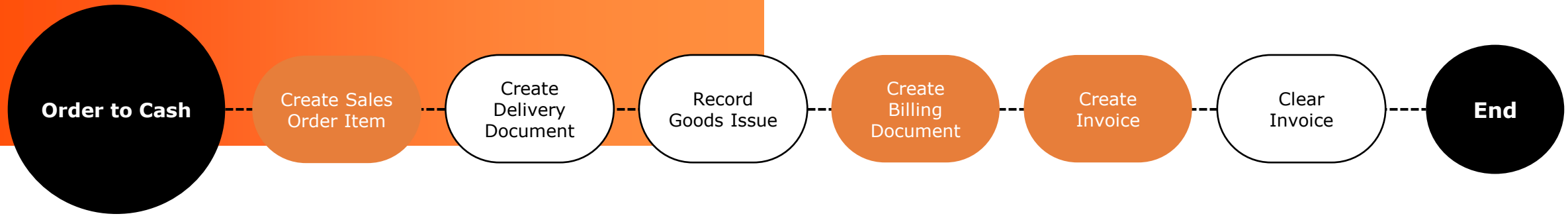

TEST AUTOMATION

Test Automation Coverage

Realized Automation ROI

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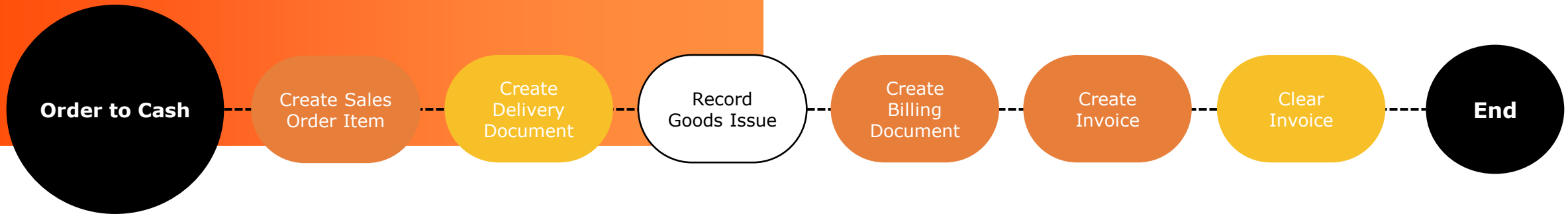
Eliminate the Silos

TASK MINING

Capture Steps for Automation

Prioritize Automation

Establish Process Framework w/Human Data



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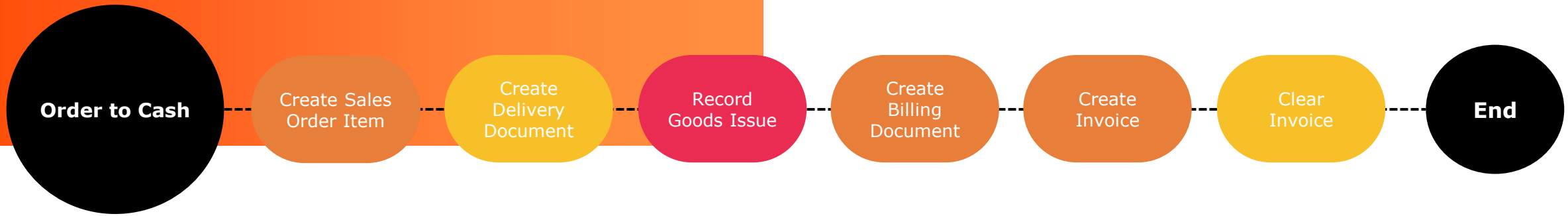

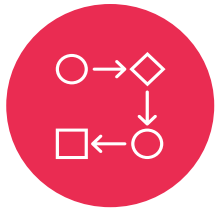

PROCESS MINING

Prioritize Automation

Establish Process Framework w/System Data

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Realized Automation ROI

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Eliminate the Silos

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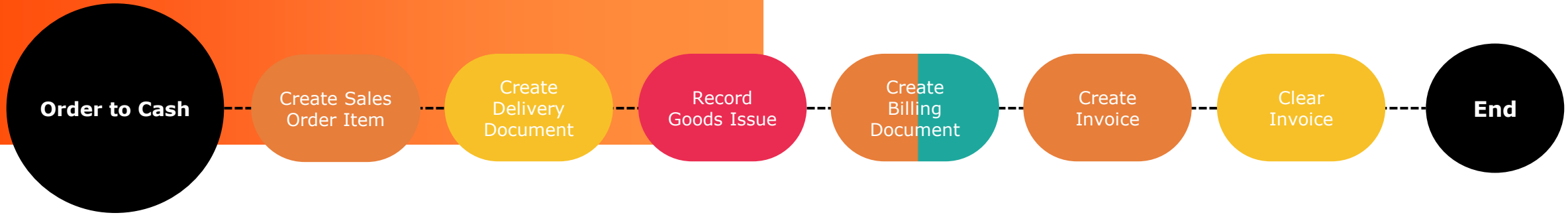
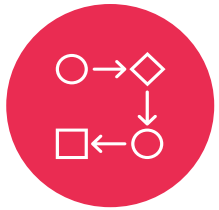
PRODUCTION AUTOMATION

Production Automation Coverage

Realized Automation Gains





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Realized Automation ROI

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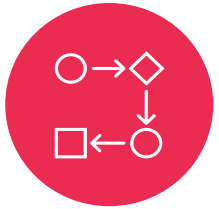
Worksoft's Process Intelligence

PROCESS CAPTURE

PROCESS MINING



PRODUCTION AUTOMATION

TEST AUTOMATION

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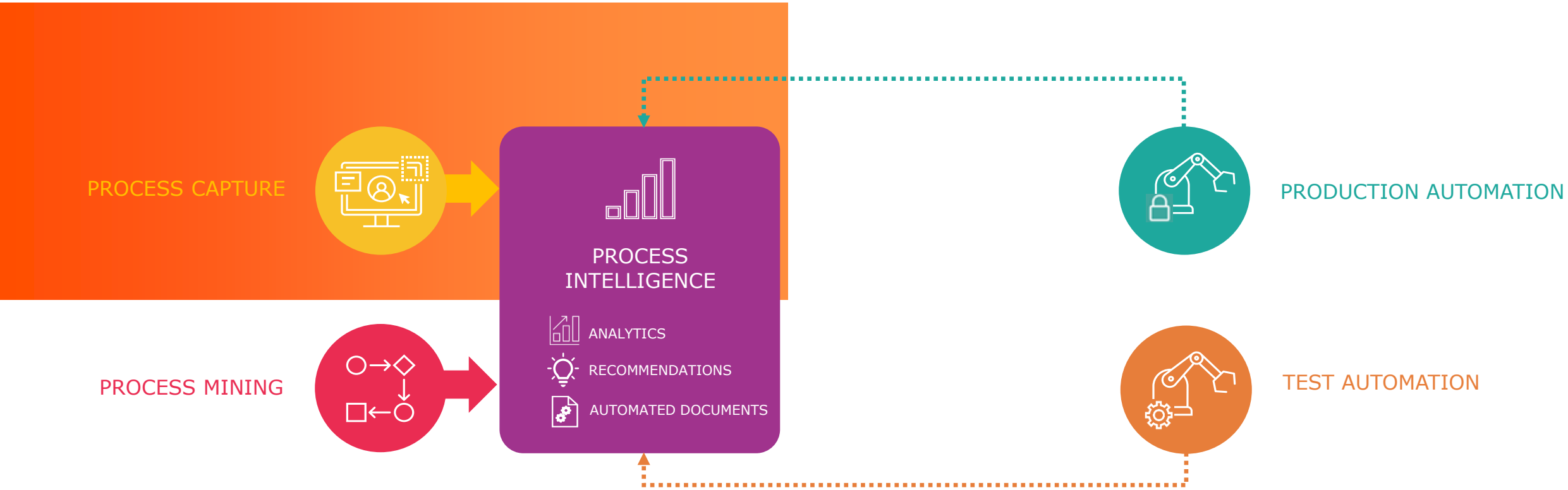
Worksoft's Process Intelligence



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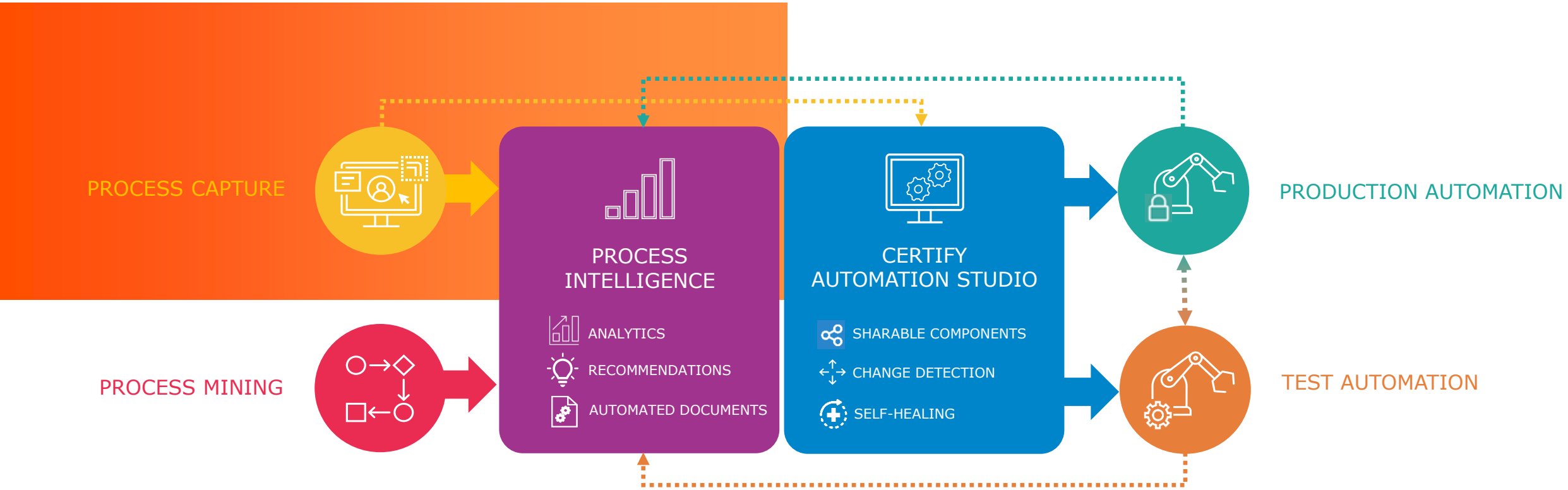
Worksoft Connective Automation Platform



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$1,151,108
Total Savings

14%

$8,315,807
Potential Savings

Process Optimization

3 Total Business Processes | 874 Process Variants

Realized $296,400

13%

Potential $2,359,117

Optimization Top Targets

Business Process Testing

37% Automated Activity Coverage | 3d12h29m Time Saved Per Test Cycle

Realized $227,864

11%

Potential $2,024,828

Automation Top Targets

Connective RPA

2% RPA Activity Coverage | 98% Run Rate

Realized $626,844

16%

Potential $3,931,862

RPA Top Targets

Departments

Financial Accounting

Realized: $165,276 (19%)

Variants	20	Optimization	$0
Automation Coverage	31%	Automation	$7,332
Automation Distribution	4%	RPA	$157,944
RPA Activities	0		

Materials Management

Realized: $82,964 (9%)

Variants	15	Optimization	$0
Automation Coverage	100%	Automation	$56,264
Automation Distribution	5%	RPA	$26,700
RPA Activities	0		

Production Planning And Control

Realized: $4,032 (0%)

Variants	3	Optimization	$0
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Quantify potential savings from process optimization and automation

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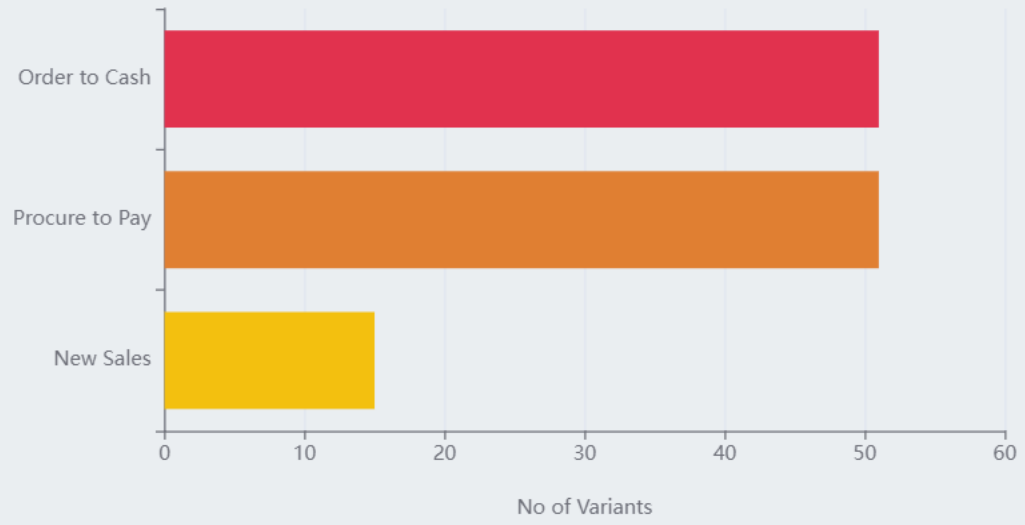
Top Scattered Variants



Lost Productivity Time Distribution (est.)

Business Process Duration

Departments

Financial Accounting

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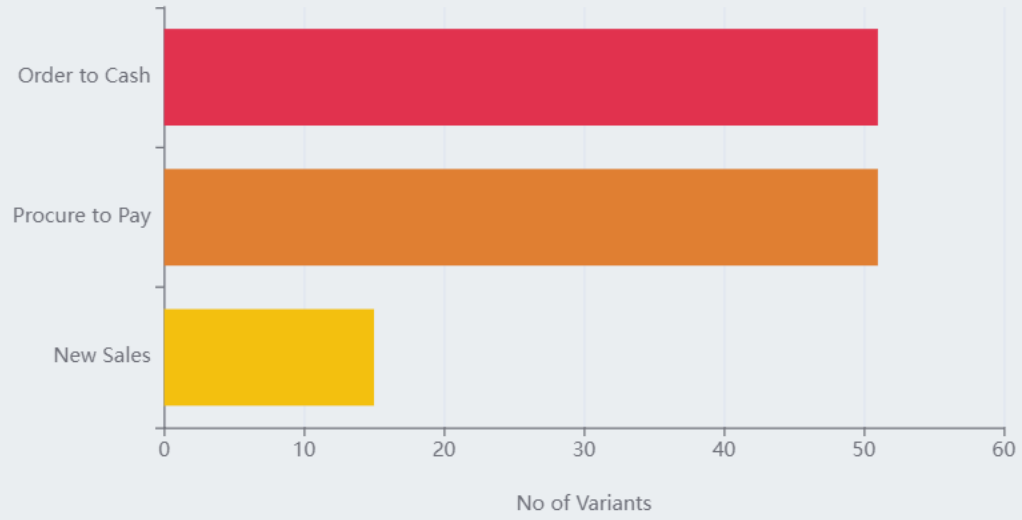

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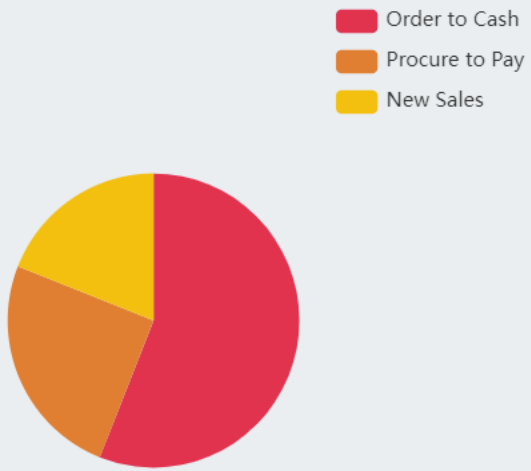

Business Process Duration

Materials Management — Realized: $82,964 (9%)

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Unknown — Realized: $26,000 (3%)

Variants	2	Optimization	$0
Automation Coverage	100%	Automation	$26,000
Automation Distribution	9%	RPA	$0
RPA Activities	0		

Logistics - General — Realized: $3,192 (0%)

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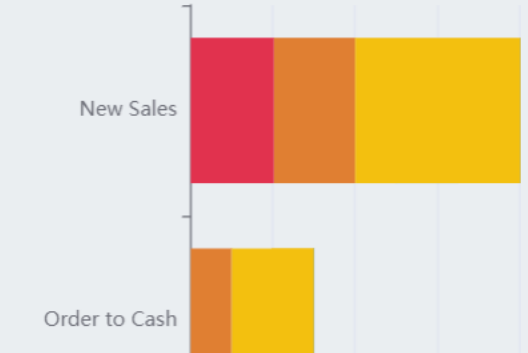
Automation Top Targets

Top Manual Activity Targets

Test Failure Proximity



Departments

Financial Accounting — Realized: $165,276 (19%)

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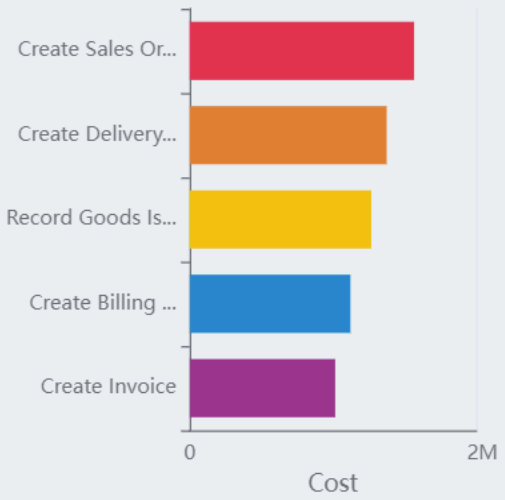
Top Manual Activity Targets



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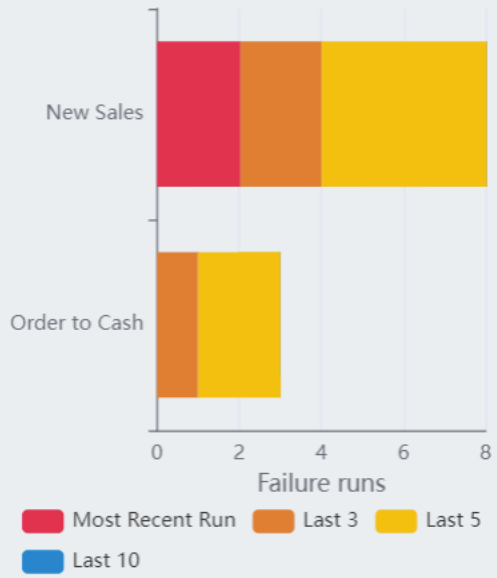
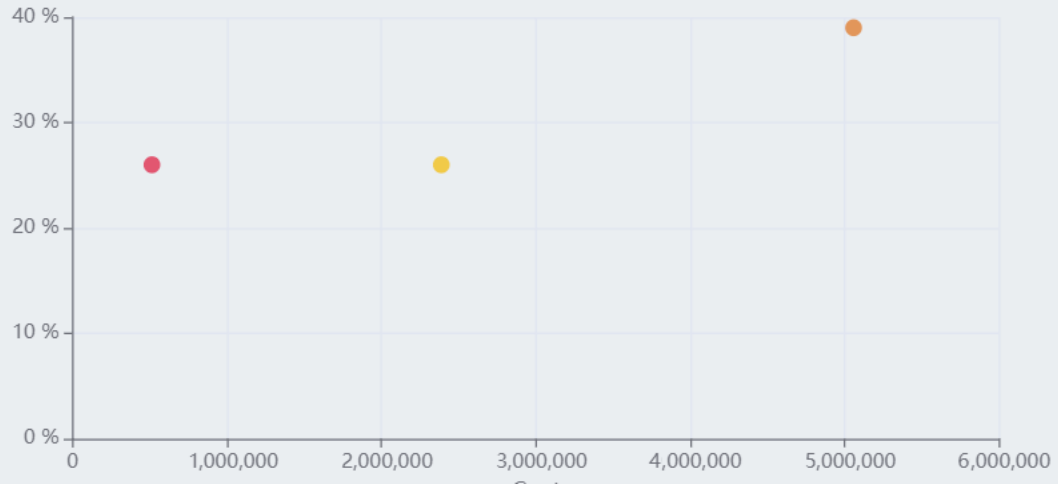


Manual Activity Cost vs Manual Activity Coverage



RPA Activities 0

Production Planning And Control — Realized: $4,032 (0%)

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Unknown — Realized: $26,000 (3%)

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Automation Distribution	9%	RPA	$0
RPA Activities	0		

Logistics - General — Realized: $3,192 (0%)

Variants	12	Optimization	$0
Automation Coverage	100%	Automation	$2,184
Automation Distribution	2%	RPA	$1,008
RPA Activities	0		

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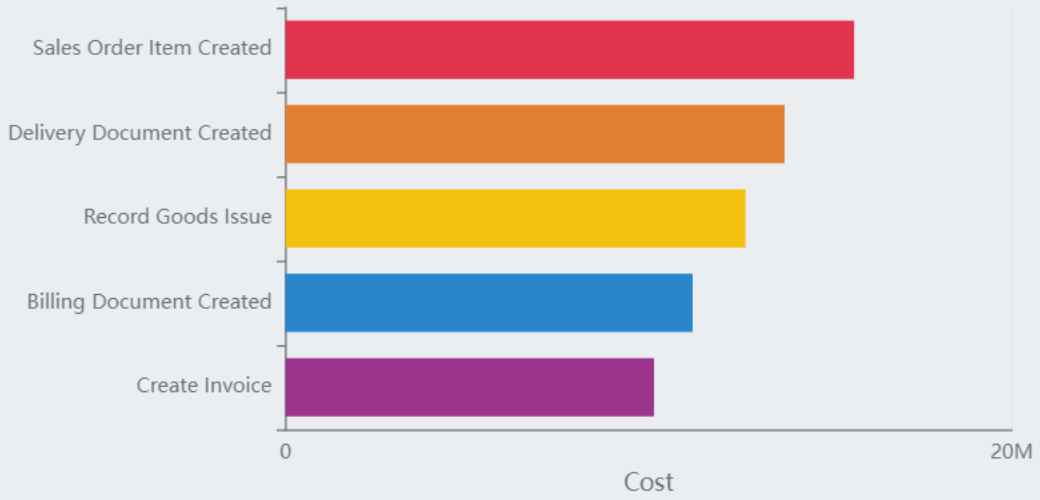
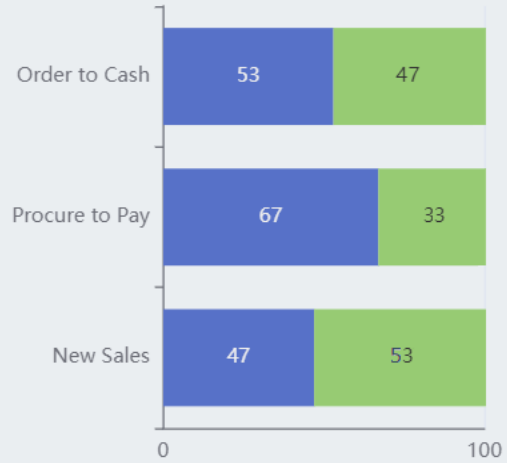
RPA Activities	0		

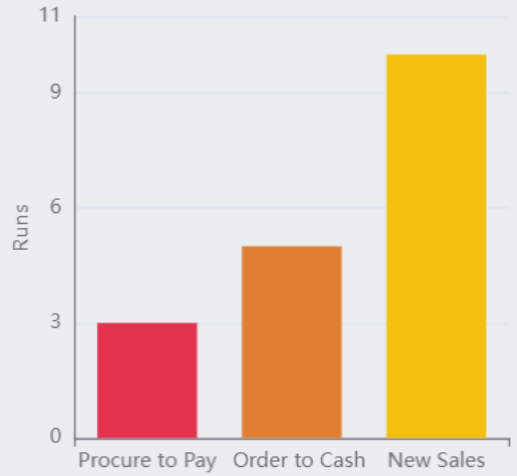
Top Manual Activity Targets



Top Protected Business Processes



Stability Monitor (Last 30 Days)



Automation Distribution	3%	RPA	$756
RPA Activities	0		

Unknown — Realized: $26,000 (3%)

Variants	2	Optimization	$0
Automation Coverage	100%	Automation	$26,000
Automation Distribution	9%	RPA	$0
RPA Activities	0		

Logistics - General — Realized: $3,192 (0%)

Variants	12	Optimization	$0
Automation Coverage	100%	Automation	$2,184
Automation Distribution	2%	RPA	$1,008
RPA Activities	0		

Purchasing — Realized: $0 (0%)

Variants	160	Optimization	$0
Automation Coverage	0%	Automation	$0
Automation Distribution	0%	RPA	$0
RPA Activities	0		

$1,151,108

Total Savings

14%

$8,315,807

Potential Savings

Process Optimization

3 Total Business Processes | 874 Process Variants

Realized $296,400

13%

Potential $2,359,117

Optimization Top Targets

Business Process Testing

37% Automated Activity Coverage | 3d12h29m Time Saved Per Test Cycle

Realized $227,864

11%

Potential $2,024,828

Automation Top Targets

Connective RPA

2% RPA Activity Coverage | 98% Run Rate

Realized $626,844

16%

Potential $3,931,862

RPA Top Targets

Departments

Utilize department-specific analysis for actionable areas of effect

Financial Accounting

Realized: $165,276 (19%)

Variants	20	Optimization	$0
Automation Coverage	31%	Automation	$7,332
Automation Distribution	4%	RPA	$157,944
RPA Activities	0		

Materials Management

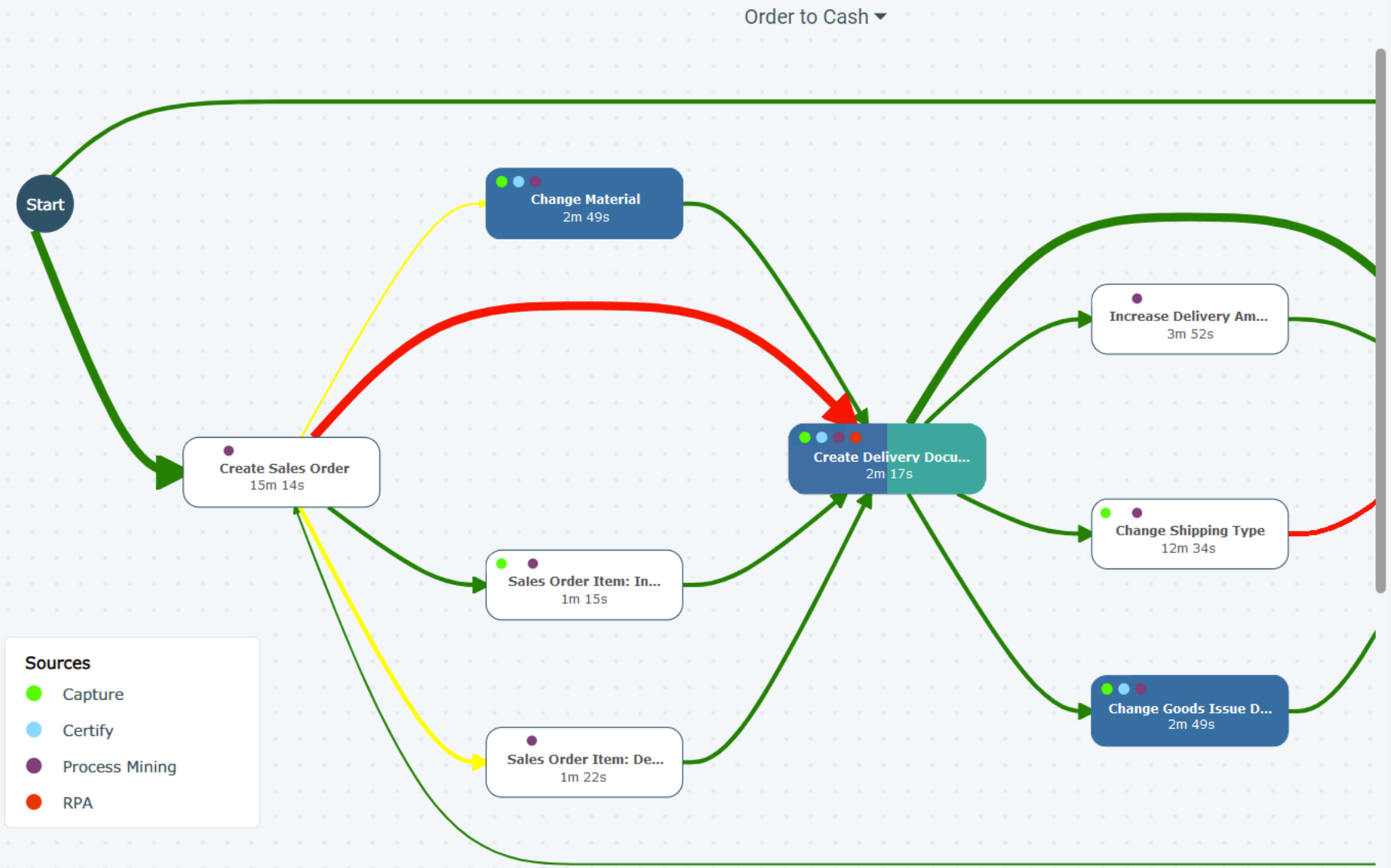
Realized: $82,964 (9%)

Variants	15	Optimization	$0
Automation Coverage	100%	Automation	$56,264
Automation Distribution	5%	RPA	$26,700
RPA Activities	0		

Production Planning And Control

Realized: $4,032 (0%)

Variants	3	Optimization	$0
Automation Coverage	100%	Automation	$3,276
Automation Distribution	3%	RPA	$756
RPA Activities	0		



Variant Summary

BPVar 1263

Frequency	4
Unique Activities	4
% Automated	0
% RPA	0
Cost (Start to End)	2042
Duration (Start to End)	45

Departments:
Logistics,Sales and Distribution

User Roles:
Logistics-User1,Sales and Distribution-User1

Document | Automate

Activities within this Variant

Sort By: Select

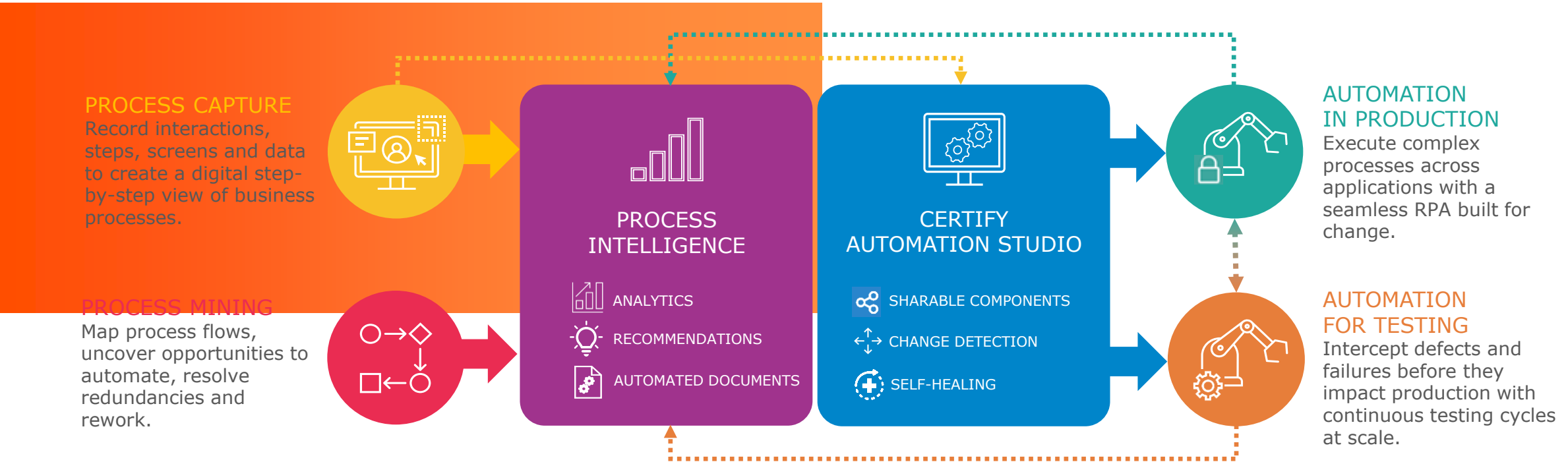
- Change Outbound Delivery

Activity Variants	Duration	Cost
1	0	21

- Create Billing Document

Activity Variants	Duration	Cost
1	0	21

Worksoft Connective Automation Platform



PROCESS CAPTURE
Record interactions, steps, screens and data to create a digital step-by-step view of business processes.

PROCESS MINING
Map process flows, uncover opportunities to automate, resolve redundancies and rework.

AUTOMATION IN PRODUCTION
Execute complex processes across applications with a seamless RPA built for change.

AUTOMATION FOR TESTING
Intercept defects and failures before they impact production with continuous testing cycles at scale.

PROCESS INTELLIGENCE
Visualize E2E processes, automatically generate process documentation, track ROI, accelerate automation and continuously optimize digital experience.

CERTIFY AUTOMATION
Build sharable automation components to use in testing or production, detect changes that impact automation and automatically fix to mitigate Digital Worker fragility.

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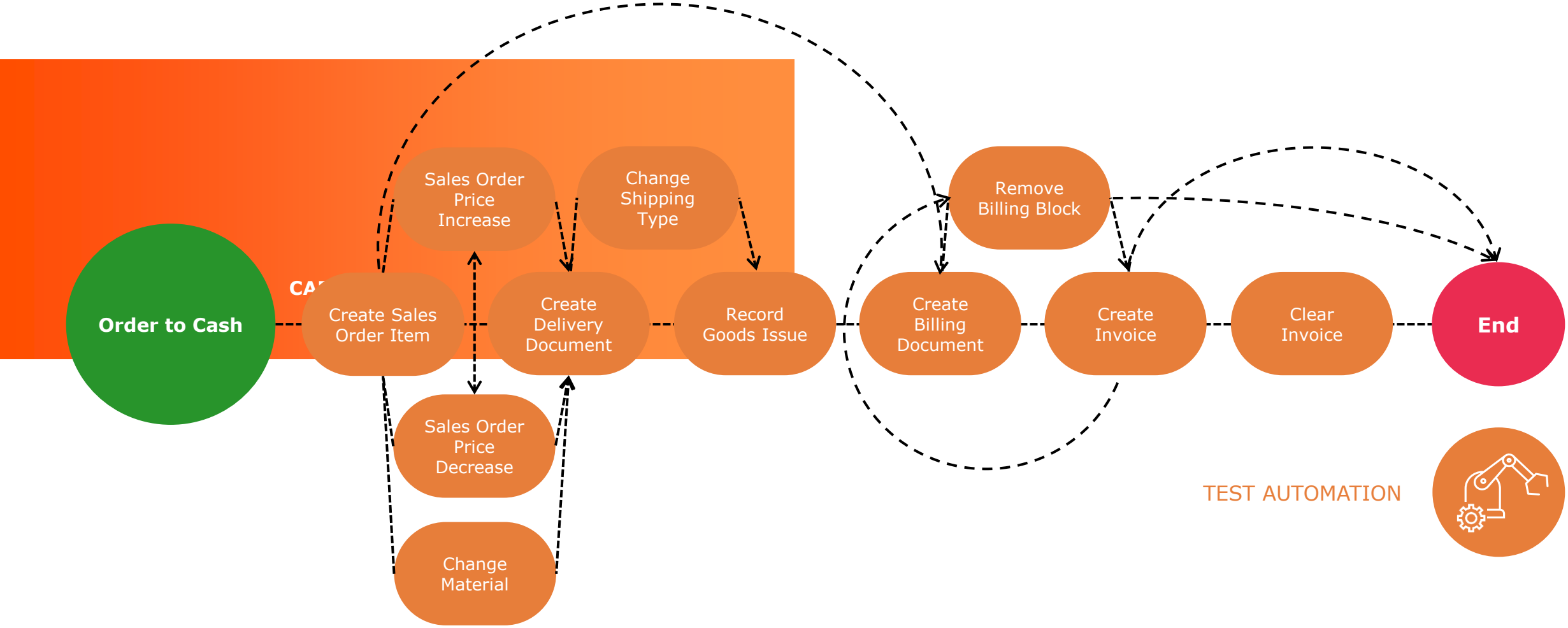
Process in Production



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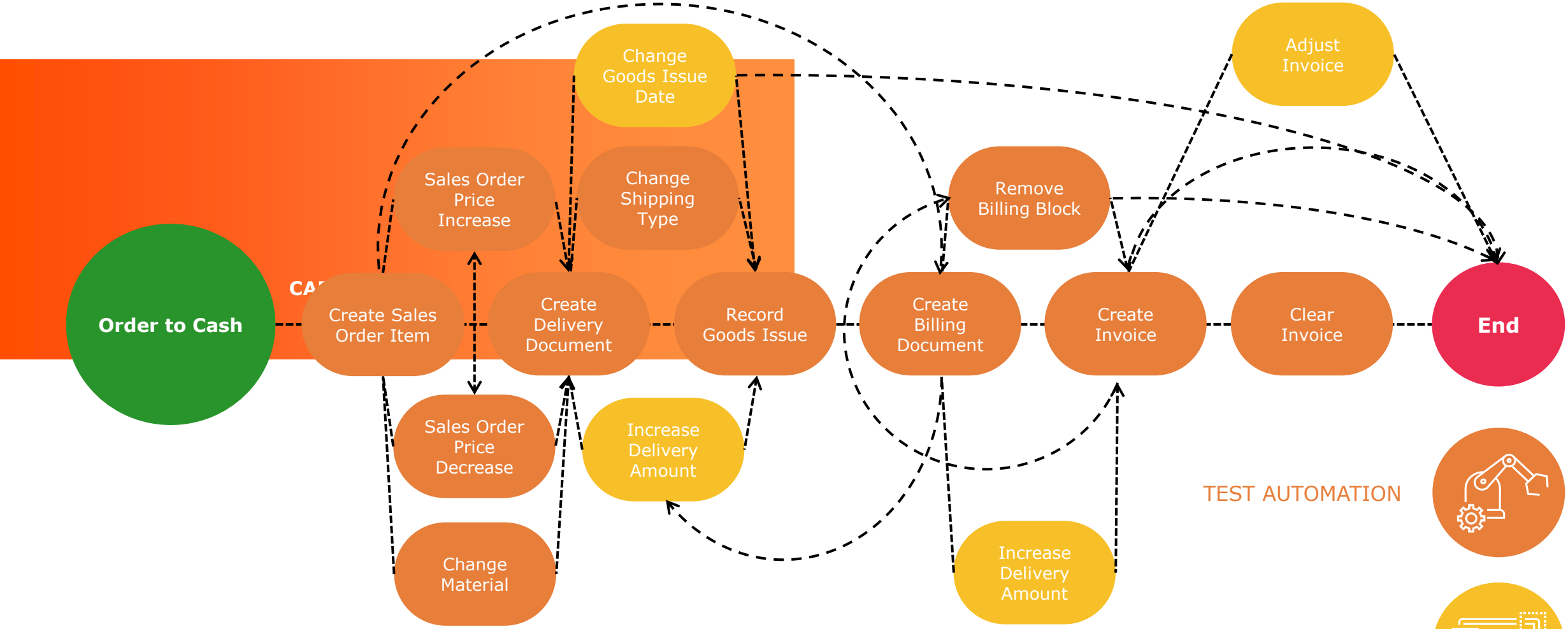
Process in Production



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Questions?

For questions after this session, contact us at gboivin@worksoft.com and info@Worksoft.com.

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