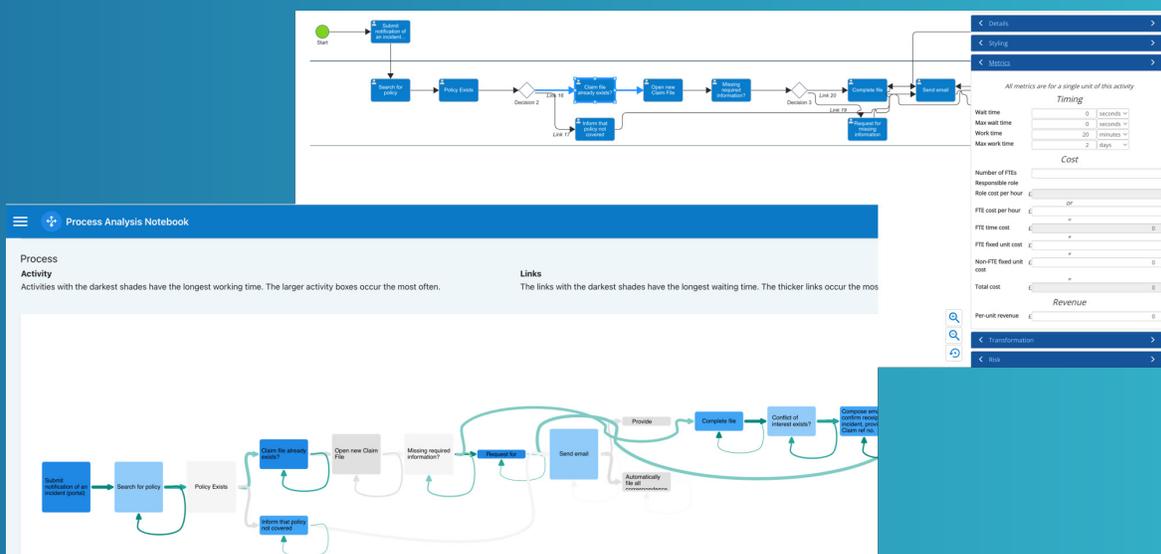# BusinessOptix: Process Mining

Most organizations are on a journey to continuously improve the way they do business; to control costs, to drive revenue growth or to improve customer and operational experience. Such journeys inevitably involve some form of digital transformation to allow your customers, staff and suppliers to transact with your business in ways that are most meaningful to them. Transforming your operations is really hard if the current processes (with their associated metrics, costs and systems) and the interdependencies that exist among them are not fully understood.

BusinessOptix Process Mining functionality provides you with the information needed to discover and define your processes, identify opportunities for improvement and model future process flows.

Understanding your processes and how they are performing

Traditionally, organizations have relied upon resource-intensive, manual methods to help gain a clearer picture of their processes, their dependencies, and constraints. With BusinessOptix Process Mining capabilities you can automate this analysis. We provide a digital, data-driven approach to gain a detailed and accurate understanding of your processes as the basis for transforming and optimizing them.
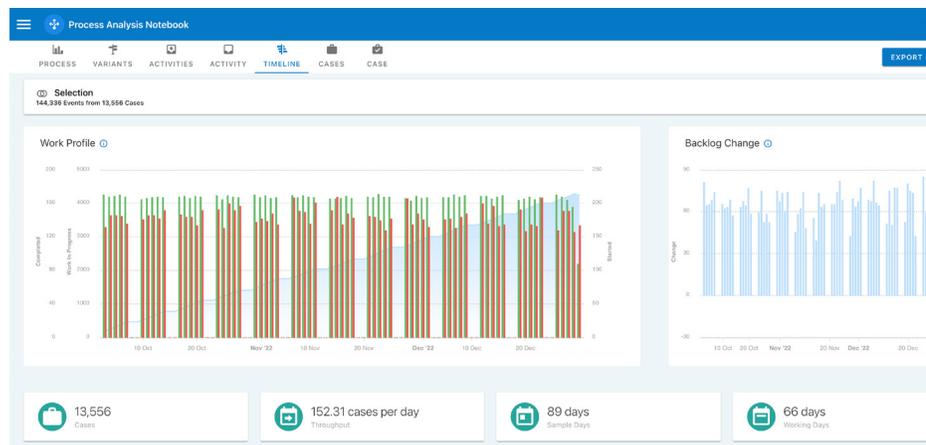
Most enterprise systems (like SAP, Salesforce, or Oracle) capture event data which can be used to recreate a view of your business processes and their performance. This data is typically contained in an event log, containing items like a time stamp (start and stop), an activity, an identifier etc.

BusinessOptix Process Mining functionality supports all the main input formats for these event logs and allows you to not only mine the files directly but also to load outputs from other process mining tools (e.g. Celonis, UiPath etc.). This open approach to mining means customers enjoy complete flexibility and solves situations where an existing mining tool designed for one type of system of record is not suitable for working with others or legacy systems.

Direct system connection is available in the platform, this reduces the extraction workload to enable repeated or continuous mining so you can assess the impact of your transformation. In some cases, the process is not enacted all on a system so BusinessOptix also provides a Rapid Capture tool to source insights from your teams to fill in any data coverage gaps in the log files.

BusinessOptix Process Mining reads the event logs from the source systems and automatically transforms it into process paths that lets you visualize the steps, their timing, and the frequency. These paths are grouped into sets of individual transactions that follow the same route through the process. Using these paths, the platform builds a weighted process map showing the overall process as actually executed by the business and the frequency of each path followed and insights about each step (frequency, wait and work time for example). Additional meta data – resources, costs etc. - can be introduced to provide richness to the analysis so you can easily see the opportunity to improve and the impact of exceptions and outliers.

The weighted process map can be converted, at the press of a button, to provide you with your current process documented to BPMN standard and the basis from which to innovate.