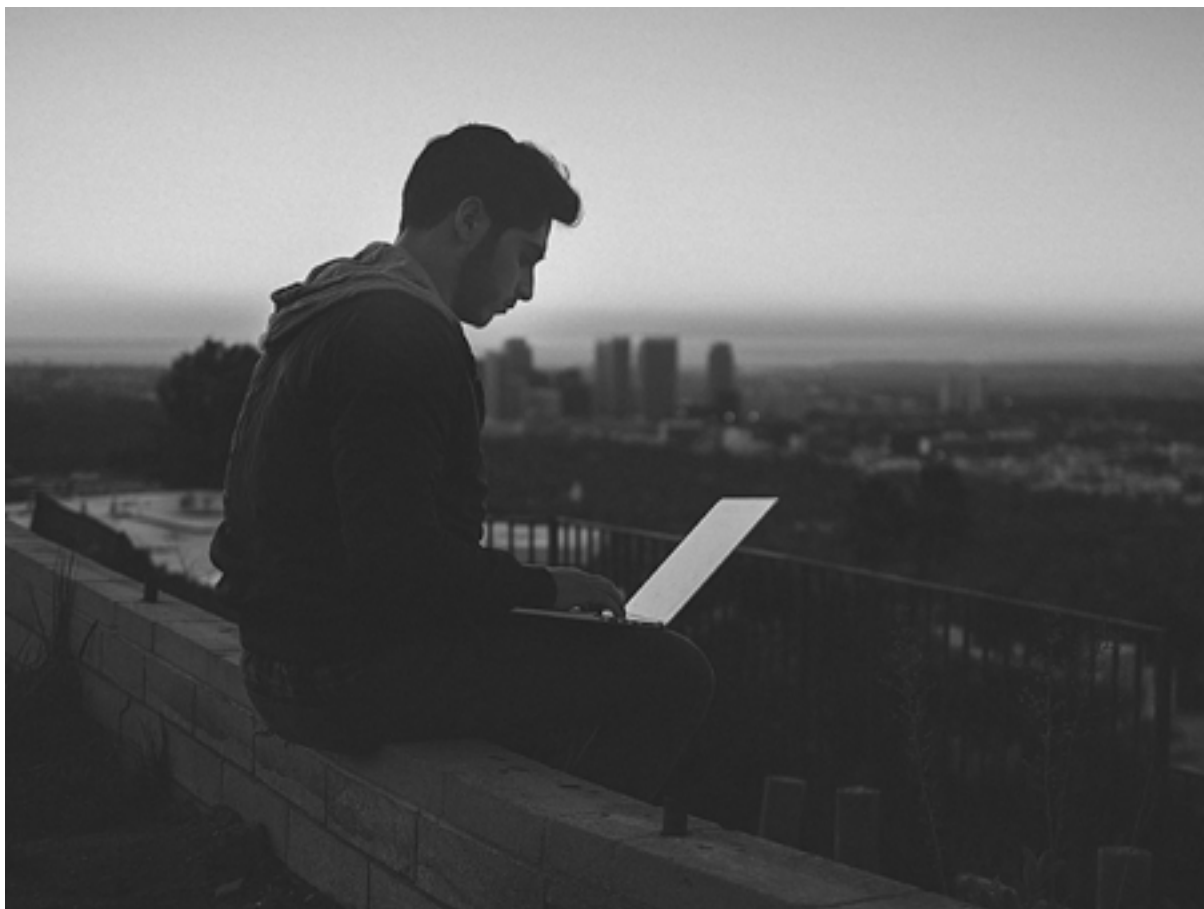


# Process Forensics

## A Ciklum Perspective



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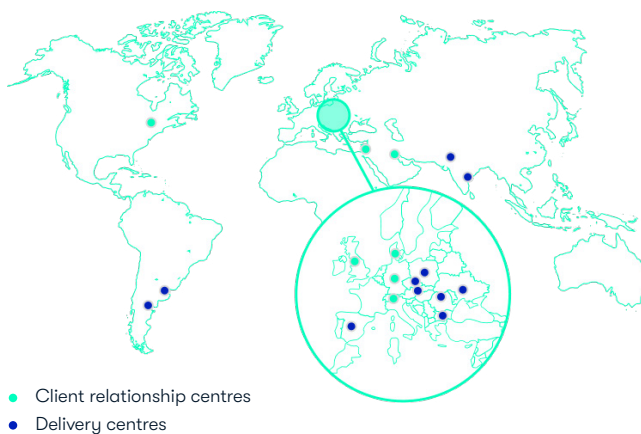
A Ciklum offering  
bringing together  
Benchmarking,  
Process Improvement  
and Process Mining



[ciklum.com](https://ciklum.com)

# About Ciklum

Since 2002, we've engineered technology that redefines industries and shapes the way we live.



## Central & Western Europe

Czech Republic, Germany, Poland, Slovakia, Spain, United Kingdom

## Eastern Europe

Bulgaria, Romania, Ukraine

## America

Argentina, Uruguay, USA

## Asia

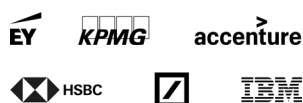
India, Israel, Pakistan

## Our role

We specialise in helping clients obtain a complete data driven approach to process improvement and execution; by enabling transparency with a single source of truth. We're more than just engineers - we navigate complex programmes, manage multiple teams and **deliver successful outcomes** with our **differentiated professionals**.

## Our points of difference

We combine **highly-skilled product engineers, inspiring transformation techniques and industry knowledge** into a package that works for you.



## Our clients

The largest and fastest **growing organisations** who trust us with their most **business critical platforms**.



## Our scale

We're **over 4000** highly skilled engineers, developers, consultants, analysts and product owners based in global delivery centres. We also have **local consulting, technology and delivery capabilities** in the UK, US, Western Europe and Israel. Our Global account teams in these locations compliment our technical talent and bring extensive domain expertise into focus for our clients.

15+

development centres

4k+

people

30%+

year on year growth

# Reach out to our Ciklum experts

For further information on Ciklum's approach to Process Forensics, vendor tool comparisons, our packages and case studies, **[contact](#)** one of our experts directly.

**in**

## Zeb Khan

Capability Lead - Process Intelligence  
[zeb.khan@ciklum.com](mailto:zeb.khan@ciklum.com)

## Process Mining

*"At Ciklum we have found that most organisations generate a gold mine of valuable system data. Data that if they know how to utilise, would allow them to get cash back into their business, streamline their processes and quickly obtain visibility into their complex ecosystem of process, people and technology. **Process Mining** is the missing key that unlocks this potential, giving you the necessary tools to utilise your data, to make better decisions and realise that hidden value. It is truly for those forward thinking organisations ready to take the next big step in their digital journey."*

**in**

## Sajjad Taib

Automation & Lean  
Process Improvement Expert  
[sajjad.taib@ciklum.com](mailto:sajjad.taib@ciklum.com)

## Process Improvement

*"Today's expectations are tomorrow's requirements. With **Process Improvement**, you can begin to comprehend your constraints, quantify issues, and model with empathy."*

*Begin to put those who matter, at the heart of your design. A tailored approach to design can set you apart from your competitors, while also assisting you in creating a sustainable future."*

**in**

## Serena Jethwa

Digital Transformation Expert  
[serena.jethwa@ciklum.com](mailto:serena.jethwa@ciklum.com)

## Benchmarking

*"In today's world, everyone wants to strive for the best. But how do you know what 'the best' actually is?"*

**Benchmarking** is vital to understand how organisations are performing against others in their industries. It helps drive customer satisfaction as well as efficiency and cost savings. I would recommend completing a benchmarking activity before starting any large transformation project, to help ensure you're working to the right goals and going in the best direction."

# Which of the three pillars would we recommend to solve your problems?

● ● Regular  
 ● ● ● Good  
 ● ● ● ● Excellent

Focus Points	Process Mining	Process Improvement	Benchmarking
☑ BlackBox Process	● ● ● ●	● ●	
☑ Performance Tracking	● ● ● ●	● ● ● ●	● ● ● ●
☑ Defining KPIs	● ● ●	● ● ● ● ●	● ● ● ● ●
☑ Identifying Data Quality Issues	● ● ● ● ●	● ● ●	
☑ Predicting Risks	● ● ● ● ●	● ● ●	●
☑ Industry Benchmarking		● ● ●	● ● ● ● ●
☑ Internal Benchmarking	● ● ● ● ●	● ● ● ●	
☑ System and Process Harmonisation (System Migration)	● ● ● ● ●	● ● ● ●	● ● ●
☑ Identifying Best Practices	● ● ● ● ●	● ● ● ●	● ● ● ● ●
☑ Identifying Automation Opportunities	● ● ● ● ●	● ● ● ● ●	● ● ● ●
☑ Customer Satisfaction/Experience	● ● ● ●	● ● ● ● ●	
☑ Industry Standards			● ● ● ● ●
☑ Identifying Compliance and Governance	● ●	● ● ● ● ●	● ● ● ●
☑ Tracking Compliance and Governance	● ● ● ● ●	● ●	
☑ Conformance Checking	● ● ● ● ●	● ● ●	
☑ Operational Dashboards	● ● ● ● ●	● ● ●	
☑ Process Modeling (Existing processes)	● ● ● ● ●	● ● ● ● ●	
☑ Process Creation (New processes)		● ● ● ● ●	



## BlackBox Process

The business is unaware of exactly how the process runs in reality, considering steps, order and variations.

Process Mining	Connecting directly to the source system allows you to see a digital version of your process steps, the variations of your workflows as well as your performance metrics. Using this information, we can identify bottlenecks, rework and other improvement opportunities.
Process Improvement	Using workshops to identify and artefacts to articulate our understanding of the "unknown" we can start to shine light on black box processes.
Benchmarking	Not applicable

## Performance Tracking

Identify shortfalls or key achievements by tracking performance against set targets and KPIs.

Process Mining	Specific dashboards for each business goal allows real time tracking and visualization of KPIs and metrics. Highlighting any gaps allows root cause analysis and resolution within the tool.
Process Improvement	Using the current state KPI's, we can create a dashboard understanding the gaps and potential areas for improvement. Once the future state is established, we can enrich KPI's dashboard or review how they measure against previous state, assess further improvements through continuous feedback.
Benchmarking	Map performance metrics against industry standard KPIs to help identify areas of focus for future improvements.

## Defining KPIs

(Key Performance Indicators)

Targets are set relevant to the strategy and alignment of the organization.

Process Mining	Compare KPIs set against strategic objectives and complete root cause analysis on gaps.
Process Improvement	Understanding the 'mission statement' of the processes and their key drivers we can underpin the purpose to create standards of governance and conformance.
Benchmarking	Through workshops, we understand what measures will make an impact to your organization as well as help you to report on current performance.

## Identifying Data Quality Issues

Compare incoming data to set master data to identify mismatches against set rules.

Process Mining	Real time tracking of processes and system data allows rules to be set to highlight mismatches and discrepancies. These can be fixed within the tool using action flows.
Process Improvement	We can create a single source of truth, by establishing system data against customer journey. Through this we can ensure accuracy and relevancy consistently.
Benchmarking	Not applicable

## Predicting Risks

Understanding the likelihood as well as the impact of potential risks.

Process Mining	Rules can be set against business priorities to alert the user of potential risks as they happen, action flow can then be used to automate mitigation in certain situations.
Process Improvement	Using our improvement artefacts we can identify potential internal and external; Risks, Issues, Assumptions and Dependencies (RAID's) creating an activity log with the aim to address issues potential developments including upstream and downstream journeys.
Benchmarking	Keep an eye on the performance gaps that could result in risks.

## Industry Benchmarking

Understand how your organization ranks against others in your industry to strive for 'best in class'

Process Mining	Not applicable
Process Improvement	Taking learnings from first to market organisations we can replicate their developments and use resource effectively for enhancement.
Benchmarking	Access thousands of KPIs across 16 different industries broken down by size and region.

## Internal Benchmarking

Compare metrics from different entities within your organization.

Process Mining	We can compare process variations, throughput time, rework, process steps taken and any other relevant KPIs across multiple dimensions (e.g. location, function, product etc)
Process Improvement	Using data across existing customer journeys, we can create data/demand flow to ascertain what works well in other areas taking learnings the best effective on achieving an end goal (replicating where possible)
Benchmarking	Not applicable

## System & Process Harmonization (Migration)

Streamline the transfer of data between systems and processes.

Process Mining	As is mapping of process is instant with system connection. Fit gap analysis is more efficient since the data is being tracked in the system and conformance checker can help track the adoption rate post migration.
Process Improvement	We can complete research and analysis on systems, identifying and articulating best fit for the business ( out-of-the box-solutions vs inhouse developed vs third party custom developed).
Benchmarking	Identify issues caused by lack of harmonization.

## Identifying Best Practices

Align with company strategy and industry experts to define the best way of completing processes.

Process Mining	Monitor conformance of your live process data coming in by uploading a BPMN or creating a target model directly within the tool.
Process Improvement	Create a baseline approach utilizing a one view analysis which showcases customer/employee journeys and develop the most effective journey for the business.
Benchmarking	Identify performance gaps and fix them by defining best practices.

## Identifying Automation Opportunities (Manual Intervention)

Understand when automation and/or technology is the best solution to your problem.

Process Mining	In a few clicks you can find steps that are manually carried out, see how they affect your KPIs and understand what the value in automating them will be.
Process Improvement	Using our experts we can create scorecards to help impact assess high-to-low opportunities based on the clients and process needs ensuring its fit for purpose.
Benchmarking	Drastically reduce time-based KPIs by automating certain processes.

## Customer Satisfaction/Experience

Robust and simple processes ensure ease of data accessibility as well as faster turnaround times improving the customer experience.

Process Mining	Track end to end customer journeys and view NPR scores and other KPIS. For example, onboard customers more efficiently by understanding the root causes for your customer conversion rate being lower than expected and getting a view of where and why the customer drops out of the process.
Process Improvement	We can quickly help understand and extrapolate key insights into necessary tangible outcomes to shape the business, user and customers needs. The needs will be factored into the future state: (System Development, Operational Development, Customer Journey).
Benchmarking	Not applicable

## Industry Standards

Benchmarking against your industry will help to assess performance and highlight areas of improvement.

Process Mining	Not applicable
Process Improvement	Not applicable
Benchmarking	Access thousands of KPIs across 16 different industries broken down by size and region.

## Identifying Compliance and Governance

High volume, low complexity processes that can easily be automated will reduce risk of fines or reputational damage.

Process Mining	Not applicable
Process Improvement	Through Discover and Market Research of existing industries we can understand the drivers for change for both internal and external ensuring parameters are adhered and challenged.
Benchmarking	Track performance against industry standard compliance and governance KPIs.

## Tracking Compliance and Governance

High volume, low complexity processes that can easily be automated will reduce risk of fines or reputational damage.

Process Mining	Set rules are constantly monitored so that the system can flag violations and notify the relevant parties with required details. These violations can also be displayed visually to keep track of performance.
Process Improvement	Setting up requirements to help establish and manage conformance to governance standards. By articulating the need we are able to ensure and identify through data and insights (non-data related activities) are adhering to the operational needs.
Benchmarking	Not applicable

## Conformance Checking

Identify conformance to a defined best practice, highlight violations and understand the root causes.

Process Mining	Define the best practice and monitor conformance versus variations as well as potential root causes. We can see where in the process we are violating the best practice and why.
Process Improvement	We can start to identify variations in the process which do not match the data set: highlighting non-conforming journeys and start to quantify and look to address this through root causes analysis.
Benchmarking	Not applicable

## Operational Dashboards

Role-based views to provide an executive summary of operational performance.

Process Mining	Pull in data from multiple sources into an interactive Op dashboard. This can be customized for particular roles to access relevant data and display specific tasks.
Process Improvement	Manually pulling data from systems from non-connectable assets itemising information in to a singular dashboard for assessment against customer journeys for individual areas.
Benchmarking	Not applicable



## Quick Win/Low Cost

The best and most prioritized projects are those that balance a fast turnaround time as well as low budget requirements.

Process Mining	Through a Value Assessment we can understand the value hidden in your organisations data and the main use cases that will link with your goals and return the highest value back.
Process Improvement	Through impact assessment and use of feasibility matrix we are able to prioritise solutions based on effort, cost and ease of implementation enabling clients to visualise strategic developments.
Benchmarking	No license costs, results can be turned around within 2 weeks.

## Modelling Existing Processes

Accurate process maps including complexities such as cross-functional teams to give a complete overview of the process.

Process Mining	Once a data connection is established, your process will be instantly modelled for further investigation and analysis. Every single process flow for every possible case will be modelled.
Process Improvement	Modelled and document journeys against Operations, Systems and Internal relationships with the aim for overall aligned business view.
Benchmarking	Not applicable

# Creating New Processes



Strategically define robust processes to meet business needs without over-complicating.

Process Mining	Not applicable
Process Improvement	Creating a customer and business journey, we can help execute an organization's vision through transformation of resources .The journeys will thread together the fabric of the business whilst conceptualising the unknown.
Benchmarking	Not applicable

01

# Benchmarking



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## Expert Opinion

Benchmarking is simply a comparison between two different entities. Benchmarking activities can be completed on internal organisation data, for example, comparing the results against a particular KPI within two different regions of the organisation.

At Ciklum we specialise in Industry Benchmarking, giving you the opportunity to understand how your organisation is performing against others in your industry. We have access to a large range of data across nearly 20 different industries.

This means we can help shine a light on company performance in almost every sector.

Understanding your Key Performance Indicators and Business Strategy is vital to ensure we are measuring the relevant factors that will have the greatest impact on the performance of your organisation.

We can even help you to set up KPI Dashboards to monitor the performance of your KPIs over time.



# Benchmarking Analysis Lifecycle



## KPI Shortlisting

A dedicated Ciklum Business Analyst will work with your specified project team and stakeholders to identify a shortlist of KPIs that are most relevant and important to your team/organisation.

## Performance Measurement

Your project team (with help from us if required) will research and run relevant reports to understand the current performance level across all shortlisted KPIs.

## Identify Opportunities

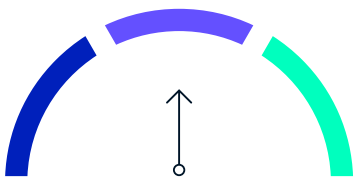
Using the performance measurement results and our benchmarking data, we will prepare a comprehensive report detailing your current performance against the KPIs versus that of the industry. We will then complete an analysis on the gaps to identify opportunities for improvement.

## Roadmap

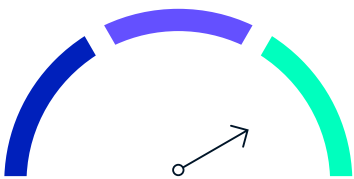
We will work with you to create a prioritised backlog of projects utilising both manual process improvement as well as technology solutions. We will also design an initial roadmap for your teams to work towards to reach the desired outcomes.

## Example

Current Performance vs Target



Cycle time in business days to process payroll



Average number of line items per invoice

02

# Process Mining



[ciklum.com](http://ciklum.com)



# Expert Opinion

**Process Mining** is a process analysis method to get comprehensive process insights from business data in IT systems. It helps teams understand **how** the process really operates, **where** the key bottlenecks affecting performance are, and **why** these are occurring. In other words, **it connects granular operational performance to high-level business outcomes on a continuous basis.**

There are three main areas of benefits with process mining:

## 01

### Data Analysis



**Fact-based decision making:** shows you an as-is process and KPIs, and eliminates subjectivity



**Process analysis:** dynamic identification of pain points instead of static KPIs



**Reliable data:** as the data comes directly from the productive systems there is no data manipulation



**Identifying data quality issues:** accurately identify wrong order types, fields not filled and missing master data

## 02

### Process Improvement



**Reduction of manual process interventions:** this is especially effective on document changes



**Shorten process throughput times:** eliminates bottlenecks one by one



**Benchmark** between entities support a more efficient organisation



**Iterative optimisation of the process:** supports you with time to invoice, and payment term adherence

## 03

### Process Objectivity



**Leverage your process knowledge:** allows you to analyse processes in-house



**Intuitive user interface:** allows businesses to analyse processes



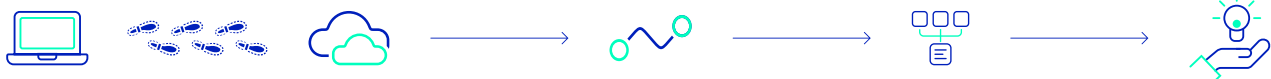
**Process/system harmonisation:** supports migration to new systems



**Consulting need:** save efforts for as-is analysis and focus on improvement actions

*“Process mining bridges the gap between traditional model-based process analysis and data-centric analysis techniques such as machine learning and data mining.” — Wil van der Aalst, professor, RWTH Aachen University*

# How does it work?



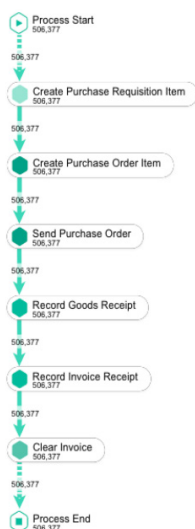
Most IT systems record every activity (“event”) happening in a process. Think of events as “**digital footprints**” left behind as people move through a process.

Process Mining **captures** the “footprints” from systems throughout an organization and organizes them to show **each step** of the journey to complete that process, along with any **deviations**.

Process Mining uses the log data, to **compute models** and displays a process graph. The **interactive visualisation** of processes greatly speeds up insight generation time.

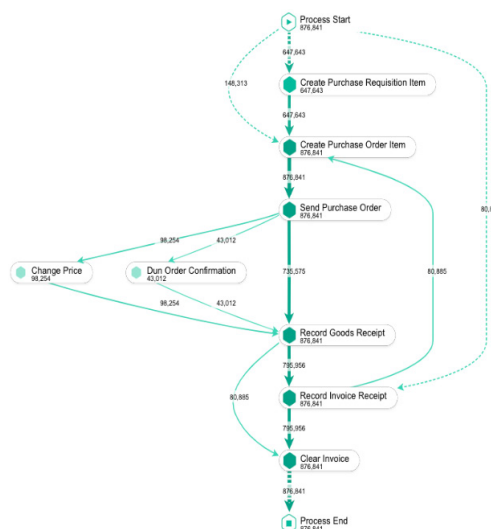
## The result of how processes operate vs reality

### 01 How we design the process



Happy path without deviations

### 02 How we think the process runs



Happy path with some deviations

### 03 How the process actually works



Thousands of hidden deviations, non-compliance, rework, cost, risk drivers etc.



# Ciklum's Process Mining Tool of Choice - Celonis

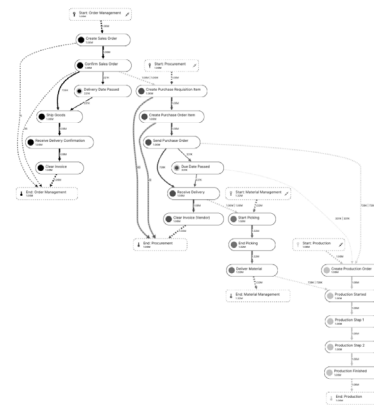
At Ciklum, we believe in ensuring our clients receive the highest quality technology solution for their problems. We look into the market for tools and carry out our own expert analysis to determine which tool we should partner with. Celonis Execution Management System (EMS) is our tool of choice for process mining. This has been decided through our own capability analysis shown below.

Tool	
Capability	Celonis
Export As-Is Map	BPMN
Import Target Model/Creation	Import Model (BPMN), Create new, Auto create from As-Is
Process Benchmarking	✓
Root Cause Analysis	✓
Rework Analysis	✓
Compliance Check	✓
Conformance Root Causes	✓
Data Anonymisation	✓
Pre-built Visualisations/Models	✓
Operational Dashboards	✓
Custom Dashboards	✓
Alert Generation	✓
Predictive Analysis	✓
Prescriptive Analysis	✓
Integrated Automation	✓
Multi Event Logs	✓
3D Process Mining (Object Oriented Mining)	Events (CSV, XLSX), Variants (BPMN), Cases (CSV, XSLX)
Data Structuring (ML and Knowledge Model)	✓
Real Time Event Stream	✓

# Celonis will shine a light on your processes, helping you track performance and identify improvement opportunities

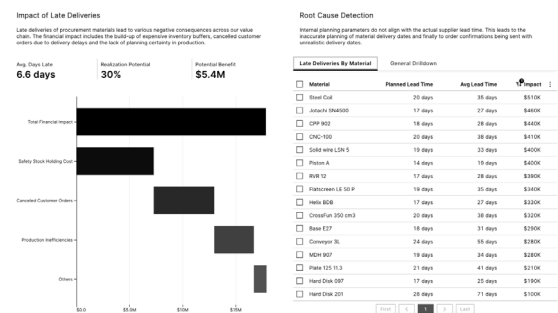
## 01 Measure

- **Real-time** data pulled from your systems, mapping out the **End-to-end** Process Lifecycle as it is runs.
- View your Performance Holistically
- **100+ Process Connectors**



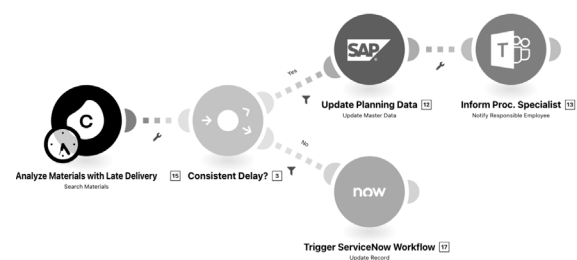
## 02 Know

- **Customisable** analysis
- Carry out **Root Cause Analysis** with in-built **Process Intelligence**
- Assess value drivers and **business impact**
- Provide intelligent **real-time recommendations**
- **300+ Pre-built Apps**



## 03 Act

- **Automate** workflows across the organisation using **Action Flows** to resolve the **bottlenecks**.
- Create **triggers** as the live data is being fed from your systems to send **alerts** or write back into systems
- **1000+ Integrations**



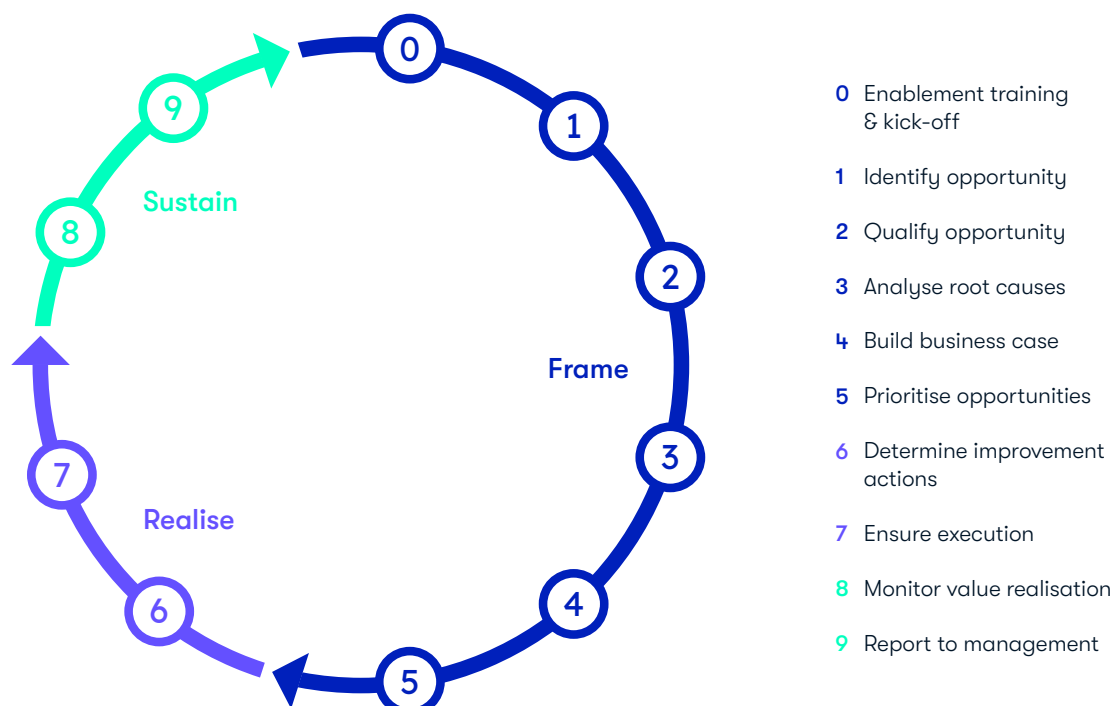
# Expert Opinion

Process Mining Technology sits on top of your process systems as a digital layer which visualises your end to end process data in real time, telling you **what** is actually happening in your process, including your major KPIs, process steps and deviations.

In addition to the **what** in your process, it gives you the **where**, **why** and **when** to why these problems are taking place, allowing you to carry out a deep root cause analysis with only a few clicks in comparison to traditional methods of subjective, timely and costly analysis.

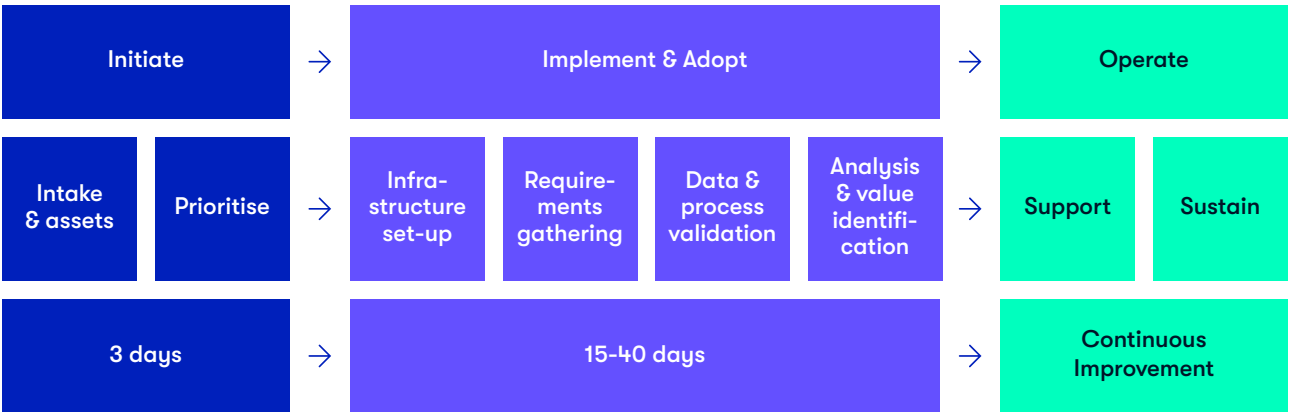
Why spend time and money on manual one time analysis when you can use this technology as a critical tool of continuous improvement in your organisation, allowing you not just to carry out the improvement once, but to see how well those improvements are performing once executed?

The Celonis Path to Value shown below is a great visual representation of this, where we see organisations continuously improve their processes year on year in a positive feedback loop of benefits realised.



# How Ciklum approaches a process mining project

With our Delivery Methodology, we can give you insights on your process in as little as four weeks.



## Our Process Mining Packages - Deliverables

	Process Discovery Basic	Functional Accelerator*	Process Discovery Advanced	CoE Package	Process Forensics
	4 weeks	6 weeks	8 weeks	6-8 weeks	12 weeks
Dashboard Creation	✓	✓	✓		✓
Insights/Root Cause Analysis	✓	✓	✓		✓
Value Roadmap	✓	✓	✓		✓
License Required		✓	✓		✓
Action Flow Creation		✓	✓		✓
Operational Dashboard		✓	✓		✓
Business Enablement					✓
Training Plan					✓
Process Improvement					✓
Industry Benchmarking					✓
CoE Playbook Creation				✓	
Op Model Creation				✓	
Comms Plan				✓	
Governance Setup				✓	
Downstream Planning				✓	
Scale Up				✓	

\*Accelerated offering for processes with typical ERP systems such as SAP, Servicenow, Oracle and Salesforce. Please contact us to understand if your processes are applicable for this package.

03

# Process Improvement



# What is Process Improvement?

It is a continuous expedition to recognise your core priorities, comprehending the root causes of your problems and prescribing a solution.



**Transparency** in understanding your current state



**Empathise** with your stakeholders



**Define** your strategy and goals



**Simplify** your process, increasing value whilst reducing waste



Challenge the **status quo**



Cultivate a culture of **continuous improvement**



**Create consistency** through standardisation and best practice, reusing where possible



**Imagine and redesign** the future state



Complete a risk assessment, validate assumptions, mitigate issues and highlight dependencies



## Aim

Understand process improvements



## Discover

How we can support you through your journey



## Tools

Review our tools, methodology and approach



## Execute

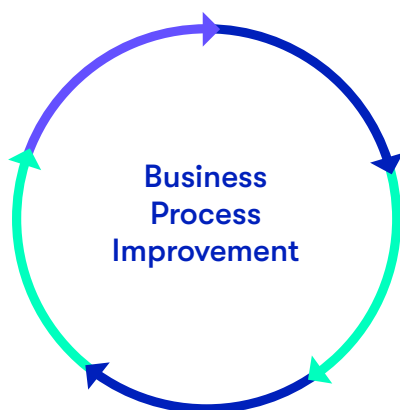
Request for use cases and examples to see what we have done and how we can do the same for you

# Expert Opinion

In an ever-changing economy, innovation and growth are a key part of success. Changing behaviours, technological advancements and an uncertain climate has meant businesses need to be able to “do more with less”.

Process Improvement is an integral part of success for start-ups and mature businesses alike. We will help you to meet and exceed expectations by reinvigorating your culture to challenge the status quo. Ciklum can assist in growth by revisiting opportunities that can be repurposed, optimised and streamlined.

Our team includes Continuous Improvement and Six Sigma experts who can articulate your business constraints, assisting you in understanding what is expected, what is actually happening, and what needs to happen. We can make recommendations and offer solutions to help you meet your strategic goals and long-term objectives.



Mainly, it frees up employees' brain capacity, which:

- Improves efficiency
- Reduces costs
- Improves productivity
- Reduces risks
- Achieves compliance



## 01 Achieve

- What do we want to achieve?
- What's really important?
- Why are we doing this?



## 02 Customers

- Who do we serve?
- What do they care about?



## 03 Map

- What are current processes like?
- How aware is staff about them?



## 04 Redesign

- What solutions will solve the problem?
- What are the focus KPIs?

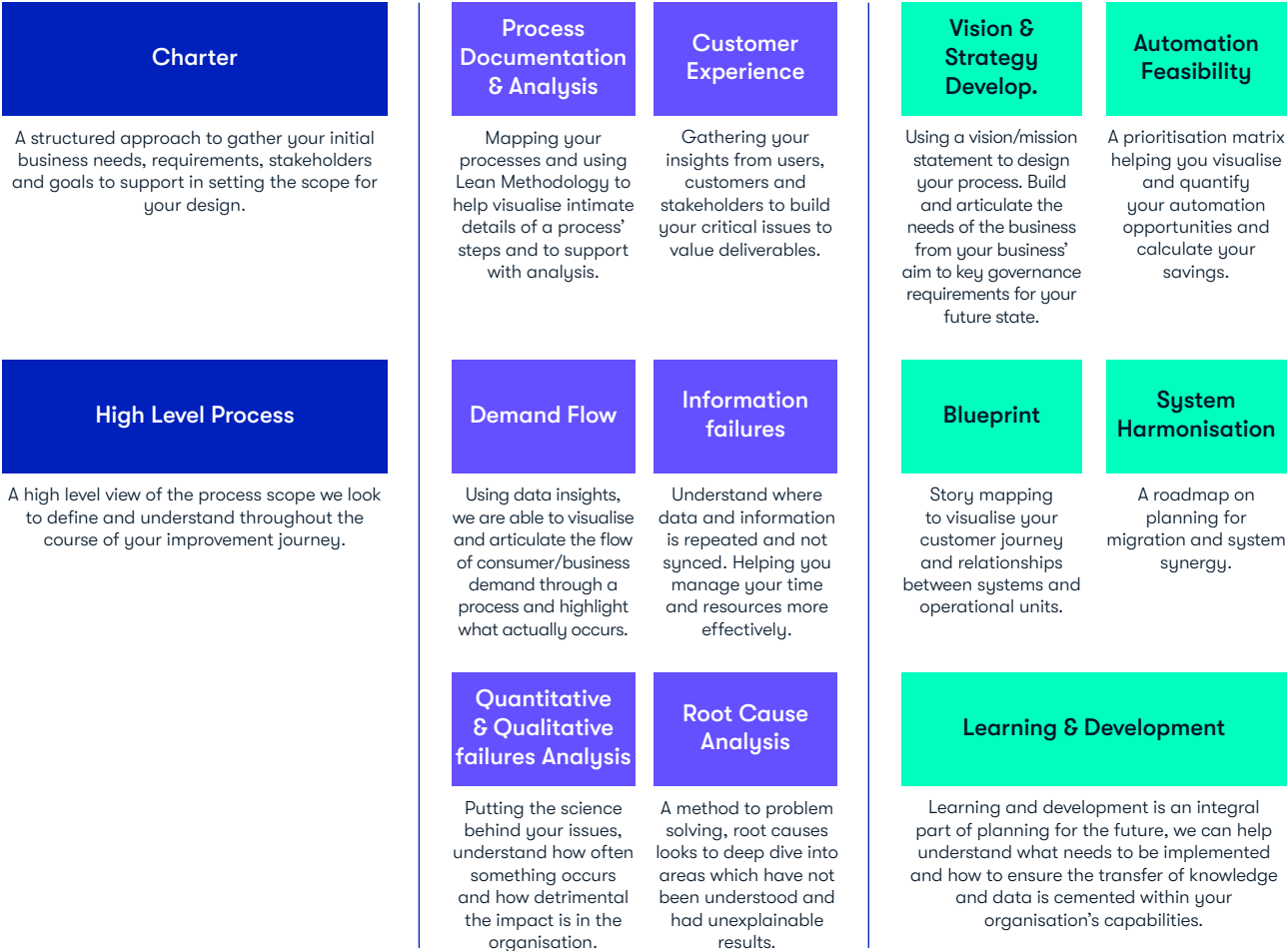


## 05 Implement

- Who will own the new processes?
- How can we measure the results?
- Do they align with what we want to achieve?



# How Ciklum approaches Process Improvement



04

# Better Together

Combining our three areas  
of expertise into one seamless  
methodology of complete  
process transformation.



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# Process Forensics

How best to combine activities for Benchmarking, Process Mining and Process Improvement.

 <b>Week 01 Educate</b> 			
Showcase	Demo	Workshop	
 <b>Weeks 02-04 Discovery</b> 			
Scope	Benchmarking	Mining Feasibility	
Pain Points & KPIs	Strategy Definition	High Level Process Mapping	
 <b>Weeks 05-08 Engagement</b> 			
Process Documentation & Analysis	Root Cause Analysis	Technical Setup (extract data)	
Lean Process Analysis	Build and Validate Dashboards	Value Realisation & Insights	
 <b>Ongoing Improvement</b> 			
Future State Design	Automation	System Harmonisation	
Op Dashboard Creation	Enablement	Value Roadmap	

# Educate

Showcase	Kick off your Process Forensics implementation with an incubator day. Ciklum will present the process forensics techniques, the action plan as well as the art of the possible.
Demo	Walkthrough our case studies and see first hand some examples of previous Process Mining, Improvement and Benchmarking solutions.
Workshop	Understanding focus areas for your organisation including high level corporate strategy, departmental goals, pain points and main KPIs.

# Discovery

Scope	Understand where Process Forensics will have the biggest impact and define the scope.
Benchmarking	Starting with a workshop to understand key targets and KPIs, we will work with you to measure your current performance and provide metrics on how your performance compares against others in your industry.
Mining Feasibility	Understand the system landscape, transactions and volume in the chosen scope to determine feasibility for the use of process mining.
Pain Points & KPIs	We will work through various activities to help define the pain points faced in the focus area and map these against KPI metrics to be tracked.
Strategy Definition	Confirm the corporate strategy/goals for your organisation and link these to the high level pain points and down to the use cases/KPIs.
High Level Process Mapping	L3 Process Mapping, to understand start-end process activities

# Engagement

Process Documentation & Analysis	Understanding the process in detail, including inputs/outputs, gather process requirements and high level process analysis.
Root Cause Analysis	Working backwards with Lean artefacts to understand the true root cause of some of the issues.
Lean Process Analysis	Identify sources of waste in the processes and work to find opportunities to minimize these.
Technical Setup (Extract Data)	Get IT approvals and connect the system data to the process mining software. Extract the correct data tables and build the data model for mining.
Build and validate dashboards	Once Data Model is created, build out the front out visualisations and customised analyses. These will be specific to the customer use cases and improvements.
Value realization & insights	Using the process mining analyses to find insights, root causes and the impact on the business. Frame this value and determine solutions to realise this value back to the customer.

# Improvement

Future State Design	Create the ideal flow of the process and build the business case(s) to support and achieve this.
Automation	Reduce manual work and improve turnaround times by automating manual and repetitive processes using Intelligent Automation Technologies.
System Harmonisation	Understand your system landscape and the data flowing through it. Prioritise areas with outdated systems and facilitate migration with automatic as is mapping and post adoption monitoring.
Op Dashboard Creation	Create customized role-based workflow dashboards within process mining which will help prioritise and bring flagged tasks to an inbox for the team to work on and help realise value by alerting everyone in real time. Build customisable action buttons to write back into your systems or carry out some of the tasks automatically.
Enablement	Execute Comms & Training plans across the relevant areas of the organization to upskill and prepare teams for the new ways of working.
Value Roadmap	Executable plan to continue using the tools & technologies implemented to add further value to the organization. Plan to be prioritized based on long/mid/short-term, cost and value potential.



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