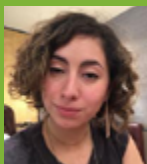


Processes 101



Creating a deep understanding of corporate processes as a prerequisite for simplification, standardization and – ultimately – intelligent automation and innovation

First things first. If a simplified, standardized process in a frictionless enterprise is the destination, then we must plan our best route. But we do not follow maps to buried treasure, and X never, ever marks the spot. The journey begins in understanding the process, enabling us to improve it continuously and with an agile state of mind. To do this well necessitates a fully defined process, taking careful and conformant steps to navigate the most frictionless waters, all the while dodging exceptions and bottlenecks that get in our way. The key lies in identifying improvement opportunities in both process and technology, removing any friction to allow us to sail the calmer route. And when we finally dock at our destination, the cycle begins again from the very first step. Slowly, cautiously, paying close attention to the everlasting quest for continuous improvement.



Elle Sanchez Cardenas

Expert in Residence

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WHAT

- Use process mining technology to identify the most common variants (paths), bottlenecks, exceptions and violations in your process.
- Assess the business case of improvement opportunities by simulating the impact of implementation using digital twins.
- Automate activities and digitize end-to-end processes to improve the user experience and analyze performance with smart digital workflows.
- Perform continuous issue resolution and root cause analysis using data visualization and natural language generation.
- Accelerate transaction processing times using AI and ML to cognitively generate next best action recommendations (that can be fully automated in the future).

USE

- An American bottling company is using process mining to identify bottlenecks in the process, presenting positive financial impact and improvement opportunities.
- A consumer goods manufacturer uses digital workflows to improve the customer experience with user-friendly electronic forms, capturing approvals electronically (rather than via email) and automating actions on multiple systems.
- A British utilities company decided to focus on the exceptions that affected the highest volume of cases in their P2P process. Removing this friction from the process enhanced touchless processing, improved working capital and process standardization.
- By removing paper and email trails, a British catering retailer digitized end-to-end order to cash processes, enabling the reduction of costs worth 300K GBP from the business in just 12 months.

IMPACT

- Automation provides enhanced process efficiency and clear, defined processes.
- Enabling resources to focus on value-added activities such as business partnering or issue resolution, results in a reduction in manual effort of up to 80%.
- Improved process effectiveness through empowered compliance monitoring and tracking, proactively resolves issues as they happen.
- Improved processing times results in a material impact to customer service.

TECH

- Process Mining Tools: [Celonis](#), [Minit](#), [Business Optix](#)
- BPMN Software: [Business Optix](#)
- Digital workflow tools: [Pipefy](#), [Boomi Flow](#)
- Natural Language generation: [Arria](#)
- RPA Software: [UiPath](#), [BluePrism](#), [AutomationAnywhere](#)