



Process Mining for Process Improvement

Process360 Live Process Mining reveals the reality of a company's business operations. Using machine learning and AI algorithms, it discovers business processes from data readily available in IT systems, transforming raw data into actionable insights and enabling meaningful process improvements.



How it Works

Complete Process Transparency

Process Mining analyzes business processes, surfacing patterns, inefficiencies, and bottlenecks while spotlighting opportunities for optimization. It visualizes the real-world execution of business processes, not just how they're designed to work, but how they're performed.

With this transparency, companies can quickly prioritize efforts for streamlining operations, reducing costs, increasing efficiency, and enhancing customer satisfaction.

Supply Chain Optimization

Optimize the end-to-end flow of materials, information, and financial transactions, eliminating bottlenecks and unnecessary steps and uncovering opportunities for automation.

Enhance Customer Service

Map the customer journey from initial contact to after-sales support. Understand the true customer experience, with insights into customer interactions, response times, and ultimately driving customer satisfaction.

Improve Financial Processes

From invoice processing to purchasing approvals, dissect complex financial workflows to pinpoint delays, errors, or risks, paving the way for substantial improvement in financial operations' speed, accuracy, and integrity.

Achieve Compliance

Ensure adherence to regulatory requirements and automatically generate compliance evidence and operational reporting. Propagate risk mitigation strategies to the front lines so all teams have visibility into risks.

What to Expect from Process Mining

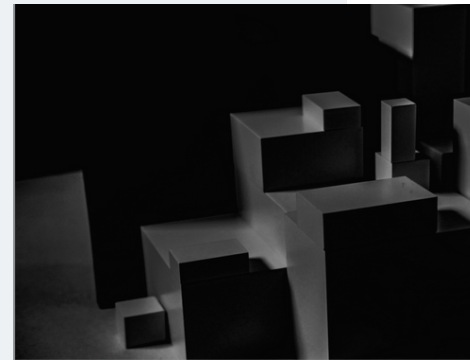
iGrafX Process360 Live Process Mining technology can revolutionize the way companies approach process improvement, leading to several positive business outcomes. By visualizing and analyzing actual process flows, companies can identify inefficiencies, bottlenecks, and deviations, which would otherwise remain hidden in conventional analysis. This real-time insight enables businesses to take proactive measures, streamlining operations and cutting down unnecessary costs.

Process Mining offers a data-driven approach to process optimization, ensuring decisions are grounded in tangible evidence rather than mere intuition. This results in more accurate forecasting, better resource allocation, and improved customer experiences.



Where Process Mining Can Drive Improvement

- Mortgage Loan Application
- Insurance Claims Processing
- Customer Relationship Management
- Know Your Customer (KYC) Validations
- Order to Cash
- Procure to Pay
- Supply Chain Planning
- New Patient Registration



Business Outcomes



Sales and Distribution



Supply Chain Optimization



Procurement



Customer Service



Financial Processes



Regulatory Compliance