

# *Process Intelligence*

## Optimising your processes

*Process Trust*

# Aligning your processes to the needs of today

In a fast moving era where organisations are transforming and businesses need to keep up, your operational processes need to perform just as well. To be able to compete in a disrupted market, companies need to ensure processes are effective, time wasters are eliminated and unquantified costs are identified. Only then, can business objectives be met.

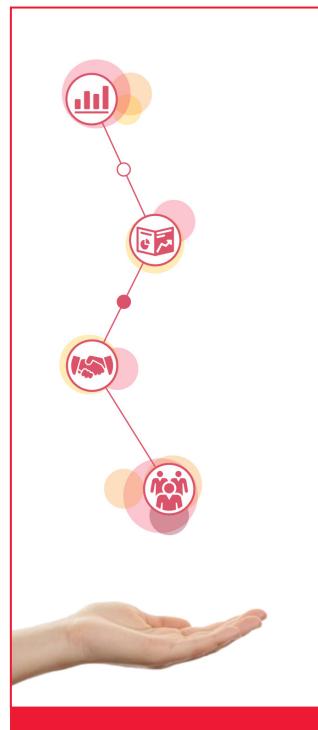
PwC's Process Intelligence employs cutting edge technology to help you become more competitive. By analysing real data from your systems, we remove the need for time consuming and subjective, manual approaches and provide you with clear improvement plans to address any identified gaps.

PwC's Process Intelligence combines our industry, process knowledge and sound IT background, allowing us to objectively identify and understand how your processes are performing, how they can be improved – and eventually, how they can be optimised.

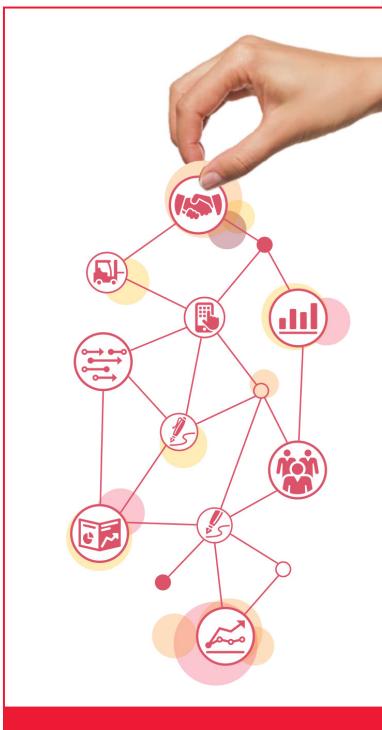
## Are your processes optimised?

- **Where** are your processes deviating from the standards?
- **Which** tools can employees be equipped with?
- **When** are your processes not being followed?
- **Why** is your cash not being collected on time?
- **What** could you improve to enhance your customers' experience?
- **How** can vendors' delays be reduced?

***There is often a gap between how business processes are intended to work, and how they work in reality***



**This is what you are hoping for...**



**...and this is the reality.**



# Our approach

PwC's Process Intelligence is an innovative process-analysis methodology based on detailed data from your IT systems. Our methodology has been thoroughly tested and your data will remain protected and confidential.



There are two key components to our approach: process monitoring and process mining.

## Process monitoring dashboards

Process monitoring dashboards are tailor-made visualisations that allow for rapid insights and continuous monitoring.

They include key performance indicators and process visualisations that allow you to identify performance deviations, inefficiencies, standardisation level, and potential controls and compliance issues. For some industries, they can be benchmarked to your industry peers.



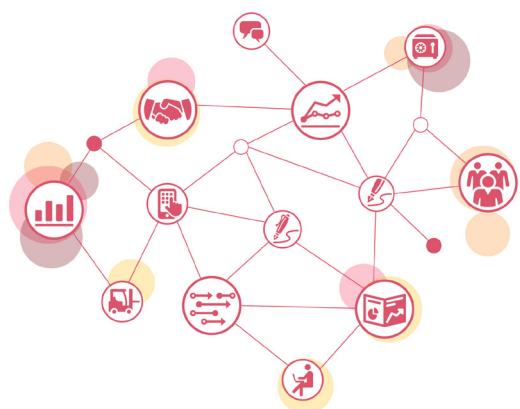
## Process mining

Process mining gives an end-to-end view on a given process.

It allows for an in-depth understanding of the current process behaviour based on factual transactional data. Inefficiencies and bottlenecks can be easily identified with automated root cause analyses and advanced process mining techniques. These determine why unwanted behaviours are occurring and most importantly, how to fix them.

## We identify irregularities in real process flows

Based on the safely collected data from your IT system, we can assess the efficiency of the processes in your organisation and help you focus on improving them and becoming more competitive.



## Multi-dimensional

Analyses processes from all possible perspectives.

## Objective

Shows the true picture based on the original source data. No subjective information from interviews.



## Complete

Analyses the full data set – no sampling.

## Detailed

Drills down into all the key process areas as far the data is available.



## Quick

Uses innovative tools to obtain results rapidly.

# Benefits of using PwC's Process Intelligence



## Contact



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