



Process Intelligence

Today, to run your business efficiently, you need an effective control over its operational mechanisms.

Understanding the real flow of your business processes is paramount when you want to improve process effectiveness, minimise time waste and reduce cost as well as ensure compliance and overall quality improvement or detect anomalies or fraud.

Your challenges



You want to increase efficiency and productivity while managing your risks. For this, it is crucial to analyse and optimise processes and assess their compliance with your internal policies. Indeed, there are often gaps between how business processes should work and how they work in reality because of complexity, changes that occur over time and deviations for operational reasons.

The traditional way to analyse and fix processes is through interviews, workshops, observations and document analysis. This approach is time-consuming and is complicated by the fact that people often only see part of processes and miss the complete picture.

Our services



“Process Intelligence” is a data-enabled approach where we quickly structure, federate and analyse multiple computer datasets generated by end-users in their daily activities. The aim is to model all steps of a process (business, IT or financial) in order to create a true visual representation of that process. Our focus is on analysing the efficiency and conformity of a targeted end to end process.

Our services include:

01 Process discovery

We extract activity-related data to identify a full process map. Our tools then bring the process to life, comparing it to expected ideals and producing a custom-made dashboard to support the analysis.

02 Process visualisation

Inefficiencies within the real-world process can be easily identified based on a visualised process map. This can then help in standardisation across an organisation and to drive costs down, providing 100% clarity into process activities.

04 Time analysis

By successfully drilling down into the time required to complete individual elements of processes, our tools can help to identify hold-ups and bottlenecks in the flow of data and support future improvement.

03 Conformance/ compliance checking

We reveal how existing processes differ from the ideal/expected way of working, as well as highlighting the impact of these changes on wider operations.

Purchase-to-Pay Rework

Purchase Or...

1.12M

POs w/ Rework

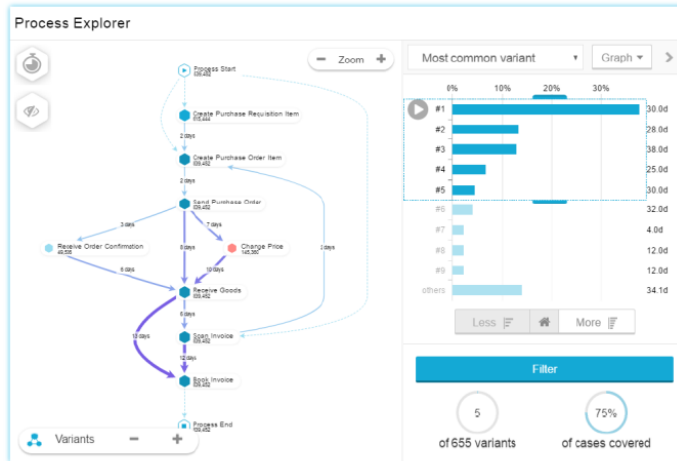
355k

Rework Rate

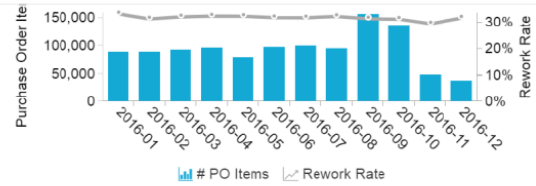
32%

Net Order Value

2.16B €



Purchase Order Items and Rework Rate by Month



Defined Rework Activities

Change Price	153k
Block Purchase Order Item	52.1k
Decline Order Confirmation	52.1k
Change Currency	26.1k
Refuse Purchase Order Item	26.1k
Delete Purchase Order Item	25.9k
Change Quantity	21.6k
Cancel Goods Receipt	10.3k

Purchase Order Items by Purchase Amount

	# Purchase...	Rework Rate
b) 100 - 500€	409,912	32%
a) 0 - 100€	344,528	31%
d) 1,000 - 10,000€	161,240	32%
c) 500 - 1,000€	137,200	31%
e) > 10,000€	63,200	36%

Analyses can be performed on any type of dataset and for any process and industry, as shown below:

Business processes
(i.e. Accounts payable/
receivable, Purchase
to Pay, Order to Cash,
Real Estate contract
management, Insurance
claims management).

Financial processes
(i.e. Trading of financial
instruments, Credit
allocation, Order
Management for Transfer
Agent).

And many more, such as
Travel Expenses, KYC
Client on-boarding, IT
Change and Release
Management.

Your benefits



Analyse the processes in a very quick, innovative and reliable way based on the complete data set describing all actions performed (based on system logs).



Increase the effectiveness of internal audit teams and second lines of defense.



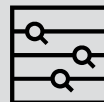
Identify inappropriate access rights that increase process risk.



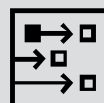
Optimise shared service centers by improving process design and monitoring of operations.



Reduce costs of operations by reducing re-work and increasing process automation.



Identify unwanted behaviors looking at the process from different angles (e.g. by process, by product, by person, by entity/region, etc.).



Identify transactions where controls were circumvented.



Check and improve compliance vs internal policies or laws and regulations.

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