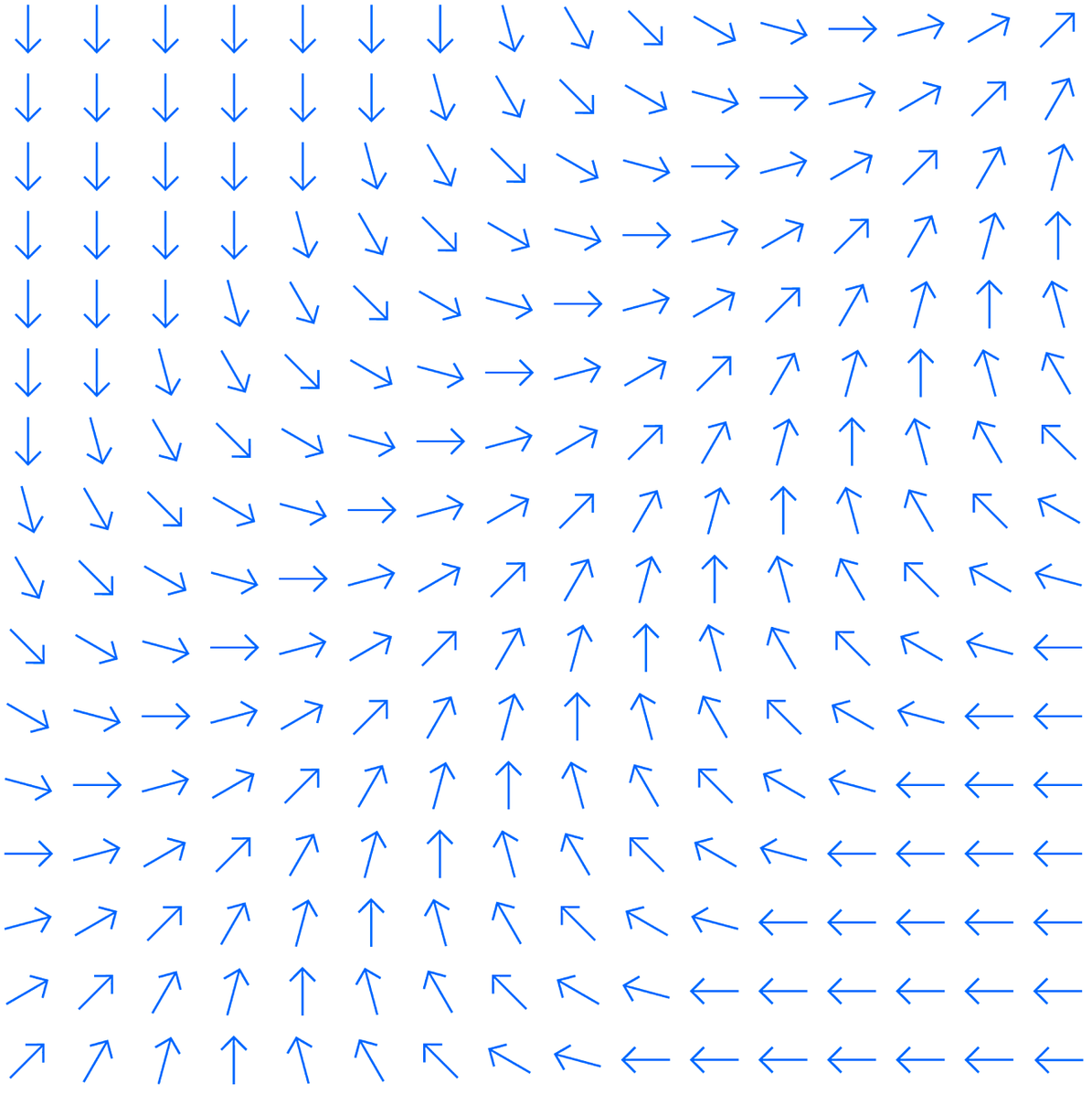
Why you need process mining in your RPA strategy

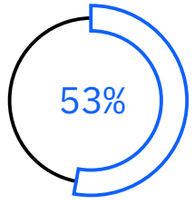


Contents

The future is now

There’s a shift in how businesses are reaching goals, staying competitive and improving processes.

Robotic process automation (RPA) is a way to help reduce the workload of employees so more of their time is spent on strategic thinking than repetitive, low-value work. Automating tasks reduces reworks and speeds up processes, for better customer experience and greater return on investment (ROI).



A Deloitte survey found that 53% of respondents have already started their RPA journey. RPA is expected to achieve near-universal adoption by 2023.[1]

01

RPA benefits

Why is the RPA adoption rate so high? Look at the benefits. Deloitte did a survey and found:

92% of respondents increased compliance

90% of respondents improved quality and accuracy

86% of respondents improved productivity

59% of respondents reduced costs

Other benefits of RPA include:

- Extreme process speed. A robot completes tasks 15 times faster than its human counterpart.[2]
- Full process control through complete auditability with a constant view of what bots are doing through event logs and abnormality detection.
- No impact on IT systems and no need for any variation or evolution of existing applications. Bots use information systems exactly as human resources do.
- Payback was reported at less than 12 months, with an average 20% of full-time equivalent (FTE) capacity provided by robots.[3]

01

RPA benefits

According to the Institute for Robotic Process Automation & Artificial Intelligence, an RPA software robot costs about one third of the price of an offshore full-time employee (FTE) and one fifth of the price of an onshore worker.[3]

Automating repetitive and labor-intensive back-office processes reduces process lead time and costs and gets humans back to doing what they do best: strategic thinking, problem solving, communicating and connecting with people.

45% of back-office activities can be automated by adapting current technologies[4]

↑1000% typical three-year returns[5]

↑50% cost savings[6]

200% ROI in the first year of RPA deployment[4]

80% reduction in labor intensive tasks[7]

02

RPA implementation challenges

RPA has enormous benefits, but doesn't come without challenges.

Top RPA challenges:

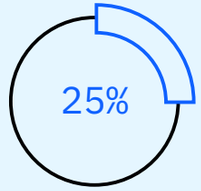
- Only 4% of automation initiatives reach a 50-robot scale.[1]
- 70% of automation resources are spent on preautomation efforts.[1]

The cause of RPA challenges:

Lack of insight into business processes leaves companies at risk of spending time, money and resources on automation without understanding the impact of their RPA initiatives.

- No process transparency. Impossible to look into the process to see full RPA potential
- Immeasurable outcomes. No way to understand if the automation will bring successful change or added value
- No RPA maintenance plan. No way to monitor RPA after implementation

A 2020 survey from the Opex Conference found that 25% of the enterprises interviewed had doubts about the ROI of their initial RPA investments.[8]



03

Avoid RPA challenges with process mining

Process mining's capabilities to create process transparency, measure the benefits of RPA and continuously monitor bots after implementation make it the starting point for the automation strategy.

Enterprises that adopt process mining as a controlling layer for end-to-end business processes will be at least 20% more profitable than peers that don't adopt process mining.[9]

Successful RPA in 6 steps with process mining

1 **Discover your process**
Upload existing data from IT systems and recorded desktop interactions to discover and visualize your end-to-end process. Uncover deviations, bottlenecks and inefficiencies.

2 **Check process conformance**
Compare the discovered process with a reference process model to get to the root cause of deviations and reworks, their costs and frequency.

3 **Pinpoint improvement opportunities**
Create custom analysis dashboards to find where automation will make the biggest impact on your key performance indicators (KPIs).

4 **Find the best RPA candidates**
Get RPA recommendations based on your desired automation level and which activities will have the biggest process impact once automated.

5 **Test your automation plan**
Test automation recommendations to find the fastest way to hit your KPIs, lower costs and lead time, calculate ROI, and ensure that the changes will work.

6 **Monitor your process improvement**
Keep tabs on your augmented process for better process governance and compliance by continuously monitoring efficiency and effectiveness.

Benefits of process mining for RPA

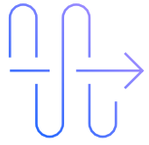
Cost savings
Get automatic process visualizations and insights for quick and reliable decision-making.

Optimized operations
Find and eliminate the process inefficiencies.

Revenue growth
Devise and execute a data-backed RPA strategy for quick wins that gain competitive advantage and raise your top line.

Enhanced customer experience
Eradicate nonconformances for smooth and predictable process performance.

Continuous improvement
Monitor your processes to stay on top of new inefficiencies and find the next automation opportunity to accelerate digital transformation.



Scaling automation initiatives
Get insights into your current process state with every change implementation to make quicker decisions on the next area of process improvement.

04

Unique capabilities of IBM Process Mining

Take advantage of these unique capabilities when implementing IBM® Process Mining into your RPA strategy.

Task mining and process mining integration
Combine business process and desktop user interaction data for a complete end-to-end process analysis at all levels of the process.

Advanced simulation
Add contextual data from discovered decision rules to your simulation and get an instant analysis on your to-be process to see future performance and ROI.

RPA recommendations
The RPA candidates feature recommends activities to automate based on ROI and desired automation level.

Integration with other automation tools
IBM Process Mining integrates with other automation tools to help organizations assemble complete, end-to-end intelligent automation capabilities.

Learn about IBM Process Mining as a foundational capability in the IBM Cloud Pak® for Business Automation offering.*

* IBM Process Mining is offered as a foundational capability across all the IBM Cloud Pak for Automation offerings.

05

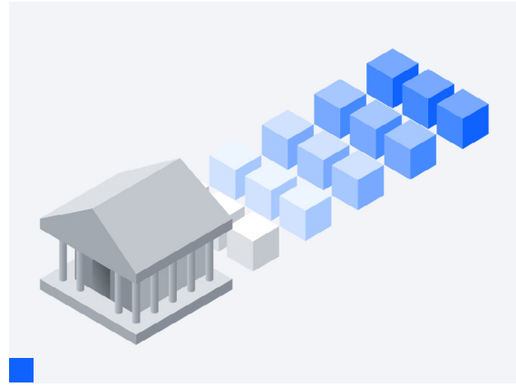
IBM Process Mining in action

Credito Emiliano S.p.A. (Credem), one of Italy's top banks, began its digital transformation journey with a particular focus on automating its processes to increase efficiency, speed and ease of use for customers and employees alike.

The bank had no visibility or understanding of the real process, the areas for improvement within its existing systems or the tasks employees were working on.

Credem turned to process mining to discover end-to-end processes and identify bottlenecks and areas where automation can deliver the most time and cost-effective improvements.

Since its adoption of IBM Process Mining, Credem has implemented 63 automations with IBM's process mining and automation solutions, resulting in savings of approximately EUR 1.1 million.



To learn more about how process mining helps in your RPA strategy, watch our webinar RPA Mistakes to Avoid: Why Process Mining is Critical for Success.

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the United States of America
July 2022

1. Deloitte Global RPA Survey. The robots are ready. Are you? Deloitte, 2018.
2. Digital finance: The robots are here, Deloitte, 2017.
3. The robots are coming? Implications for finance shared services, ACCA Global, August 2015.
4. Four fundamentals of workplace automation, McKinsey Digital, 1 November 2015.
5. Robotic Process Automation: The impact of RPA on finance back-office processes, A.T. Kearney, Inc., 2018.
6. The Automation of Knowledge Work Will Be This Decade’s Engine of Growth, Institute for Robotic Process Automation & Artificial Intelligence (IRPAAI), 1 October 2021.
7. 50 RPA Statistics from Surveys/ Studies: Market Size, Adoption, AI Multiple, 30 November 2021.
8. RPA Inquiry Spotlight, 2020 report, Forrester, 13 August 2021.
9. IDC FutureScape: Worldwide Artificial Intelligence and Automation 2022 Predictions, IDC, October 2021.