

IBM Process Mining

Eliminate hidden inefficiencies,
take corrective actions, and maximize
ROI across your entire business



Highlights

Accelerate digital transformation with complete process transparency

Monitor inefficiencies to keep business on track

Identify improvement and automation initiatives that maximize ROI

Take immediate action when process issues are detected

Change is an organizational reality. Whether from market or economic shifts, advancements in technology, or new government regulations, businesses that don't optimize to drive operational excellence risk delivering low value to customers and have trouble maintaining their competitive edge when disruptive change occurs.

The main challenges keeping organizations from achieving total process efficiency include a lack of transparency into how their businesses are performing, understanding where improvements like automation will make the greatest impact on cost and customer experience, and the ability to quickly apply process changes.

IBM® Process Mining is an analyst-recognized solution that helps businesses make better decisions and take corrective actions to fast-track operational excellence. Data-driven process insights reveal inefficiencies, pinpoint opportunities for improvement, and detect issues to trigger corrective actions that help improve ROI. With IBM Process Mining, you never have to waste time discovering your processes, enabling you to focus directly on solving issues and making improvements.

IBM Process Mining extracts data from IT information systems and desktop interactions to instantly visualize process performance without human bias and provide fact-based insights for the best approach to developing a future-proof process improvement strategy. Simulations let businesses develop successful process changes and automation initiatives through unlimited scenario testing. Then, putting a plan into action is as simple as triggering actions or automatically generating RPA bots.



Accelerate digital transformation with complete process transparency

IBM Process Mining lets you create unprecedented levels of transparency in how your processes are being executed by leveraging all the data in your processes. IBM Process Mining combines process data spread across your IT systems with data captured from desktop interactions that show how manual work is carried out. The result is a complete process model that enables faster analysis. [See how a large automotive company sped up its process analysis by 70% with IBM Process Mining.](#)

Monitor inefficiencies to keep business on track

Get the facts on how your business is executed and keep performance in check through regular process monitoring. IBM Process Mining reveals inefficiencies like bottlenecks, activity reworks, and deviations that slow down business processes, rack up costs, and damage customer experience. Our task mining tool drills down into manual tasks to show how workers are performing work on desktop applications, and how that work impacts the overall process.

Identify improvement and automation initiatives that maximize ROI

Advanced analytics show improvement opportunities that eliminate inefficiencies and help you reach your full business potential. Our simulation tool lets businesses test out automation scenarios to understand the process impact and predicted ROI to develop an automation plan with proven results. Automated RPA bot generation reduces the effort it takes to build an RPA bot. With the click of a button, use a low-code platform to automatically create a complete RPA bot script that can be imported and executed in an RPA solution for faster RPA implementation. Additionally, you can record and save common actions to instantly reuse them in different processes.

Take immediate action when process issues are detected

Automatically execute actions based on process insights so that you never leave gaps in your process performance. IBM Process Mining uses business logic to trigger workflows or automation that eliminates repetitive work, removes unnecessary steps, and reduces cycle times. For example, you can set up an action that automatically sends out an email alert when an invoice totals more than USD 15,000, prompting your procurement team to review the invoice cost. With the ability to integrate with your business applications, taking timely action has never been easier.

Conclusion

There is no need to make guesses on how your business should be and is performing. Whether you are discovering your processes for the first time or planning your automation strategy, IBM can help you turn insights into corrective actions and increase ROI while reducing costs to remain competitive in every type of market disruption.

Check out how Credem Bank used IBM Process Mining to gain insights on process optimization and save EUR 1.4 million from automation: ibm.com/downloads/cas/L1XZMAP0.

Why IBM?



Get a seamless experience

IBM provides organizations with a one-stop-shop of AI-powered automation capabilities for business automation, including process mining, RPA, document processing, workflow and decisions. All these capabilities are tightly integrated within IBM Cloud Pak® for Business Automation, IBM Cloud Pak for Integration, IBM Cloud Pak for Watson AIOps and IBM Cloud Pak for Network Automation to connect people, business, and systems in one seamless experience across the entire organization.



Receive full support throughout your digital transformation

With IBM Process Mining as a foundational tool and first step toward automation, we support businesses starting from process discovery to fully automated, intelligent processes. This solution is paired with IBM experts to guide you at each step and to develop an ideal solution that enables you to accelerate your digital transformation while reducing risk and maximizing ROI.

For more information

To learn more about IBM Process Mining or get a no-cost consultation with an IBM expert, visit ibm.com/products/process-mining. Want to get hands-on experience with IBM Process Mining? [Sign up for a 30-day, no-cost trial](#).

© Copyright IBM Corporation 2022

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the
United States of America
September 2022

IBM, the IBM logo, and IBM Cloud Pak are trademarks or registered trademarks of International Business Machines Corporation, in the United States and/or other countries. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on ibm.com/trademark.

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT.

IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

