Signavio
Process Intelligence
The Smart Way to Let Your Data Tell the Story
Signavio Process Intelligence harnesses the power of process mining to provide your company with actionable insights, allowing you to make smarter decisions, faster.

By running an in-depth analysis of your existing system processes, and presenting the discovered data through a highly intuitive interface, Signavio’s Process Intelligence can:

- identify the root causes of poorly performing processes
- recognize and visualize compliance violations
- monitor overall process performance – including variations.

Read on to learn more about Signavio Process Intelligence – part of the Signavio Business Transformation Suite – and how it can facilitate data-driven change. Let your data tell a story!
2.1 Long Running Cases

Process Discovery

Many of the processes you seek to optimize, change or re-automate already exist in the systems you use. The faster you discover what you have, the quicker you can be in applying the changes that make a difference in your business. By connecting Signavio Process Intelligence to your system logs, you can mine your systems to discover your processes and process variants. In addition, process models can be automatically created and users are able to easily construct dashboards enabling constant monitoring of processes.

Process Discovery is an important starting point for accelerating operational excellence and business transformation initiatives. With its ideal process path overlay users can easily compare the ideal process path to the actual process flow in their organization and take appropriate optimization actions. With Process Discovery you can unearth the truth about your processes and make better decisions based on true evidence found in your organization’s IT systems.

- Dashboard overview of your core process metrics and KPIs
- End-to-end visibility of your system process data
- Identify the root causes of poorly performing processes
1. Process Overview

**Introduction**

We are looking at Procure-to-Pay (P2P) data from 3 countries from 2016.

- Are there significant differences between countries?
- Do we have “maverick buying” (Purchase Request after Purchase Order)?
- What is the most typical behavior in the process flow?

<table>
<thead>
<tr>
<th>Number of Purchasing Cases</th>
<th>Total Discount (€)</th>
<th>Purchasing Amount (€)</th>
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</thead>
<tbody>
<tr>
<td>302267</td>
<td>4,093,897,53 €</td>
<td>25,571,394,80 €</td>
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</tbody>
</table>

**Quick comparison of case states**

**Check for divergent behavior**

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**Process Analysis**

Knowing what you have is only half the story. Knowing why it happens and what to do about it is what counts. Whatever measures matter to you can be quickly surfaced, visualized and shared. The system automatically detects bottlenecks and inefficiencies and highlights these for further analysis and optimization. Beyond simple dashboards, Signavio Process Intelligence uses a unique investigative notebook style to facilitate powerful in-context analysis, delivering management ready reports and actionable insights. Easily analyze processes against your own hypothesis and decide on the best course of action leveraging our business impact calculator.

Comparing process variants from a best practice perspective, analyzing cycle-times, or identifying maverick behaviour is simple and straightforward. Analyze by process, transaction, individual, department, supplier or customer depending on your objective.

Powerful fact-based analysis leads to smarter business decisions and reduces the time taken to implement change that matters.

**View contextual storyboard and flexible dashboards**

- Easily create storyboard type reports for greater comprehension from stakeholders
- Self-configurable Dashboard for Process Owners
- Business Impact Calculator for decision to action
Ensuring that processes are running as intended can require significant effort, and in many cases may not be possible, leaving organizations at risk through non-compliance.

With Signavio’s integrated conformance checking you can now automatically prove that business processes are running as recorded and reported. This capability reduces audit and compliance costs, while acting as a proof point when dealing with regulators. It is not enough to say that you have compliant processes, you have to prove that you are executing compliant processes.

Easy to interpret visual representations guide users through any deviations from the current state model and highlight the impact of these deviations on the organization.

By leveraging conformance checking you can be sure standard practices are executed as intended, and where they are not, quickly identify and examine exceptions for further detailed analysis and optimization.

- Comparison of current vs. future state processes
- Detection of deviations in processes
- Measure impact of deviations for your organization
Successful process mining efforts depend on the availability and the accessibility of process data of an organization. It is essential that your initiative is not hampered due to system boundaries and lacking integrations. Signavio Process Intelligence comes with an easily configurable ETL engine enabling rapid creation of connectors to all your systems, including home grown IT systems. Using the ETL approach you get access to process information not just within a single system, but across systems too. Processes don't stop at system boundaries and nor should your process discovery tool. Don't risk sub-optimizing your operations because of decisions based on artificial boundaries. Getting a complete end to end perspective and understanding of exactly what is happening in your organization can be easier than you think, with results in weeks not months.

- Easily customize and create connectors for all your systems
- Create processes that span multiple systems
- Accelerate your time to value by creating the connectors that matter to you
Hans Meier: @Jon Miller We recently discussed issues with maverick buying in the UK. Can you confirm this by process analysis?

Point your colleagues in the right direction...

...then work out the root cause together

Jon Miller: @Hans Meier I completed a quick initial analysis. Here are my findings:

1. Duration between activities:
   - PR to PO Release in France seems particularly long and should be investigated further.
   - No other surprisingly long durations identified.

2. Differences between countries:
   - The average duration between Purchase Requisition and Purchase Order has a negative value for the UK, meaning the order of creation is contrary to the intended process flow. We intend to further analyze potential maverick buying to identify other violations of the required activity order (for example: 'Invoice' before 'purchase order'). (Signavio R1 Maverick Buying Analysis)
   - In the UK, there is no release of purchase orders performed (see also below: no activity “release” when filtering for “UK”). This needs to be analyzed further.

Collaboration

Effective collaboration is the heart of successful transformation and business optimization initiatives. It’s also true for process mining and discovery efforts, if results are not shared you risk minimizing value. Signavio Process Intelligence supports a highly collaborative approach to process improvement. Business users can easily build their own dashboards with an extensive set of visualization options to get a clear overview of what is happening in the process. Its smart interface enables users to create shareable investigation views that highlight bottlenecks and deviations of the current state process and let them work together on identifying how to approach these inefficiencies.

As an entirely cloud-based process mining solution, the tool makes it easy to collaborate with colleagues from all over the world and harness the wisdom of the crowd to generate more ideas, optimize processes and reduce resistance to change.

> Create shareable investigation views
> Collaboratively create dashboards from an extensive set of visualization possibilities
> Cloud-based process mining
Ever wondered why the business processes you envisaged aren’t running quite the way you planned? Let Signavio help you find the answer.

Signavio Process Intelligence uncovers the truth about your processes, using data from your organization’s existing IT systems. This means you can make better decisions based on what is actually happening within your organization. Not only that, the Signavio Process Intelligence intuitive user interface and collaborative features mean you can engage your whole team in making those decisions.

Unearth the truth about your processes and make better decisions, faster. Take Signavio Process Intelligence for a test drive, and let us show you what is possible when your system process data speaks for itself. Your free, personalized web demo is available now at www.signavio.com/request-a-demo