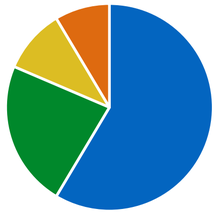
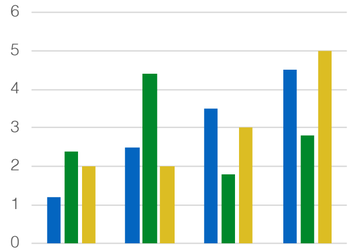
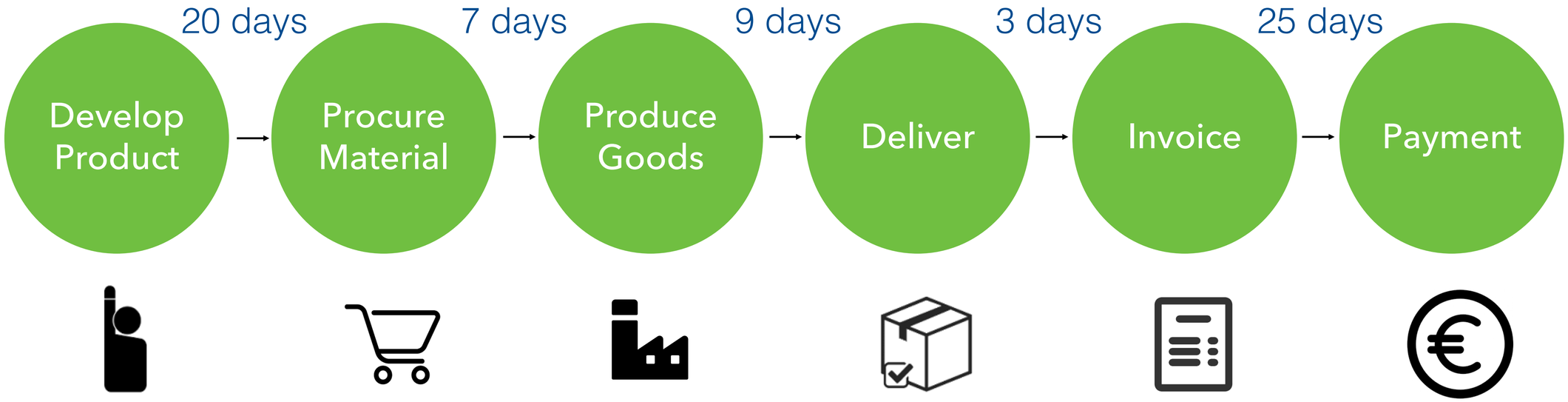
Digitalization & Process Analysis

From Manual Task Execution to Continuous Process Optimization

The Target Vision

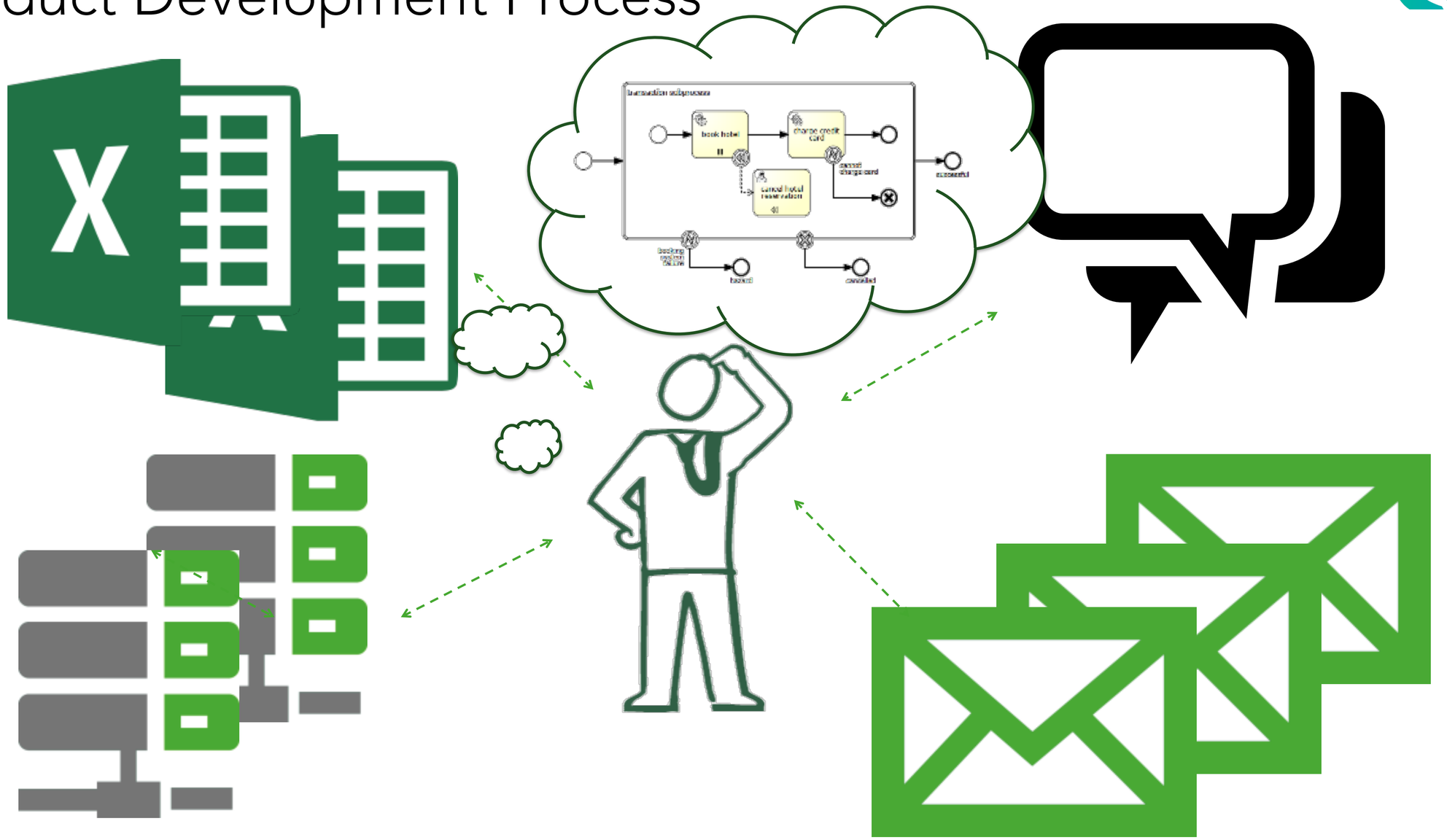




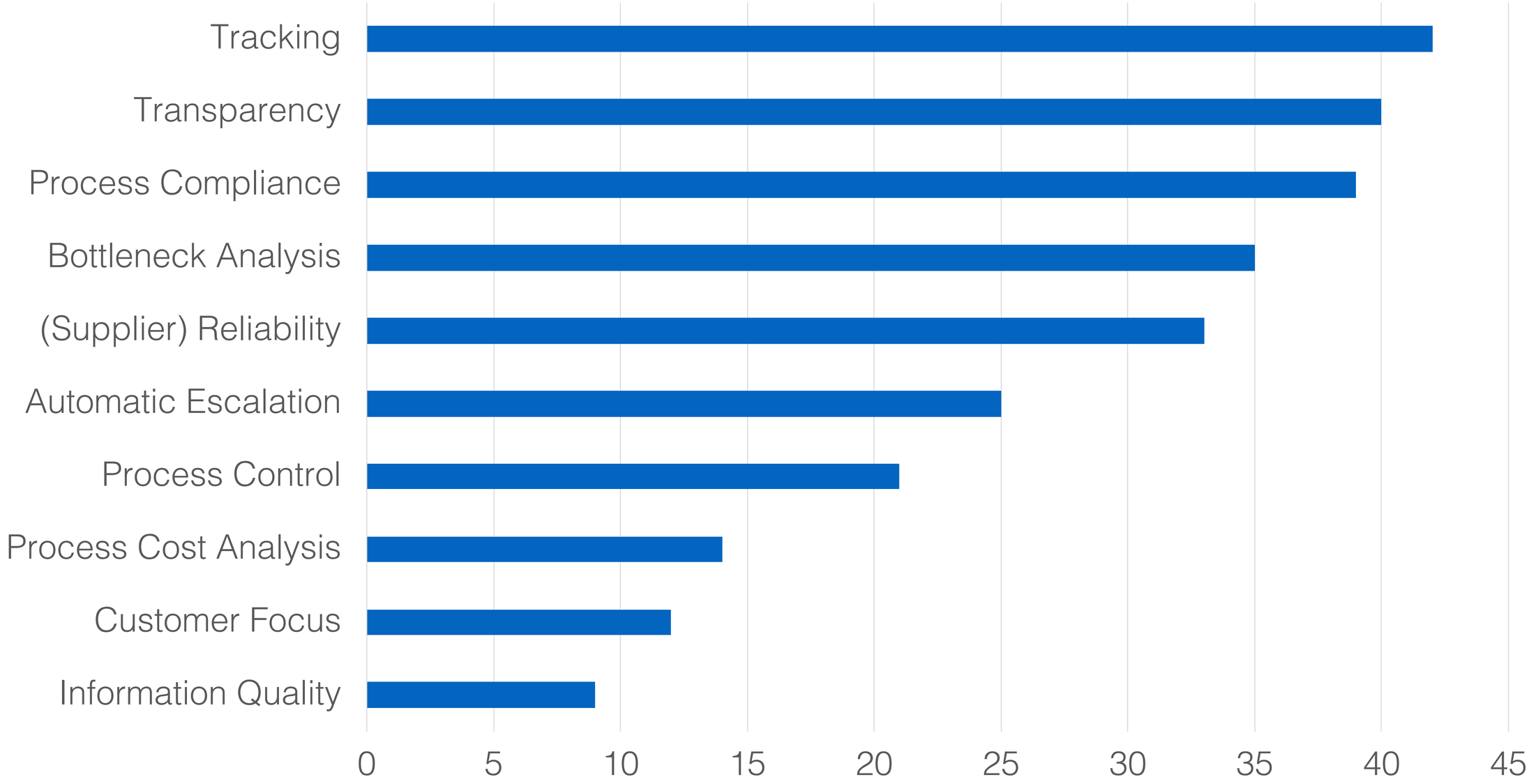


- Control
- Real-Time Monitoring
- Prediction
- Simulation

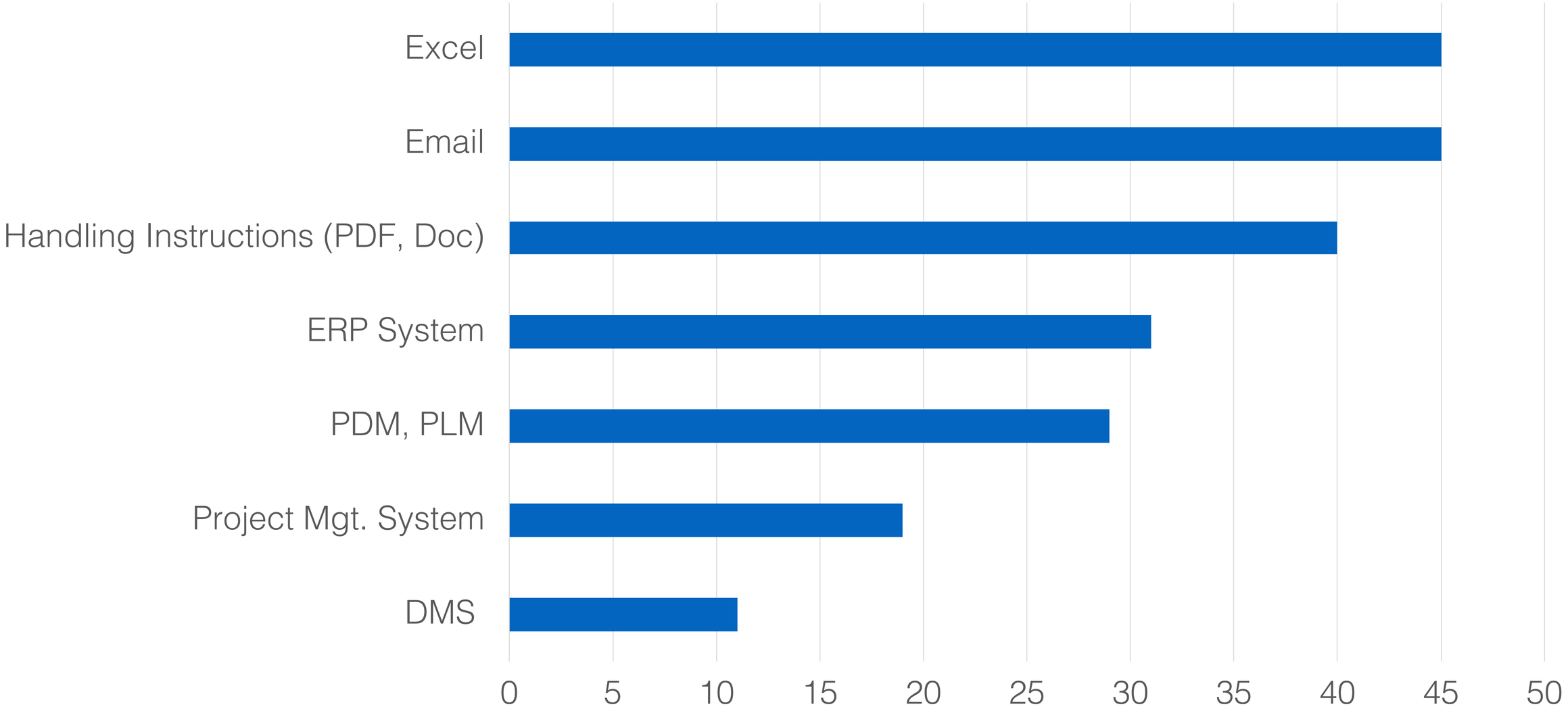
Status Quo
Product Development Process



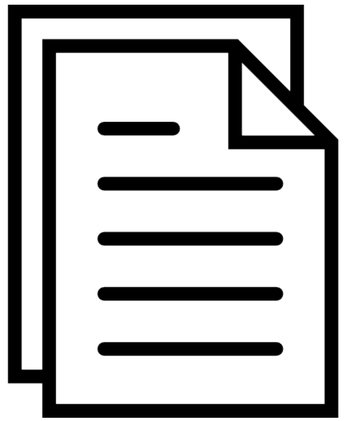
Challenges at status quo

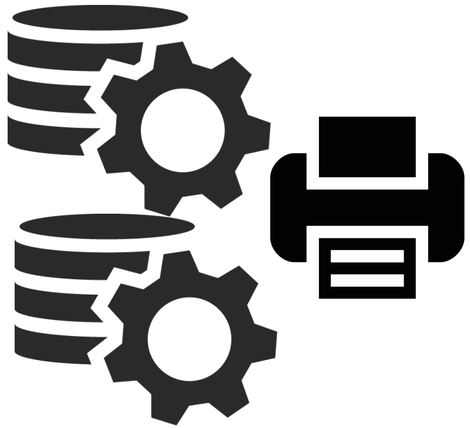


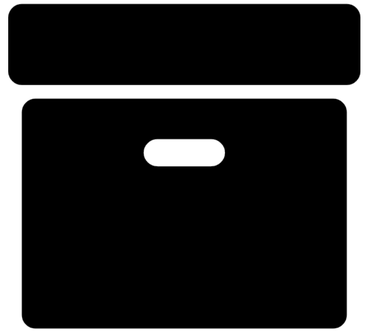
Tools used for management of processes



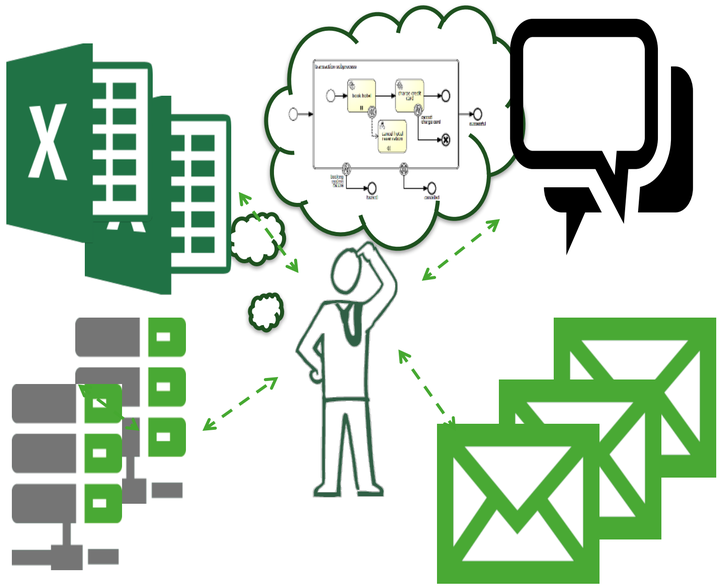
Main problems



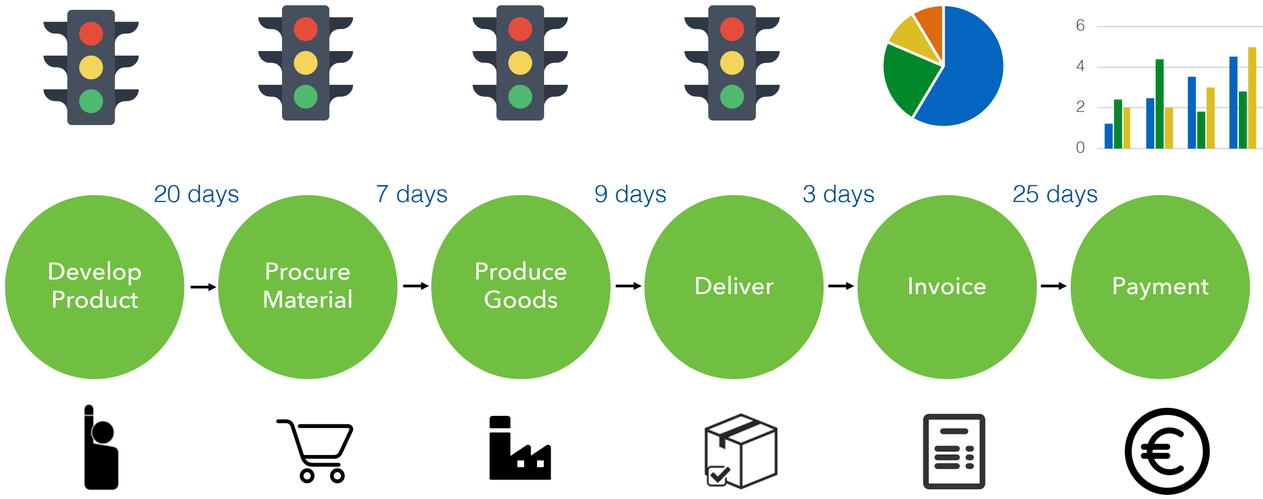




How to get digitalized?

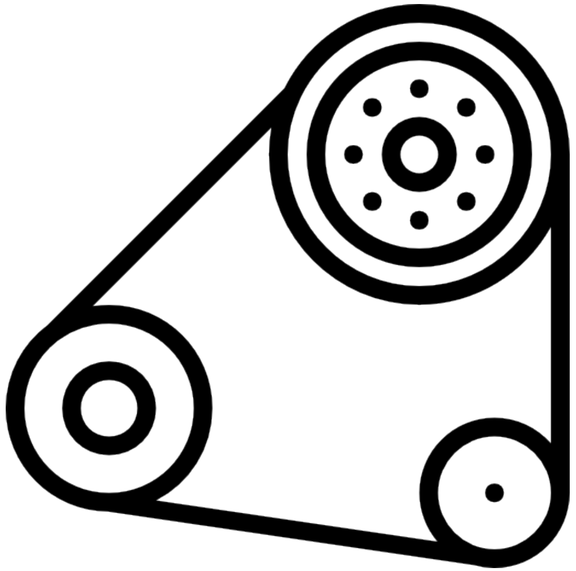


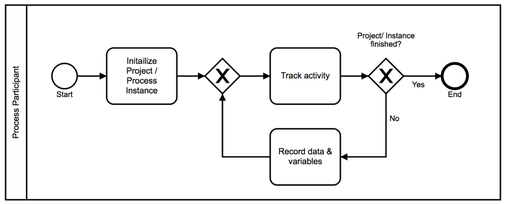
?



Solution

1.Visualize & Digitalize Process





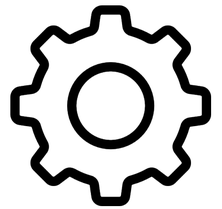
2.Automate Activities

Robots

Sensors

...

...



Webservices

Digitalization steps

1. Define basic process and run on process engine

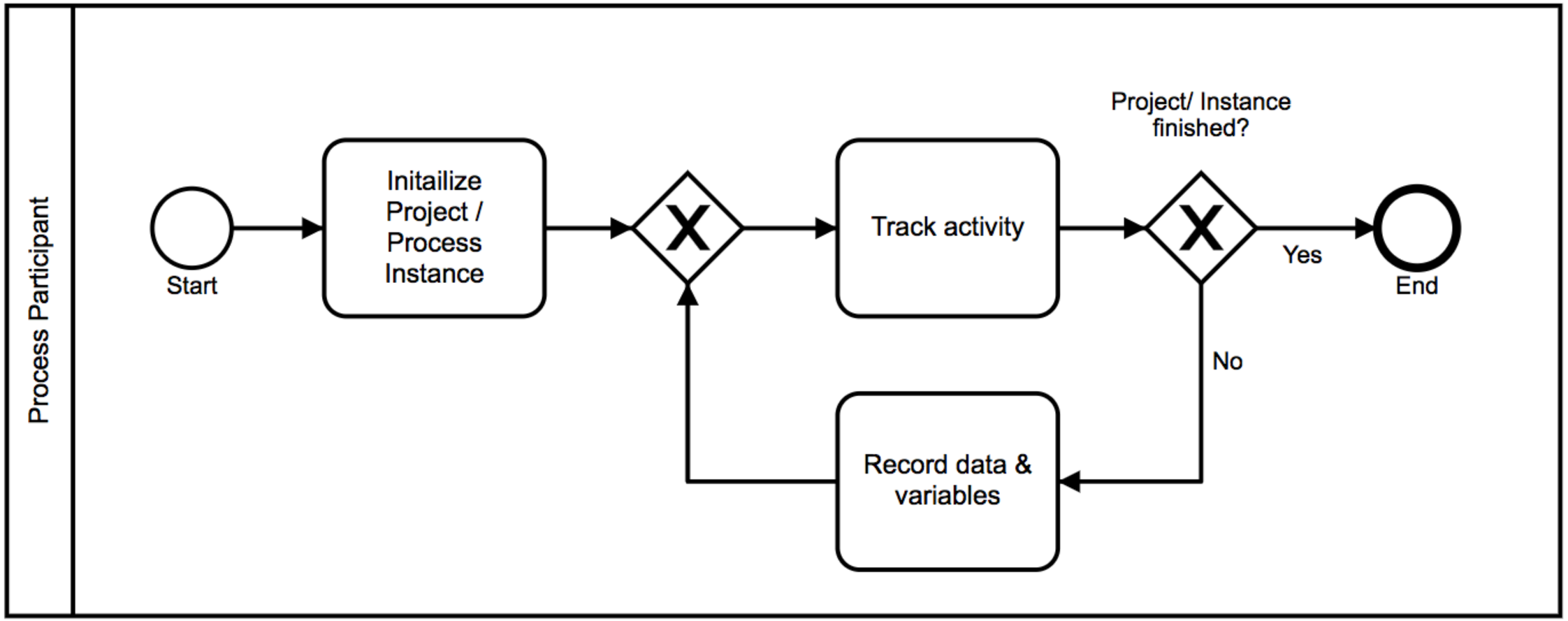
2. Create data by executing (manual) tasks with process engine

3. Visualize as-is process with LANA Process Mining

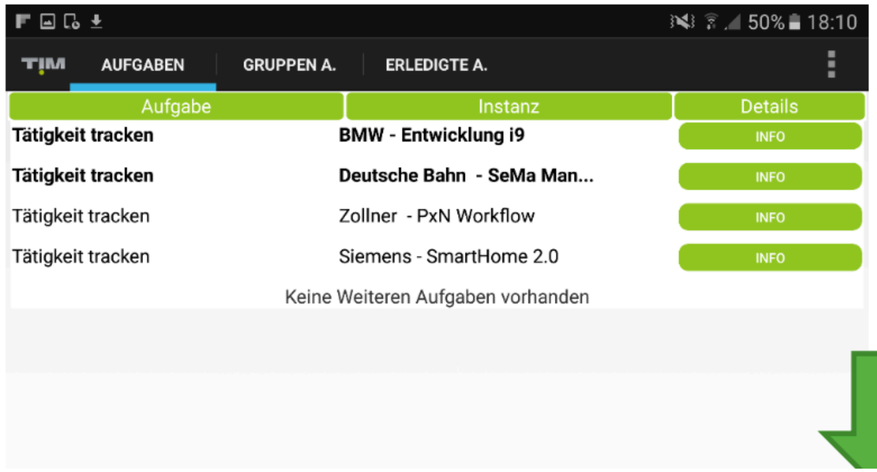
4. Refine process as BPMN 2.0 process model

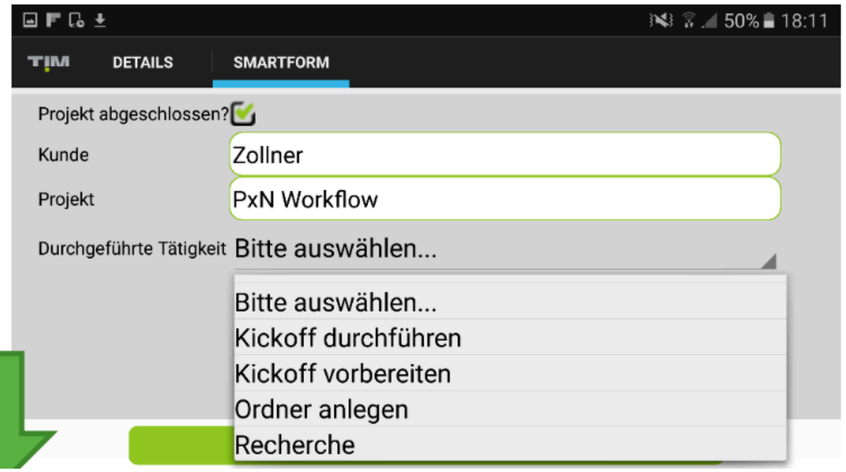
5. Digital process execution and continuos analysis

1a. Define basic process

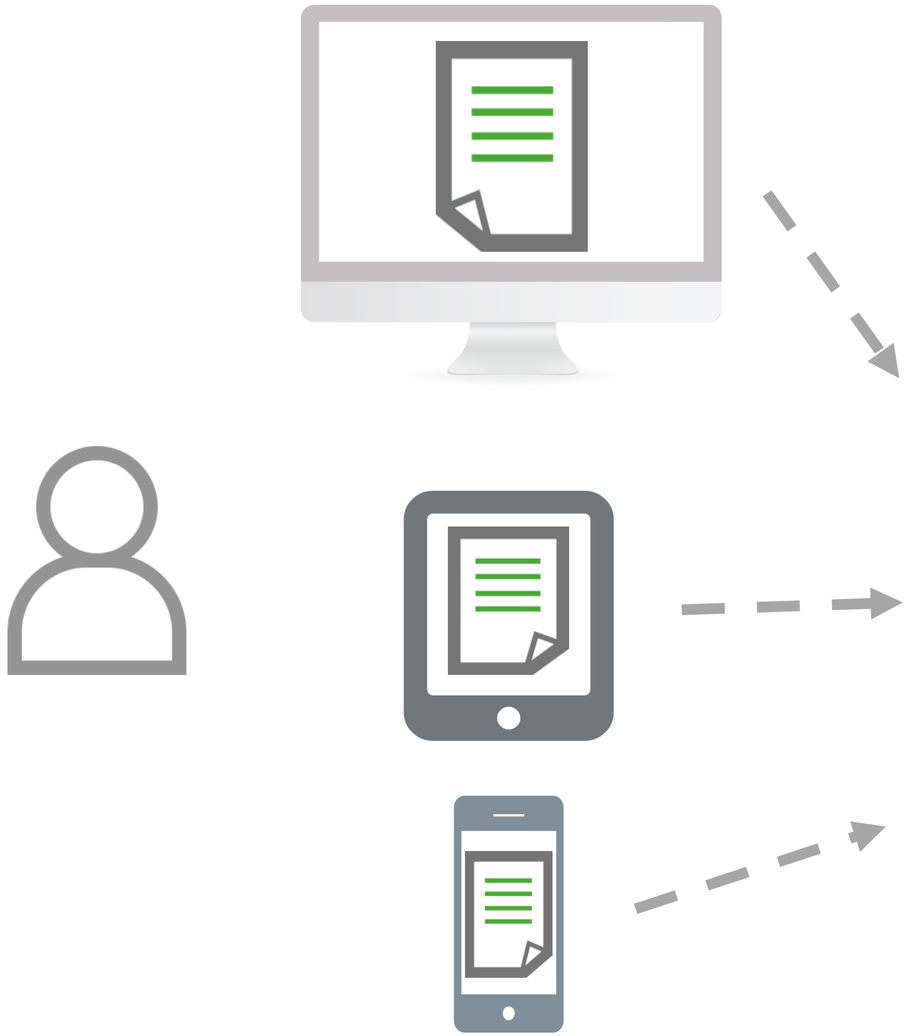


1b. Configure Digital Smart Forms and Activities





2. Create data by executing (manual) tasks with process engine



ID	Prozessinstanz	Tätigkeit	User	Start	Ende
123	Neuer BMW i9	Anforderungsdefinition	Hans	20.12.16 08:00:00	20.12.16 09:00:00
456	Neuer BMW i9	Machbarkeitsanalyse	Franz	20.12.16 10:00:00	20.12.16 13:00:00
789	Neuer BMW i9	Kalkulation	Maria	20.12.16 13:00:00	20.12.16 14:00:00
012	Neuer BMW i9	Freigabe	Peter	20.12.16 15:00:00	20.12.16 17:00:00
...	...	...	...	...	...

PROCESS MINING

Logistic processes

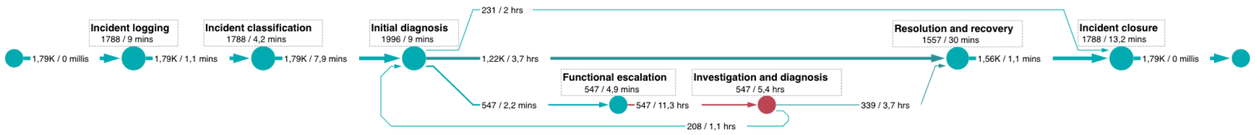
IT System

Service Processes

Production processes

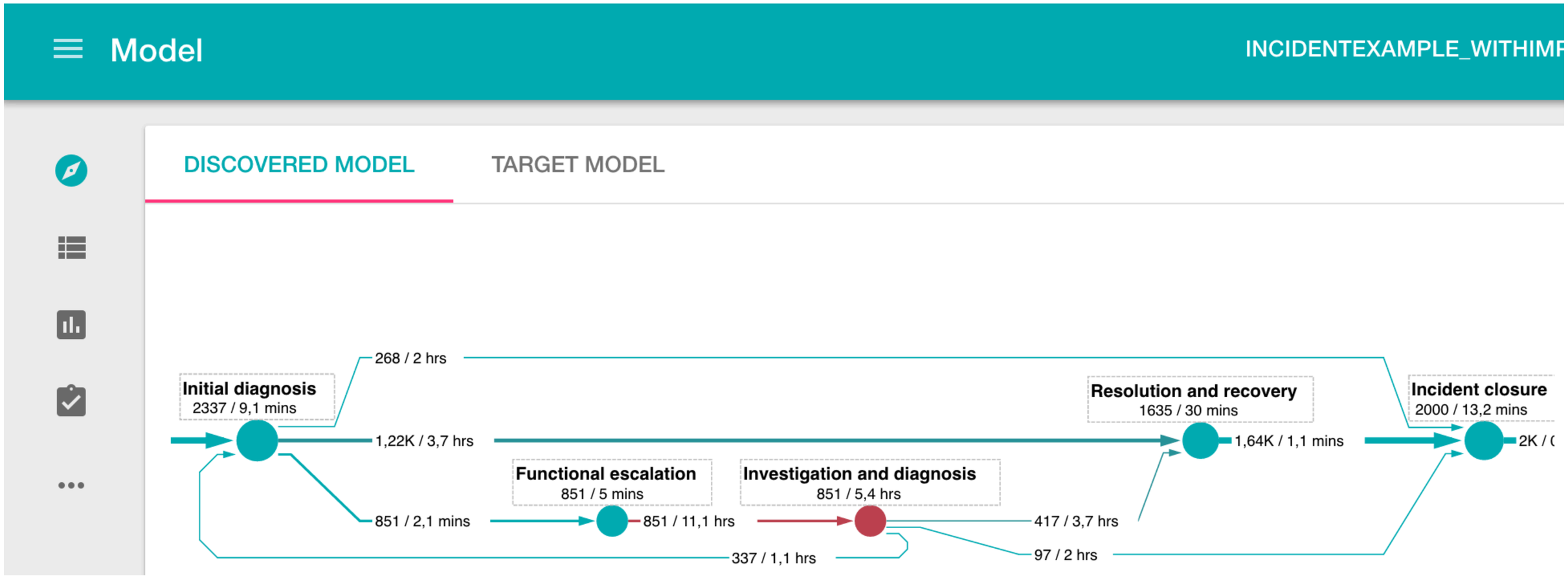
Financial processes

Visualization and analysis of digital traces of business processes

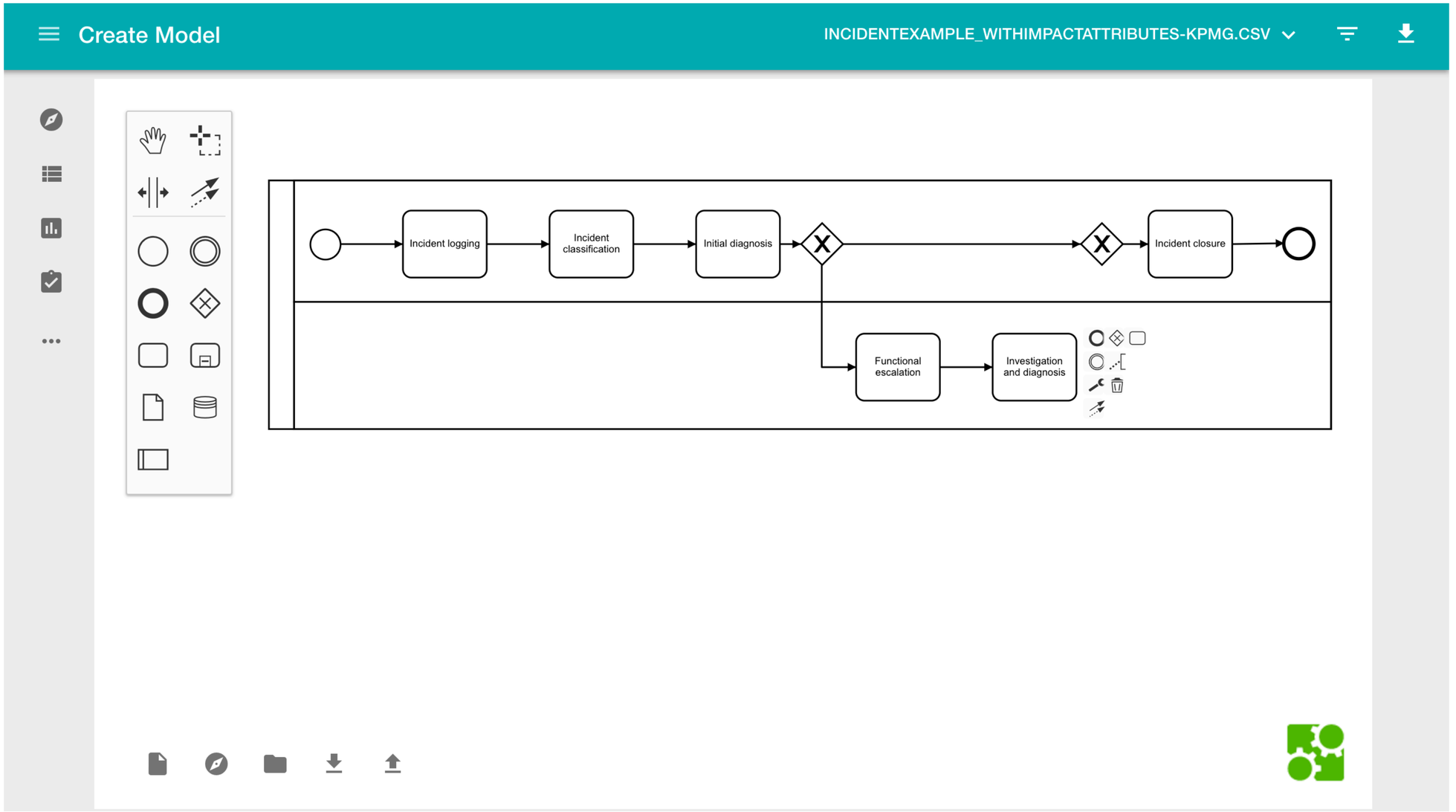


Case ID	Activity	Start	Complete	Classification
trace_0	Incident logging	2016/01/04 12:09:44.000	2016/01/04 12:09:44.000	
trace_0	Incident classification	2016/01/04 12:10:44.000	2016/01/04 12:17:44.000	Citrix
trace_0	Initial diagnosis	2016/01/04 12:34:44.000	2016/01/04 12:39:44.000	
trace_0	Functional escalation	2016/01/04 12:41:44.000	2016/01/04 12:48:44.000	
trace_0	Investigation and diagnosis	2016/01/04 18:13:44.000	2016/01/05 01:36:44.000	
trace_0	Resolution and recovery	2016/01/05 03:56:44.000	2016/01/05 04:30:44.000	
trace_0	Incident closure	2016/01/05 04:31:44.000	2016/01/05 04:48:44.000	
trace_1	Incident logging	2016/01/04 12:26:44.000	2016/01/04 12:35:44.000	
trace_1	Incident classification	2016/01/04 12:35:44.000	2016/01/04 12:37:44.000	Citrix
trace_1	Initial diagnosis	2016/01/04 12:51:44.000	2016/01/04 13:03:44.000	
trace_1	Resolution and recovery	2016/01/04 17:09:44.000	2016/01/04 17:50:44.000	
trace_1	Incident closure	2016/01/04 17:51:44.000	2016/01/04 17:59:44.000	

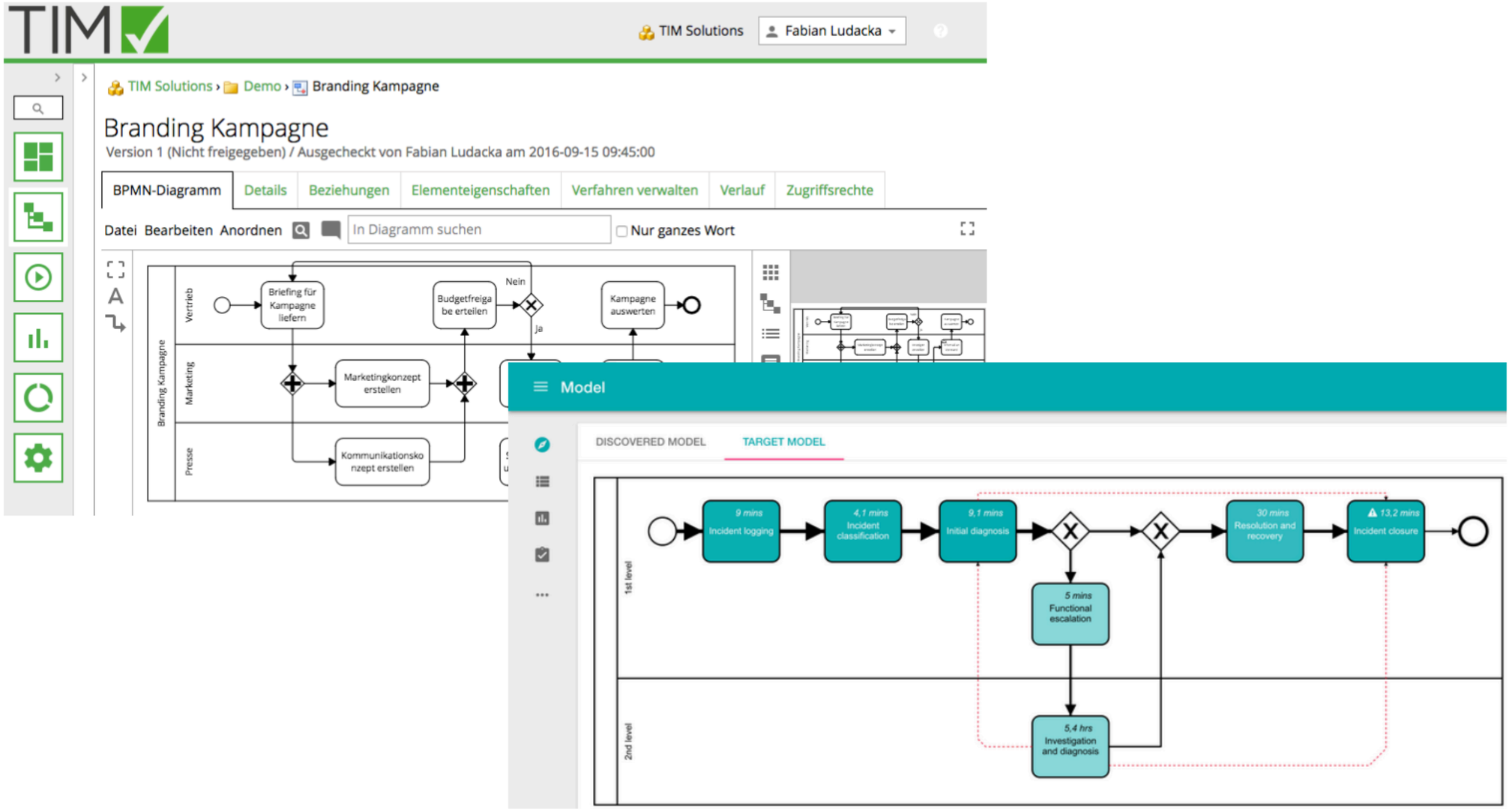
3. Visualization of as-is process



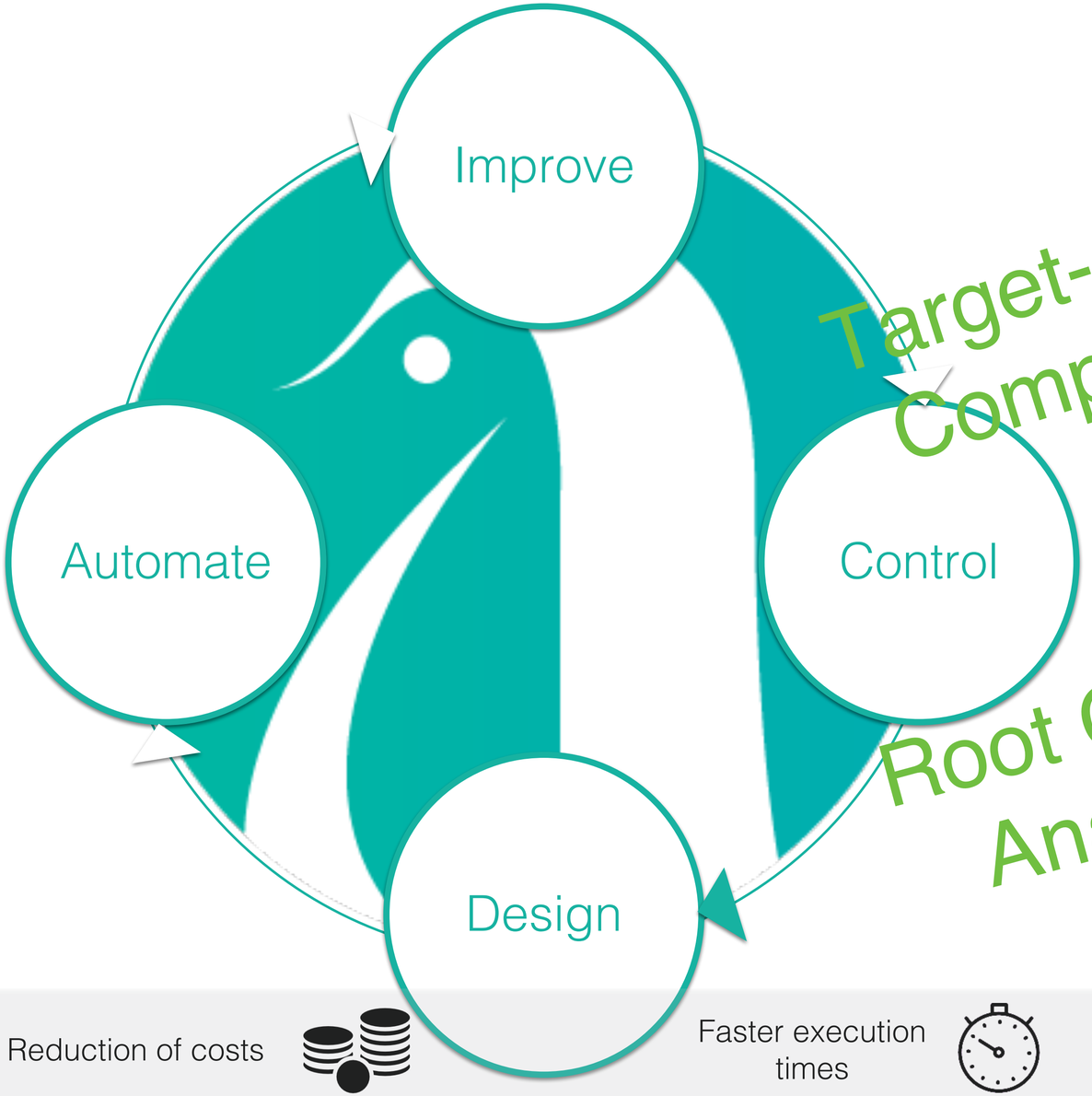
4. Refinement as BPMN 2.0 process model



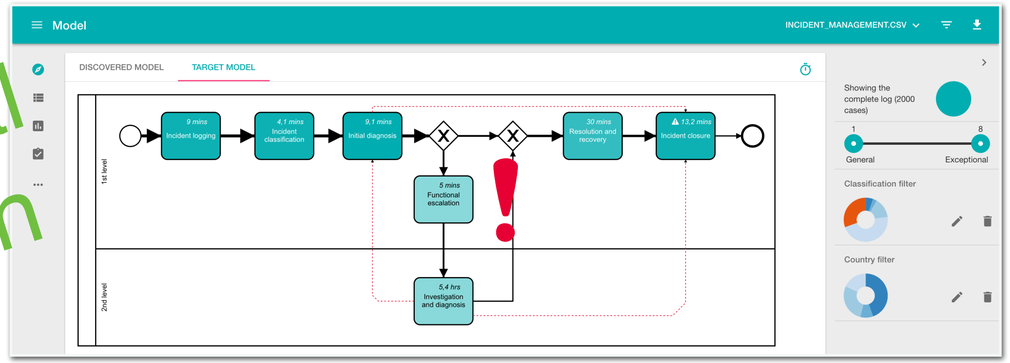
5. Digital execution and continuous actual-target analysis



Sustainable Process Governance

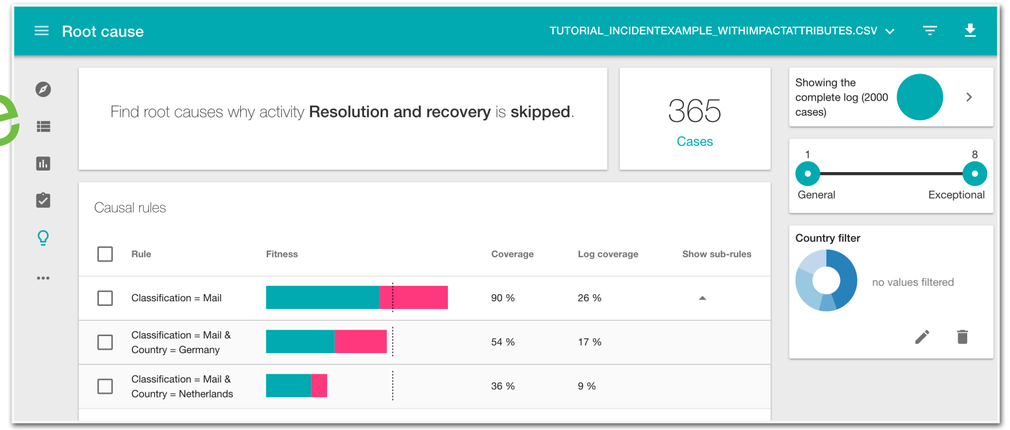


Target-Actual Comparison



Automated Process & Continous Analysis

Root Cause Analysis



Reduction of costs

Faster execution times

Increase of Compliance

Focus on Optimization

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