Creation Business Value with Process Mining

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Paper Title:	Creation Business Value with Process Mining
Keywords Specific to the Paper:	Process Mining Business Intelligence & Analytics (BI&A) Business Process Intelligence (BPI) Value Creation Organizational Performance Process Efficiency Customer Satisfaction Affordance Theory Data-Driven Decision Making
Summary of the main contributions	Business processes are key to accomplishing work in organizations and process mining provides an evidence-based means to observe, adjust, and communicate about process work on a continuous basis. This article study how businesses can use miming to create commercial. It presents the results of a qualitative multiple case study involving stakeholders from 8 of international operating companies. This study highlights four fundamental bases in process mining: end-to-end process visualization and performance indicators, sense-making of process-related Information, data-driven decision making and Implementing Interventions. Definition of the four End-to-end process visualization and performance indicators: it is process mining that allows stakeholders to see full visualizations and performance metrics for business processes. Sense-making of Process-related Information: stakeholders use process mining to understand complex process data, facilitating informed decision making. Data-driven Decision Making: process mining supports evidence-based decision-making by providing information derived from the analysis of real-time process data. Implementing Interventions: organizations use process mining knowledge to implement interventions and improvements in their processes, leading to improve the efficiency and value creation. The study underlines that process mining affordances contribute to value realization through process efficiency, monetary gains, and non-monetary benefits such as increased customer satisfaction. It also analyzes the significance of its findings for

	understanding the adoption and implementation of process mining in organizations. This study contributes to the BI&A and business process management (BPM) literature by presenting process mining as a new kind of technology that enables evidence-based decision making using real-time process data. This moves the discussion from a technical perspective to a socio-technical perspective of process mining, highlighting the importance of understanding both technical capabilities and the organizational context in which they are used. Additionally, the results highlight the role of process mining in promoting a deeper understanding of business processes, which can lead to strategic decision-making and operational improvements. By identifying specific services and their contribution to value creation, this study provides a framework for organizations considering implementing process mining technology.
Supported by a software application? (If yes, provide more details)	Yes, normally the process mining is support by specialized software applications like celonis (provide functionalities for data analysis, visualization, and process optimization)