2025 DYNAMICS CON

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Power Up your Processes with Power Automate Process Mining

Éric Sauvé

eric.sauve@alithya.com

Éric Sauvé

- Full-time grandpa
- Customer Success
- Solution Architect
- D365CE & Power Platform

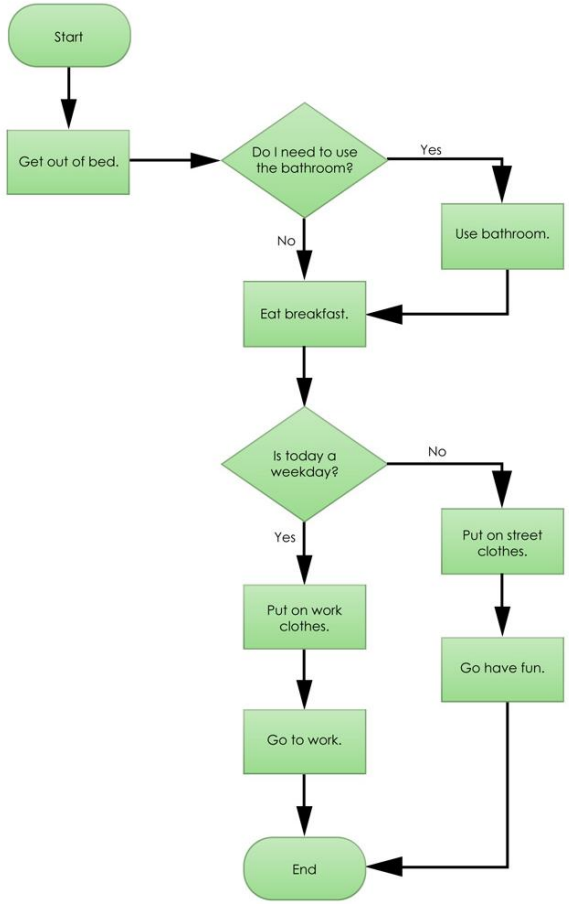
Alithya

Canadian Summit 2025

MVP Microsoft Most Valuable Professional

Microsoft Certified Trainer MCT 2019 - 2020

2025 Dynamics Con

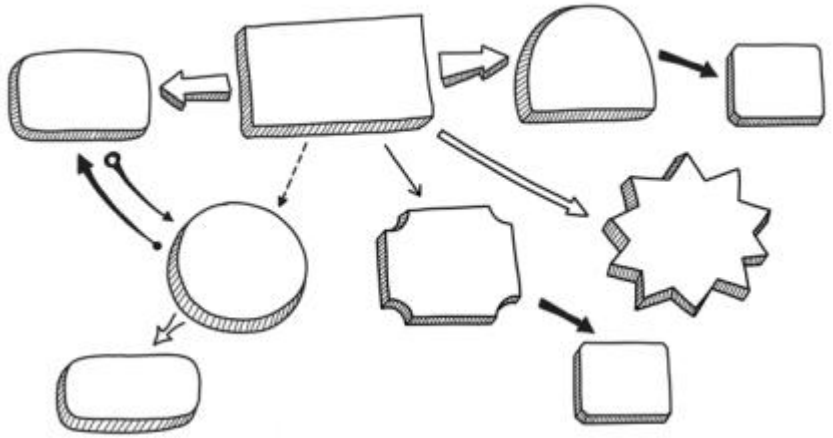


Before we get into Process Mining...

What is a Process?

What is a Process?

SERIES OF STEPS/ACTIONS TO ACHIEVE A RESULT/GOAL



Key Components of a Process

- **Inputs**: resources or information needed to start the process
- **Steps/Actions**: specific tasks or activities performed
- **Outputs**: final result or outcome of the process
- **Feedback**: information about the output that can be used to improve the process

Navigating Expectations

VS

Expectation

Reality

Expectation

Invoice Entry

↓

Invoice Verification

↓

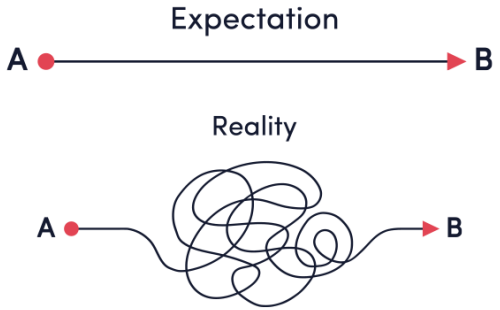
Post Invoice

↓

Pay Invoice

↓

Clear Invoice



Reality

Invoice Entry

Duplicates

↓

Invoice Verification

↓ Invoice Mismatch

Post Invoice

Missed Discounts

↓ Manual Processing

Pay Invoice

↓ Late Approval

Clear Invoice

Late Submissions

COMPANIES LACK VISIBILITY INTO THEIR PROCESSES

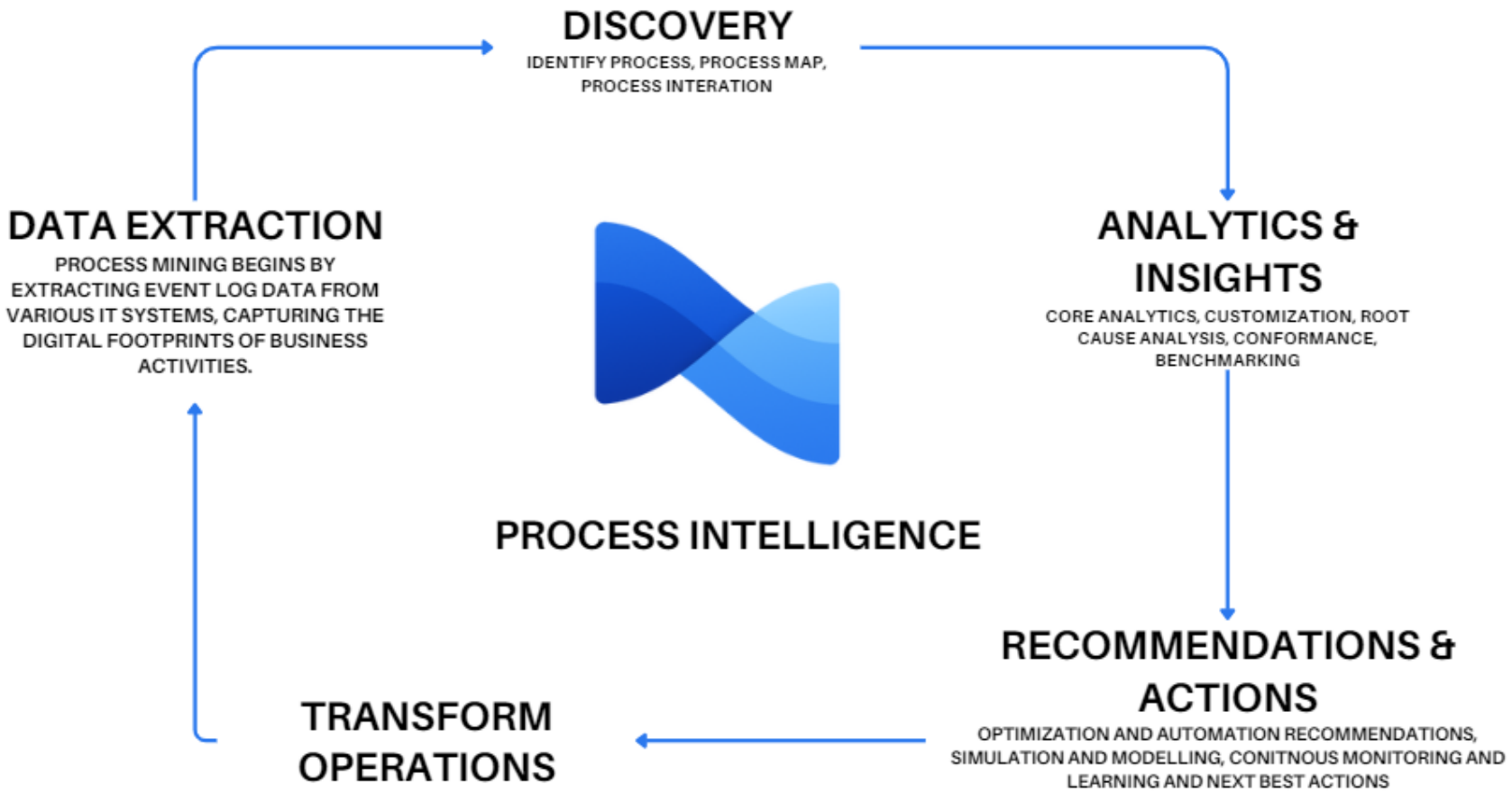
- How do we stop revenue leakage?
- What are the root causes of our inefficiencies?
- What is the best way to cut costs?
- Is my automation solution efficient?
- Are we compliant?
- Where are my automation opportunities?

Process Mining

provides end-to-end visibility and blueprint for actions

- Data-driven approach to analyze and visualize business processes.
- Identify inefficiencies and improve process performance.

How Process Mining Works



Process Mining at work

- Operates a global network of production, distribution and retail facilities.
- Combination of organic growth and acquisitions
- Multiple different ERP systems.

Situation

Context: Sought to explore the benefits of Process Mining to enhance operational excellence. They needed to understand issues that occur during the procure-to-pay process (P2P) to lower financial penalties on late payments.

Challenge: Identifying the potential of Process Mining within their Procure to Pay (P2P) process.

Solution

Strategy: Implement a Proof of Concept (PoC) focusing on the P2P process to evaluate the effectiveness of Process Mining.

Technology: Utilized Microsoft Power Automate Process Mining Tool, integrated with ERP SAP ECC data for deep analysis.

Impact

Process Enhancements: Improved efficiency by identifying bottlenecks and optimizing processes.

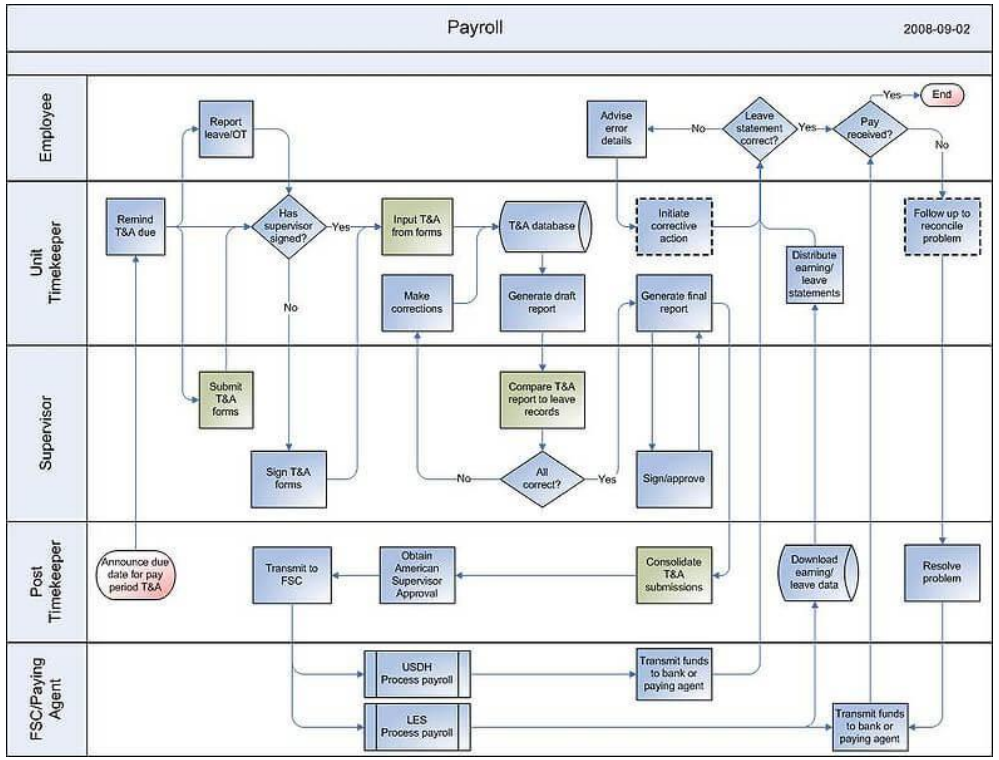
Data-Driven Insights: Objective views and custom reports for strategic decision-making.

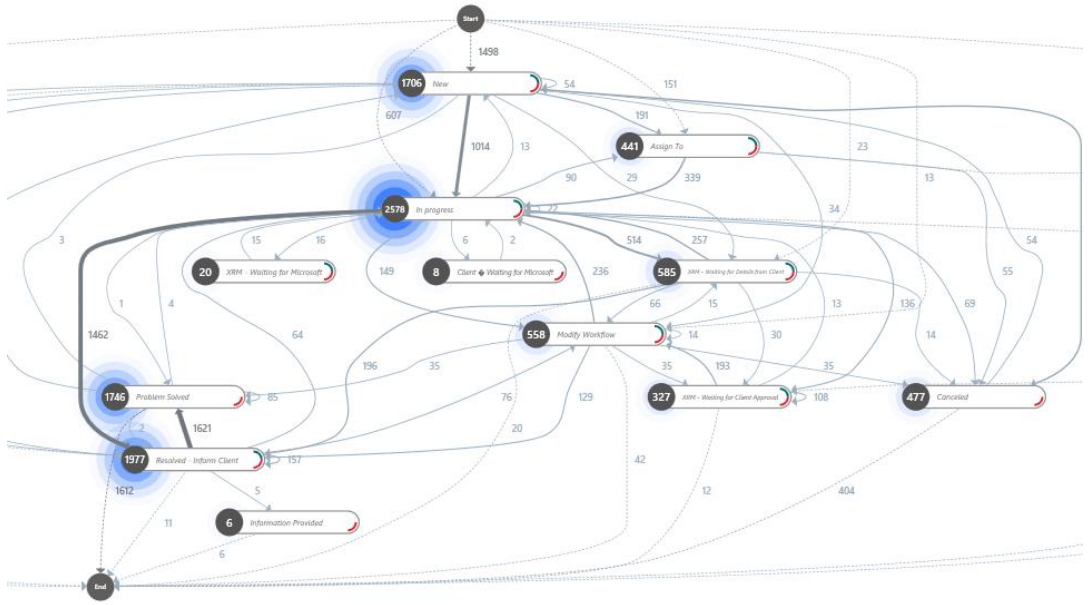
Operational Excellence: Aligned with strategic goals to boost resilience and encourage continuous improvement.

DATA EXTRACTION

- Dataflow, Azure Data Lake, OneLake
- Required:
  - CaseID
  - Activity
  - TimeStamp
- Useful:
  - Event Start
  - Event End
  - Event Level Attribute

Process Map





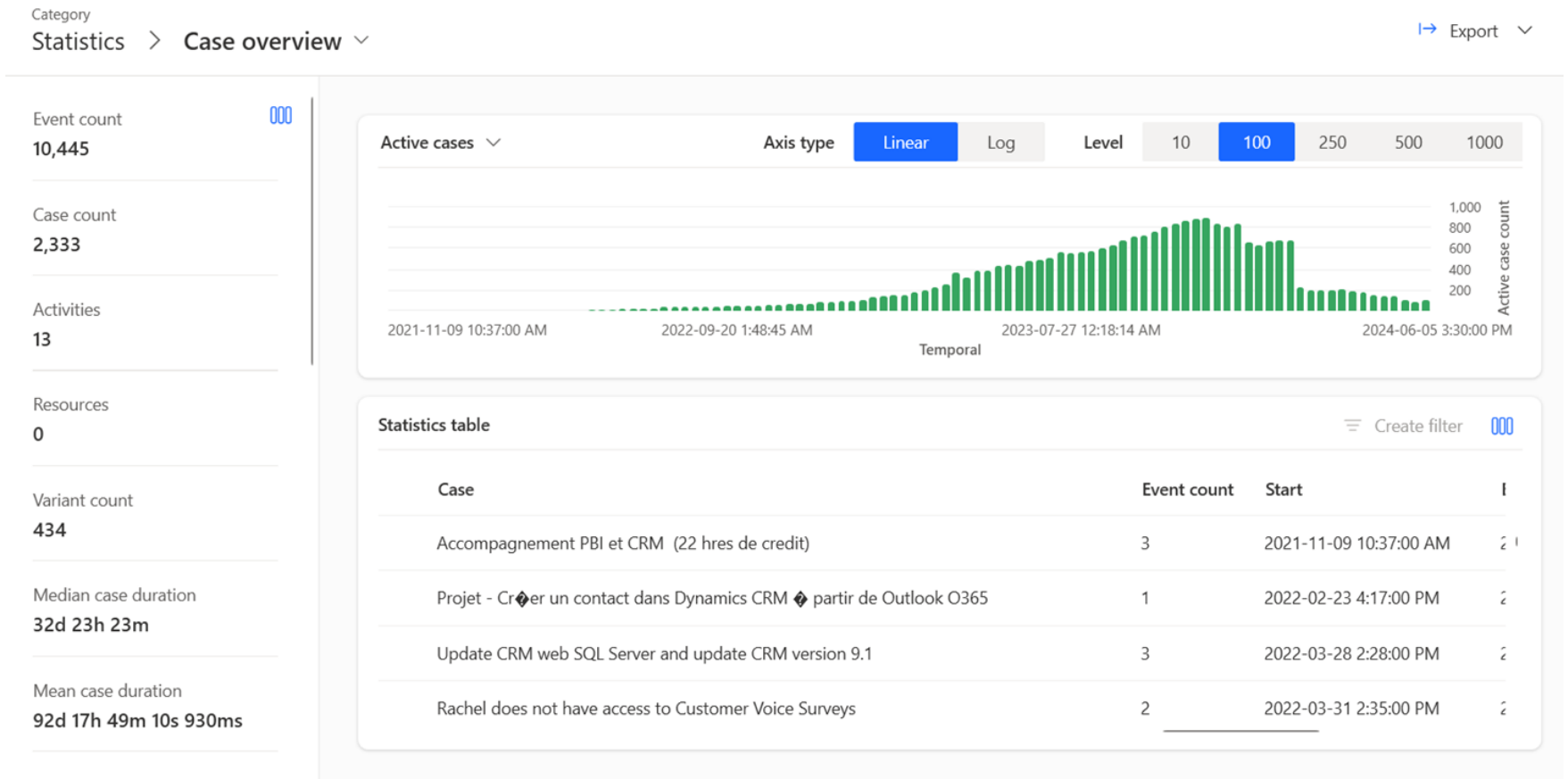
What is really going on

Variants

Case count ↓	Event count	···	Cases %	Variants overview
Variant 1 699 case(s)	4 event(s)		30%	New InPr RelC PrSo
Variant 2 217 case(s)	2 event(s)		9%	New Canc
Variant 3 201 case(s)	3 event(s)		9%	InPr RelC PrSo
Variant 4 82 case(s)	1 event(s)		4%	New
Variant 5 70 case(s)	5 event(s)		3%	New AsTo InPr RelC PrSo
Variant 6 65 case(s)	4 event(s)		3%	AsTo InPr RelC PrSo
Variant 7 58 case(s)	2 event(s)		2%	New InPr
Variant 8 41 case(s)	2 event(s)		2%	AsTo Canc
Variant 9 37 case(s)	2 event(s)		2%	InPr Canc

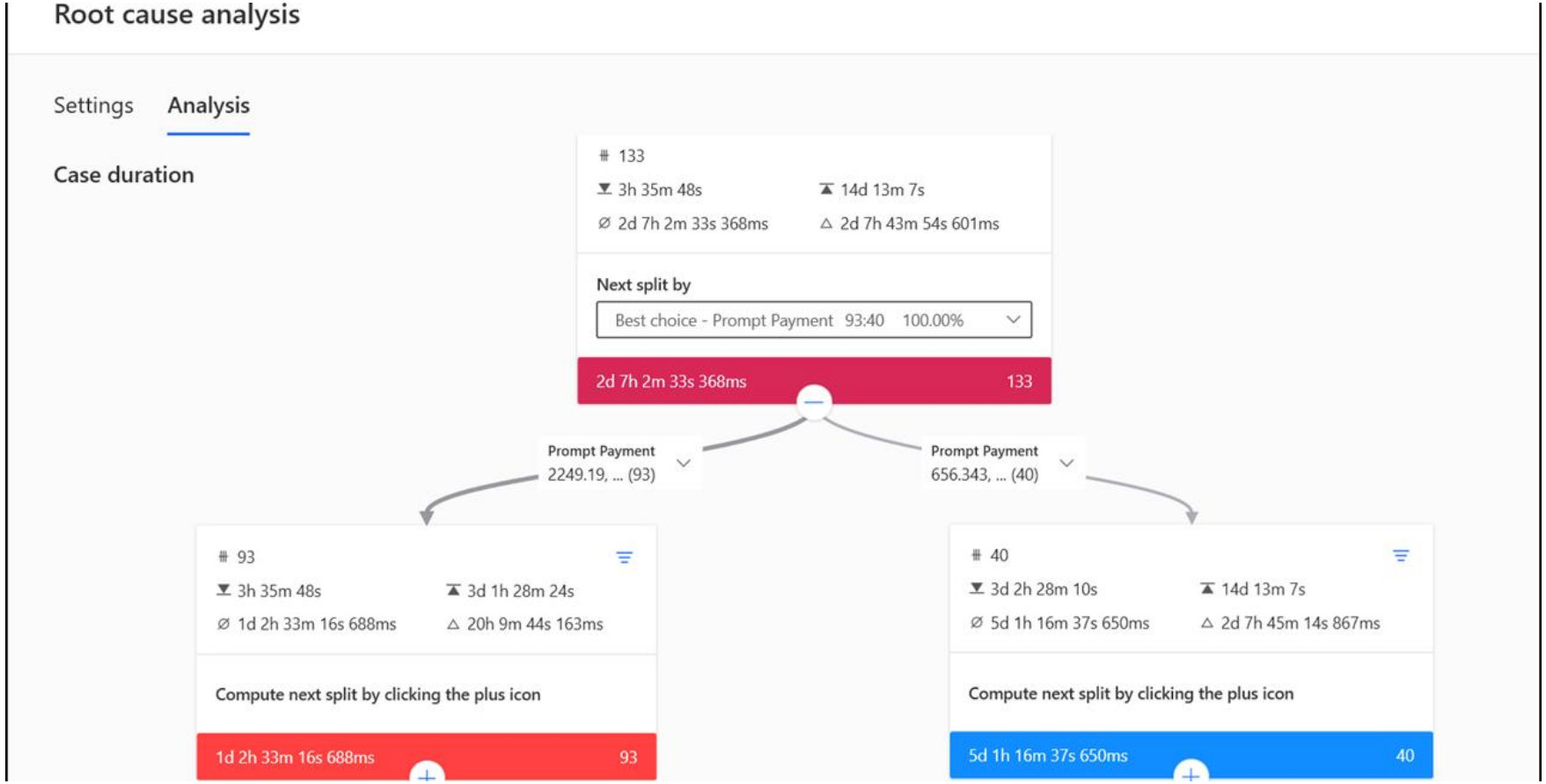
Is what you are expecting what is happening?

Statistics



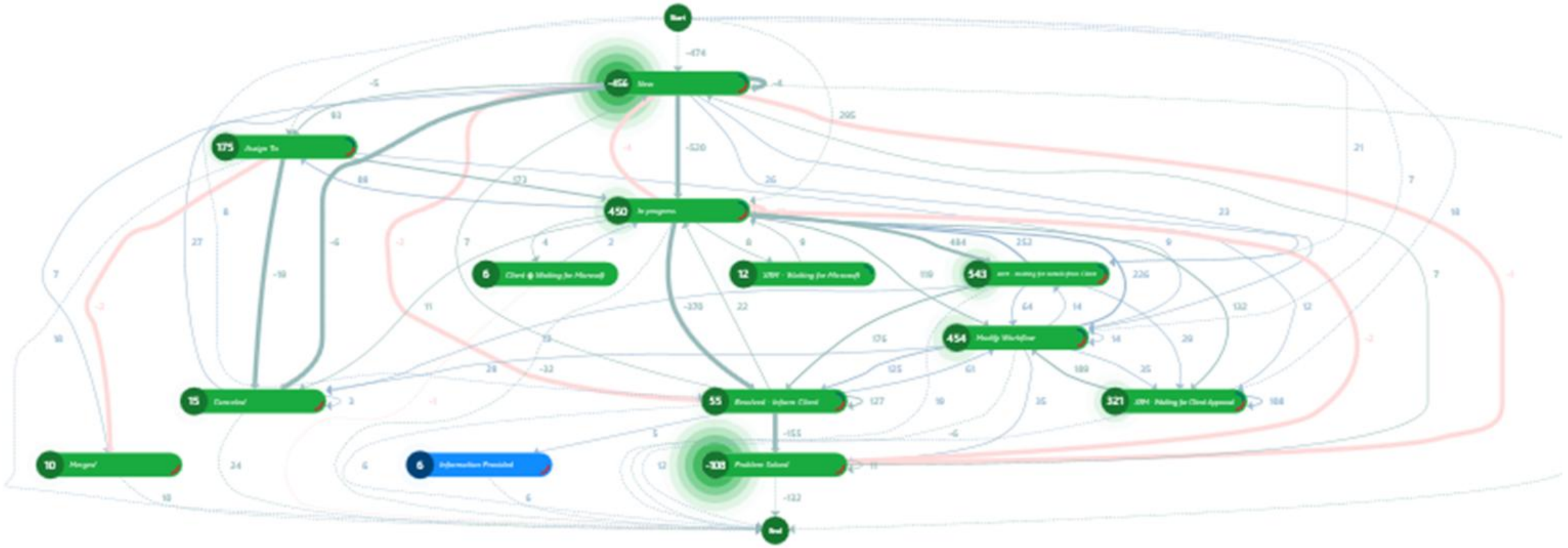
The numbers that show how things are running

Root Cause Analysis



Finding out why issues are happening

Process Compare



Comparing processes to see what is working better

Challenges in Process Mining

Data Quality

Poor data quality can lead to inaccurate process models and misleading insights.

Strategies:

- Data Cleaning
- Data Integration
- Data Validation

Complexity

Complex processes with numerous variations can be difficult to model and analyze.

Strategies:

- Simplification
- Visualization
- Customization

Interpretation

Interpreting the results of Process Mining requires expertise and can be challenging without the right context.

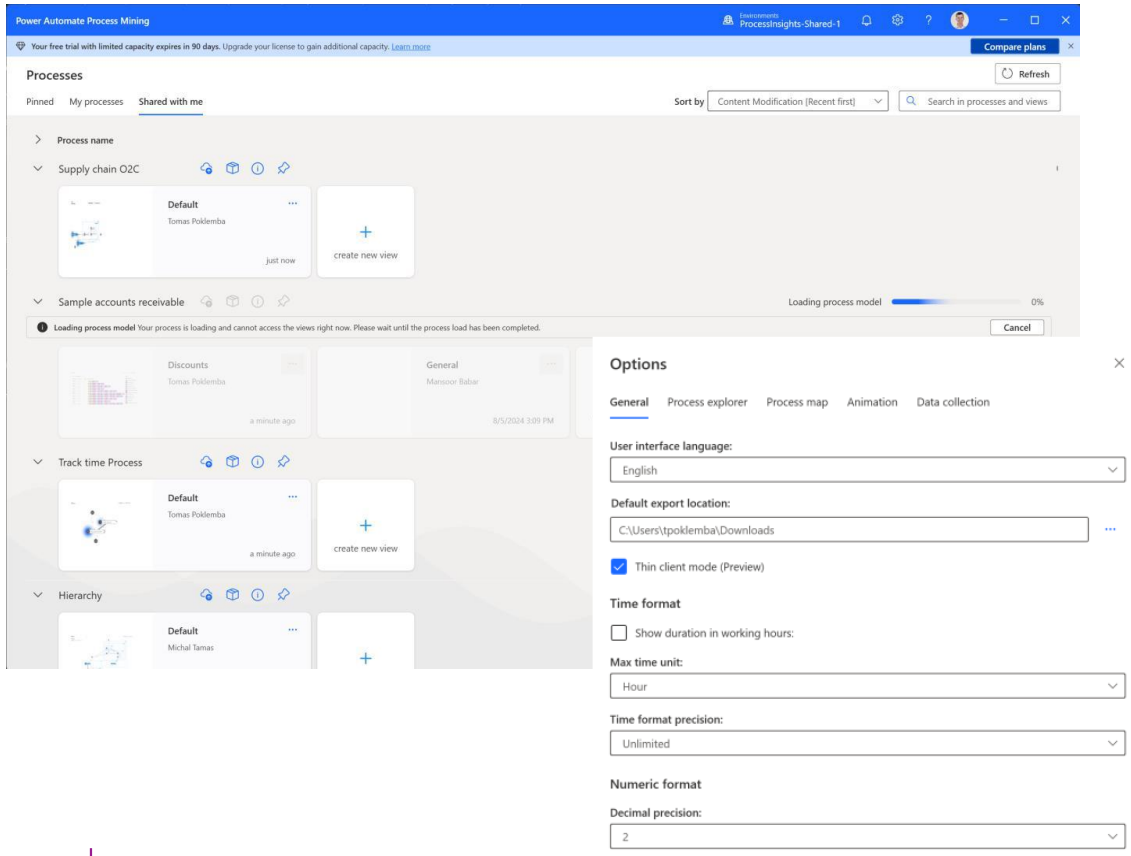
Strategies:

- Collaboration
- Training and Education
- Iterative Analysis

What’s new - Process Mining as a service

Desktop App becomes a thin client

Enable more users to mine processes; no need for specific hardware requirements for large processes.

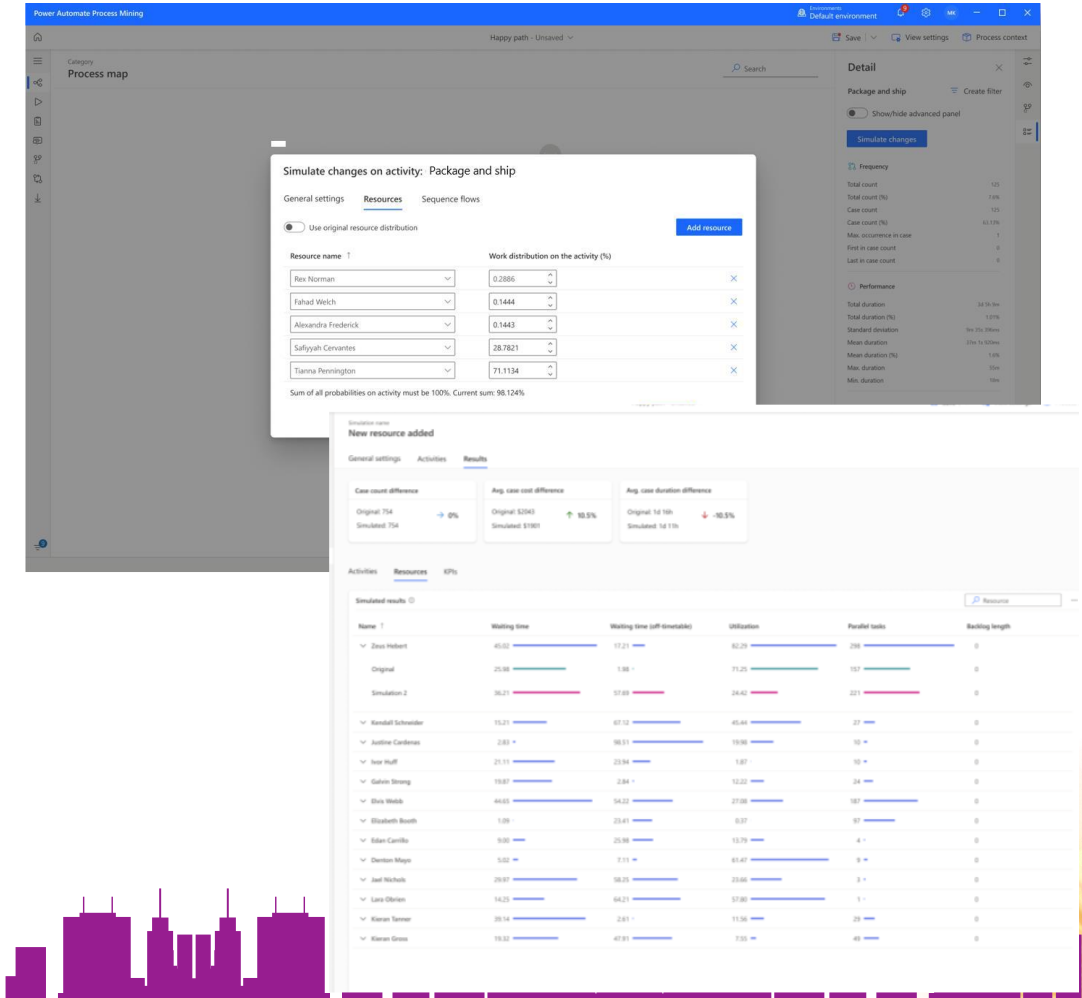


What’s new - Process Simulations

Users can define various scenarios to **validate their hypotheses** for process improvement through heuristic process simulations.

Simulation scenarios allows to manage resource pool, duration and waiting times for activities as well as their costs.

The **results provide comparison with the original process** based on overall overview and detailed local changes.



Continuous Process Improvement

Get **Visibility** into your Processes

Improve & **Optimize** your Processes

Reduce **Cost**, Improve **Efficiency** and Enhance **Performance**