UiPath Process Mining

What is Process Mining?

Process Mining is a process analysis method to get process insights from data in IT systems. Instead of doing workshops to create an idealized picture of a process, Process Mining is a fact-based technique to show the exact process as it occurred in practice.

- Process Mining provides answers to the operational and procedural challenges faced by organizations.
- It aims to improve business execution and customer engagement. The former refers to how internal business processes are carried out on an operational and tactical level. The latter refers to how organizations interact with their customers, as part of a predefined, internal business process.

What is UiPath Process Mining?

UiPath Process Mining is a **Process Mining** solution that transforms data from your IT systems into visual interactive dashboards, allowing you to see existing value decreases, bottlenecks, and discrepancies, as well as understanding the root-causes and possible risks. It offers real-time, valuable insights to improve business processes over time.

- A process is a set of activities carried out in some order to reach a goal. It can also be described as a chain of events that leads to a specific result.
- In short, it is a sequence of activities that can either add or decrease value. In the **UiPath Process Mining** vision, the business value is

at the center of every process. It is something tangible that an organization can benefit from. It may be increasing turnover or profit, improving customer satisfaction, meeting compliance laws, encouraging contentedness in employees, etc.

- A decrease in value can be work that is carried out incorrectly and must be done a second time. It can also be losing customers, not getting invoices paid on time, surplus inventory with high capital costs.
  Understanding the actual "as is" state of a process is critical to knowing where problems exist and whether it is worth investing in improvements.

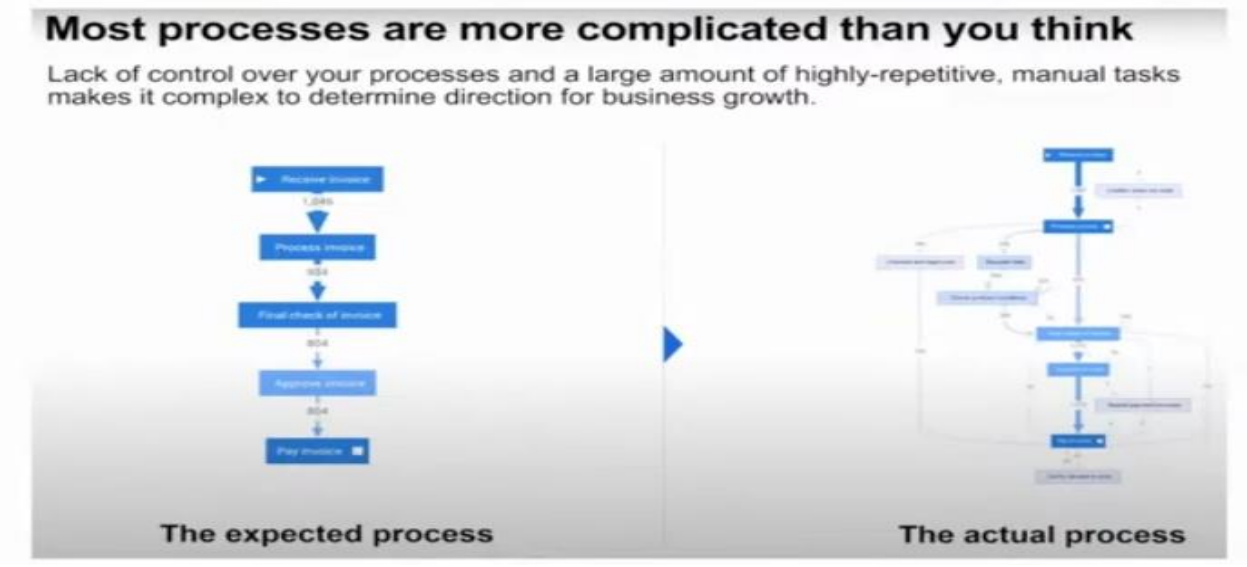
- That's where **Process Mining** can be used to detect issues like supply chain delays and understaffing earlier to increase efficiency. It combines data mining and model-based process analysis and therefore drives improvement of business performance factors, such as operational efficiency.

- **UiPath Process Mining** is a solution that provides a fast and easy method to be "in control" and improve your processes. Even though process mining was originally performed by technical data analysts, **UiPath Process Mining** makes process mining available to business users. This way, everyone can benefit from the continuous insights in their processes, act fast to unwanted change and realize improvements.

- **UiPath Process Mining** enables all levels of an organization to understand business processes and identify new solutions to drive business performance improvement.

Example : Invoice process

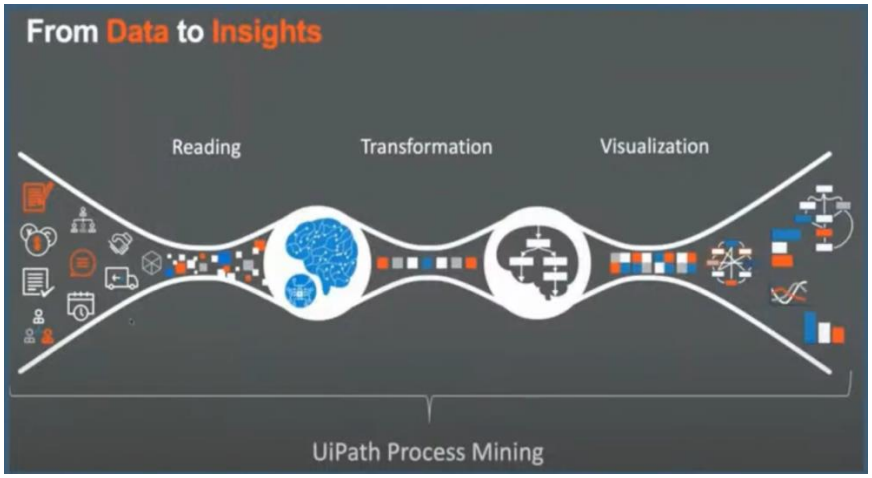
- It looks to be a very simple process, but it has a lot of different deviations. These type of process you can see in multiple systems ERP, SAP, CRM everywhere .This process is more complicated actually than we think. The actual process can be as shown below.



- You need to check if the credit exists or does not exists.
- Need to request for the data, then you have to check and approve invoices from different departments.
- Have to repeat sometimes the payment process is done fault.
- If you have some issues then that issues also have to be resolved.

So, one should have the deep understanding of the actual process, then only it will be a more reliable automation solution.

Process Mining Cycle

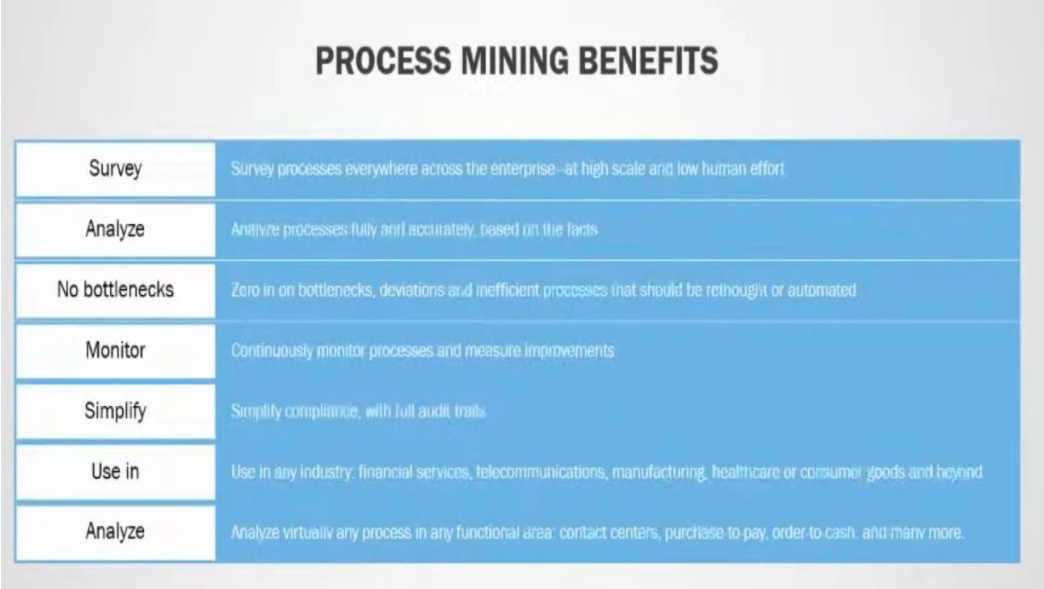


In Process Mining we are reading the data , then transforming and the transformed data can be visualized .The following stages exist in a Process Mining cycle:

1. **Data transformation:** Collection of all your digital touch points from business information systems and transformation into event logs.
2. **Process Analysis:** Investigate your process to gain a deep understanding of which elements add or decrease value.
3. **Continuous improvement:** Continuous identification of fact-based opportunities to reduce operational risk, enhance performance, and deliver savings.

Benefits of Process Mining:

- It helps you to understand the end-to-end solution it will increase the efficiency.
- It reduces the risks if some information you did not get because of that you did not developed the bot in that way ,your bot might not fault. If you have process mining, then you will have all the information if you have all the information, then the risk will be very less.
- We need some return on investment so for that if you are using the process mining , you can get the maximum ROI.
- If you are using the process mining ,you no need to depend on anyone like SMEs. So, that you are accelerating your RPA process.
- When you focus around business with the process mining you can get better results.



- Process variations are easily discoverable, which leads to realizing best practices and complete alignment of processes.
- Many companies use Business Information Systems to collect, process, store and distribute information throughout your company. Among those you may find ERP, CRM, Accounting, BPM, diverse data bases and other tools.
- This results in large amounts of data stored in your organization on who did what and when. Process mining makes it possible to use this big data to gain insights in unexpected business processes and find inefficiencies.

Process Mining Tools

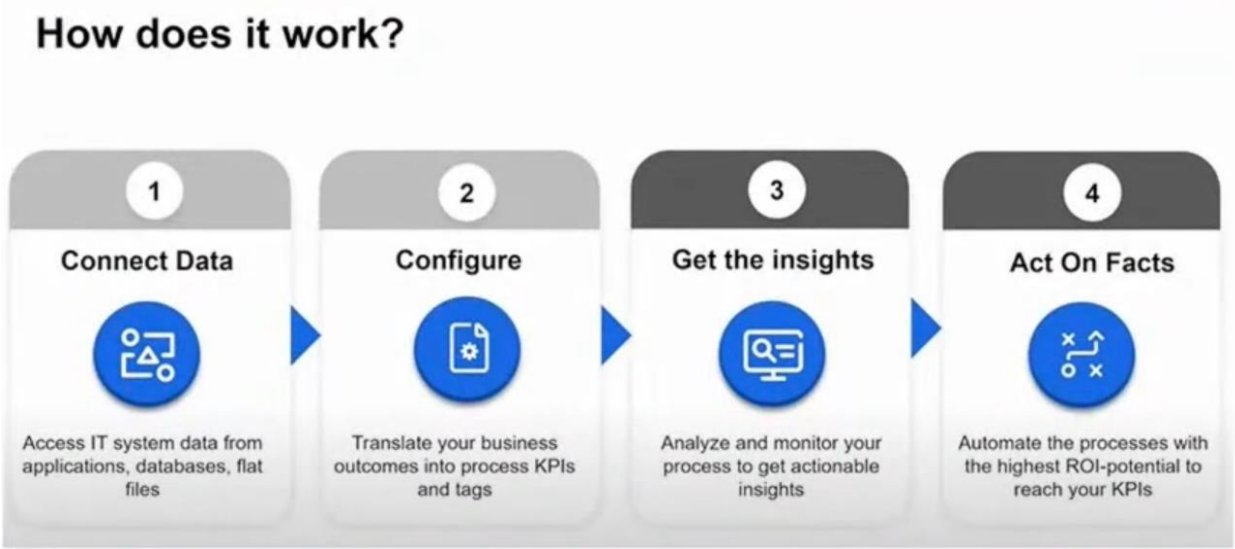
- Systems log massive amounts of information ,which **Process Mining** tools use, to compute models and display those as a process graph.
- The interactive visualization of processes greatly speeds up insight generation time. It lets you investigate what the process really was.

- Every process mining tool makes different choices when filtering and visualizing the used data. This can have a great impact on the quality of the results.

Important Factors of Process Mining:

In process mining, 3 things are more important to consider.

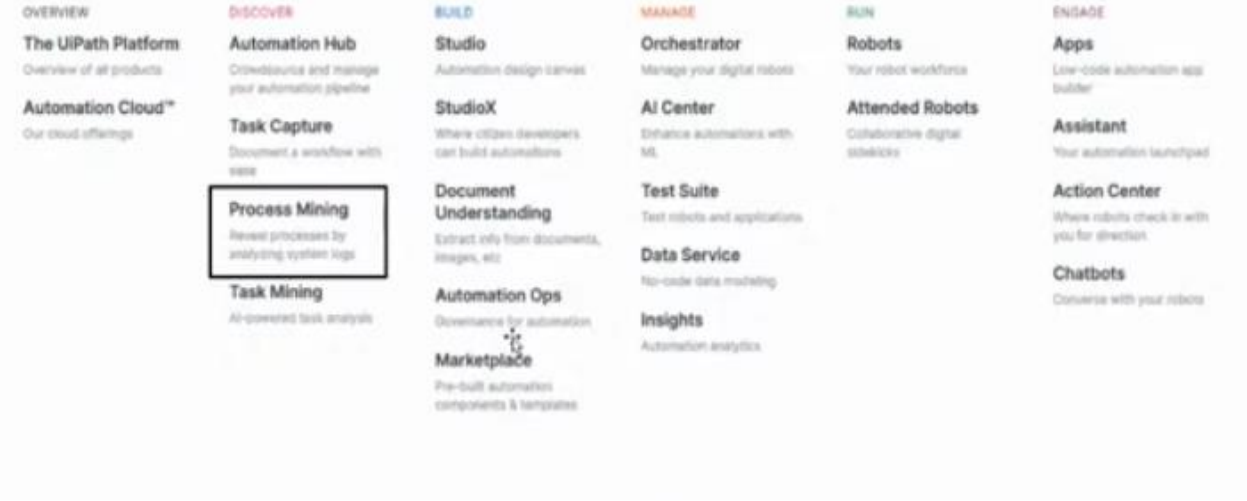
- **Case ID**: Each and every case should have a unique ID if you don't have it you can't track the case. It is mandatory every item should have an ID then only process mining works.
- **Activity:** Activities are nothing but steps of the process you carried out are available.
- **Timestamp :** When you starting the process it should capture the time and ending the process also should be captured otherwise you can understand where your process got strucked so it is very important in process mining.



It can connect all the data from the databases the we have to do some configurations we need to get the insights and we need to act on the facts. This is what the process mining does the work.

UiPath Process Mining can be accessed using the link below it will appear as shown in the screen.

https://www.uipath.com/product/process-mining

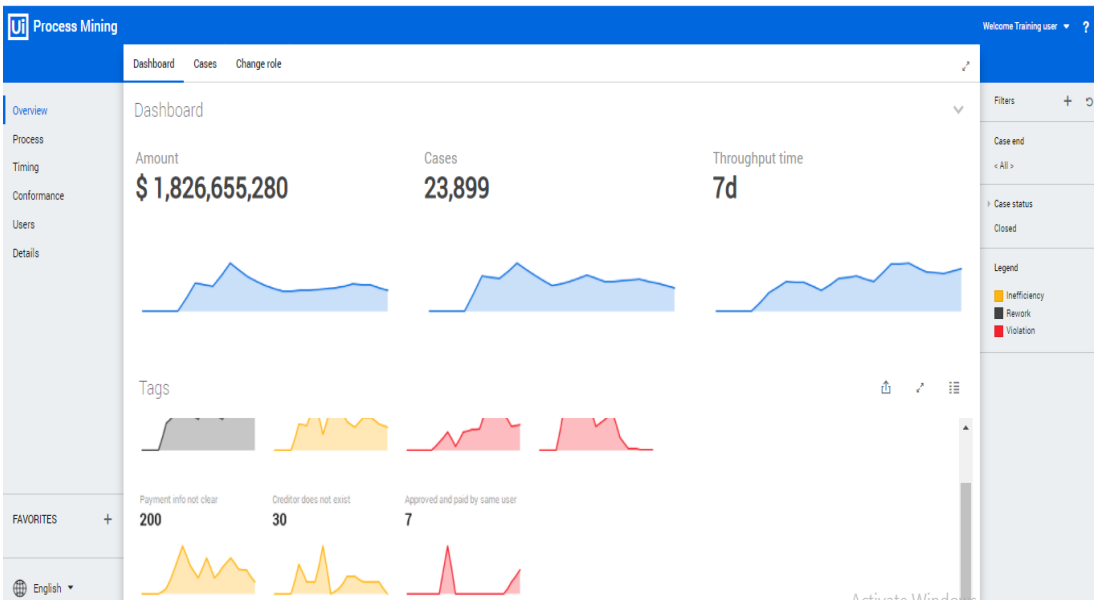


AppOne

AppOne is the ready-to-use **UiPath Process Mining** standard app for gaining insights on processes, carrying out root-cause analysis, and for continuous monitoring. Using **AppOne**, you can start analyzing your process immediately, without having to create a new app from scratch

Login:https://training.processgold.com/?user=training&module=ProcessMining#0/18//Overview/Dashboard/Dashboard/

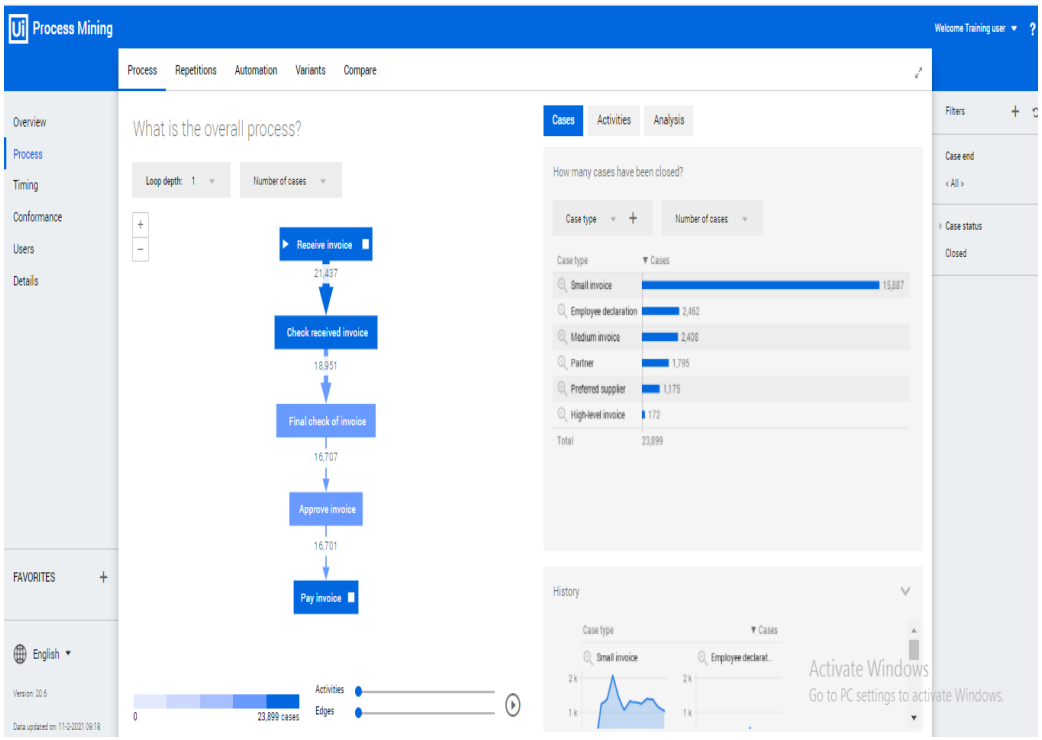
The process mining dashboard overview looks like in the picture shown below.



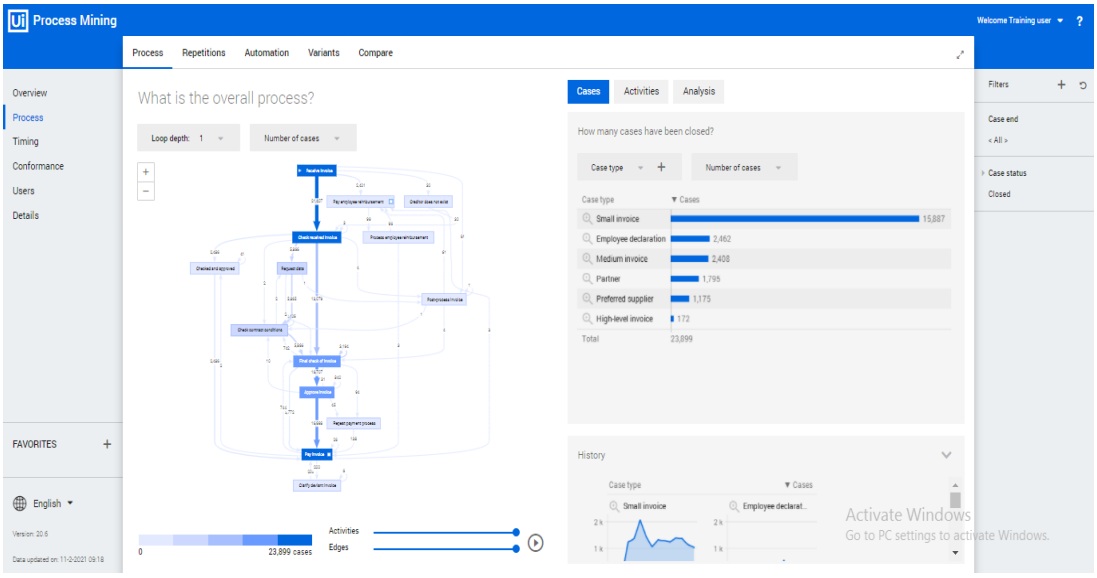
- You can see the data based on the filters on the right side of the screen. Then you can select the data like cases,events activities,variants and users.
- You can select cases ,open/close cases and change role options which are available .

Process: Process page can be visible like the picture shown below.

We can select repititions, automation,variants,compare options based on the selection the data can be visible.



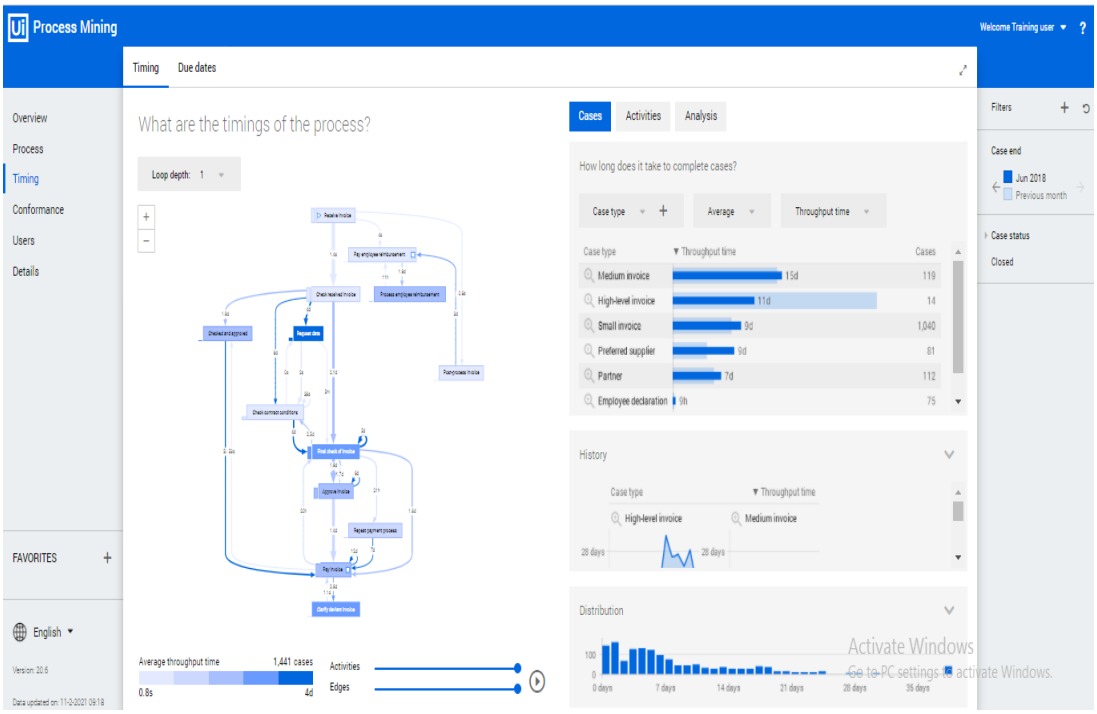
- In this we can observe that the system visualizing all the process steps If we increase the “activities” process steps will be more that means all the steps involved in the process. In the previous picture it missed the detailed structure.
- There is another option “Edges”, If we increase the edges we can see which steps went to which path like correct path or wrong in the process flow. So that we can get to know where to which one. Edges are the variations which passes into the system.



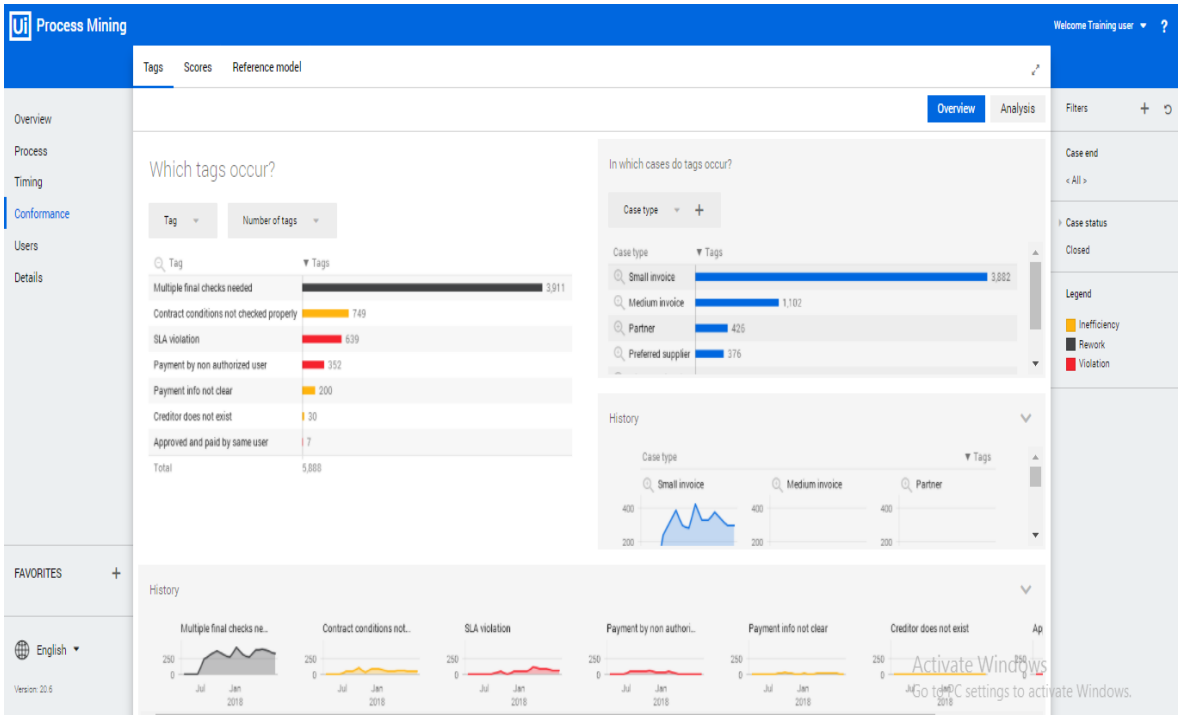
Timing: The timing page data can be visualized based on selection options like timing and due dates.

we can select cases/activities/analysis located in the right side .

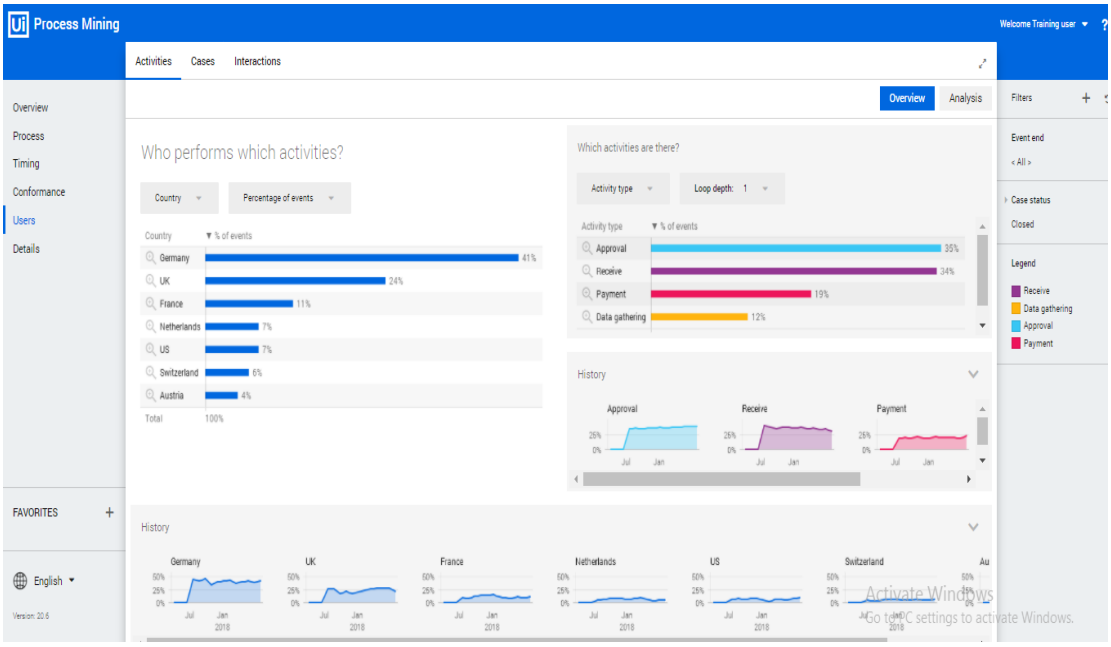
It will be visible as shown in he below picture.



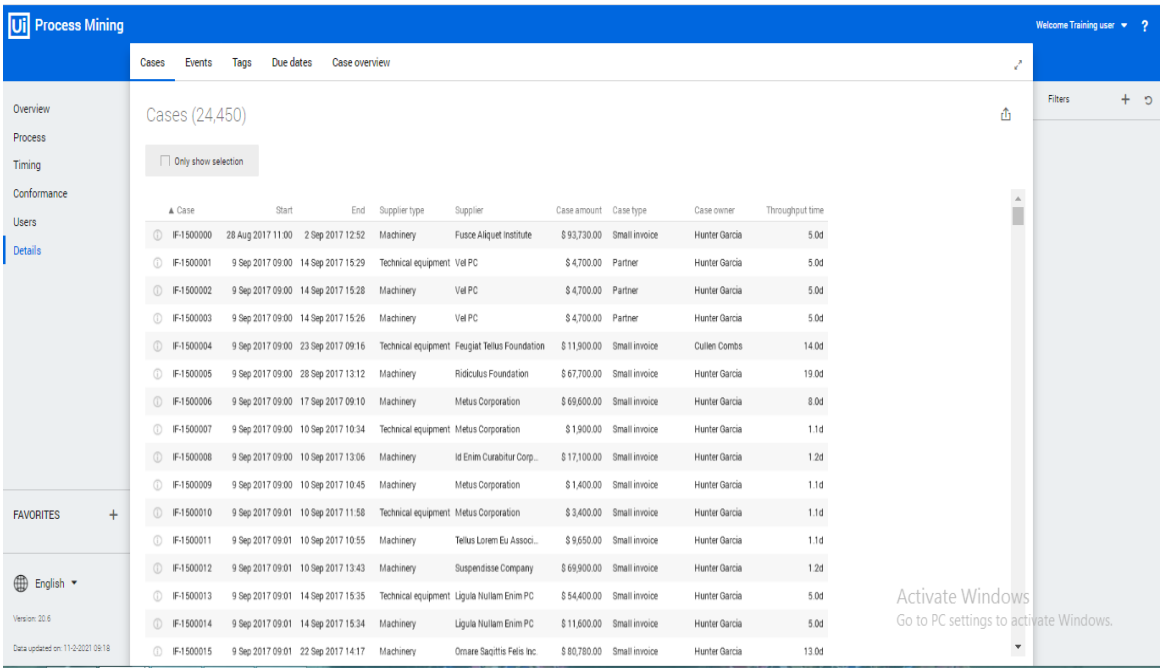
Conformance: This page gives the information about in which cases do tags occur based on the selection of tags, scores and reference model.



Users: From this we can see who performs which activity and what are the activity types cases and interactions.



Details: The details page shows all the cases,events,tags, due dates and case overview. we can see the data based on the filters like shown in the below picture.



For any RPA Implementations/Resources in your organizations please reach out to rpa@gxplabs.com