Global Power Platform Bootcamp 2024 Bengaluru

Process Mining in Power Automate

#m365blr #GPPB2024

TSinfo Technologies | PENTHARA TECHNOLOGIES | JPOWER4 | Microsoft

Organized by
M365 Bangalore User Group

Senthil Kumar Sugumaran

Modern Workplace Solution Architect

Senior Architect | Speaker | Hackathon Winner

Architect with 19+ years of experience in designing, developing, and delivering innovative, sustainable, and cost-effective solutions.

Passionate on Technology Landscape & an Avid Hackathon Participant solving problems through Technology☺

GLOBAL POWER PLATFORM BOOTCAMP 2022
WWW.POWERPLATFORMBOOTCAMP.COM
19 FEBRUARY 2022

Bringing Process Efficiency using Process Mining & RPA

Process Mining & Task Mining

TSinfo Technologies

PENTHARA TECHNOLOGIES

JPOWER4

Microsoft

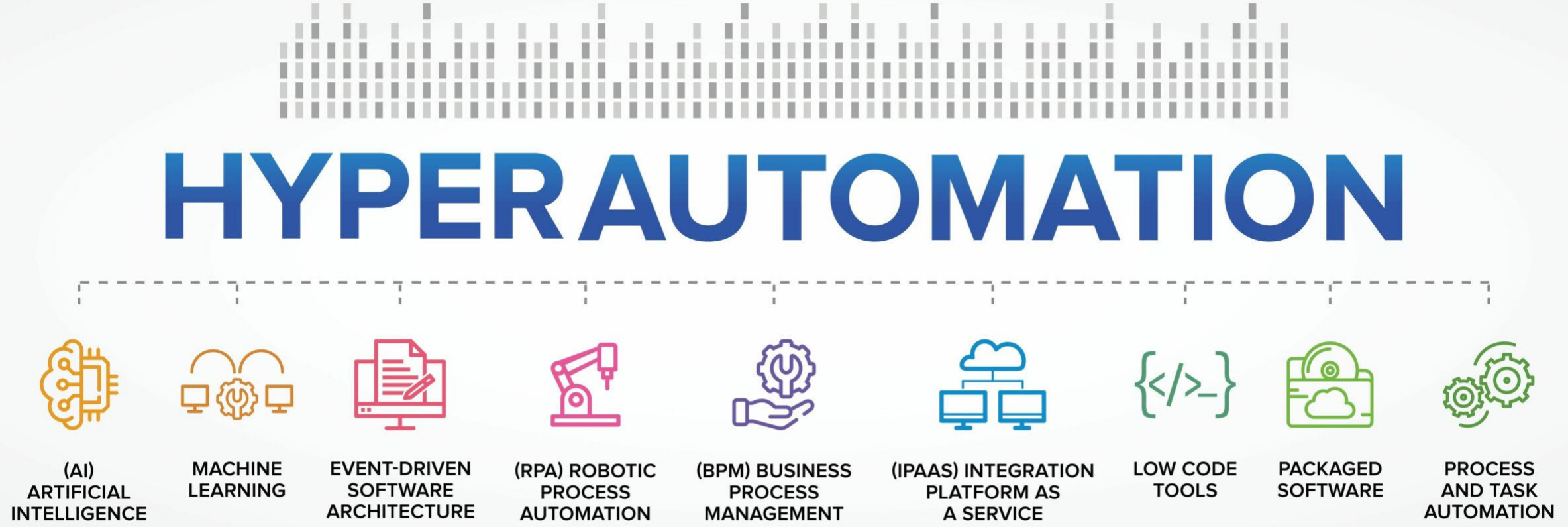
Organized by
M365 Bangalore User Group

Agenda

- HyperAutomation
- Three W’s of Process Mining
- How it Works
- Demo
- Key Benefits & Market Size

POWER PLATFORM BOOTCAMP

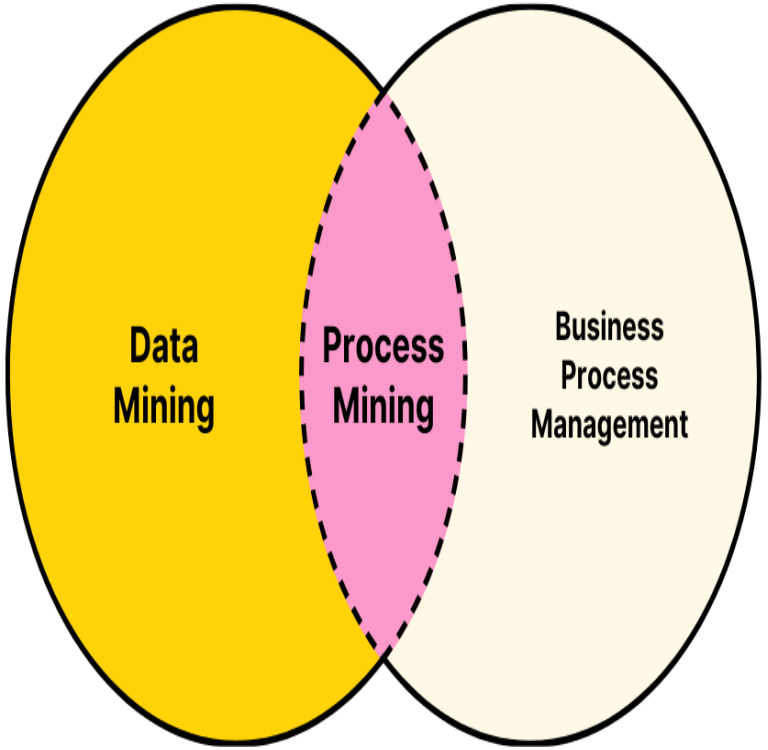
In the Hyperautomation world!



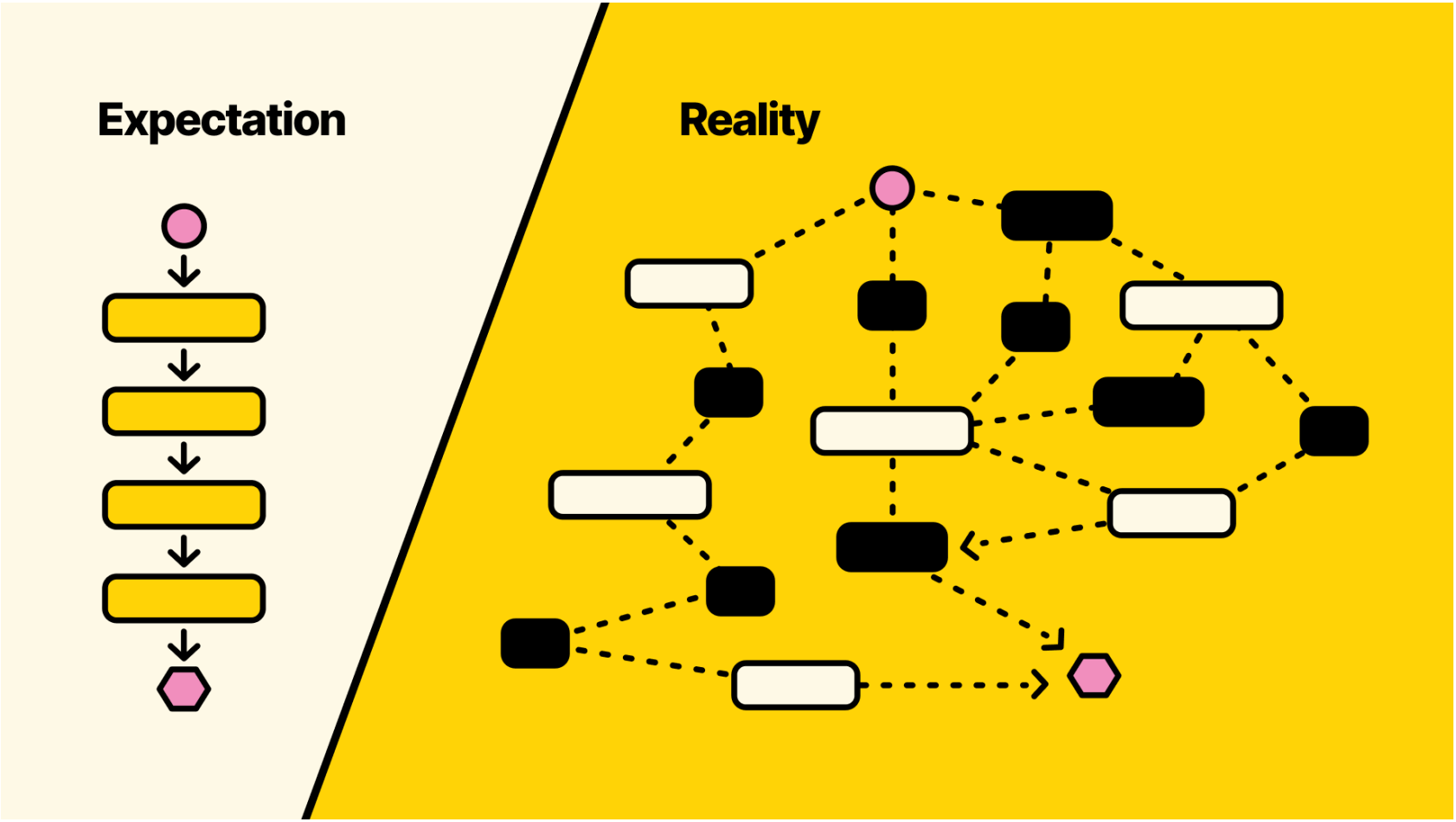
What is Process Mining

A technique used to discover, analyze and improve business processes using data mining methods. Users can:

- **Define and measure business challenges** to analyze and improve processes effectively.
- **Utilize the power of AI** to analyze data and generate valuable insights for creating solutions and automation.
- **Realize a significant return on investment (ROI)** by taking action based on these insights and establishing continuous process monitoring and improvement.



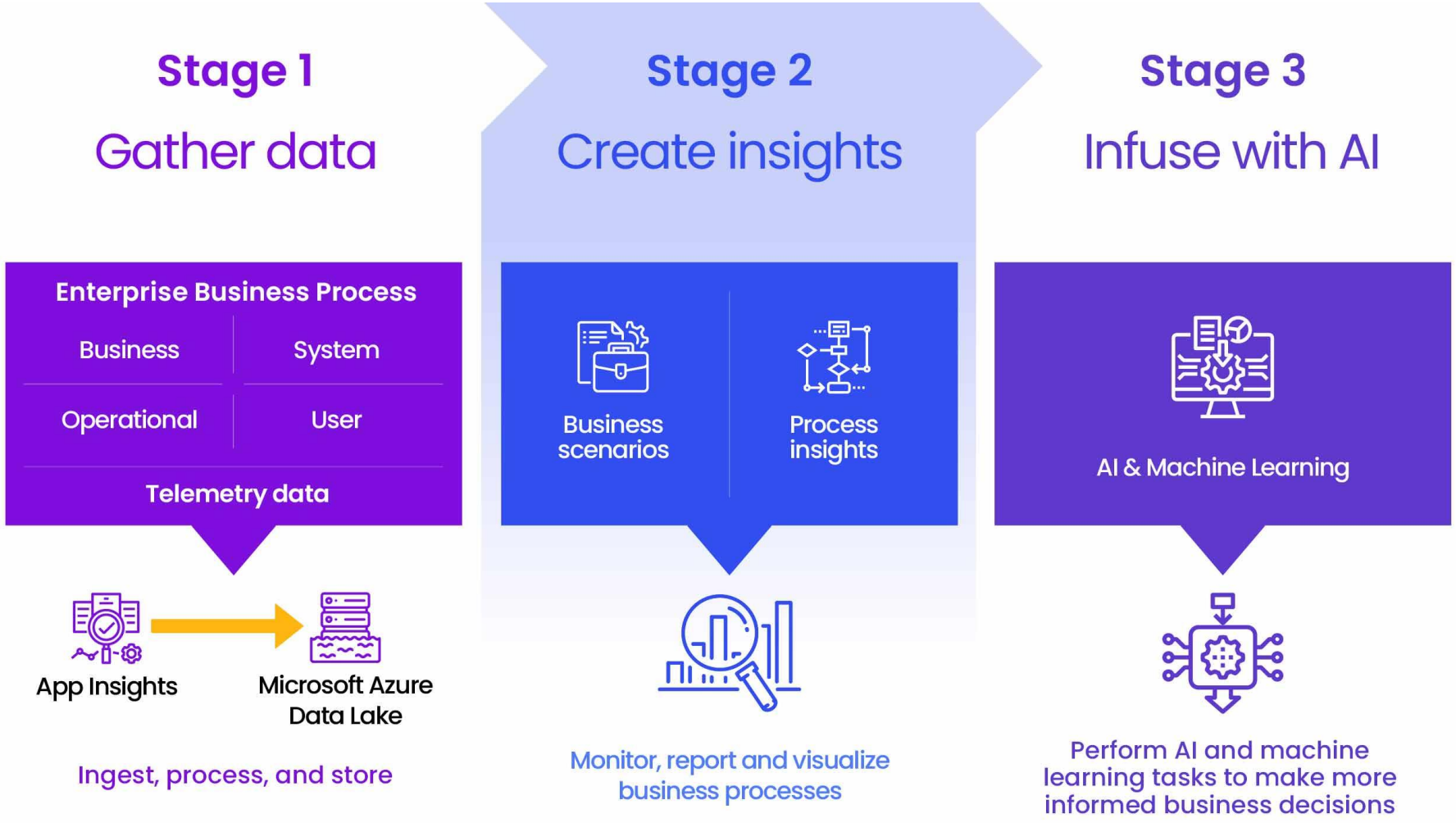
Why mine business process



POWER PLATFORM BOOTCAMP

When Process Mining

Process Mining – How it works



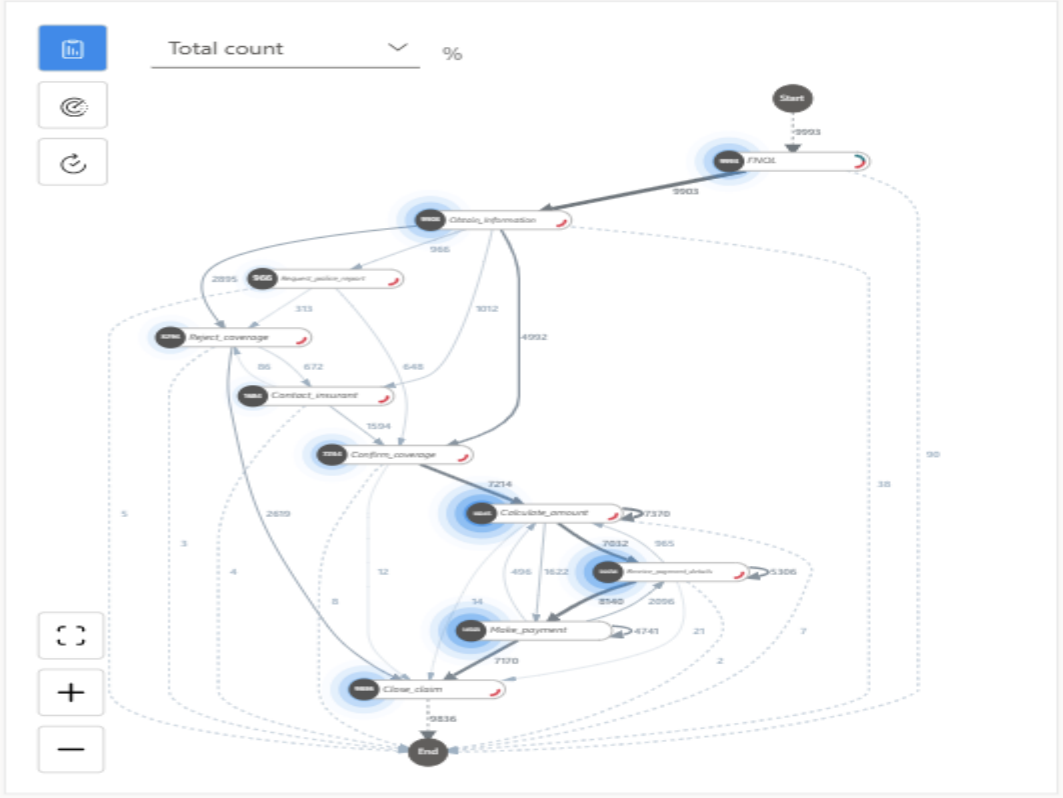
POWER PLATFORM BOOTCAMP

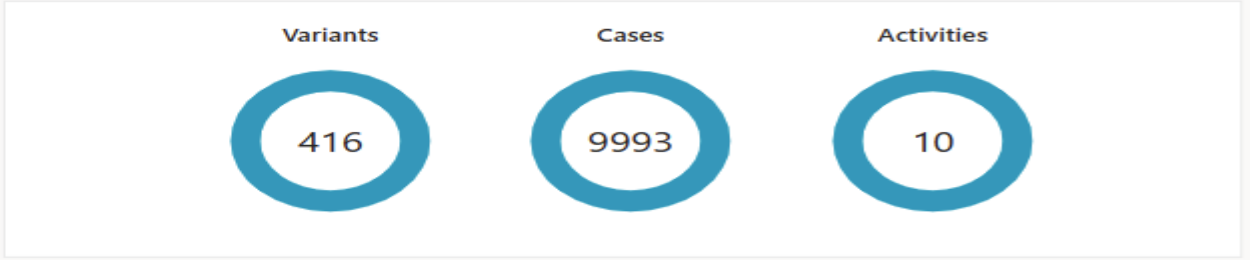
Demo

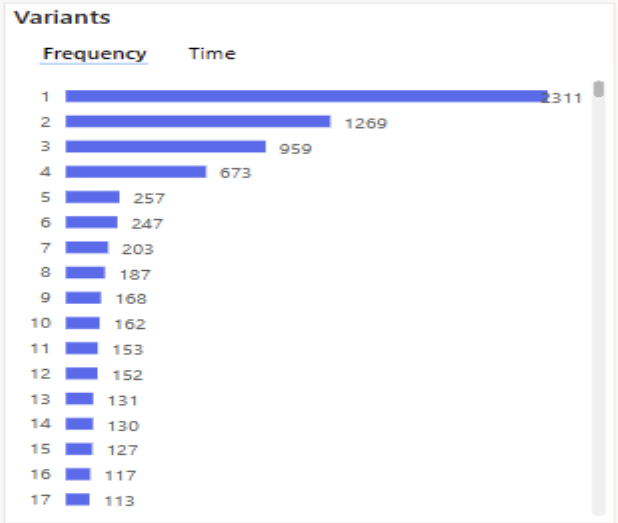
POWER PLATFORM BOOTCAMP

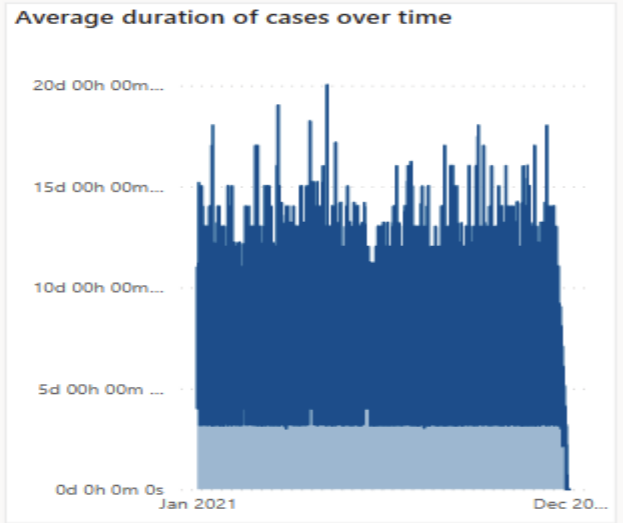
Process Mining – KPIs & Dashboard

Median case duration	Average case duration	Self loop cases %	Loop cases %	Rework cases %	Resource count
7.08 Days	7.24 Days	48.98%	26.24%	51.73%	91









Process Mining – Key Benefits

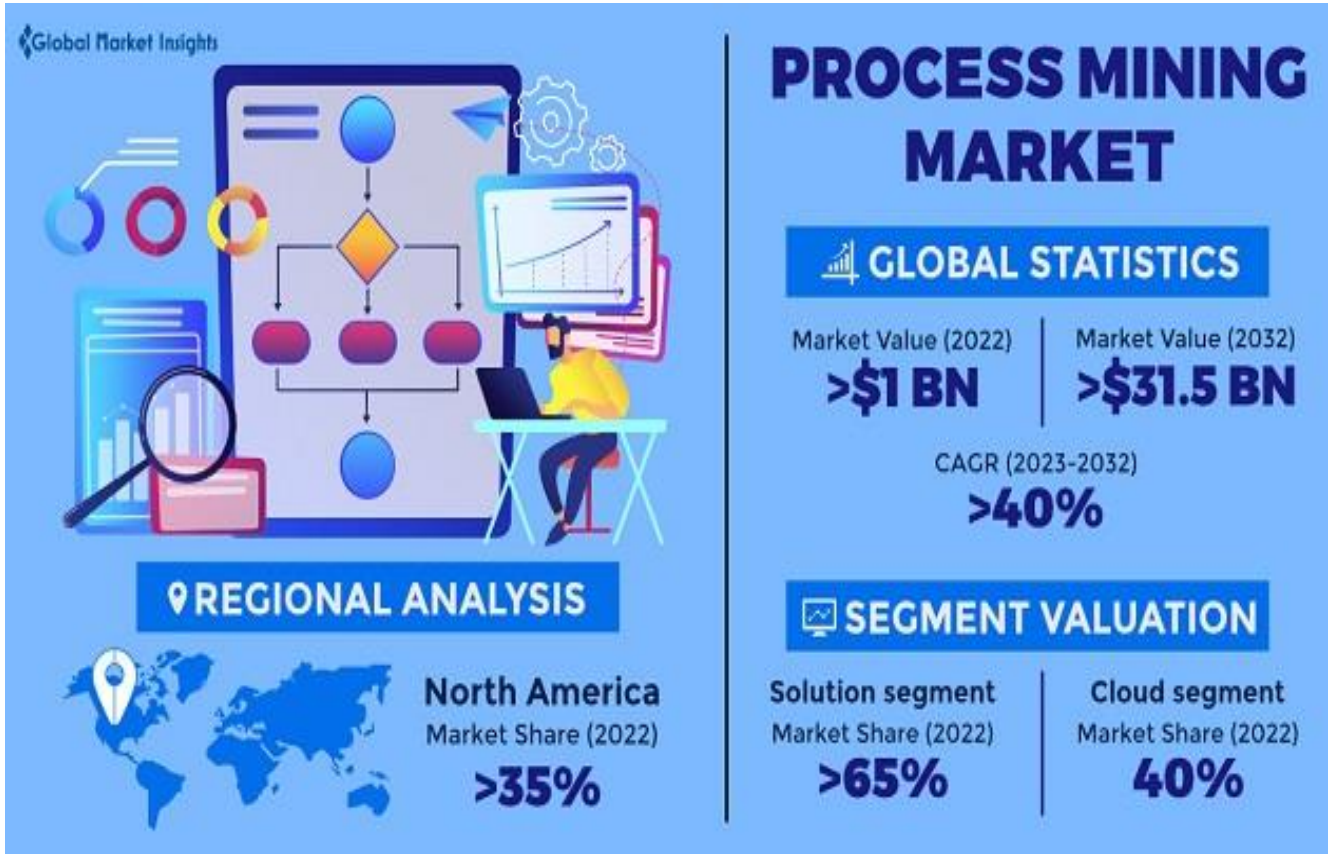
POWER PLATFORM BOOTCAMP

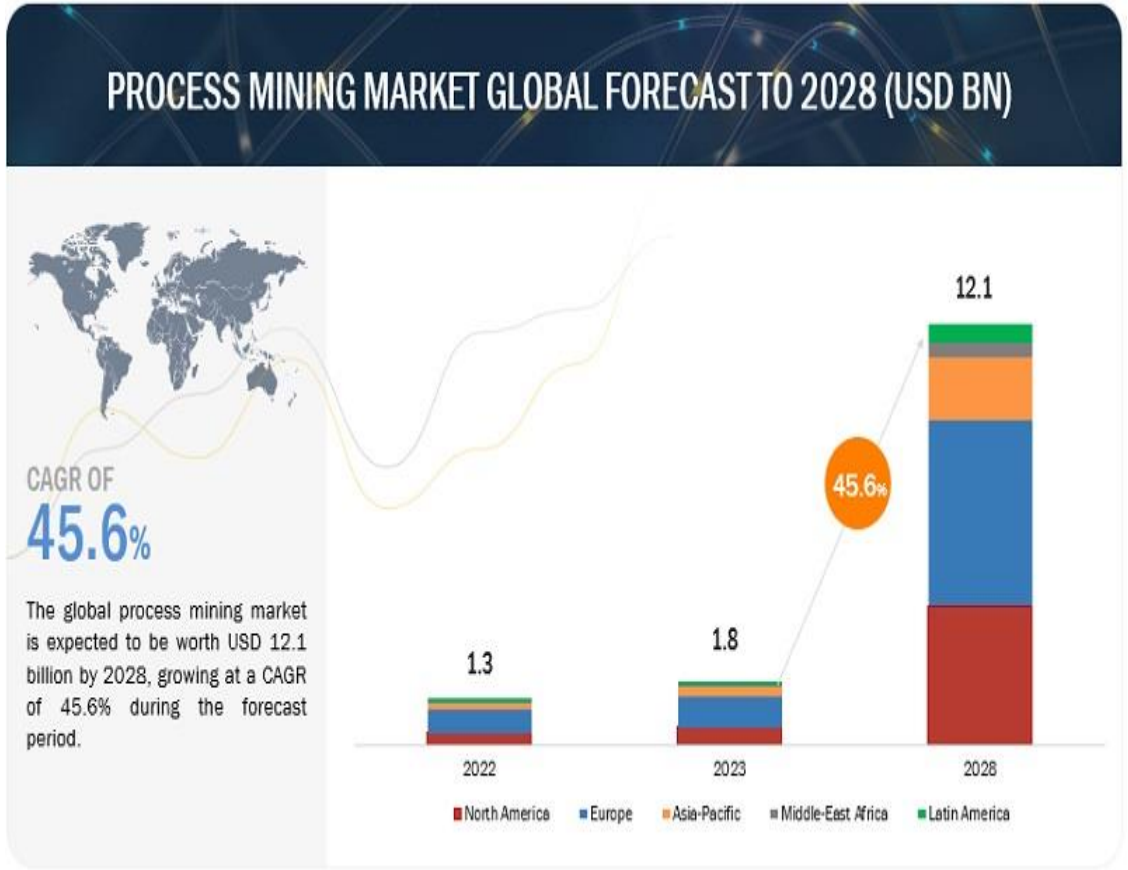
Process Mining – Magic Quadrant 2023

Figure 1: Magic Quadrant for Process Mining Tools

POWER PLATFORM BOOTCAMP

Process Mining – Market Value





POWER PLATFORM BOOTCAMP

Process Mining – Industrial Use Cases

Processes	Finance & accounting	Manufacturing industry-specific	BFSI industry-specific	Healthcare industry- specific	ITSM-specific	Customer journey mapping
Use cases	**Reducing Days Sales Outstanding (DSO)** • Process mining can help enterprises identify the top accounts/clients with the highest overdues, which they can target • It can also monitor Order to Cash (O2C) process in near real-time and notify relevant stakeholders from the AR team about potential cases of high DSO	**Optimally allocating workstations on the shop floor** • Process mining can help analyze shop floor processes and identify production paths for individual workpieces between workstations • It can recommend the reallocation of workstations to reduce delays and enable cost savings for the same amount of work	**Detecting compliance violations and fraudulent behavior** • Process mining can help monitor process execution for any gaps and detect violations through conformance checks • It can alert managers in near real-time and/or trigger automations to update other down-stream applications in the event of SLA violations	**Reducing patient onboarding wait time** • Process mining helps identify best practices across different onboarding process variants • It can recommen tasks or actions that can be automated, such as the processing of application forms	**Optimizing IT incident management** • Process mining can help identify bottlenecks in as-is incident management incident assignment • It can leverage AI/ML models to predict incidents with a high chance of expected SLA breaches	**Improving online customer experience** • Organizations can pre-process weblog data to be utilized as event logs, and then analyze • They can also track customers' navigation across the website to identify bottlenecks / areas of improvement in cases where customer interactions end without a purchase

Process Mining Software Market Posts 60-70% YoY Growth

Thank You

TSinfo Technologies

PENTHARA TECHNOLOGIES

JPOWER4

Microsoft

Organized by
M365 Bangalore User Group

POWER PLATFORM BOOTCAMP

Thank You Sponsors!

PENTHARA TECHNOLOGIES

JPOWER4

TSinfo Technologies

Microsoft

POWER PLATFORM BOOTCAMP

Next Session

Create a Bot with Microsoft Copilot Studio Using Your Own Data

12.40 PM – 01.25 PM

SPEAKERS PANEL

Siddharth Vaghasia

Designation

TSinfo Technologies | PENTHARA TECHNOLOGIES | JPOWER4 | Microsoft

Organized by
M365 Bangalore User Group