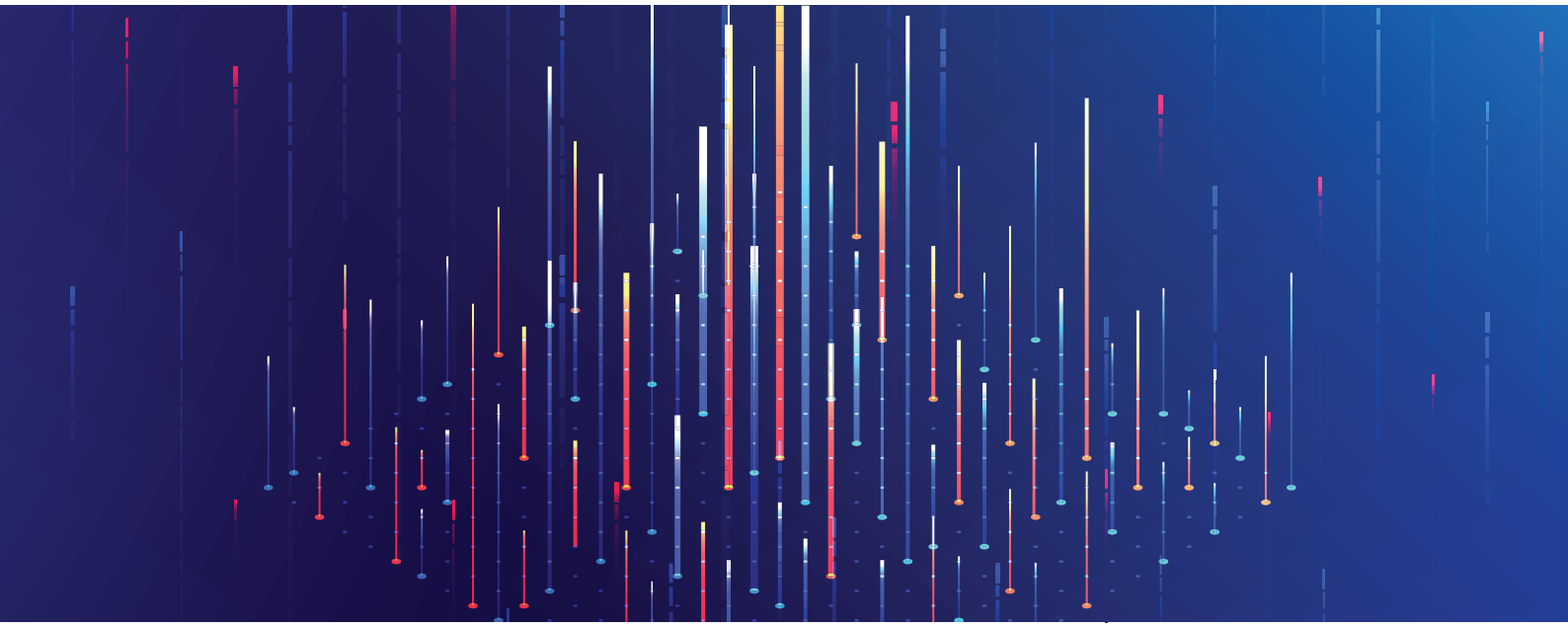
ABBYY®



Process Intelligence for Robotic Process Automation

How Advanced Process Analytics Improves RPA Results

CONTENT

RPA and the Process Data Challenge 3

Process Intelligence Increases RPA's Value 4

Target High-Value RPA Opportunities 5

Build Your RPA Center of Excellence 7

See Your Processes in a New Way 8

Advanced Process Analytics 9

A Process Intelligence Platform 10

Conclusion 11

RPA and the Process Data Challenge

Process Intelligence easily and cost-effectively aggregates process data across many disparate systems and re-constitutes it as an interactive model that reflects 100% of process execution as it actually operates.

Many organizations are embracing Robotic Process Automation (RPA) as a key aspect of their digital transformation efforts. A "digital worker" strategy is proving to have significant quantifiable impact for teams that plan and execute RPA projects using best practices. Moving past analog to a digital world requires organizations to clearly identify automation-friendly processes, while avoiding automation of poorly designed or broken processes that amplify those errors. The demands associated with this pre-RPA phase of digital transformation forces organizations to carefully evaluate processes in their "as-is" state to clearly set ROI expectations, assure agile service delivery, or realize the benefits of an improved customer journey.

RPA offers immense promise for better service, increased process accuracy, and tremendous cost efficiencies – no doubt the reason that service-focused industries are adopting it in droves.

If your organization is using a manual approach to understand end-to-end process execution, you are making a substantial upfront investment of time and money, and only getting a partial picture. Yet the software tasked with executing operations and back-room transactions generates immense amounts of process-related data. Aggregating and analyzing it, then delivering back as useful, actionable insight is proving to be a substantial challenge for most organizations. Why is this hard? One big reason is that when multiple systems execute different aspects of any process, it's virtually impossible to recreate a single, usable view of how processes work.

Process Intelligence Increases RPA's Value

Ernst & Young reports 30-50% of initial RPA projects fail due to lack of quantifiable process data

Wipro claims capturing the process is the most critical pre-automation investment

Forrester cites end-to-end visibility across robots with a real-time rolling view was subpar for 50% of respondents

While the majority of current RPA initiatives focus on automating high volume, relatively simple processes involving structured data without human intervention, digital workers are increasingly being considered in processes with unstructured data, as well as more complex, hybrid workforce environments in which humans are part of the process, or where some cognitive reasoning may need to be employed. Increasing complexity and sophistication drives up deployment costs, in turn challenging RPA ROI justifications.

The ability to access actionable Process Intelligence is just as valuable in the digital worker environment as it is when human workers are involved. It allows you to:

- Spot redundant processes that you may be unaware of
- Identify robotic process optimizations that can free up digital worker cycles — making even the most productive digital workforce more productive
- Discover inefficient human-digital worker hand-off or vice versa
- Provide quantifiable data on the financial impact of digital worker by process
- Compare human vs digital labor in terms of cost, accuracy, efficiency, and duration

A Process Intelligence platform instantiates a corresponding risk and compliance framework for your Robotic Operating Model that both monitors and assesses automated process performance regularly:

- Establishes a data-driven foundation for process governance and clearly documents and automates steps for risk mitigation
- Creates an RPA center of excellence that captures processes, exports processes into stubbed out RPA processes, or ranks processes for their perceived value score based on multiple data criteria
- Expands RPA scope by identifying process exceptions and launching remediation automatically.
- Performs broader lifecycle management of both digital and human processes, and their interactions

Target High-Value RPA Opportunities

Process mining is used by many different industries to automatically model and present process flows. Similar to the digital twins first used in manufacturing settings, it exposes the inner workings of any business process as it actually happened, based on real data. A detailed process digital twin is the heart of intelligent process mining, and the basis for Timeline's advanced Process Intelligence platform. Intuitive BI-style analytics makes it easier and faster to discover, analyze, automatically monitor and predict real-time process flows — exposing the true depth and breadth of automation opportunities and challenges.

Here are four key common RPA challenges that an intelligent process mining solution addresses — improving both implementation and at-scale sustainability:

- Delivers a single, comprehensive, end-to-end view of actual process execution that spans multiple business applications to uncover prime automation opportunities as well as potential side effects
- Easily identifies high-value automation candidates based on actual process execution data that displays all process variations, as well as time and cost implications
- Enables quantifiable, data-driven return on investment calculations based on:
  - # of transactions
  - # of process steps
  - Process AHT/TAT (duration)
  - Cost per transaction
- Eliminates arduous, costly and often subjective manual process evaluation

Process Intelligence delivers 100% process visibility. Find high-risk or costly patterns you don't expect.

Target processes with the greatest automation potential while reducing time to value

Avoid automation of broken or poorly executed processes

- 100% as-executed process visibility allows teams to identify, analyze and correct process execution issues such as bottlenecks, compliance risks, or mis-sequenced execution pre-RPA
- Avoid or fix broken processes that amplify RPA development costs and extend time to value
- Identify potential changes in process execution that can expand the scope and value of RPA investments

Maintain post-RPA visibility for impacted processes

- Ensure your automation investment is operating as expected post-deployment
- Monitor automation's up and down stream impact to ensure ongoing protocol compliance
- Automated process execution monitoring in mixed mode scenarios (where Bots incorporate human assistance) safeguards ROI commitments
- Easily specify detailed scenarios or conditions that trigger real time alerts to the right people at the right time
- Clear, quantifiable post implementation cost impact that's automatically monitored daily — providing data-backed justification for future automation initiatives

Execute RPA at enterprise scale

- Use Timeline as the air traffic control tower to establish a compliance and risk governance framework by monitoring enterprise-wide business processes in near-real time
- Scaling from tens to hundreds or even hundreds to thousands of bots requires significant command and control to ensure automation remains synchronized across every process and business system it touches
- Monitor bot-enabled process execution in real time using alerting functionality to spawn automated remediation processes

Quickly Expose All Process Variations

Quantify Automation ROI

Discover Process Dependencies

Expand RPA Scope and Value

Automate the Compliance Framework

Air Traffic Command & Control

Build Your RPA Center of Excellence

ABBYY Timeline not only delivers 100% visibility for any process flow, it makes it possible to understand the complex dynamics that drive unexpected or undesired behaviors, even in automated environments. Chances are you are making a significant investment to introduce automation – doesn't it make sense to ensure every meaningful piece of information is acquired about every affected process?

Intelligent process mining unlocks more of that value by automatically discovering "as-is" process flows, providing sophisticated tools to analyze process behaviors, helping you optimize your RPA investment and assure its impact on customer satisfaction and quality of service. Then, monitor process execution in near real-time to sustain peak performance.

DISCOVER

Capture and Map process data from any number of systems

ANALYZE

Observe and Examine data using easy to understand tools

MONITOR

Monitor and Alert staff or an IT system to take corrective action

PREDICT

Forecast and Predict outcomes early on ensuring positive results

A Process Intelligence platform can help you improve every aspect of the RPA process – from end-to-end, regardless of the number of systems the data is stored in. Converting process data locked up in any number of IT systems into actional insight results in more accurate automation decisions, made faster and at lower cost. Intelligent process mining provides the confidence of making data-driven decisions that have sustainable impact on any aspect of service delivery.

INCREASE VISIBILITY — ACCELERATE CHANGE

Lower Service Costs

Increase Satisfaction

Ensure Accuracy

See Your Processes in a New Way

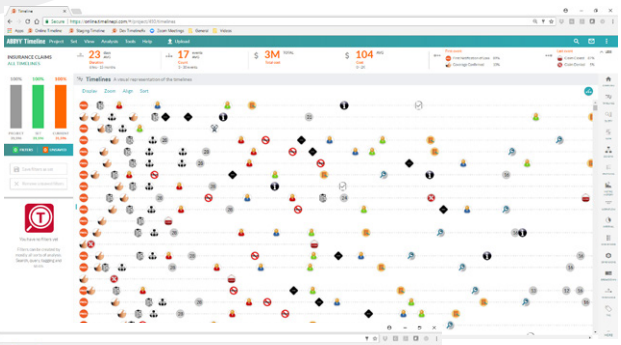
Timeline Analysis — Achieving 100% Process Transparency

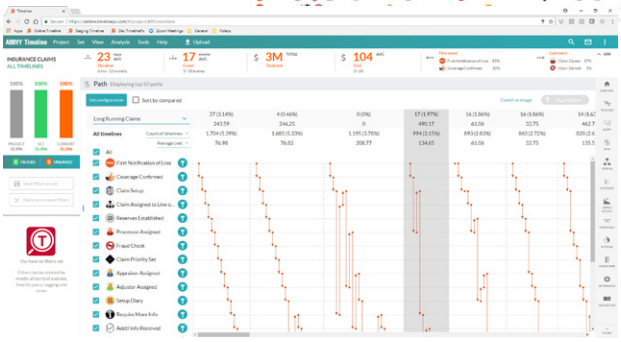
Timeline Analysis™ is a unique, patent pending approach to capturing and organizing process event data. This powerful methodology allows Timeline to reconstruct the original process instances, step-by-step, from event data left behind when they were actually performed.

Timeline provides 100% visibility of any process end-to-end, even when different steps of the process are performed using multiple back-end systems. This enables users to visualize and analyze and compare operational processes "as-executed," even when little to no integration exists between these systems.

Event data from multiple Enterprise and departmental systems

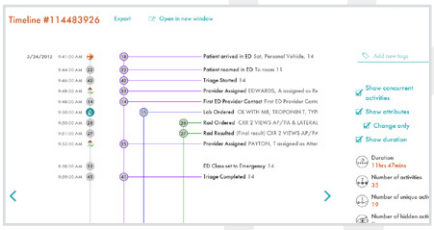
INTELLIGENT PROCESS MINING™





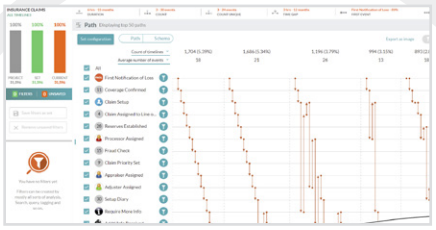
- Seek high-efficiency process variations
- Spot issues with customer satisfaction
- Reduce time to RPA value

Advanced Process Analytics



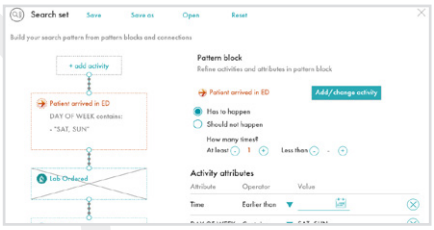
Case Analysis

Drill down into individual process instances



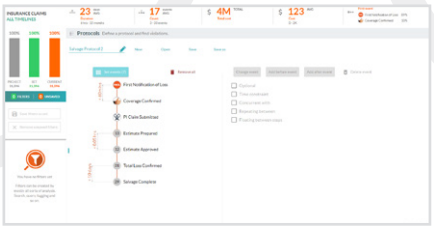
Path Analysis

Discover patterns where none are obvious



Process Query

High-speed query tool for process conditions



Protocol Analysis

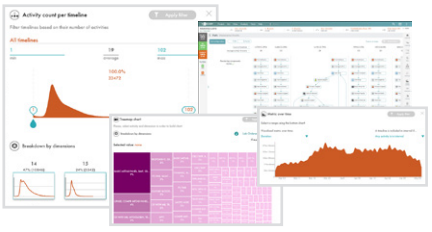
Enforce precise process execution rules

Schema Discovery

Auto-detect process schema from raw events

Workflow Analysis

Analyze processes for staff performance



Numerous others…

Many other features for in-depth analysis of process timelines

FORRESTER
RPA RESEARCH 2018

49%

# of firms stated that they plan to implement digital workers within the next 12 months

45%

Lack of expertise to build a comprehensive robot makes it more difficult to fulfil its goals

58%

Insufficient reporting of end to end process causes deployment issues

A Process Intelligence Platform

FAST INSIGHTS

See your processes like never before with sub-second response time.

LOW EFFORT

Get full support and guidance during your implementation/ onboarding.

NO RISK

Try ABBYY Timeline FOR FREE!

Timeline easily extracts and correlates event data stored in any enterprise or related systems, then automatically recreates process flows in the form of timelines. The process digital twin we create allows you to visualize, analyze, compare, and quantify process flows across all of your systems regardless of the degree of existing integration among them.

The incredibly powerful intelligent process mining engine was developed based on years of working with business intelligence tools that missed the mark in intuitive process analytics. No business intelligence tool on the market today can reconstruct entire process timelines or provide in-depth visualization and analysis of highly variable, ad hoc business processes.

What's the Value?

- Reduce RPA deployment costs
- Uncover new RPA opportunities
- Visualize end-to-end processes for holistic impact
- Constantly monitor automated and non-automated processes
- Alert the right team members when conditions warrant

What does deployment look like?

Don't change a thing! ABBYY Timeline offers the ability to visualize and analyze your business processes without integrating or modifying any of your existing IT infrastructure.

Timeline is secure in the Cloud, providing you access to your process discovery, analysis, and monitoring data 24/7/365 anywhere in the world you can access a web browser.

Timeline sits along side of all of your other business intelligence and analytics tools, and on top of your enterprise or departmental systems.

Conclusion

ABBYY Timeline enables sustainable, enterprise-wide process excellence with over 30 prepackaged analytic tools that make process insight actionable.

Both conventional process mining and Timeline Process Intelligence can help you make process improvement decisions quickly and reliably, but the two types of solutions work quite differently. The power of Timeline comes from its unique Timeline Analysis™ approach to Process Intelligence.

Timeline allows you to have full visibility of all your processes end-to-end, even when different steps of the process are performed using multiple back-end systems. The result is the ability to visualize and analyze complete processes even when there is no other place to find these details in your existing systems.

Timeline Process Intelligence lets you visualize and analyze any business process without integrating or modifying existing IT infrastructure. Our secure cloud-based platform enables process discovery, analysis, and automated monitoring, and prediction 24/7/365 anywhere in the world you can access a web browser.

Raise Your Process Intelligence

Ready to see what true Process Intelligence can do for your organization?

See how companies like yours are using Timeline Process Intelligence.

Schedule a live demonstration today.

Visit **www.abbyy.com/timeline** to learn more.

ABBYY®

If you have additional questions, contact your local ABBYY representative listed under **www.abbyy.com/contacts**.

WWW.ABBYY.COM

© 2020 ABBYY USA Software House, Inc.
ABBYY Timeline © 2019 ABBYY Process Intelligence, Inc.
ABBYY is either registered trademark or trademark of ABBYY Software Ltd.
All other product names, trademarks and registered trademarks mentioned herein are the property of their respective owners. Part #10873