

Process Discovery

The Key To Realizing Automation's Impact

**Survey report on why Process Discovery
is a defining step in Automation**



Intelligent Automation: The future of smart enterprises

The continuously changing nature of the industry today demands that enterprises be swift and agile. Leveraging digital transformation to stay competitive isn't a choice anymore but a necessity. And this is where Intelligent Automation is truly making its mark. AI-enabled Automation is quickly becoming a transformative technology in business, helping enterprises to re-imagine their operating models and completely embrace digital transformation. According to a 2018 report by Forrester, the RPA market is expected to grow exponentially in the next few years.

RPA market value:



For those familiar with its benefits, this is no great surprise—Automation can quickly and accurately execute process-driven work and repetitive tasks, freeing up employees to focus on more creative, strategic work of higher value. Per a survey conducted by EdgeVerve with senior operations executives, almost 70% of the respondents indicated that their main objective of embarking on the Automation journey is to improve productivity and efficiency within the operations. Only 15% chose “cost optimization” as their main objective, while the remaining were divided between scalability across business, getting started with AI and Intelligent Automation and new avenues for revenue/customer acquisition.

Objective of Automation Implementation

Improving productivity and efficiency



Cost optimization



Scalability across business



Get started with AI and Intelligent Automation



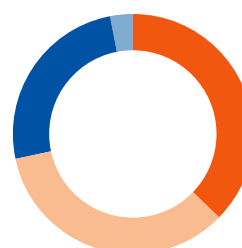
New avenues for revenue/customer acquisition



While Intelligent Automation is thriving and has immense potential, many organizations may face significant challenges in realizing that full potential. According to our research, 70% of senior operations executives rated the success of their automation program as less than 50% in meeting its intended objectives. In fact, more than a third of them rated it lower than 20%.

But don't let that deter you from journeying into Automation. There are excellent solutions that can help ensure your organization's efforts do not fail. This report will explore the tools and products that you can use to help your organization deploy Intelligent Automation and navigate the digital transition successfully.

% of respondents

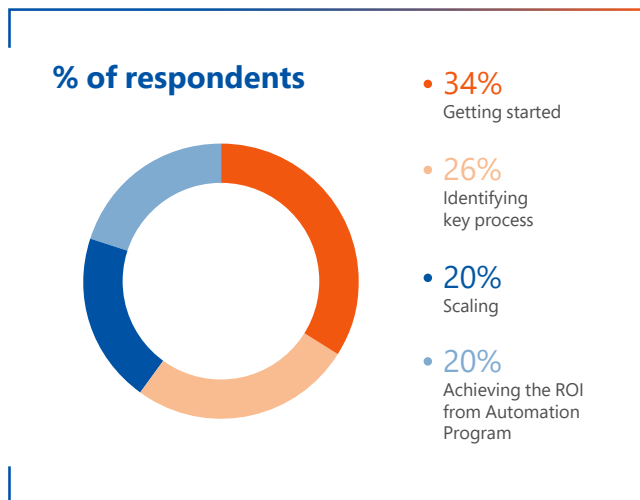


- 37%
Less than 20%
- 34%
20-50%
- 25%
50-70%
- 3%
70-100%

SECTION 01

The pressing need for Process Discovery

When a group of senior operations executives were asked about the key challenges in their Automation journey, almost a third of the respondents mentioned that getting started with RPA is one of the major hurdles. What is interesting is that a quarter of the respondents said that identifying key processes for Automation is one of the key challenges. This indicates that identifying the right processes and setting up the initial business case for Automation can be complex. We've seen that the efforts taken to discover and select automation opportunities are often far higher than the actual automation efforts.



Automation, when accompanied by Process Discovery, has the potential to succeed, as there is a relationship between deep process understanding and Automation success. Process Discovery, an AI-based method that helps an organization get to the granular level of detail in a business process, is an essential part of the digital transformation journey. As every organization suffers from some inherent inefficiencies in their processes, they require a method like Process Discovery that can help them access task level data and various nuances of interaction between humans and systems.

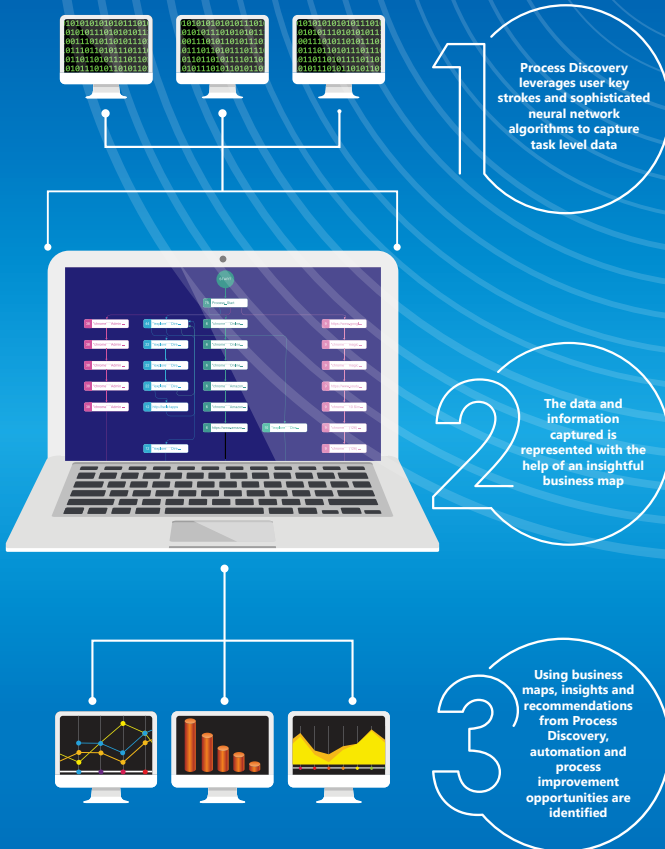
While all companies do establish standard operating procedures, in reality, they often go unheeded. Until these procedures are completely locked down, many employees will invent their own ways to operate. In addition, many companies outsource their processes to other BPM vendors, leaving their leaders unfamiliar with the execution of their own processes. With all these factors involved, it becomes difficult to track efficiencies and areas for improvement.

Many companies try to interpret their business processes through manual process mapping. However, capturing and understanding an organization's business processes manually can create costly and time-consuming difficulties.

Additionally, there is a lot of resistance towards automation. Often SMEs are approached under the assumption that they understand processes, but more often than not, they don't. All process definitions are built on the hypothesis of a perfect world, but the world is pretty flawed. So the imperfections that are built on these processes will never be documented.

SECTION 02

AssistEdge Discover: The ultimate solution



With our experience with over 200 customers across the world, we have researched and developed a product that can truly accelerate and amplify the power of Automation. The result is [AssistEdge Discover](#), an AI-based, non-intrusive Process Discovery product that leverages user keystrokes and sophisticated neural network algorithms to create insightful business process maps. Using empirical data, AssistEdge Discover reveals crucial process nuances essential to create an effective automation blueprint and unlock the true value of automation. Free from human bias, the business process maps insights generated by AssistEdge Discover to build a powerful foundation for inter-functional collaboration, effective change management, and continuous improvement.

How does AssistEdge Discover work?

The ROI of AssistEdge Discover is unmistakable. It is a holistic product suite that helps enterprises navigate their entire Automation journey, all the way from crafting an Automation blueprint to realizing Automation success, and tracking and capturing the data. By enabling enterprises to manage their Automation program from value definition to value creation and management, it maximizes the ROI of an Automation program.

How can AssistEdge Discover help my organization?

The benefits of [AssistEdge Discover](#) are not restricted to organizations of a certain size or industry, but are extended to all the different forms companies can take. AssistEdge Discover helps in:

1. Accelerating through Process Discovery by reducing the manual effort of large scale process identification and mapping all process variations and exceptions
2. Amplifying Automation value by leveraging the potential of AI as an integrated approach to maximize the business process outcome
3. Improving Automation success rate by creating an effective Automation blueprint, bringing transparency and eliminating human bias
4. Increasing predictability by avoiding potential errors and pitfalls through smarter exception handling

SECTION 03

Why AssistEdge Discover is a game changer for Automation?

Q. How does AssistEdge Discover help in driving enterprise ROI?

A. AssistEdge Discover, a Process Discovery product gives us the bits and bytes of every process which, in combination with Machine Learning and Data Mining, can be powerful in driving Digital Transformation and ROI. The technology drives ROI by accelerating and amplifying the value of the process. By reducing the time taken to execute the same process, AssistEdge Discover accelerates Automation program's outcome and by leveraging cognitive capabilities, the product increases the value from Automation.

Q. How is AssistEdge Discover different from other Process Mining tools available in the market?

A. Process mining has been around for more than a decade and widely used by enterprises. The process flows generated by process-mining tools, by recording event logs, are more reliable than those created by manual methods like interviewing process stakeholders. While the technique helps give a view of the process at different levels of the organization, it is not granular enough for making Automation a success. A Process Discovery product like AssistEdge Discover, enables an enterprise to get a deep understanding of the product by drilling down to a higher level of data granularity. As AssistEdge Discover records task level data by capturing user key strokes, the product gives rich insights needed to design a comprehensive automation blueprint and create a de-risked automation navigation strategy.

Q. How should an enterprise start with Process Discovery provided by AssistEdge Discover?

A. As Process Discovery works by identifying the data buried deep inside processing activities, the choice of where to start depends on each enterprise's process landscape. Certain business processes are simple to manage, while others present a challenge. It is easier to start with the pain points, i.e. the processes which are challenging and complex.

Q. How does AssistEdge Discover help with effective change management and governance in an enterprise?

A. Change is hard and implementing automation across an enterprise is one such challenging task. Even though RPA has been known to provide considerable value to businesses, ineffective change management can significantly reduce the ROI from implementation. Effective change management in the modern enterprise requires an unbiased and unobtrusive tool that can comprehensively map processes, analyze the data to build efficient process maps and also scale to handle additional processes in the future. AssistEdge Discover, a Process Discovery tool that records and analyses process to generate empirical data, does just that.

Q. What type of neural network algorithms are used by AssistEdge Discover to analyze the data collected?

A. AssistEdge Discover uses sequence prediction method based on Long Short Term Memory (LSTM) neural networks for mining business processes. LSTM takes input line by line and produces a nonlinear output, feedback signal, and an updated internal state. It has the ability to remember previous steps, as it stores the information and uses it to predict the next path. So when the user gives a series of inputs, LSTM will try to predict the next step in the series. Based on the data the user entered in previous steps, it will suggest which path to follow. That's how it filters the noise, identifies the process and give an enterprise the control flow.

Q. What is considered as a variation in the business process map and how can AssistEdge Discover help differentiate between noise and variation?

A. Every exception is considered as a variation in the workflow. AssistEdge Discover provides the capability to remove an individual transaction from being a part of process analysis which might have been an anomaly or an exception. The quality of data captured between noise and variation.

Propel your business into the future

No company wants to go through the pains of implementing Automation only to see it fail. And given the expected market growth and transformative potential of this technology, choosing to ignore it and proceed using antiquated methods is not a viable option for a business that wants to keep growing and remain relevant.

You can ensure your organization's Automation efforts succeed by including [AssistEdge Discover](#) in your product lineup. AssistEdge Discover can tackle the challenges of process discovery with ease and become the platform of choice to help you navigate automation.



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AssistEdge is an award winning scalable automation platform to modernize customer service, improve business processes and enhance operational productivity. It spans the entire gamut of automation continuum from deterministic through predictive to cognitive automation.

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