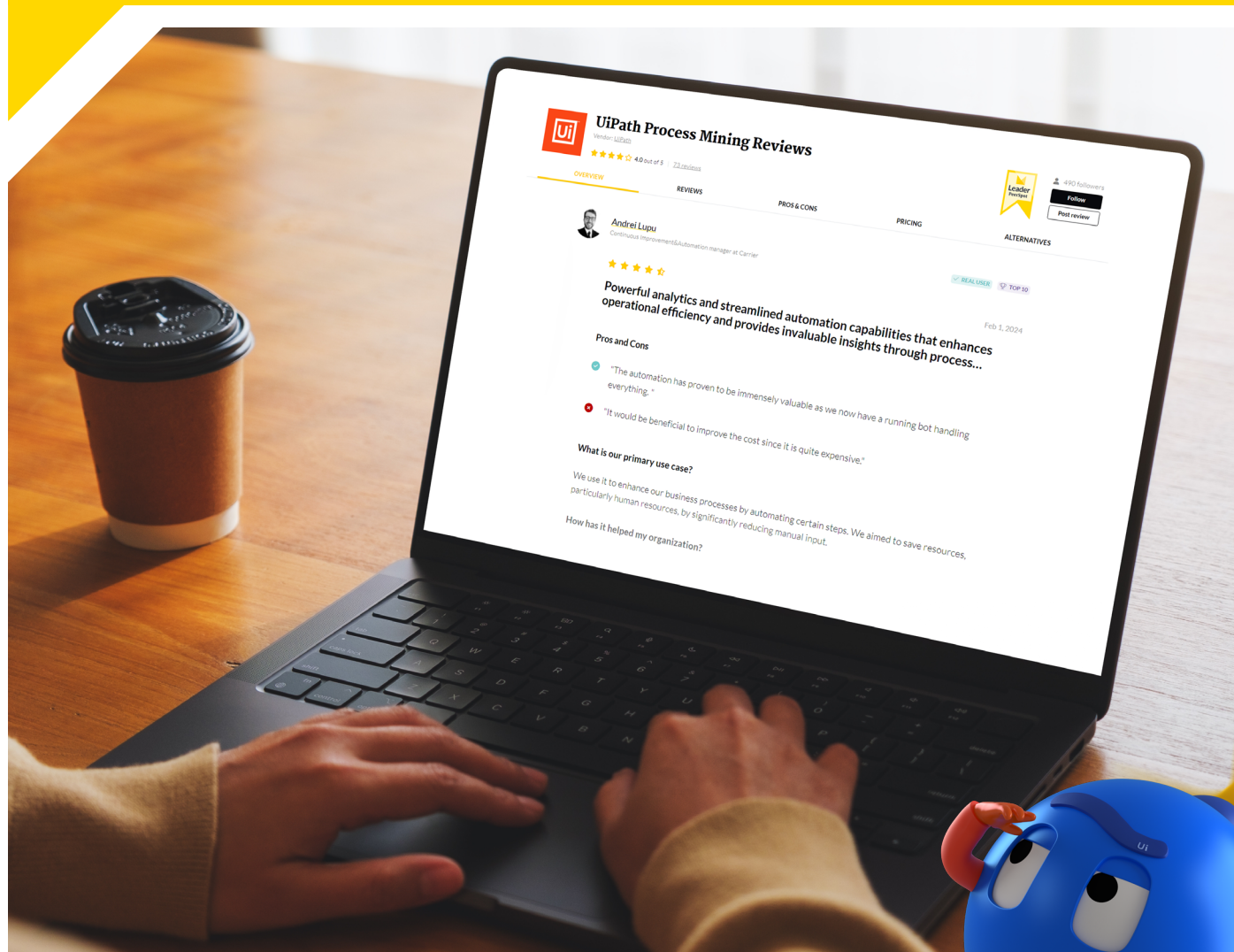


Based on Real User Experiences with UiPath Process Mining

Process Mining and the Path to Digital Transformation

7 Key Success Factors for Transformative Process Improvement



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Introduction

Digital transformation rests on many pillars, but the ability to improve business processes is arguably one of the most important. Companies that cannot make processes more efficient will struggle to achieve success from digital transformation. The problem is that stakeholders may not have a firm grasp of how their processes work—impeding improvement and stalling transformation.

Process mining offers a solution. By analyzing underlying process data, process mining reveals how processes are executed to drive successful process improvement and automation. This paper takes on the subject, describing seven key success factors for transformative process improvement. Based on user reviews of UiPath Process Mining on PeerSpot, it highlights the importance of streamlining processes and reducing bottlenecks through automation and other improvements, empowering employees, and providing continuous process visibility.

The Link Between Business Processes and Digital Transformation

Digital transformation is an expansive concept. The phrase means different things to different people. At its core, however, digital transformation is about leveraging advances in technology to change how a business functions. It may mean automating processes to improve customer experience, for example, or changing existing processes to tap into new systemic capabilities. In this way, process transformation becomes essential to digital transformation.

There's a problem, however. Modifying or improving business processes can be a significant challenge. People who run businesses know that many of their processes could be better. Even seemingly efficient processes could be made more efficient, and so forth. Alternatively, a flawed process might cause negative outcomes, e.g., poor customer or employee satisfaction, low productivity, increased risk, and high operating costs.

Improving a process may seem simple, but processes tend to contain hidden steps or informal sub-processes that "everyone knows" but no one documents or discusses. Figure 1 shows a simple example of this common phenomenon. Some processes span multiple systems and teams, making it hard to identify the source of problems. Working off one's gut feeling is seldom a wise approach. Trying to improve or automate a process without a full understanding of what's happening can easily lead to an even worse process.



Kirankumar S.
Technology Leader at
Macrosoft India

"Compared to other automation tools, it's much easier to build and manage workflows and find an opportunity for more automation within the interactions."

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These difficulties impede digital transformation. Indeed, according to Forrester Research, 37% of decision makers reported delays in digital transformation because of misunderstood processes. Not good. But, the reverse may also be true: If a company can understand its processes better, it might have an easier time with digital transformation.

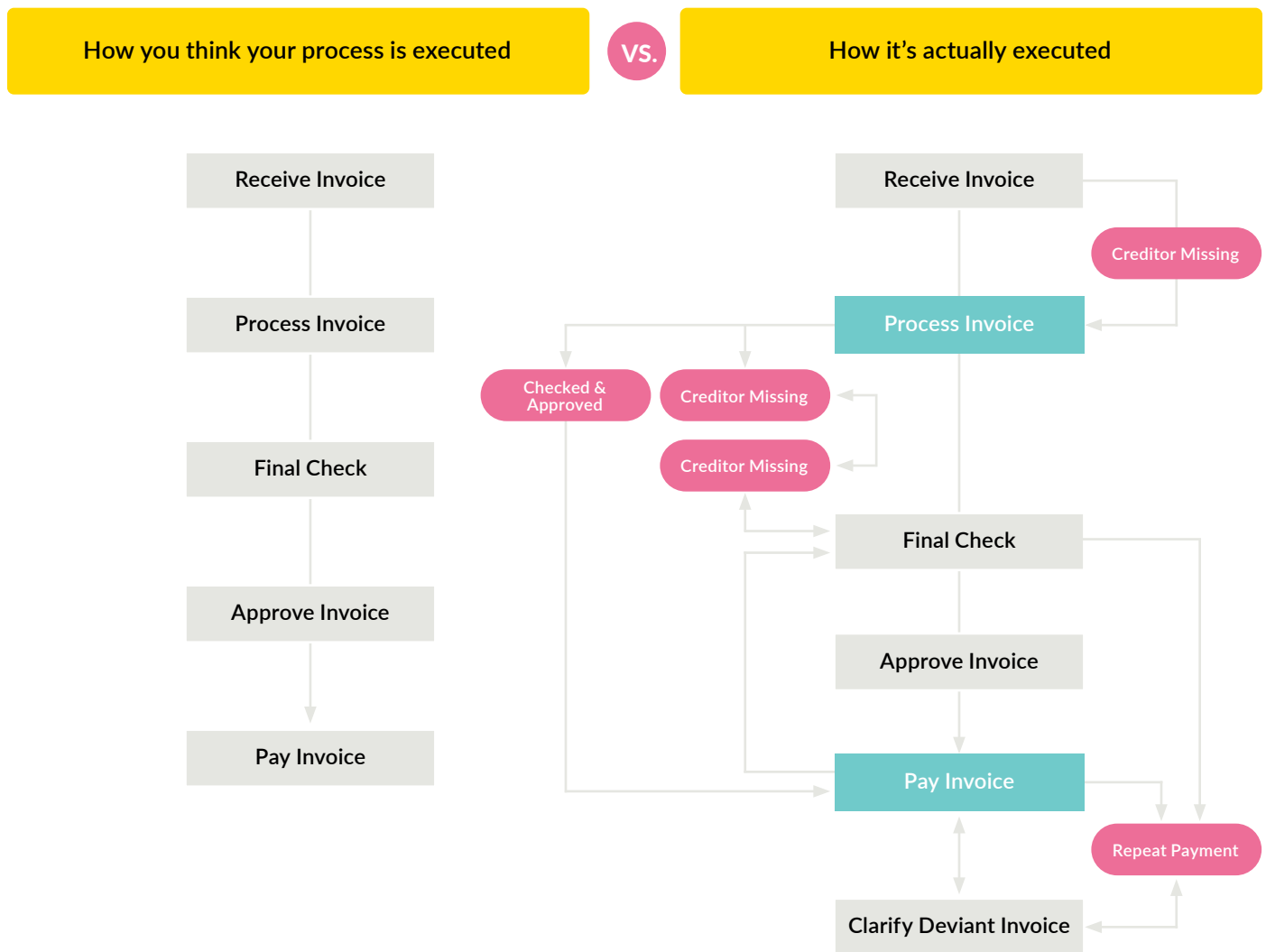


Figure 1 - The difference between an official process flow, i.e., "How it's supposed to work," and the actual process flow, which may involve undocumented manual process that introduce unforeseen variability and delay.

The Process Mining Solution

UiPath Process Mining provides a way to eliminate the obstacle of misunderstood processes and speed forward with digital transformation. It interprets data from the business applications that support a process to generate a detailed understanding of that process. The underlying assumption is that the applications' operations will reveal how a process works—a “digital footprint,” so to speak—regardless of how the process was intended to be executed.

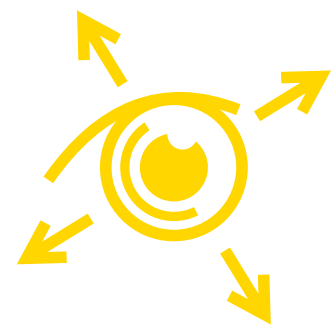
Process mining analyzes these digital footprints and discovers the hidden steps and unofficial process deviations that can be so difficult to detect using process mapping tools or “gut feel.” It can find pain points and bottlenecks that may have been invisible before. For example, process mining can discover manual steps that can be automated, along with opportunities for process improvement and standardization. It can find places where errors occur, which are often invisible to business stakeholders.

Making It Work: 7 Key Success Factors for Process Transformation

What makes Process Mining a true driver of process transformation? As UiPath customers on PeerSpot explained, it helps them take focused, detailed action. They described seven key success factors that enable Process Mining to improve processes to the point where they help realize digital transformation strategies. They're all about making processes faster and better, while saving money and freeing people to do more valuable work. The latter outcome is relevant because delighting customers is one of the aims of digital transformation, and that goes better when employees have the time and bandwidth to focus on it.

#1 – Offering Visibility Into Processes

Process improvements require visibility. If stakeholders can't see what's going on with a process, they generally can't do much to improve it, causing digital transformation projects to drag on. For the Head of Intelligent Automation at Cyient Digital, a software company with over 10,000 employees, this means having audit teams look at workflows like invoice routing and understand why there was a non-compliant deviation in the process. He said, "UiPath Process Mining gives you visibility based on which you can follow the complaints and regulatory rules. You can also know where and why deviations happened, fix those, and make corrections to avoid similar deviations in the future."



**End-to-End
Visibility**



Nilesh P.

Director - Cloud Architecture at
a computer software company
with 10,001+ employees



“Simple drag-and-drop interface, which allows for low code automation development... [UiPath Process Mining is] easy to develop, manage, and maintain. That’s what sets it apart from Automation Anywhere, Blue Prism, or Power Automate.”

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“The end-to-end visibility of the Process Mining dashboard is quite good,” said a Solution Architect at a tech services company with over 10,000 employees. He went on to say, “There are not many areas that are not visible. We can see everything, and we can customize our KPIs as needed, which helps.” In his experience, UiPath enables his team to “build on a more granular level.” From there, if they have a process with frequent execution and lots of data created, his team can “visualize everything and find hidden issues to further refine our processes.”

A healthcare company with over 10,000 employees relies on UiPath Process Mining dashboards to see process maps. “The end-to-end visibility is great,” said their Process Analytics Lead. The solution works across multiple data sets. “Once we connect all of the digital footprints to UiPath Process Mining,” he said, “provided they have the necessary connectors, we can see the complete process map in a list format. We can also immediately see certain analyses that have been automatically generated, such as the lead time, where the lead time is high, which vendors are causing the high lead time, and which customers are using the process.”

#2 - Removing Bottlenecks

Improving the speed and efficiency of business processes is integral to realizing digital transformation goals. For this to happen, it is necessary to eliminate process bottlenecks. These are hidden places in a process where everything backs up. Figure 2 depicts an example of a process bottleneck. As multiple automated processes feed into a semi-automated process step, everything slows down. The challenge for process owners is that a bottleneck like this can be hard to spot. Or, if they spot it, they may have trouble figuring out its cause.

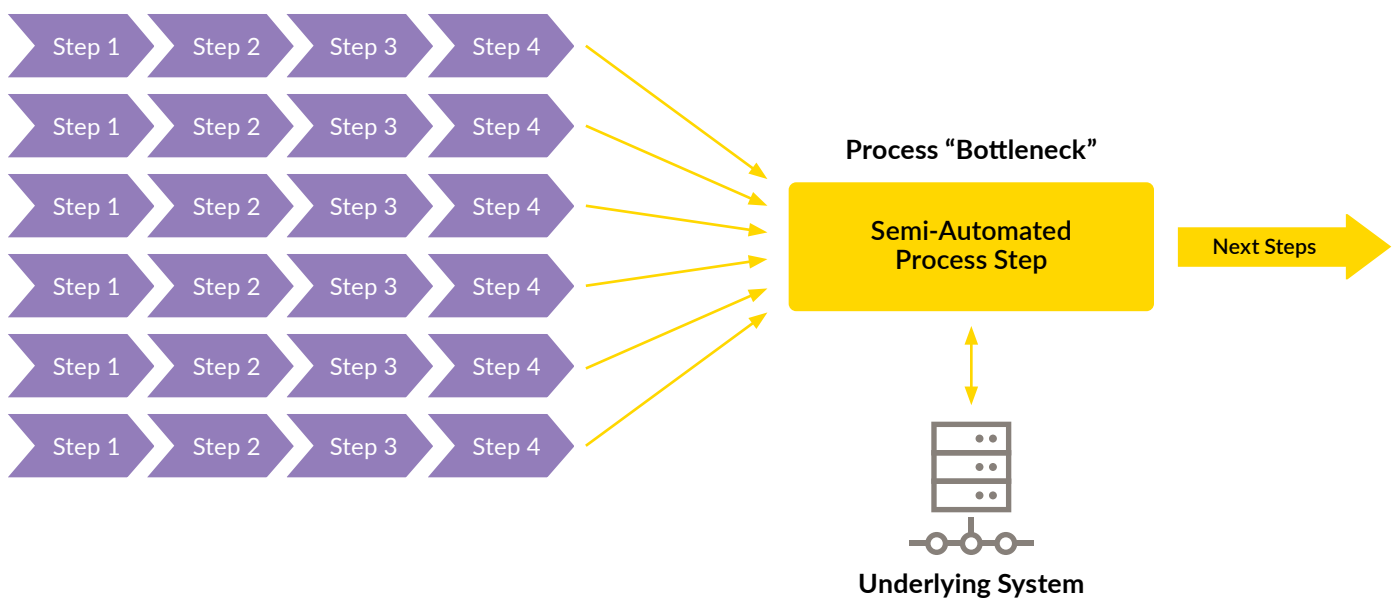


Figure 2 - A process bottleneck, where the outputs of automated process flows slow down at a single semi-automated process step.



Process Analytics Lead
at a healthcare company with
10,001+ employees

“[UiPath Process Mining’s] transparency gives us visibility into where bottlenecks occur in the process, and we can see the lead times for each step. This allows us to immediately focus our efforts on reducing lead times.”

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This is where process mining is uniquely powerful. As the healthcare company’s Process Analytics Lead explained, UiPath Process Mining helps his team identify and remove bottlenecks in a wide range of processes. He said, “Its transparency gives us visibility into where bottlenecks occur in the process, and we can see the lead times for each step. This allows us to immediately focus our efforts on reducing lead times.”

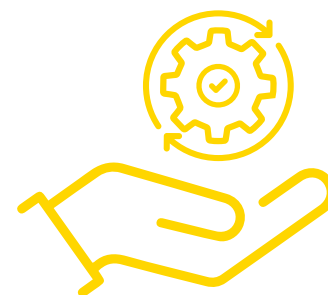
He went on to describe how UiPath enables them to create a complete process map, where his team “can clearly see where our efforts need to be directed to reduce overall lead times.... UiPath Process Mining makes all of this possible to some extent.”

“Every process has some bottlenecks, variations, and inefficiencies,” said a Consultant at a consultancy with over 10,000 employees. His experience includes working as a functional guide and data engineer for one of the firm’s clients. In this role, he found that “the client’s team was not sure about what they were lacking. The client wanted to understand the flaws in their processes and streamline them. We also helped them understand how they can save money by streamlining the process through [UiPath’s] automation capabilities.

This user contrasted the feature completeness of UiPath with Celonis, which only provides process mining. He remarked, “Celonis does not offer anything outside process mining. If I have identified a bottleneck that can be solved through automation, I cannot do that using Celonis even if I know how to do the automation. I would have to rely on another RPA tool. If I use UiPath, it will be an end-to-end solution for me. If a bottleneck can be solved through automation, I can use UiPath RPA to implement the automation.” As these comments reveal, process mining is a useful tool in making processes more efficient by identifying bottlenecks and enabling their removal.

#3 – Easy-to-Use Automation

Process automation is a building block of digital transformation. Automated processes enable customer self-service and other tech-driven benefits to customer experience. To make a difference in transformation, however, automation cannot be a burden to system owners. It needs to be relatively easy, a quality that occurs within the UiPath platform.



Easy to Configure



Nilesh P.

Director - Cloud Architecture at
a computer software company
with 10,001+ employees



**“Out of all the
automation solutions
we tried, UiPath was
the easiest to install
and configure.”**

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“Out of all the automation solutions we tried, UiPath was the easiest to install and configure,” said a Director of Cloud Architecture at a software company with over 10,000 employees. He added, “Within less than 20 minutes, you can set up a machine with the robot and make it functional. For the initial setup, if the Windows machine is ready, you only need to install and set up the robot.”

This user also felt that UiPath’s “simple drag-and-drop interface, which allows for low code automation development” is what sets it apart from the competition. He said, “I rate UiPath nine out of 10 because it’s easy to develop, manage, and maintain. That’s what sets it apart from Automation Anywhere, Blue Prism, or Power Automate.”

Other UiPath users compared the solution’s automation favorably with alternatives, as well. For example, the Chief Innovation Officer at Imbassy, a small tech services company, had previously tried IBM Process Mining, Automation Anywhere, and Blue Prism. He said, “I think the ease of building automations is the main thing that differentiates UiPath from the rest. There’s a single-user interface that gives you the ability to create automated processes without much advanced data or logical knowledge. We can find pre-configured commissions for specific use cases for our clients, but we also build custom services for specific users.”

He continued, sharing, “Compared to other automation tools, it’s much easier to build and manage workflows and find an opportunity for more automation within the interactions. And I barely plan for automation by myself. UiPath’s end-to-end automation also separates it from its competitors, which tend to have separate tools for each operation. Mining is separated from RPA, but UiPath provides an all-in-one end-to-end automation tool.”

#4 – Reducing Costs

Digital transformation doesn’t always mean cutting costs, but working more cost effectively is often a goal in a transformation project. One reason is that companies may want to allocate budget to new customer facing workloads, so saving money on existing processes is a good place to start. UiPath Process Mining users praised the solution in this context.

The software company’s Director of Cloud Architecture put it this way: “We have actually achieved hard savings of approximately two million euros this year, exclusively using UiPath Process Mining for the O2C [order-to-cash] process alone.... The technology itself is great, so there is a lot of potential for savings, both hard savings and soft savings.”



Cost Efficient



Salah R.
Chief Innovation Officer
at Imbassy



“Compared to other automation tools, it’s much easier to build and manage workflows and find an opportunity for more automation within the interactions.”

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Streamlining processes with automation will be cost-effective, according to a Consultant at a small comms service provider. He elaborated, saying, “A big part of our work is to help the client understand the processes and to show them, if they are working in the wrong way, how they can fix it and save money. By improving processes, customers ultimately will cut costs.”

#5 – Saving Time for Teams

The final three key success factors for process transformation are about people. Although the term “digital transformation” implies technology, some of the most important aspects of a transformation involve how employees use that technology.

Saving people’s time is part of this story, and UiPath Process Mining users acknowledge the solution’s time saving capabilities. A Solution Delivery Lead at a small tech services company offered an interesting example of how process mining saves time for teams by identifying discrepancies in processes that run in different states, e.g., between the same process as it runs in Ohio versus Pennsylvania. He said this was “huge for us because we spend a lot of time addressing these nuances for the automations.”



Neeraj K.
Head of Quality Model Office
at ADROSONIC



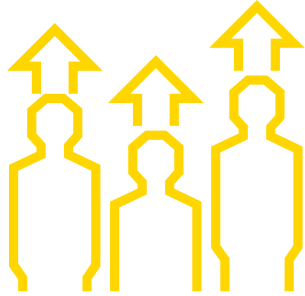
“By automating the document filing system for our customer with an insurance domain, we were able to save them eight to nine years of individual-person-effort with regard to filing. We have saved them almost 1800 – to 2000 –person days of work.”

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“It will save a lot of time because we spend a huge amount of time on the discovery, PPD, etc.,” said a Program Project Manager at a small tech services company. “I definitely recommend using UiPath Process Mining. So, it will provide huge help, and it’s very useful.”

PeerSpot members offered quantifiable time saving outcomes from the use of process mining, including:

- “By automating the document filing system for our customer with an insurance domain, we were able to **save them eight to nine years** of individual-person-effort with regard to filing. We have saved them almost 1800- to 2000-person days of work.” - Head of Quality Model Office at Adrosonic, a small tech services company
- “There were timelines related to multiple processes, and **we have reduced around two to three hours of the timeline**. Overall, two to three hours were saved when the processing was done for 21 days a month. That has impacted the overall SLA.” - Associate at JPMorgan Chase & Co., a financial services firm with over 10,000 employees.



Frees Up Staff

#6 – Alleviating Repetitive Tasks

The people side of digital transformation also benefits when employees are freed from repetitive tasks. Process automation and improvement can deliver this outcome. To this point, an RPA Team Lead at Trinetix, a tech services company with more than 200 employees, shared, “The solution can possibly help free up employee time. You can easily decide which processes can be simplified and create a bot to handle the work. It helps create automation opportunities. It can free employees from repetitive work. They can then do something more intellectual and valuable.”

People may stay part of a process, however, even after it’s been automated. As the software company’s Director of Cloud Architecture found, “They check if the robot is doing it right or wrong. And then, we keep on retraining the robot for any new exceptions that come up, so we are fully equipped to handle new scenarios.” This, he said, “has fostered a culture change within the organization where people are coming up with ways to automate what they were spending several hours a day doing. Once these tasks are automated, they can focus more on the company’s strategic initiatives.”

This user elaborated further, saying, “With UiPath in place, we are moving away from training people on the core applications, which are pretty complex. We’ve built a headless frontend, so it’s really easy for anybody to join our company and be productive. A robot handles shipping, repair, and the assembly line instead of a human. Plus, these processes are executed with high accuracy, removing human error from the equation. That’s how we are mitigating a lot of our human-related problems.”

#7 – Empowering Employees in Their Decision-Making

Finally, the operationalization of a digital transformation strategy may involve empowering people to do more on their own initiative. Customer experience can improve markedly, for instance, if employees have the flexibility to make decisions on their feet. Process mining can help find a way to turn the potential for empowerment into a reality.



Empowers Employee Decision-Making



Nilesh P.

Director - Cloud Architecture at
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“Has fostered a culture change within the organization where people are coming up with ways to automate what they were spending several hours a day doing. Once these tasks are automated, they can focus more on the company’s strategic initiatives.”

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The tech services Solution Architect found this to be the case, saying, “It [UiPath] empowers employee decision-making. It helps them locate bottlenecks and remediate items.” In particular, he was impressed by the fact that business users could now handle automation. “They don’t need a technical person to come in and make a fix,” he added. “Everyone is working on streamlining the process.” This has enabled his company to “free up staff time for other projects.” Initially, they have reassigned 15% of their people due to process mining, but they expect the number will grow to 40%.

A Technology Leader at Macrosoft India, a tech vendor with more than 200 employees, rates UiPath’s Process Mining’s ability to help empower employee decision-making as a four on a scale of one to five. He said, “It provides a graphical representation. Whenever there is a bottleneck, a deviation in the process, we can easily see it on the dashboard.”

According to the healthcare company’s Process Analytics Lead, UiPath Process Mining empowers employee decision-making based on each person’s role. “For example,” he observed, “it gives other managers access to data so they can clearly understand what is going wrong. We also talk to them and provide them with information on the hub feed, allowing them to see which hubs are performing much better than theirs. They have the same data, regardless of their management group or product.... UiPath Process Mining helps us make informed decisions based on this data.”

Conclusion

If digital transformation is the destination, process improvement is a big part of the path. Processes must become more efficient and faster moving if they are to contribute to digital transformation. They need to be automated. A lack of process awareness impedes progress, however. Process mining removes the obstacle by analyzing the underlying systemic and transaction data that powers business processes. The key success factors run the gamut from better process visibility through process mining, to cost and time savings and empowering employees to do work that serves the transformation strategy. As these factors come together, process owners find their processes improving—helping to achieve digital transformation goals.

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About UiPath

UiPath (NYSE: PATH) is on a mission to uplevel knowledge work so more people can work more creatively, collaboratively, and strategically. The AI-powered UiPath Business Automation Platform combines the leading robotic process automation (RPA) solution with a full suite of capabilities to understand, automate, and operate end-to-end processes, offering unprecedented time-to-value. For organizations that need to evolve to survive and thrive through increasingly changing times, UiPath is The Foundation of Innovation™. For more information, visit www.uipath.com.