

## Process Mining Solutions

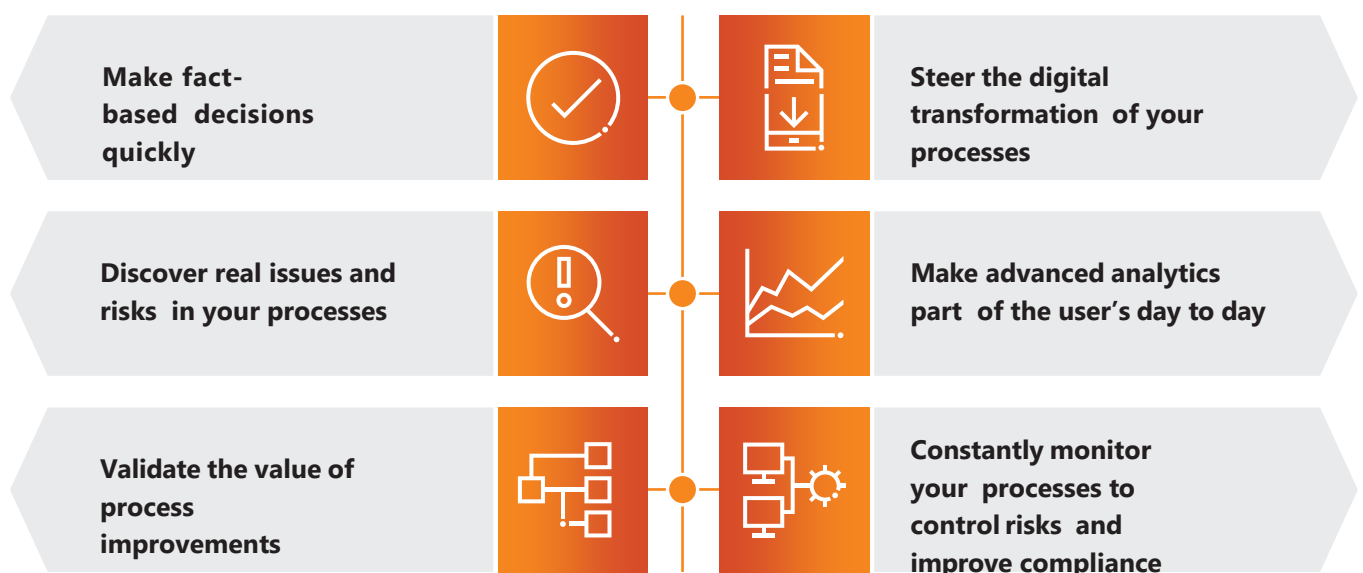
# Discover. Visualize. Optimize.

*Harnessing the power of process mining to accelerate operational improvements*



Protiviti's process mining solutions take the guesswork out of business process analysis. Using advanced process mining techniques that leverage artificial intelligence capabilities, Protiviti can analyse digital footprints in a company's information systems to uncover the real process (and deviations from the real process), find irregularities in process flows, and identify inefficiencies, bottlenecks and unquantified costs. This in-depth knowledge can be used to transform business processes and identify opportunities for revenue growth, improved efficiency, and deeper and more valuable insights for greater competitive advantage. The system-agnostic design of process mining means it can be used across all industries and for a wide breadth of processes and use cases.

## THE VALUE OF PROCESS MINING



**To keep up with the rapid pace of business today, companies must ensure that their organisational processes are not just effective and efficient, but that they are optimised and responsive.**



## FINANCE AND OPERATIONS

Process mining is no longer a “want” for finance and operations leaders. With increased responsibilities and business-critical operations in focus, process mining is necessary to deliver intelligent insights and real-time performance metrics for faster, more strategic decision-making.

- Financial Close
- Procurement
- Production Planning
- Warehouse Management
- Accounts Payable
- Order Fulfilment
- Accounts Receivable
- IT Service Management
- Human Resources



## DATA AND TECHNOLOGY

Understanding and optimising processes is pivotal to the success of any data and technology project. Process mining is an accelerator that streamlines these processes and delivers faster, more reliable services across the enterprise.

- Process Analytics
- Intelligent Process Automation
- Digital Transformation
- ERP Harmonisation
- System Integration



## INTERNAL AUDIT

Process mining tools can fundamentally change the way we analyse processes and perform audits, assurance, and advisory activities by showing how processes are being actually performed.

It provides a complete understanding of all processes (full population coverage), helps identify scope and areas for internal audit focus, enables automation of walkthroughs and control evaluation, supports the data-driven identification of root cause and issue quantifications, and delivers enhanced reporting. Process mining also provides a platform for continuous monitoring that is focused on process changes and not individual transactions.

- Fast-Track and Comprehensive Process
- Discovery Follow the Risk Scoping
- Continuous Auditing
- Data-Driven Root Cause Analysis







## RISK AND COMPLIANCE

In today's business environment, firms are seeking to drive efficiencies and coordinate compliance efforts whilst leadership teams shift their focus to business innovation and growth. Process mining can be utilised across risk and compliance functions to better understand and streamline complex processes that have major risk and regulatory implications.

- Compliance Monitoring and Testing
- Risk Assessments
- Client Onboarding
- Customer Due Diligence
- Issue Management

## How We Can Help

Protiviti's strong experience in process, technology and change management brings a unique value-added approach to process mining. More than just a technology implementation, process mining is a journey of understanding the data and drawing meaningful insights to improve business performance. From selecting the appropriate technology to analysing and improving your current processes, we develop and implement an action plan for process optimisation based on key performance indicators (KPIs) and tailor-made benchmarking to measure process quality.

 <b>Process Analysis and Proof of Value</b>	 <b>KPI Development and Benchmarking</b>	 <b>Tool Selection, Implementation and Training</b>	 <b>Process Mining COE and Analytics</b>
<ul style="list-style-type: none"><li>• Identification of potential opportunities for process improvement and automation, as well as risks</li><li>• Consideration of the control environment within the scope of the process analysis</li><li>• Development of customer-specific solution</li></ul>	<ul style="list-style-type: none"><li>• Tailor-made benchmarking to measure process quality</li><li>• Development and measurement of modern KPIs</li><li>• Action plan for process improvements based on findings</li></ul>	<ul style="list-style-type: none"><li>• Tool selection support for suitable process management and automation tools</li><li>• Implementation support for selected tools</li><li>• Tool support after implementation</li></ul>	<ul style="list-style-type: none"><li>• Analysis and evaluation of the current process governance approach</li><li>• Analysis of performed process reporting</li><li>• Support for development and implementation of improved control approaches and reporting options</li></ul>

## CHANGE MANAGEMENT

Support during the introduction and rollout of developed solutions

### ABOUT PROTIVITI

Protiviti ([www.protiviti.com](http://www.protiviti.com)) is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Protiviti and our independent and locally owned Member Firms provide consulting solutions in finance, technology, operations, data, analytics, governance, risk and internal audit to our clients through our network of more than 85 locations in over 25 countries.

Named to the 2020 Fortune 100 Best Companies to Work For® list, Protiviti has served more than 60 percent of *Fortune* 1000® and 35 percent of *Fortune* Global 500® companies. We also work with smaller, growing companies, including those looking to go public, as well as with government agencies. Protiviti is a wholly owned subsidiary of Robert Half (NYSE: RHI). Founded in 1948, Robert Half is a member of the S&P 500 index.

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