PROCESS MINING & RPA

What you need to know about RPA, its benefits, its limitations, and the role it plays in achieving Process Excellence

What is Robotic Process Automation and how does it work with Process Mining?

Companies have important strategic goals, and they often think that they can achieve them by deploying Robotic Process Automation (RPA). **But Process Excellence is about much more than RPA; it's about gaining a deep understand of your processes so that you can optimize them to achieve you business goals.** RPA is an emerging technology designed to automate the repetitive, high-volume-but-low-value tasks that employees do on their desktops — form-filling, copy-pasting, etc. — by getting software robots to do them instead.

Used in isolation, RPA is not a complete solution for process improvement. In fact, analysts say that 30-50% of RPA initiatives fail to achieve their goals.

To achieve lasting impact — and deliver real business value — RPA is best used as part of a broader set of tools in a holistic Process Excellence strategy. The **Celonis Intelligent Business Cloud** can help you take a more strategic approach to Process Excellence through capabilities like **Process Mining, Task Mining, Process Analytics,** and **AI-powered Action Automation,** which can invoke **RPA bots.**
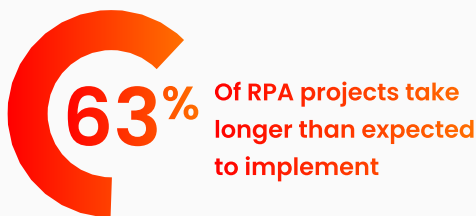
The benefits of RPA

| Automates user interaction tasks | Reduces costs by increasing data-entry efficiency | Lowers the barrier for system integration |

The limitations of RPA

63% Of RPA projects take longer than expected to implement

—Deloitte

37% Cost more than projected

—Deloitte

30–50% Of RPA initiatives fail

—EY

The steps to Process Excellence

Discover

Use **Process Mining** and **Task Mining** to gather and analyze both **business data** — time-stamped event logs from operational systems — and **user interaction data** — the steps your people take to complete their tasks — to visualize the way your processes really work and understand the root causes of deviations
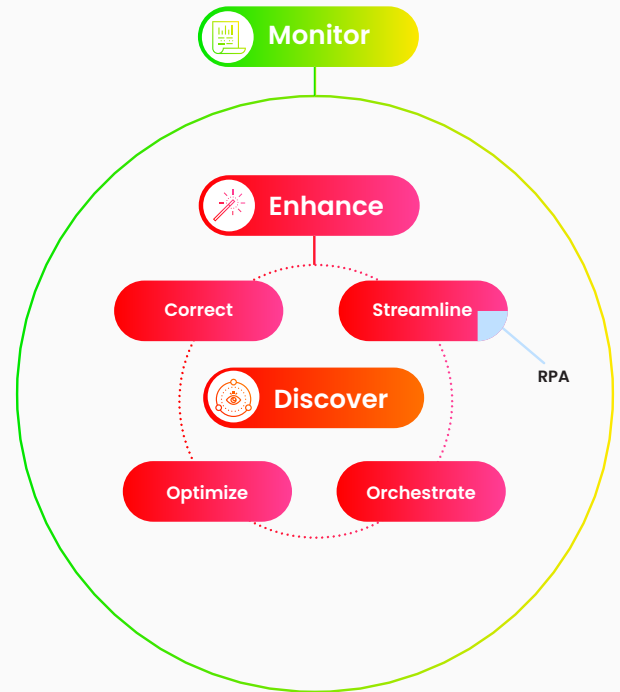
Enhance

Correct process errors.

Streamline processes with Action Automation (Celonis Action Engine) or Task Automation (RPA).

Optimize processes by using AI to proactively correct issues.

Orchestrate processes cross-functionally to optimize for broader outcomes.

Monitor

Measure the impact of your process enhancement efforts over time with **Celonis Transformation Center**

How to make RPA work for you

Rather than thinking about RPA as a first step, **the most successful companies start by setting goals for process improvement — such as increasing working capital, reducing order processing costs, improving purchasing compliance, or improving on-time delivery.** Then they deploy RPA as one of the tools to help them get there.

> "RPA is not a best-practice business process platform… RPA should be regarded as one tool in the broader process automation toolbox."
>
> **Gartner**

Example: Accounts Payable

	RPA	Process Mining
Use Cases	• Automate manual matching of POs to invoices and other documents • Automate data input	• Reduce order rejections from backorders and rescheduling • Identify and eliminate unnecessary order blocks • Optimize invoice payment dates • Support process standardization and ERP consolidation initiatives with real-time process visualization
Outcome	Cut costs by automating manual tasks	Decrease order processing costs, improve cash flow and working capital, increase productivity, and accelerate digitization

With Celonis, Siemens transformed their **Order-to-Cash processes globally and eliminated 10M manual activities, saving $15M+ annually.**
"At Siemens, **automation rule number one is to take a process-first approach.** RPA can deliver big savings, but it must be preceded by Process Mining to validate if the potential can be realized."

SIEMENS

Gia-Thi Nguyen
Head of Operational Excellence, Siemens AG

$1B+
Saved running nearly 5,000 annual CI projects across entire supply chain

ABB

$2.6M
In lost cash discounts uncovered

GE