

Remove barriers to operational efficiency.

Organizations today rely on hundreds, sometimes thousands of processes to keep business moving. Ensuring the steps or tasks within each process run smoothly is the key to cutting costs, saving time, and improving customer experiences.

Inefficiency costs companies anywhere from 20% to 30% of their revenue every year, according to research firm IDC.¹ The modern enterprise understands performing with agility and improving employee and customer experiences drive operational efficiency and resilience.

Unfortunately, without visibility into what's working, what's not, and why, even the best companies struggle with their processes. Slow or manual workflows, missed activities, and rework in any area create a ripple effect of delays that can be felt throughout an organization. Failure to optimize core business processes could leave a business behind their competitors.

69%

of the business technology decision-makers state **digital business transformation and improved customer experience** will be the primary drivers of process optimization efforts in two years' time.²

83%

of employees say they are already **working at, or over, capacity**.³

60%

of people indicated that they are constantly looking for ways to do their job better—in essence, they **want to work smarter**.⁴

75%

of organizations rate **agility as one of their top priorities**.⁵

The path forward is clear—the modern enterprise needs to understand which trends to address, respond immediately, and optimize their processes to digitalize at scale.

Accelerating insights to action.

Without full insight into your complete, real-life workflows, you can't really know what's happening in your business processes. And manually documenting each step of your processes is challenging and subjective. That's why many organizations turn to process mining, a data-driven technique for discovering, enhancing, and improving business processes. With an objective look into process flow, you can instantly see what people and systems are actually doing, as opposed to what they think they're doing.

A good process mining tool will let you do the following:



Get full transparency into your business processes.

- Combine data from all your enterprise systems to build event logs for analysis.
- Automatically generate a visualization of your current process flow called a "discovered model."
- Instantly see workflow deviations—activities or tasks that get skipped and areas where rework causes delay.



Investigate bottlenecks and inefficiencies that slow you down.

- Compare the discovered model to your target model to visualize inefficiencies and compliance issues.
- Use machine learning and root cause analysis to get to the bottom of bottlenecks and delays.
- Identify and investigate areas ripe for automation.



Discover optimization opportunities and monitor over time.

- Enhance the target model using KPIs to uncover new areas for improvement.
- Create customized dashboards with key metrics to monitor processes over time.
- Build better workflows and automate where appropriate to increase process efficiency.

Process mining benefits go beyond just operational efficiency.

By 2024, organizations will reduce operational costs by 30% by combining hyperautomation technologies with redesigned operational processes.⁶ It all starts with process mining, and the benefits include:

Increased revenue. Drive customer-oriented, end-to-end processes and high-quality services.

Time and money saved. Reduce cash outlay with more efficient processes and improved logistics.

Increased return on investment. See performance returns that drive optimal cost-benefit ratio and applicable results.

Continued compliance. Adhere to compliance requirements in business-critical areas quickly and effectively.

Increased automation / operational efficiency. Uncover opportunities for AI content processing and RPA for even greater efficiencies.

Improved customer satisfaction. Exceed customer expectations with faster processes and more transparency in the customer journey.

KPI monitoring. Monitor all relevant metrics, pre- and post-analysis, to track performance. Shared dashboards provide a central source of truth.

For businesses looking to keep up with the pace of digital transformation and legacy modernization, process mining offers an objective, data-driven solution. Discover, investigate, and improve processes to deliver better customer experiences and a more efficient enterprise.

Discover the three steps to successful process mining in the [Process Mining Guide](#).



Endnotes.

1. IDC
2. Forrester, "Empower Citizen Process Experts To Optimize Your Business Processes", June 23, 2022
3. Gartner®, "Steps to Work Through Staff Shortages", Human Resources Research Team, 10 February 2022.
4. Gartner, "Take These 3 Actions to Make Digital Workplaces Happier, Faster and Smarter", Michael Woodbridge, Adam Preset, Craig Roth, 14 September 2021.
5. Gartner, "Foundations of Organization Design Part 3: How Workflows and Role Design Best Support Strategic Goals", Human Resources Research Team, 10 February 2022
6. Gartner, "Top 2022 Strategic Technology Trends for Finance", Matthew Mowrey, Nisha Bhandare, 15 April 2022.

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