



State of Process Mining and Robotic Process Automation

2020

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OVERVIEW

IN THIS RESEARCH

The efficiency and understanding of business processes have become more critical than ever as organizations worldwide pivot to contingency and business continuity plans during the novel Coronavirus pandemic.

This report investigates the priorities, challenges, and benefits associated with process mining and how deploying robotic process automation (RPA) will impact how organizations plan for the future.

The participants were asked to evaluate how rigorously processes in their business are followed, how far along they are in their automation projects, and the drivers for automating their processes.

METHODOLOGY

To assess process mining and RPA trends, ABBYY conducted a global survey of 400 senior directors, managing directors, owners and C-Level professionals with decision making capabilities within their organization. Survey participants were from organizations with 50+ employees and were located in the US, UK, France and Germany. Respondents represented six industries: banking/financial services, government, insurance, healthcare/medical, logistics, and transportation/distribution.

Opinium Research executed the survey in March 2020.

This report reveals average global results.



DEFINITIONS

PROCESS MINING

is defined as the use of analysis software to discover and analyze processes using business data.

ROBOTIC PROCESS AUTOMATION

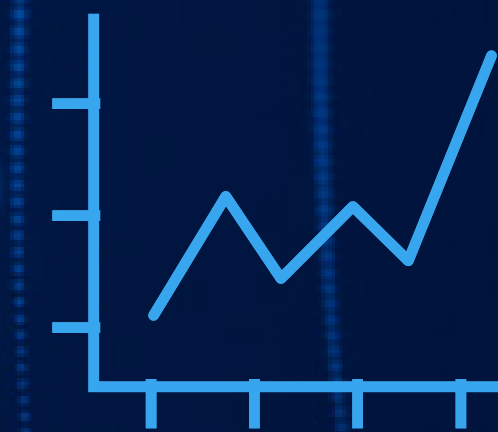
is defined as software robots or digital workers that emulate and integrate the actions of a human interacting within digital systems to execute a business process.

PROCESS PERCEPTIONS

While most organizations state they follow business processes, 60% frequently deviate from them to meet customer needs.

More than a third (39%) think processes are rigorously adhered to, however half (50%) see it as mostly followed, meaning there are deviations and exceptions. This is reflected when asked about how work is completed at their organizations, where 60% said processes were not always strictly followed.

The most popular reason given as to why processes were not always strictly followed was that employees may deviate to meet customer needs with one in two (51%) agreeing with this. This was followed by the processes being too complex (37%), and process standards not being fully defined (27%).



39%
think processes are rigorously adhered to

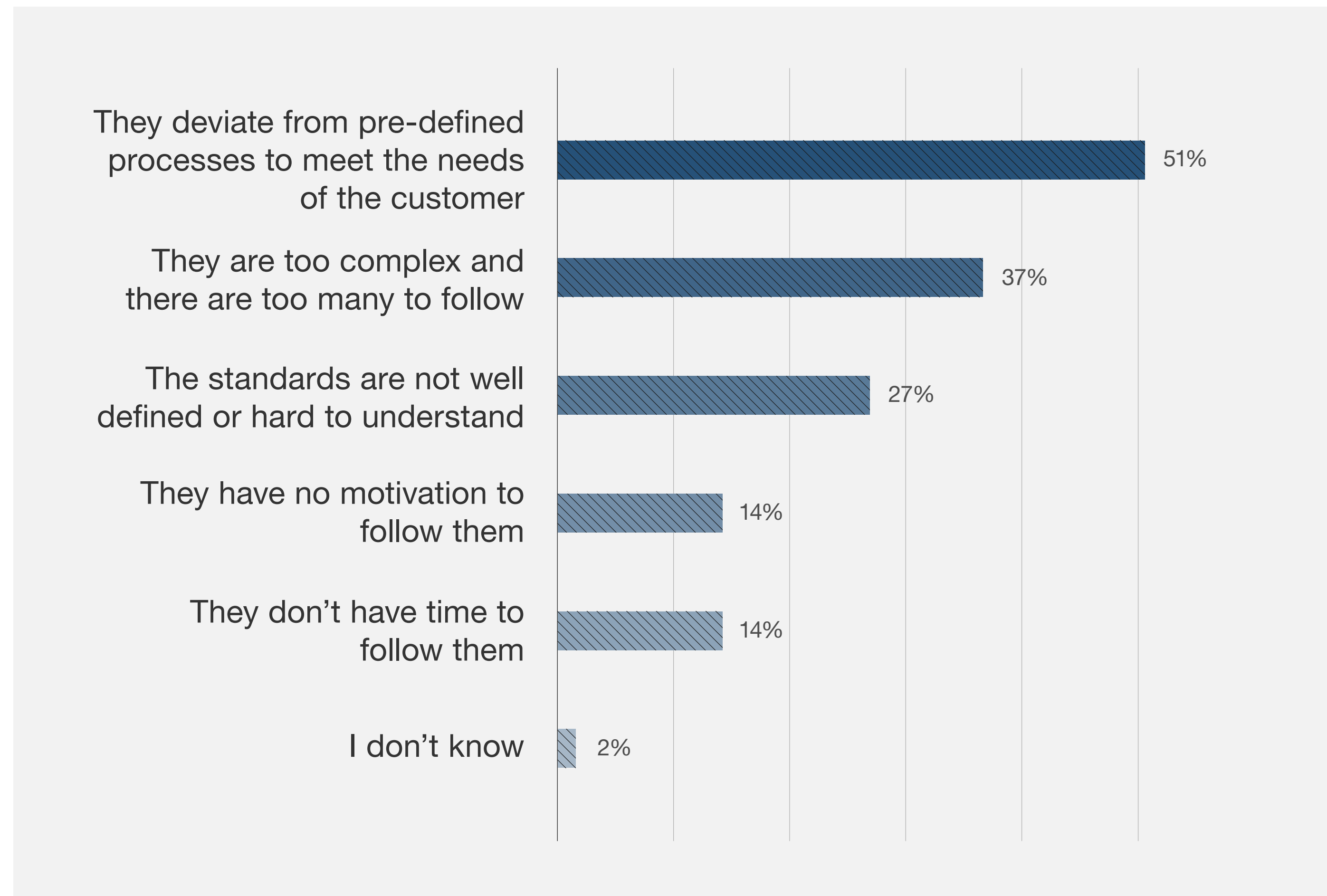
50%

see it as mostly followed, meaning there are deviations and exceptions



PROCESS PERCEPTIONS

Why do you believe employees don't always follow processes strictly?
Tick all that apply

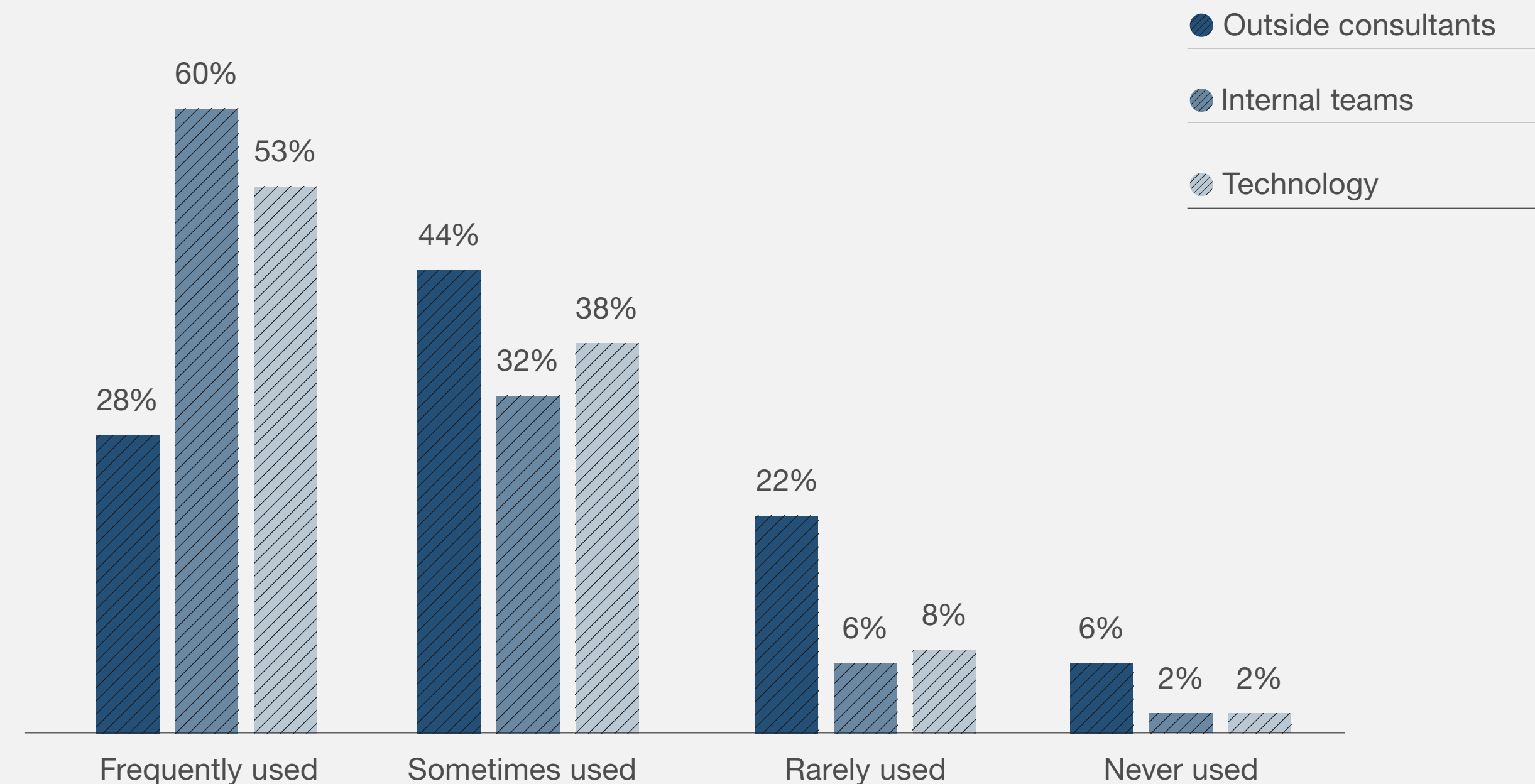


PROCESS PERCEPTIONS

When asked how they analyze process efficiencies, organizations frequently use internal teams and technology to gain insight into their processes.

With respect to the tools used to discern internal processes, the majority of companies used internal teams (60%) and technology (53%). Outside consultants were relied upon less often, with 28% employing these frequently and 72% employing these frequently or sometimes.

HOW FREQUENTLY TOOLS ARE USED TO GAIN KNOWLEDGE ABOUT PROCESSES



The need for companies to engage with consultants in addition to using internal teams and technology for process insight indicates better technology tools are needed.

STATE OF PROCESS MINING

65%

of companies are currently using or are in early stages of adopting process mining

Companies realize they need better insight into business-critical and customer facing processes. Those who are passive in understanding their processes risk operational inefficiencies and poor customer experiences.

STATE OF PROCESS MINING

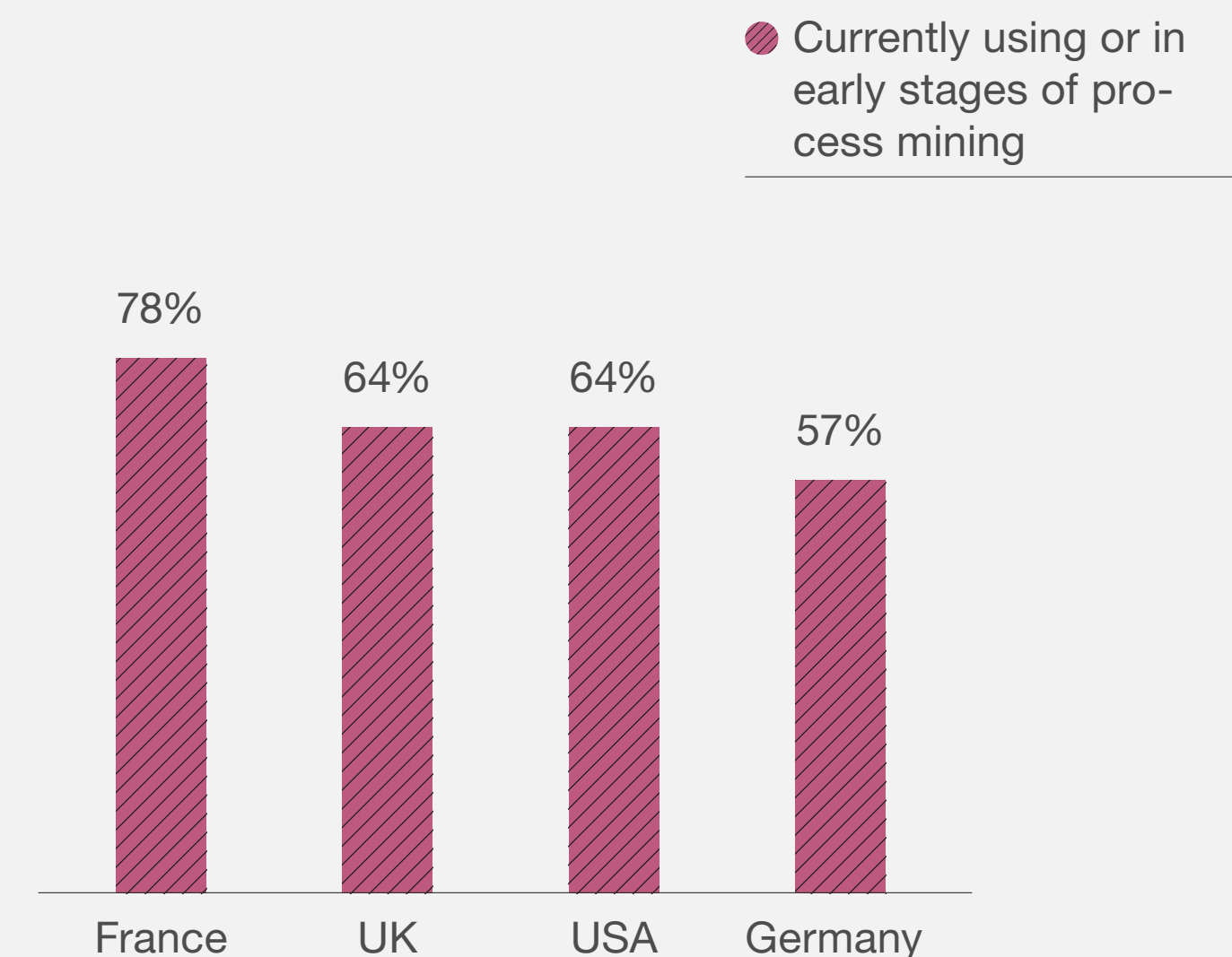
The majority of companies surveyed currently have some form of process mining capabilities. Respondents in France lead the way in terms of process mining, with three quarters of companies (78%) already using such tools.

42% thought that process mining would be helpful for analyzing behaviors, while 40% thought that it would be helpful for understanding how their processes worked.

The processes for which respondents thought process mining would be most beneficial are:

- Financial planning – 45%
- Improving customer experience – 45%
- Improving logistics decision making – 42%
- IT service management – 41%

CURRENTLY USING OR IN EARLY STAGES OF PROCESS MINING



STATE OF PROCESS MINING

Common ways process mining improves these operational areas:

Financial planning

Gain better visibility of invoice processing status, identify bottlenecks with purchase orders, and have better access and insight into data for more accurate financial forecasting.

Improving customer experience

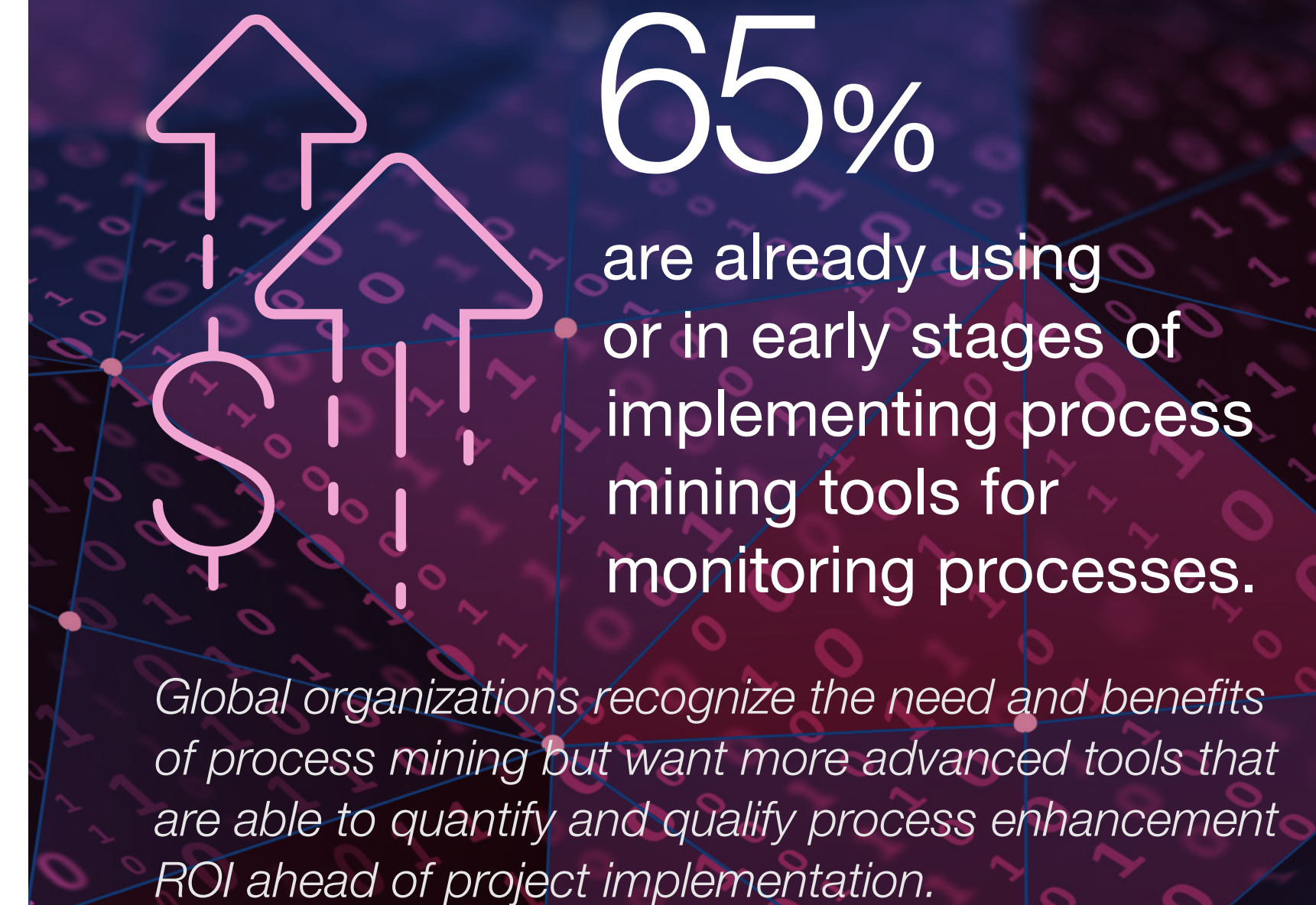
Gain insights into the "as-is" customer journey throughout the organization's entire process ecosystem in real time, from onboarding to cross-promotions to customer inquiries and problem resolution to sustain customer satisfaction and prevent backsliding.

Improving logistics decision making

Monitor vendor performance, predict potential deviations of orders, low inventory, shipment delays, and distribution system inefficiencies to better understand and monitor the occurrences that cost time and money.

IT service management

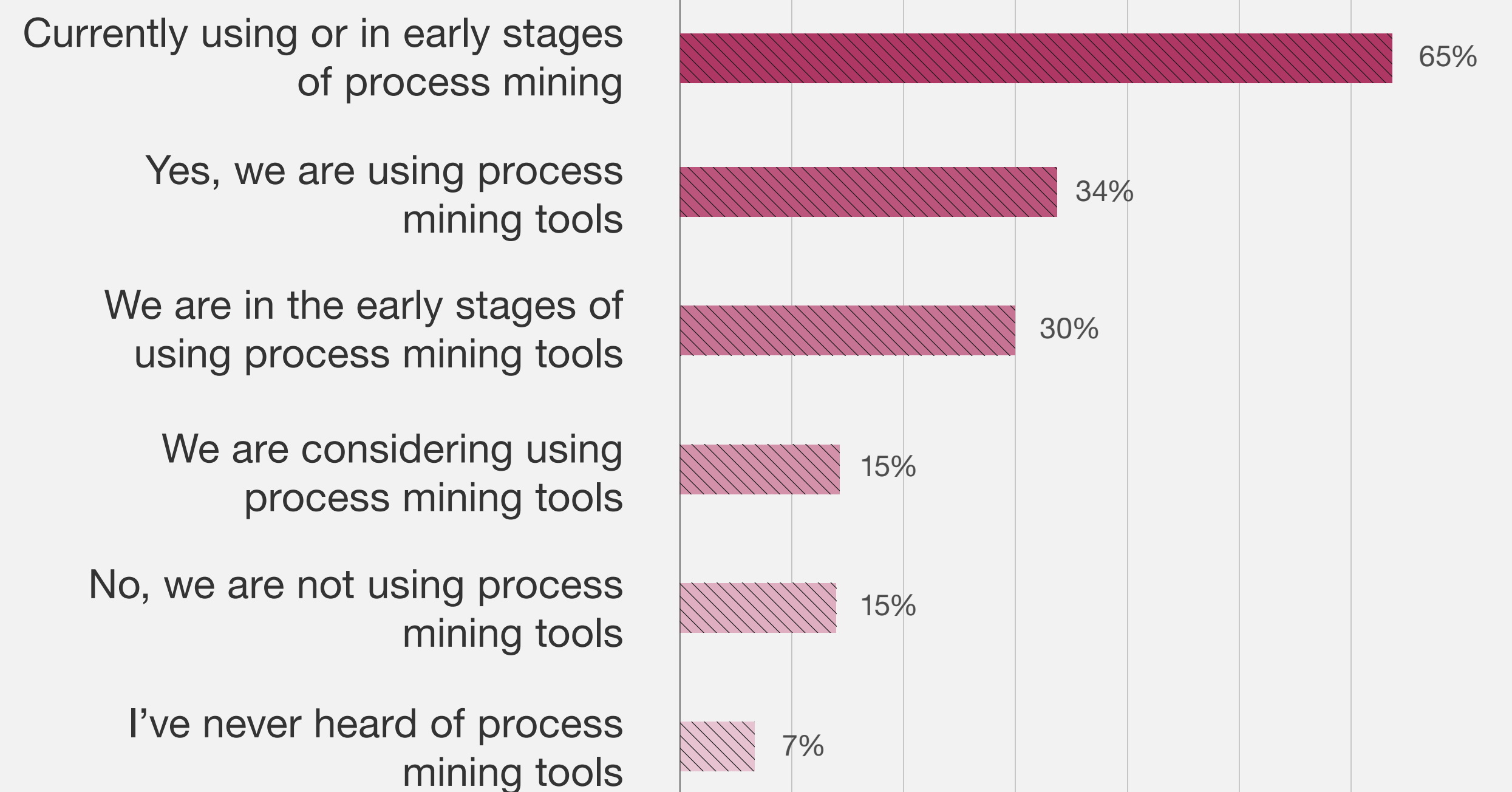
Monitor processes and procedures during the implementation, improvement and support of customer-oriented IT services to continuously improve and ensure IT customer service is in alignment with business goals.



STATE OF PROCESS MINING

Do you currently use process mining in your organization?

Process mining is the use of analysis software to discover and analyze processes using a business's data.



STATE OF ROBOTIC PROCESS AUTOMATION

64%

of organizations are using
or intend to start using RPA
in the next 12 months

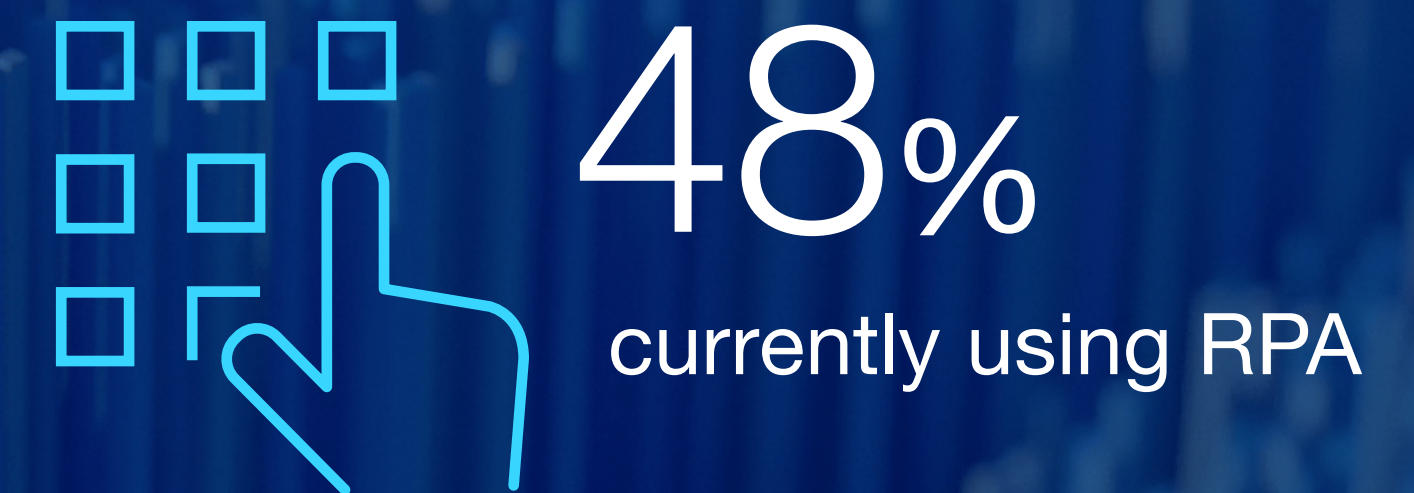
STATE OF ROBOTIC PROCESS AUTOMATION

A majority of companies are moving forward with their digital transformation initiatives using RPA as their automation accelerator, but they need to be cautious that they may fail if they do not understand how their processes function.

A vast majority of respondents do intend to implement RPA, and a third (33%) have already put them in place. Those in financial services are most likely to be currently using RPA with nearly half (48%) already using them with a further 30% planning to implement such technology in the next year.

Of those currently using or with immediate plans for RPA, the majority of RPA projects are still in their infancy with 68% either currently still evaluating or developing pilot projects. One-third of organizations in the UK and Germany have RPA projects in production or have automation projects already deployed (32% and 34% respectively). Within these organizations with experience of RPA, three quarters (73%), have said that they have high level or deep understanding of their intended automation processes.

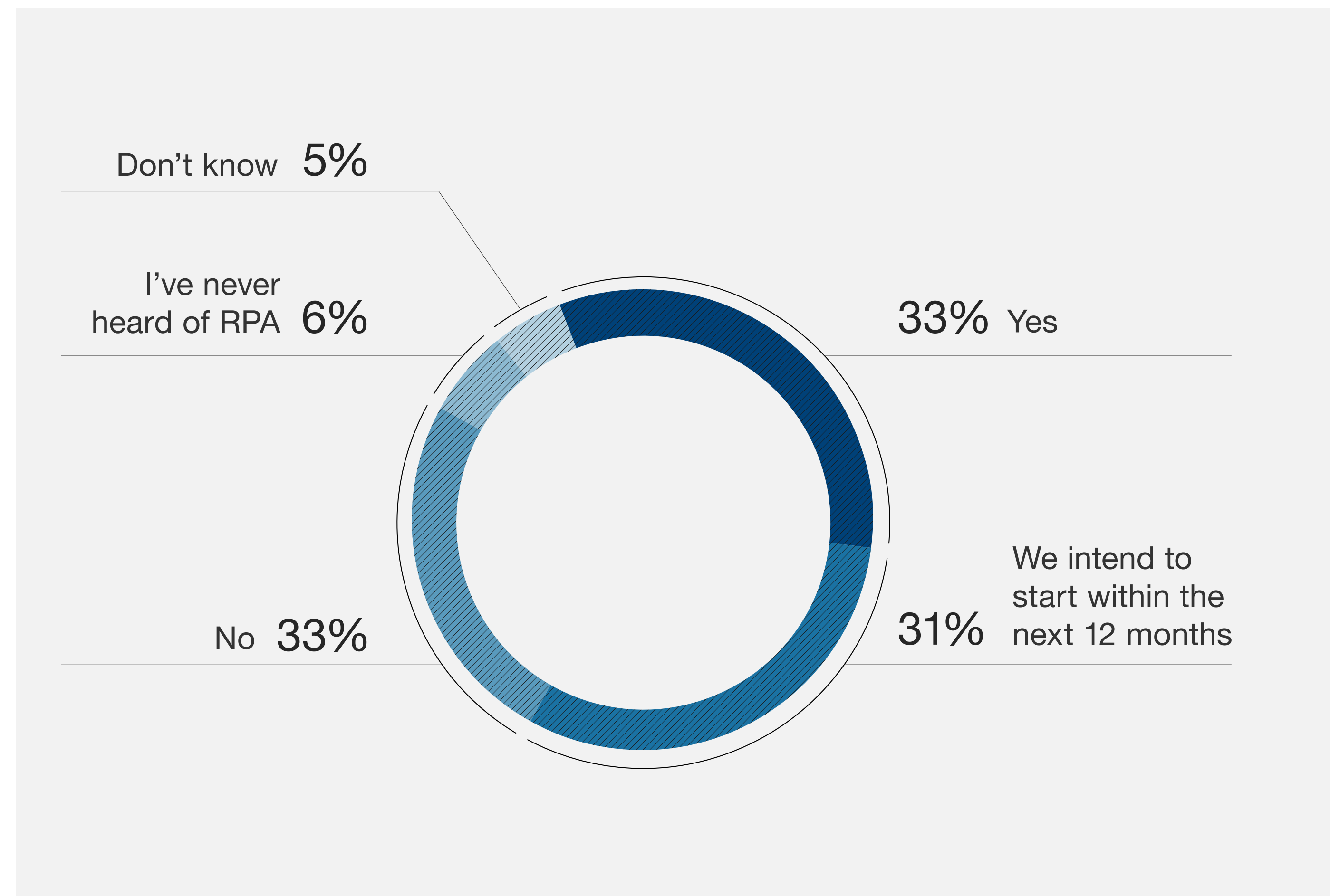
In addition to this, of the organizations currently using RPA, the time that organizations take in order to set up and implement RPA is on average 8.7 weeks.



STATE OF ROBOTIC PROCESS AUTOMATION

Do you currently use RPA in your organization?

Robotic Process Automation (RPA) is software technology that automates business process activities by utilizing software robots that mimic the steps human employees take to accomplish a wide range of tasks.



STATE OF ROBOTIC PROCESS AUTOMATION

The use of RPA has transitioned from being solely a task automation tool to being used to automate higher value processes.

If money were not an object, two out of five companies could see RPA as helpful to improving the customer experience. This was followed by 35% who thought that RPA could be beneficial for administrative tasks.

A third of organizations (33%) are currently using RPA primarily to improve the quality of their processes. This is followed by reducing operating costs and accelerating processes (24% and 23% respectively).



39%

thought RPA could be useful for improving customer experience

STATE OF ROBOTIC PROCESS AUTOMATION

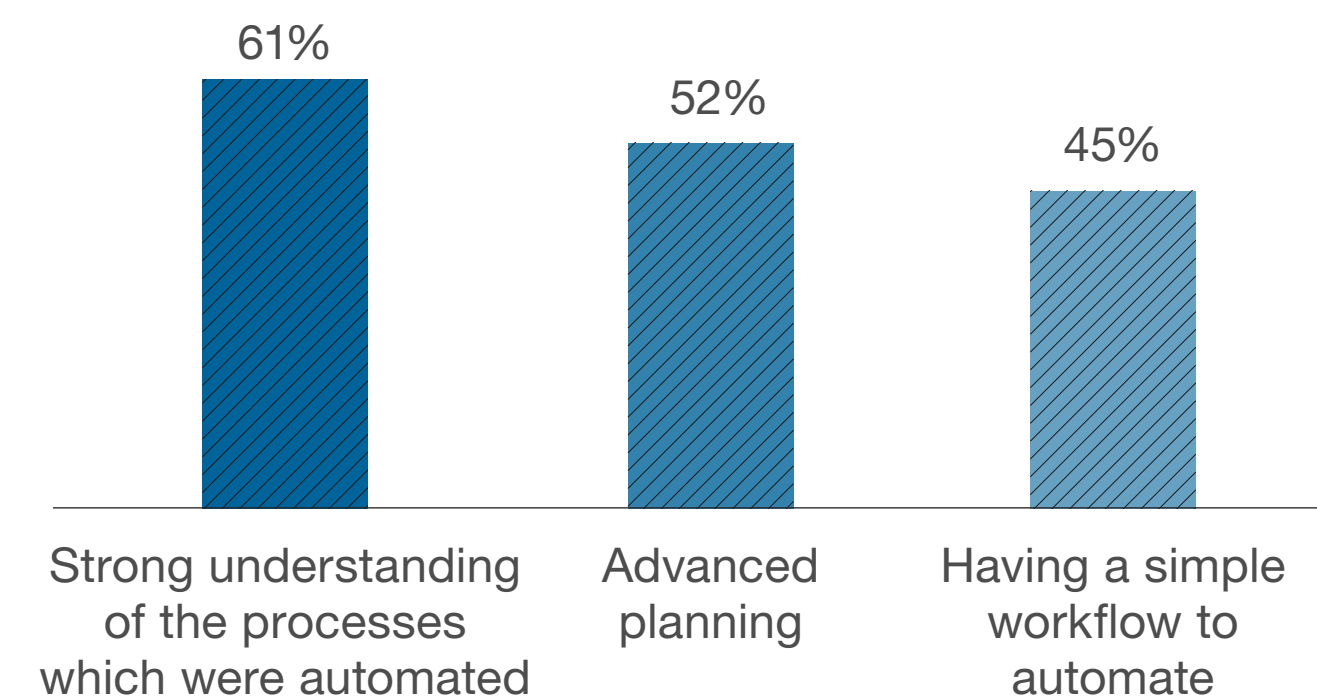
Assuming that cost was no issue, how do you think RPA would be helpful in your organization?
Tick all that apply



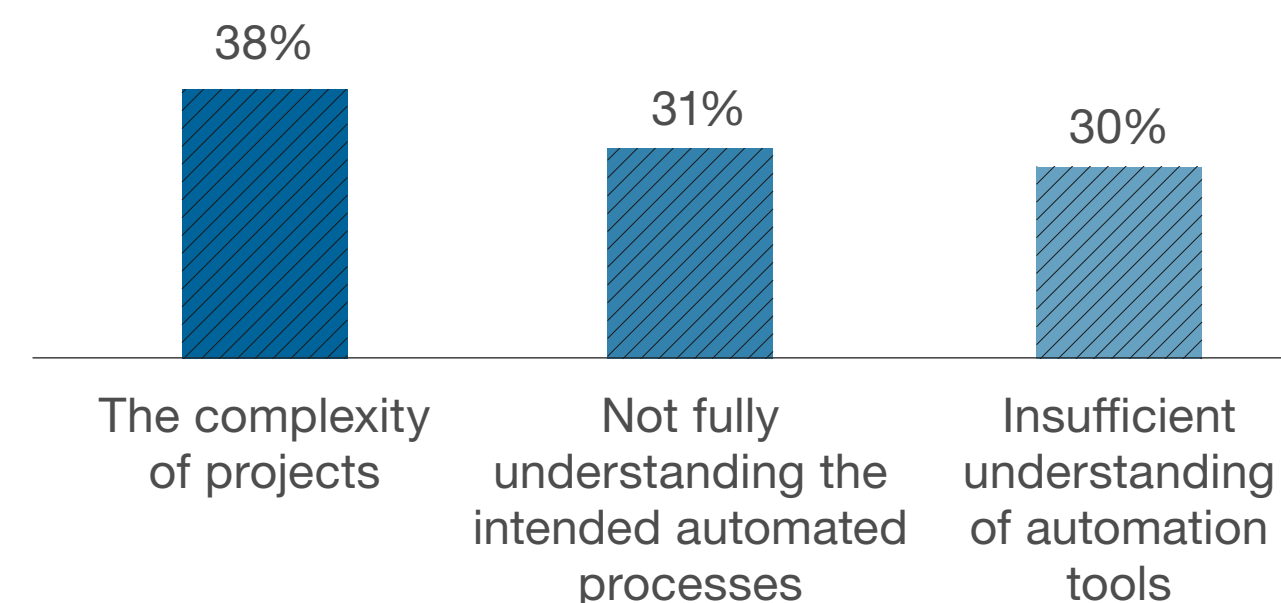
STATE OF ROBOTIC PROCESS AUTOMATION

The majority of attempted RPA projects have been successful when there was a strong understanding of processes.

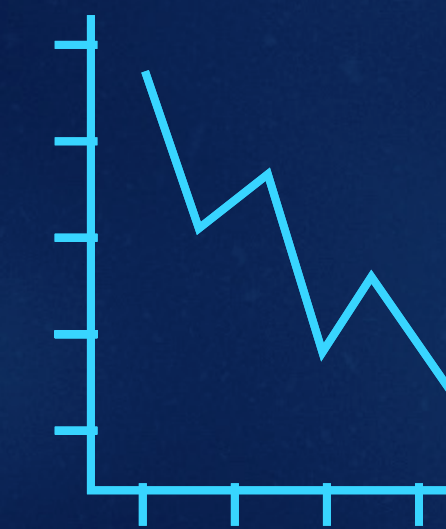
The key reasons given for the success of an RPA project were:



Conversely, the predominant factors that led to the failure of projects were:



With regards to how such RPA projects failed, just over half stated that these projects were expensive (52%), followed by requiring too much human intervention (44%).



69%

of the factors leading to RPA project failure are due to the complexity of projects and not fully understanding the intended automated responses

CONCLUSION

CONCLUSION

Most businesses are already implementing process mining technologies in some form and understand it is essential for business success. However, processes are more complex and variable than leaders think due to disparate systems, the plethora of data generated from both digital and physical sources, and human interactions. Furthermore, reasons processes were not followed included deemed necessary to better serve customer.

Similarly, most organizations are using RPA to automate and improve process efficiency. But success and failure are dependent on understanding process workflows.

During the global health crisis that forced companies to transition non-essential employees to work from home (WFH), leaders experienced first-hand how their business processes performed under trying circumstances. They are now evaluating how their processes perform, where improvements to automation need to be made and how to best execute changes. These survey results illustrate that leaders need more advanced Process Intelligence tools that enable them to take a process-first approach to their automation efforts, and the importance of having a complete understanding of the data living within process automation.



Leaders need more advanced Process Intelligence tools that enable them to take a process-first approach to their automation efforts.

ABOUT ABBYY

ABBYY IS A DIGITAL INTELLIGENCE COMPANY

We provide a Digital Intelligence platform that delivers a complete understanding of business processes and raises organizations' Digital IQ.

Our technologies are used by Fortune 500 companies

in finance, insurance, transportation, healthcare and other industries helping them make intelligent business decisions.

ABBYY is a global company with offices in 13 countries.

For more information, please visit www.abbyy.com/company

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