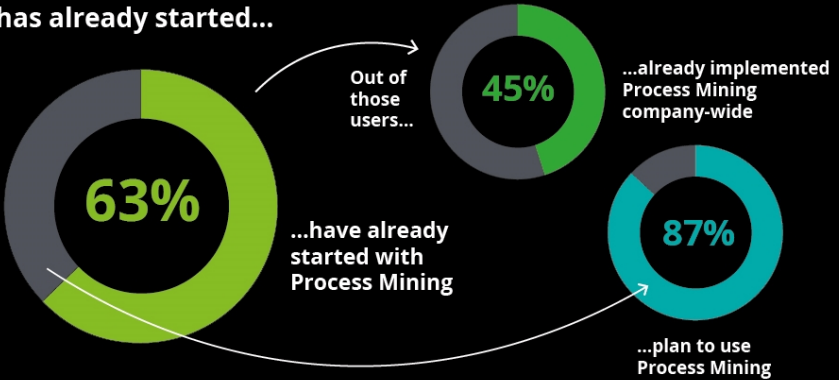


PROCESS MINING: ACCEPTANCE & ADOPTION

The majority has already started...

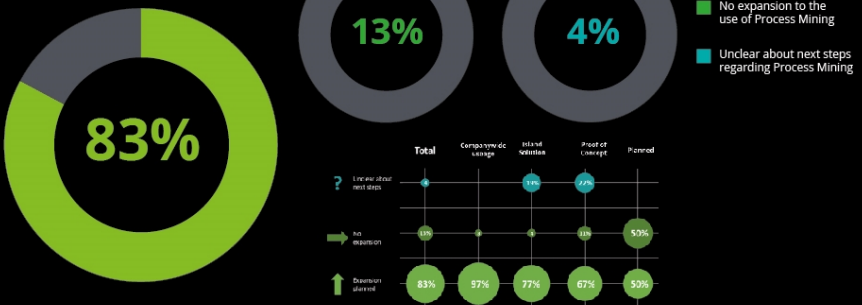
63% of the respondents have already started to implement process mining. However, there is still space for more, as currently 87% of non-adopters are planning to conduct pilot projects or are willing to try it out with a proof of concept.



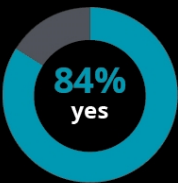
...and there is much more to follow

83% of companies already using process mining on a global scale plan to expand their initiatives, as do 77% of respondents that currently have island solutions and 63% of respondents that have recently launched a Proof of Concept.

What are your next steps?

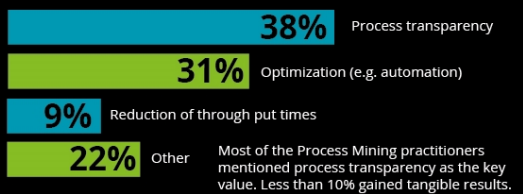


Delivering value?

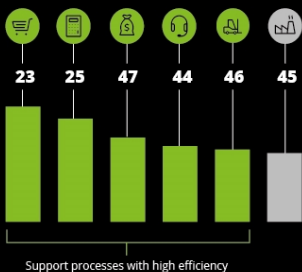


The key expectations of process mining are process improvement, transparency and cost reduction. 84% of the respondents believe that process mining delivers value.

How did Process Mining deliver value?

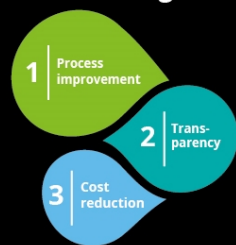


Processes to start with Process Mining



Support processes with high efficiency are the most common starting point of process mining. Most of the customers have started with processes that are straightforward and have highly standardized data sets. Popular starting points are purchase-to-pay and accounting processes, followed by order-to-cash and IT service management processes.

Key expectations towards Process Mining



Critical success factors for a Process Mining initiative



1 Cross-departmental alignment between IT and business



2 Data quality and transformation



3 Clear targets and value hypotheses



4 Leadership commitment



5 Dedicated resources availability