

PegaWorldiNspire

Process Mining in Action: **How Siemens Takes a Data**driven Approach to Process **Optimization**

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Welcome!



ANDREAS WIEGAND

Digital Transformation Expert,
Siemens



KLEBER STROEH

VP Process Mining,
Pega

Agenda

What to expect from this breakout

Introduction What is Process Mining?

Panel Fireside chat with lessons learned at

Siemens

Ask real practitioners questions about

Process Mining and its applications

Q&A

Introduction

Crash course on Process Mining





Process Mining Adoption is Accelerating Quickly

Enterprise companies are adopting process mining for cost reduction and automation

"By 2026, 25% of global enterprises will have embraced process mining platforms as a first step to creating a digital twin for business operations, paving the way to autonomous business operations." (Gartner)







Digital Footprints in the Sand

Data sources for Process Mining

- System logs (files, databases)
 - ERP
 - CRM
 - RPA
 - IT service management
 - Workforce management
 - IVR
 - Web servers
 - Apps
 - Legacy systems

Mapping Events Into Processes

Three fields:



Work_Order_Id	Start_Timestamp	Status	Туре	Assignee	Event_Cost_USD	
1	2018-04-04 21:34:35	Assigned	PC	Zachary Shepherd	112.85	
1	2018-04-05 03:13:08	Dispatched	PC	Zachary Shepherd	60.06	
1	2018-04-05 06:13:19	Received	PC	Zachary Shepherd	1.94	
1	2018-04-05 06:19:08	Accepted	PC	Zachary Shepherd	191.66	
1	2018-04-05 15:54:06	On the Way	PC	Zachary Shepherd	14.05	

That's all you need!

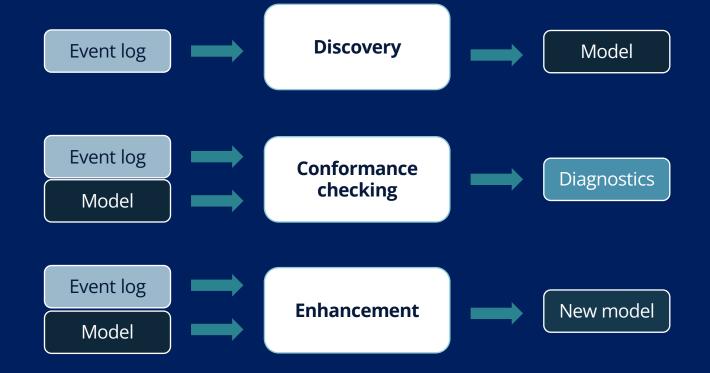
Mapping Events into Processes

Three fields:



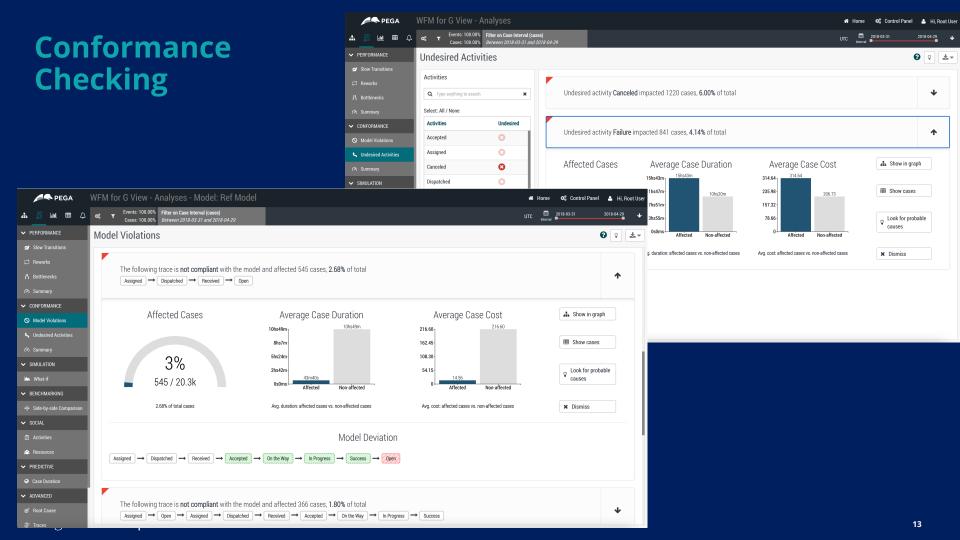
That's all you need

Types of Process Mining





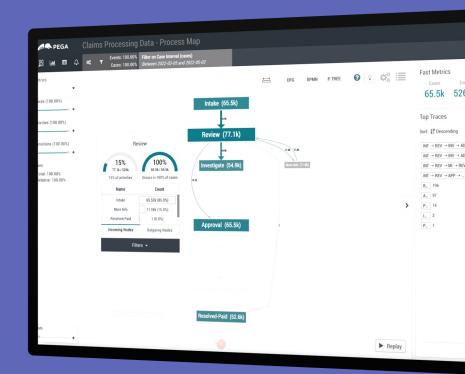
PEGA WFM for G View - Replay A Home 😂 Control Panel 📤 Hi, Root User os T Events: 100.00% Filter on Case Interval (cases) Cases: 100.00% Between 2018-03-31 and 2018-04-29 2018-04-29 **Discovery** ← Back Assiged (2) PEGA ☆ Home ☆ Control Panel A Hi, Root User Events: 100.00% Filter on Case Interval (cases) Cases: 100.00% Between 2018-03-31 and 2018-04-29 2018-04-29 DFG BPMN P. TREE 🔞 🗘 Fast Metrics Avg. Duration Total Duration X Traces (1.22%) 20.3k 162.4k 10hs33m 24y188d Accep@d (90) Assigned (26.4k) ◆ Activities (92.86%) Top Traces Sort: IF Descending ▼ Filter ▼ ← Transitions (30.88%) Dispatched (27.1k) ASS → DIS → REC → ACC → OTW → IP → SUC ASS _ 1.87k % Cases A. 830 Total: 81.54% A. 568 Relative: 81.54% Received (23.5k) A. 545 # Home 🔾 Control Panel 🚨 Hi, Root User Events: 100.00% Filter on Case Interval (cases) Cases: 100.00% Between 2018-03-31 and 2018-04-29 Accepted (18.4k) A. 210 X Traces DFG BPMN P. TREE 🕜 🚣 🖺 On the Way (16.4k) Open (13.8k) In Progress (16.0k) A. 141 A. 124 Total: 75.39% Relative: 75.39% Success (15.0k) D_ 89 P... 80 O $- \otimes - \otimes$ \leftrightarrow Δ 72 Q Zoom ► Replay PegaWorldiNspire

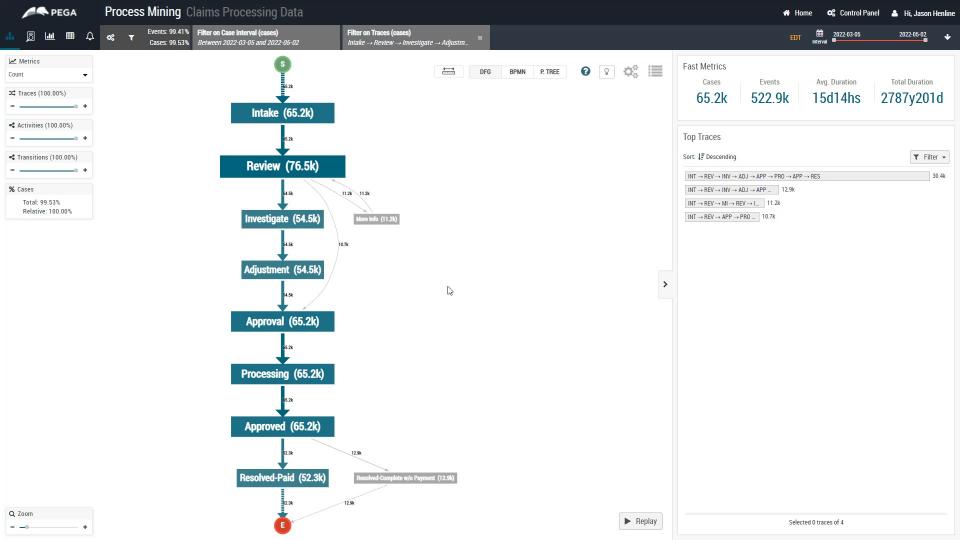


PEGA A Home Control Panel A Hi. Root User Events: 100.00% Filter on Case Interval (cases) **Enhancement** Cases: 100.00% Between 2018-03-31 and 2018-04-29 ✓ PERFORMANCE Bottlenecks P 2 ± - Slow Transitions Bottleneck at Accepted ocurred at approximately 2018-04-17 07:19:12, involving 279 events /\ Bottlenecks PEGA A Home 😂 Control Panel 📤 Hi, Root User Date: 2018/04/17 A Show in graph o_a T Events: 100.00% Filter on Case Interval (cases) Cases: 100.00% Between 2018-03-31 and 2018-04-25 Activity Distrid Maximum value: 279 UTC 2018-03-31 III Show cases ✓ PERFORMANCE Reworks **②** ♀ ±-Slow Transitions Look for probable ☐ Reworks causes Reexecution of activities within the trace Assigned Toispatched Received Rejected Topen Rejected Dispatched Received Rec 2018/04/12 2018/04/19 2018/04/22 2018/04/25 On the Way - In Progress - Success affects 830 cases, 4.08% of total, which add to 1y77d PEGA Control Panel 🐣 Hi, Root Use **▼** CONFORMANCE Events: 100.00% Filter on Case Interval (cases) Average Case Duration Affected Cases DASHBOARDS Dashboard - New Dashboard ≛ ▼ Edit Mode D 10hs27m 9hs35m Process Overview 6hs23m-Response Time **Execution Time** ✓ SIMULATION new dashboard Avg.: 10hs50m Avg.: 1hs16m 3hs11m-Mhat-if INSIGHTS 830 / 20.3k Affected Non-affected ▼ BENCHMARKING Assigned (26.4k) Avg. duration: affected cases vs. non-affected cas V METRICS 4.08% of total cases ✓ SOCIAL Dispatched (27.1k) a Resources City Type Reexecution of activities within the trace Assigned Open Assigned Dispatched # Case Event Count ✓ PREDICTIVE New York City.. Roadside Assi. cases, 1.80% of total, which add to 1y152d Received (23.5k) Los Angeles Maintenance Electrical Houston > MAIN COLUMNS Philadelphia Tech Services. ✓ ADVANCED Dallas Accepted (18.4k) San Diego > OTHER COLUMNS Austin-San Francisco... Locksmith-Reexecution of activities within the trace Assigned → Dispatched → Received → Open In December 358 cases 1.76% of total which add to 218d17ho en an en an en an en en en en en en en en On the Way (16.4k) Open (13.8k) Case Start Timestamp Top Traces In Progress (16.0k) ▼ Filter ▼ ASSIGNED → DISPATCHED → RECEIVED → ACCEPTED → ON THE WAY → IN PROGRE... 11.2k ASSL.. 1.87k Success (15.0k) A... 830 A., 568 Q Selected 0 traces of 903

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Demo





Applications & Business Value



Process optimization and automation



Operations management



Customer journey and experience



Process compliance, auditing, monitoring

Reduce costs by identifying bottlenecks, reworks and faulty processes

Improve customer and employee journeys and satisfaction

Increase revenue by pinpointing upselling and cross-selling opportunities

Mitigate/reduce regulatory or SLA penalties

Panel



Introducing Our Guest

Andreas Wiegand

- Siemens: Digital Transformation Expert
 - Since May 2019
 - Implementation of NLP for Case Classification (Pega Platform)
 - Business Analyst (BA) for O2C Processes
- Master's in applied Computer Science
 - Artificial Intelligence at the Otto-Friedrich-University Bamberg
- Bachelor's in Information Systems
 - Nuremberg Institute of Technology Georg Simon Ohm
- When not digitalizing, he is out in the nature, listening to podcasts and reading books



Fireside Chat with Siemens



Q&A

Dig Deeper Into the Power of Process Mining

Visit us at one of our three booths in the Innovation Hub to learn more about Process and Task Mining!

Check out our resources on Pega.com at pega.com/products/platform/process-mining

