



PegaWorld*i*nspire

JUNE 9-11, 2024 | LAS VEGAS

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

Kleber Stroeh, Pega
Andreas Wiegand, Siemens



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Welcome!



ANDREAS WIEGAND

*Digital Transformation Expert,
Siemens*



KLEBER STROEH

*VP Process Mining,
Pega*

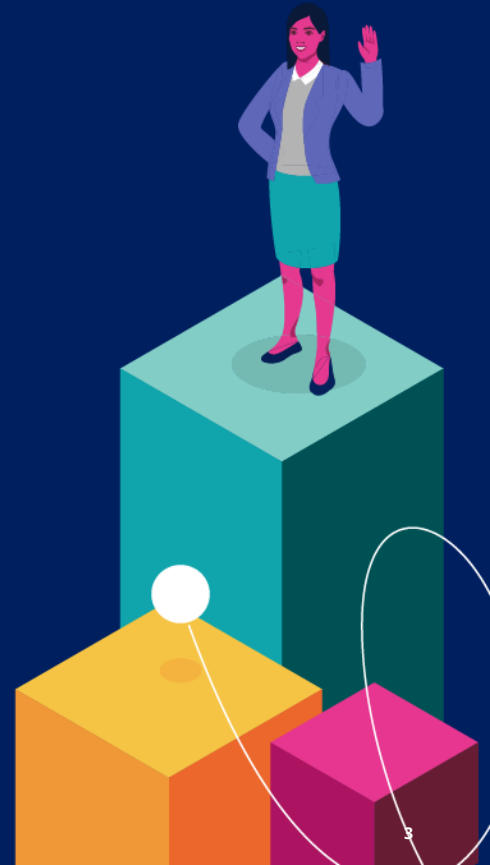
Agenda

What to expect from this breakout

Introduction What is Process Mining?

Panel Fireside chat with lessons learned at Siemens

Q&A Ask real practitioners questions about Process Mining and its applications



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)





**Process
Management**

Process Mining

**Data
Mining**



**Expectation
vs.
Reality**



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	Type	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:

Case ID	Timestamp	Activity	Type	Assignee	Event_Cost_USD	
	2016-01-04 14:35		PC	Zachary Shepherd	112.85	
			PC	Zachary Shepherd	60.06	
			PC	Zachary Shepherd	1.94	
			PC	Zachary Shepherd	191.66	
			PC	Zachary Shepherd	14.05	

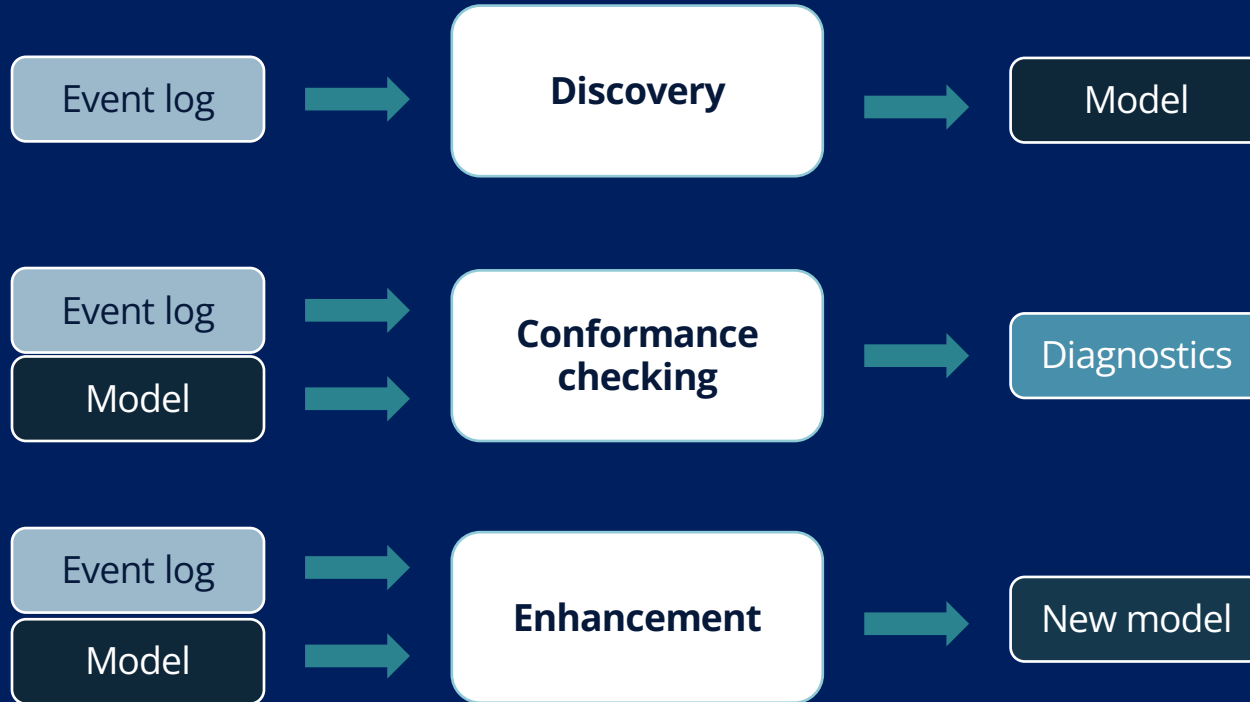
Identification of process instance
(i.e., ticket ID, purchase order number, customer ID)

Point in time when something happened

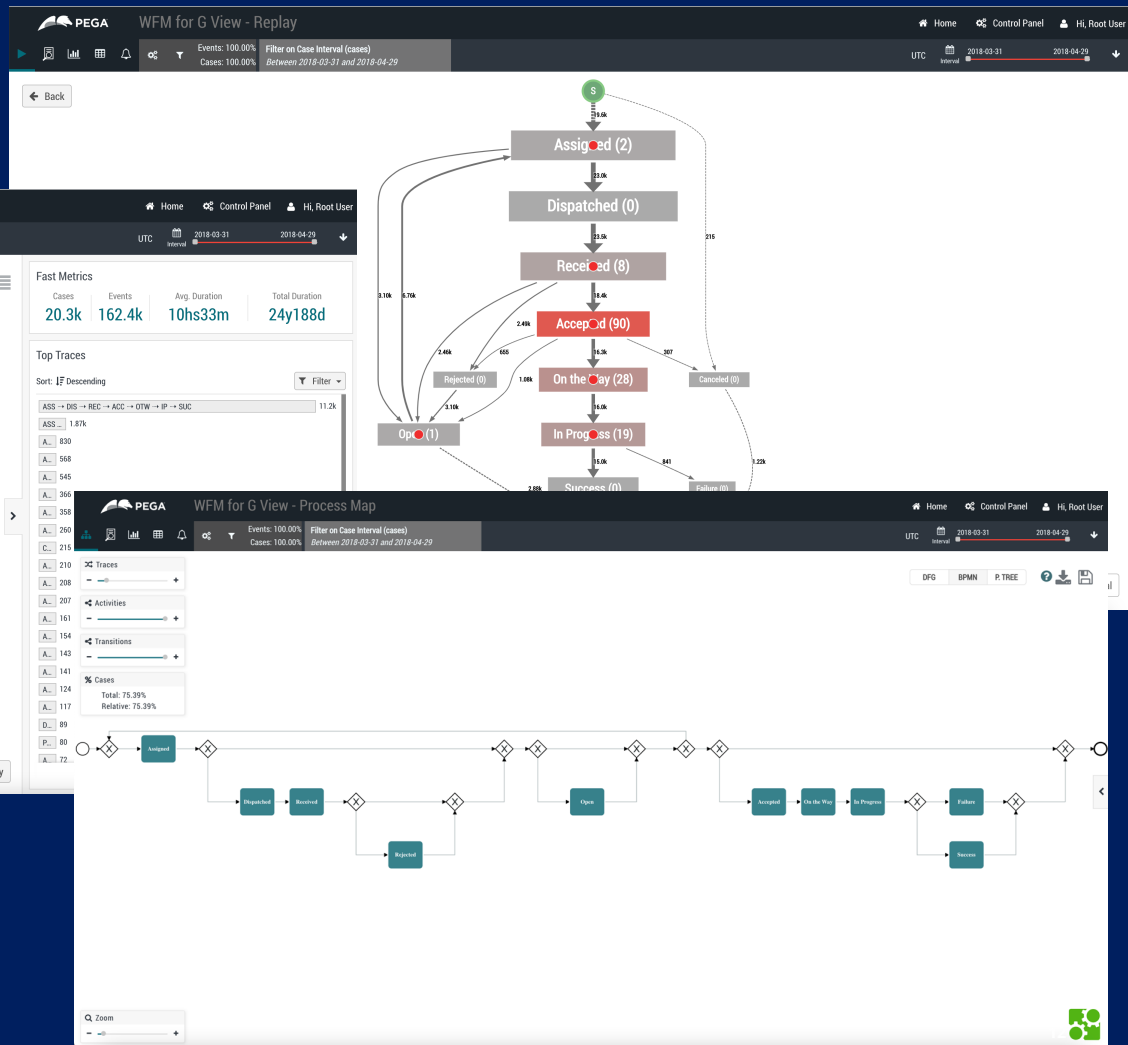
What happened
(i.e., stage, step, action)

That's all you need

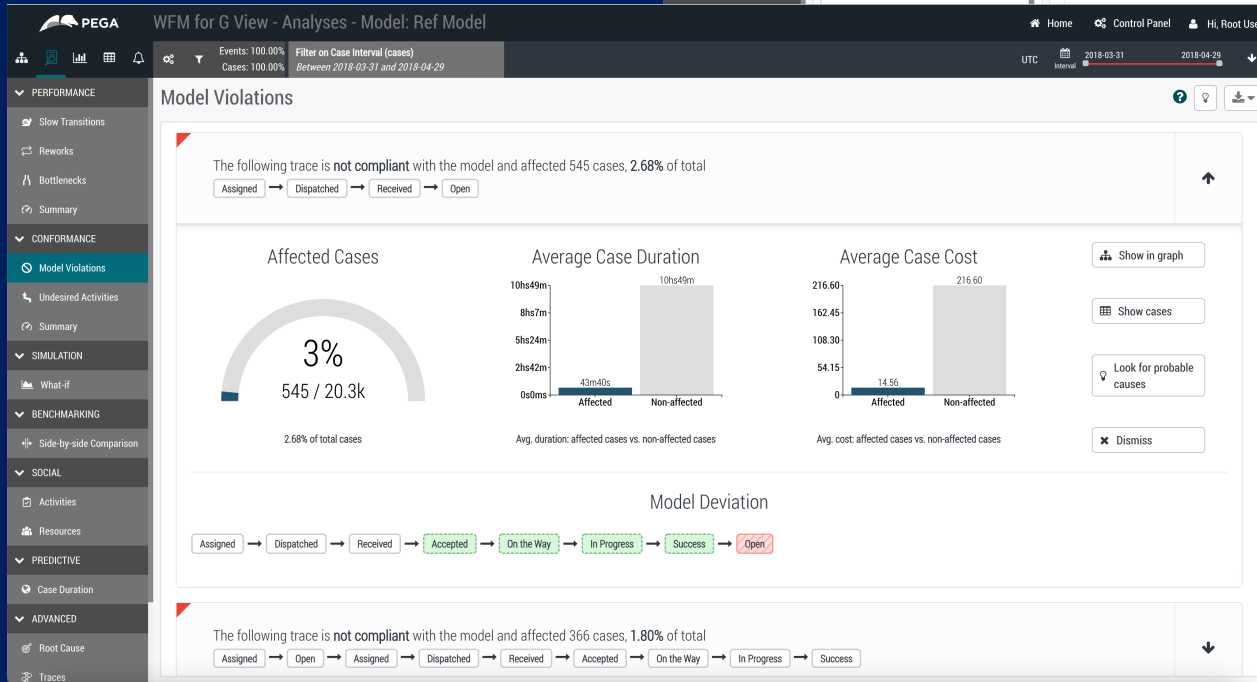
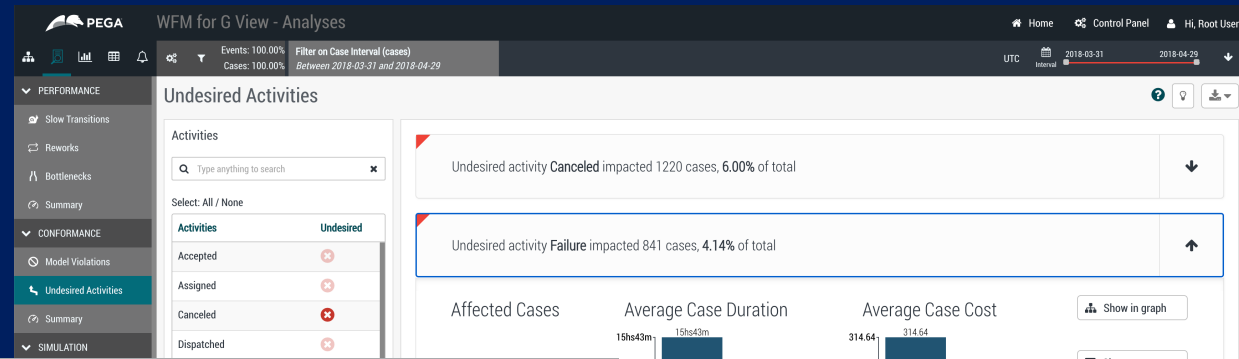
Types of Process Mining



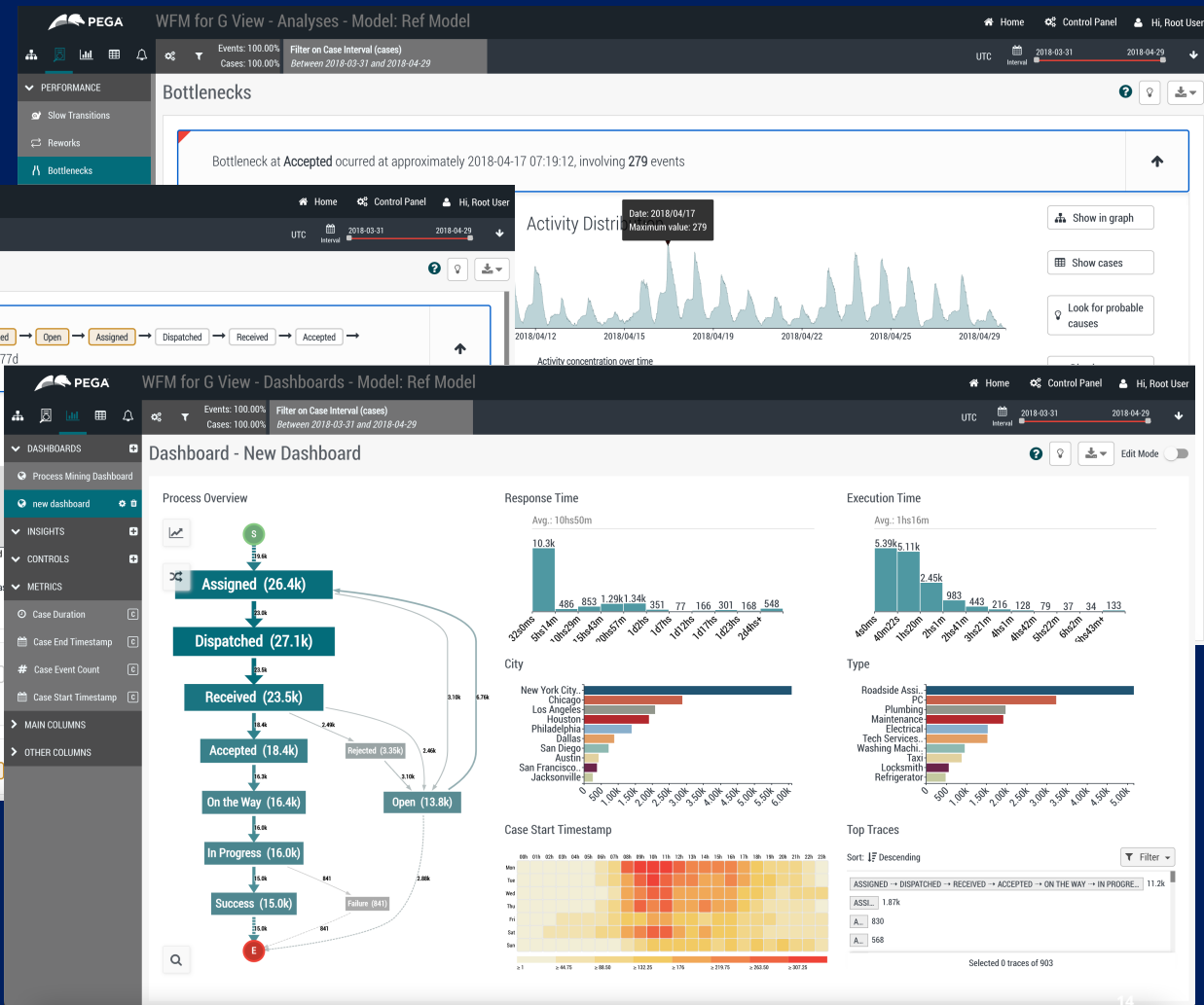
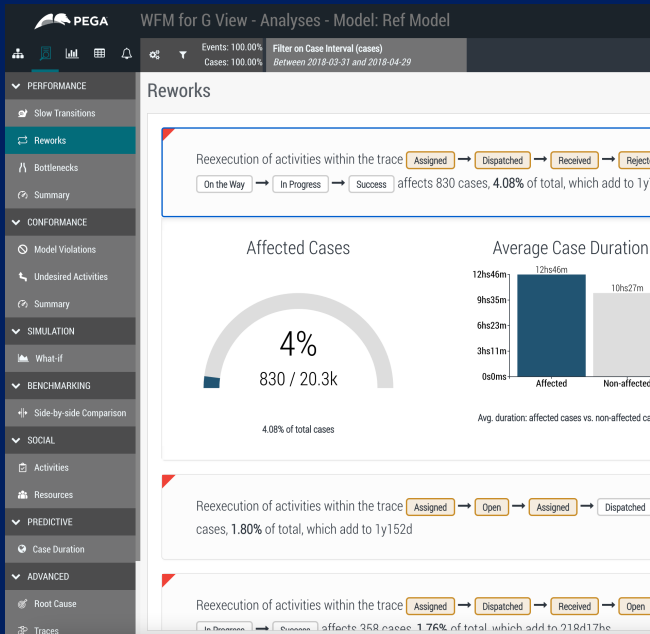
Discovery



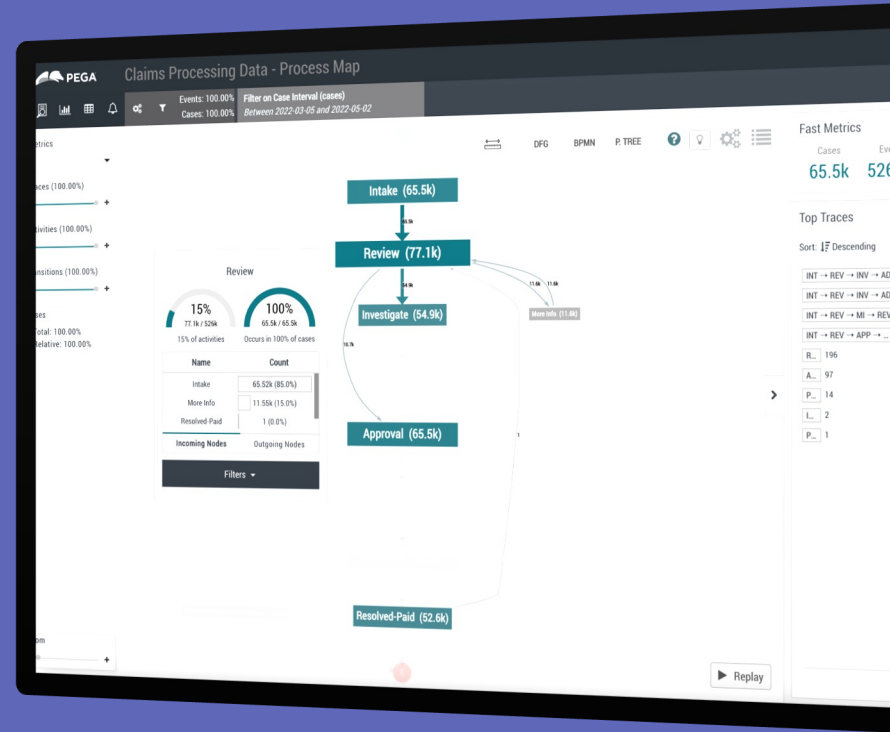
Conformance Checking



Enhancement



Demo



Metrics

Count

Traces (100.00%)

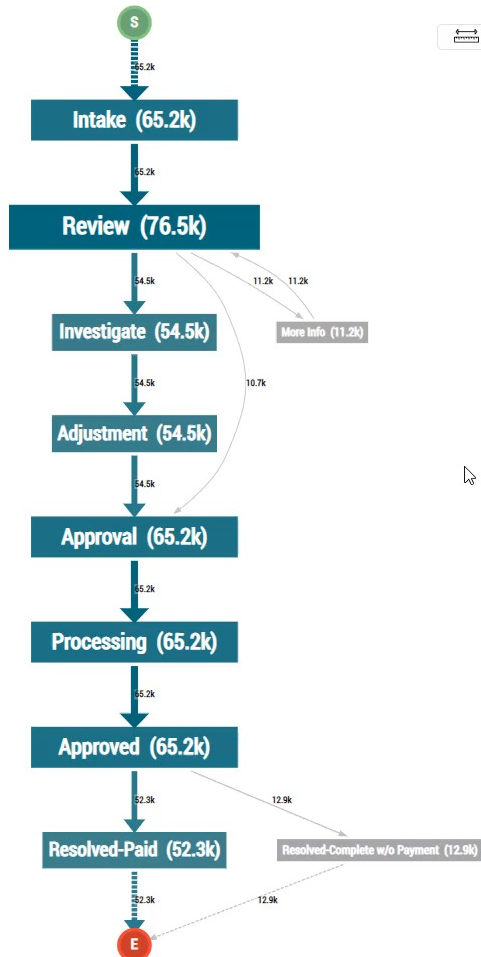
Activities (100.00%)

Transitions (100.00%)

Cases

Total: 99.53%

Relative: 100.00%



Fast Metrics

Cases	Events	Avg. Duration	Total Duration
65.2k	522.9k	15d14hs	2787y201d

Top Traces

Sort: Descending

INT → REV → INV → ADJ → APP → PRO → APP → RES	30.4k
INT → REV → INV → ADJ → APP →	12.9k
INT → REV → MI → REV → L_	11.2k
INT → REV → APP → PRO →	10.7k

Applications & Business Value



Process optimization
and automation



Operations
management



Customer journey
and experience



Process compliance,
auditing, monitoring

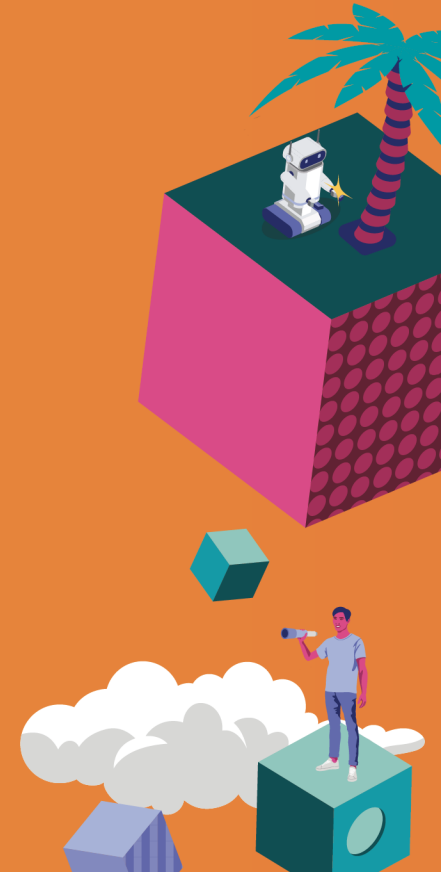
Reduce costs by identifying **bottlenecks**, **reworks** and **faulty processes**

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



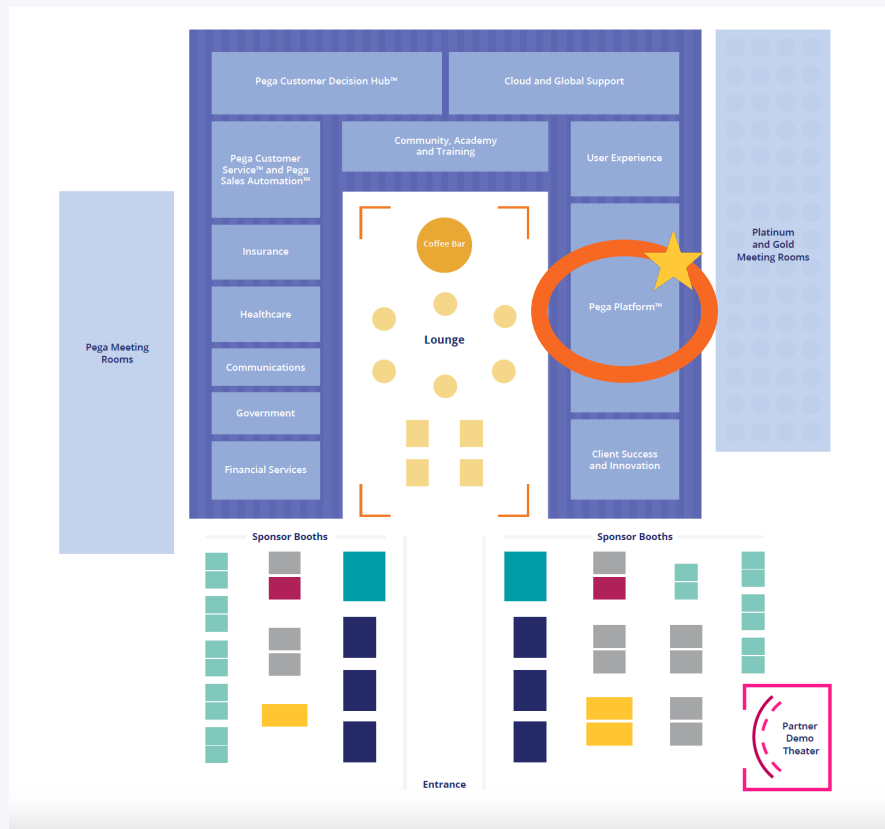
Q&A



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





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