



ONLINE PROCESS ANALYTICS DIGITALIZATION

.....
CONSULTING SERVICES





Business Processes now...

- Shorter cycle of improvement needed in businesses
- Process excellence is now embedded in organizational culture
- Complexity of processes is now much higher as a consequence of personalization and digitalization
- Higher degree of automation of processes

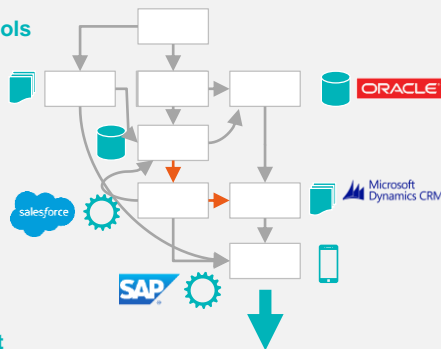
...yet, our old way is like this

- Subjective and partial
- Based on interviews and interpersonal skills
- Lengthy and iterative
- One-time understanding, not online

New way & Benefits: Online Process Analytics

- Objective and full deep dive
- Immediate
- Continuous improvement
- Leverage data
- Real Time / Online

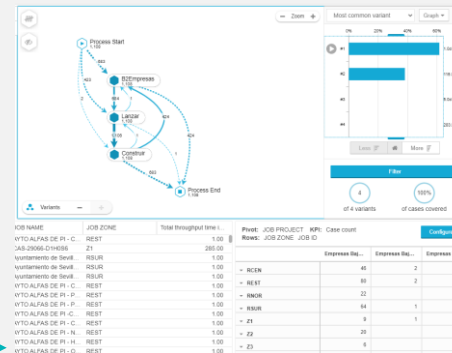
Process & IT Tools



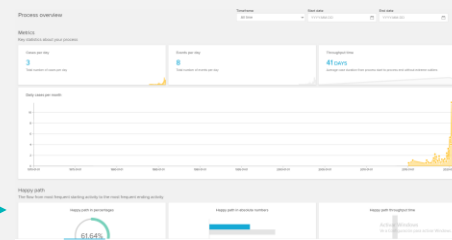
Digital Footprint

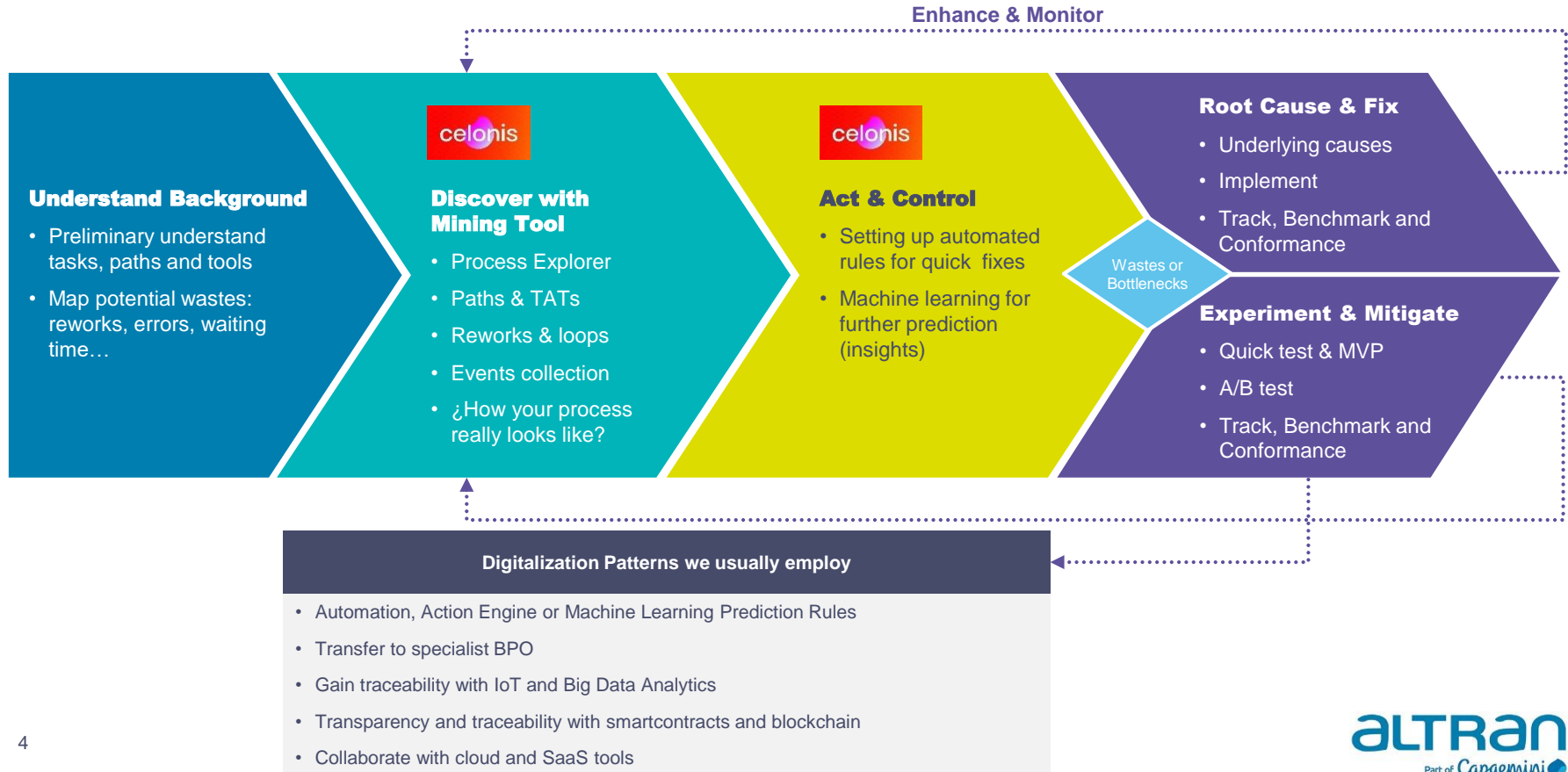
Order / Case / Project...	Task	Start Time	Further details
001	Order B	12-06-2019	MAD
001	Install	14-07-2019	BCN
...
980	Configure	20-06-2019	MAD

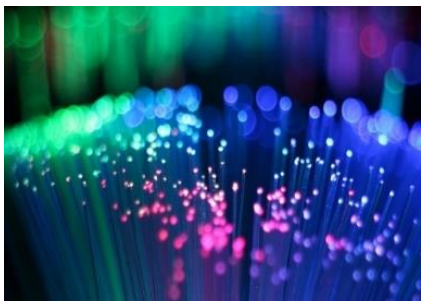
Reality of the Process Flow & Analysis



Drill to Analysis & Root Cause

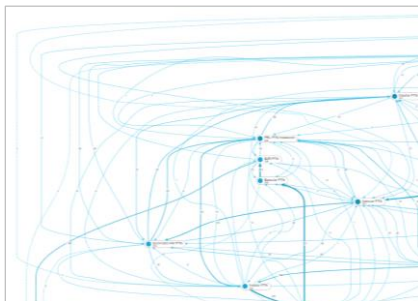






1. Understand Background

1. Workshop for a preliminary mapping of the flow of delivery and relevant metrics
2. Discuss potential wastes and challenge



2. Discover with Mining Tool

1. Collect logs from ERP and others
2. Transform and load logs
3. Reconstruct digital traces. Visualize
4. Draw metrics, i.e. throughput times, cases by task, reworks...
5. Identify reworks, errors, waiting...
6. Deep Dive to the weakest part of the process: *Scheduling in the installations of standard services*



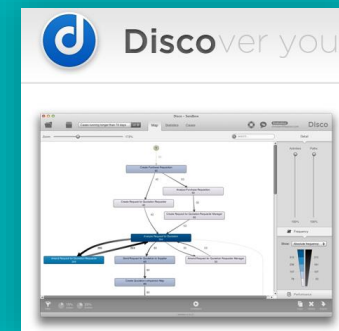
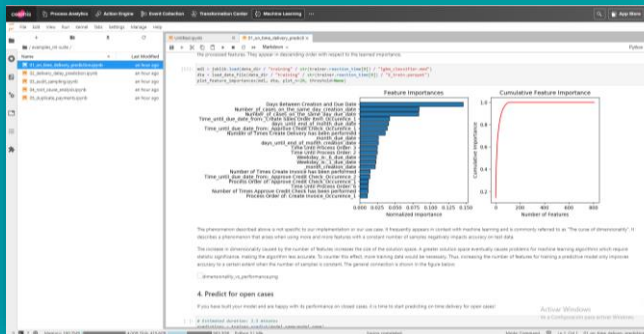
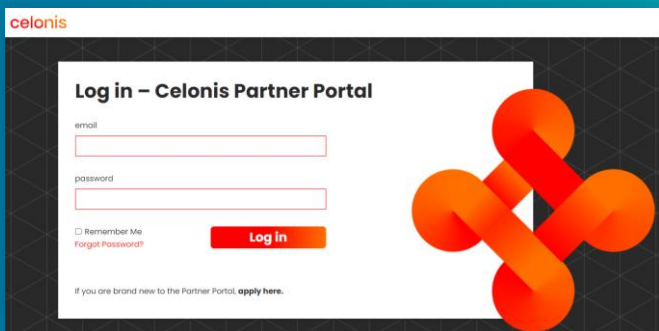
3. Act & Control

1. Process Analytics:
 - Added new features to the analysis to draw insights: vendors, regions, type of customer premises equipment, type of service and date features
 - Clusterization. Data mining
 - ML powered Root Cause Analysis



4. Enhance

1. Improvement: Anticipate thanks to Machine Learning
 - Classify Installation around certain predictive features
 - Define a failing prediction model
 - Backtesting of the model
 - Adjust the process to insert this model



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