Using intelligent digital technology to accelerate process efficiency and reduce risk
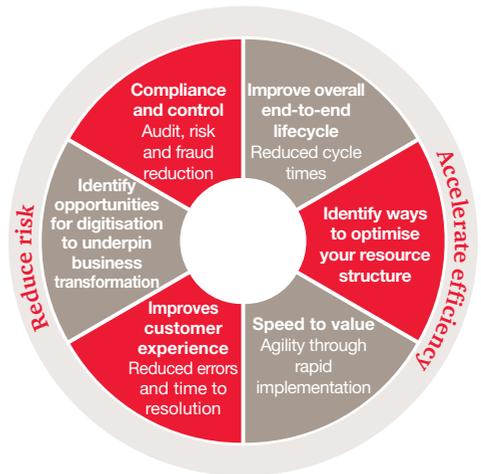
PwC's Process Intelligence

Process Intelligence analyses the data from your IT systems as used by your people in their day-to-day activities, and visualises what really happens in your business processes.

How well do you know your processes?

- Do you need to identify cost savings?
- Are you taking too long to deliver services or outcomes to your end users?
- Do you really know where and how your people are spending their time?
- Can you effectively identify what and how you can automate?
- Are you confident your processes are compliant?
- Do you really know what is happening and when?
- Can you identify the areas of biggest risk?
- Do you fully understand how data moves through your organisation?

Benefits to you

Reduce risk

Compliance and control Audit, risk and fraud reduction

Identify opportunities for digitisation to underpin business transformation

Improves customer experience Reduced errors and time to resolution

Improve overall end-to-end lifecycle Reduced cycle times

Identify ways to optimise your resource structure

Speed to value Agility through rapid implementation

Accelerate efficiency

pwc

Data-enabled approach

PwC's *Process Intelligence* services allow you to discover, monitor and improve *real,* not assumed or expected, business processes based on data available in today's information systems that support *your* people in their work. Such data now enables us to link transactions to the activities performed by your people. The analyses presented enable you to visually pinpoint issues and build improvement plans. Key views include:

1. Process discovery

The tool brings the actual process to life, comparing it to expectations and producing custom-made dashboards to aid analysis.

2. Visualising the real process
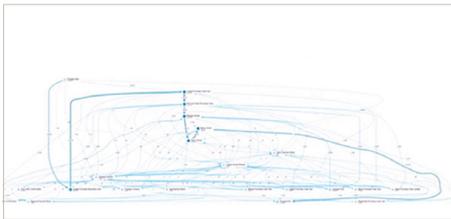
Identify inefficiencies to enable standardisation, and drive costs out.

3. Conformance check

The conformance checker shows how a process deviates from expectations and the associated impact.

4. Benchmarking

Compare your company's entities or locations to identify best practices.

5. Time analysis

Drill down into how long elements of your company's processes take and locations or products which do not meet expectations.
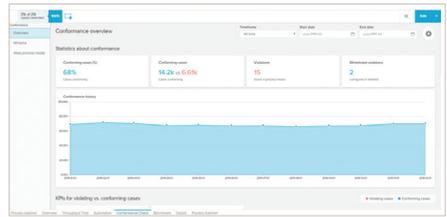
Utilising Celonis to drive process efficiency for our clients is a leading example of how PwC's Process Efficiency and Data teams are working together to deliver Intelligent Digital tools and solutions to the market.

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