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Process Intelligence

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What's on your mind?

Organisations today face a range of pressures brought on by the need to comply with changing regulation, an evolving risk landscape and growing competition.

As a result, understanding the complexities of how your processes and operations can impact overall business performance is essential.

The digital revolution is now enabling more businesses to be agile in the way they manage their end-to-end processes, as well as providing greater understanding and in-depth insight into maximising productivity and the way that companies function.

Developing strong Process Intelligence therefore offers a range of benefits to organisations, but in the current climate of uncertainty, for many there can be challenges around knowing where to begin and how best to achieve this aim.

Through discussion with our clients, PwC has identified a number of common themes relating to the beneficial impact of Process Intelligence solutions when put into practice.

Some of the responses we've received to date include:

"In times of the digital revolution, streamlined processes are a key competitive advantage, our processes are becoming more and more transparent, so that we can identify complexities and selectively optimise processes."

"Since we implemented Process Intelligence, we have improved our core processes, such as master data management, and reduced throughput times by 30 per cent. A great success."

"We calculated that the five most crucial rework activities correspond to 38 full-time employees who used to work on correcting input errors."



Our point of view

At PwC, we believe that adopting a data-enabled approach to process management ensures organisations can identify, monitor and improve the real processes that individuals within a business use on a daily basis.

The widespread uptake of IT and other data-reliant systems within businesses means there is now a wealth of information for companies to draw upon to improve their overall levels of efficiency and to better monitor and reduce their exposure to risk.

Analysis of this information is key to the delivery of increased performance and can provide insight into a range of business-critical areas. Through increased transparency in operations, companies can be sure they are acting in compliance with all regulatory requirements, while at the same time understanding the

exact steps involved in businesses activities and gaining full visibility into how data moves through their organisation.

Understanding the real flow of information throughout your operations is paramount in ensuring the removal of bottlenecks and in assuring quality of services, as well as in the demonstration of compliance and to detect anomalies or fraud. At the same time, identifying and understanding gaps in operational effectiveness will reduce organisational risk and ensure all processes are being correctly reported to regulatory bodies.



What good looks like

Knowing what good looks like is integral to understanding the benefits that support from PwC can provide.



When working alongside our experienced teams in Process Intelligence, our clients are supported with:

Data-enabled insight

PwC's Process Intelligence services draw on real data from within your organisation to effectively highlight areas of potential improvement within your process structure. Understanding the flow of information and analysing process performance against expectations can deliver lasting transformational change.

Visualisation of internal diagnostics

Clear and visual analysis enables issues within process implementation to be quickly and easily identified. Measures can then swiftly be put in place to deliver to ensure processes run more optimally in future.

Continuous improvement

The Process Intelligence methodology of scoping, analysis, design and implementation of changes, diagnostics and benefit/further action assessment creates a cycle of continuous improvement in delivering enhanced operational performance.

Track record of success

We have extensive experience in the delivery of Process Intelligence solutions for our clients. Our support has helped to deliver a wide array of success stories, including:

- We documented and compared front-to-back processes across different locations and regions for a global bank. We identified control weaknesses and provided recommendations for standardisation.
- We reviewed the design, implementation and operation of controls for a global bank that covered requirements from multiple jurisdictions and Regulatory areas including Volcker, Trade and Transaction Reporting (MiFID) and the European Deposit Guarantee Scheme (EDGS).
- We supported controls reviews to address potential market abuse and rogue trader risks for a major investment bank.

Services we can provide

At PwC, we offer a range of services designed to enhance the day-to-day activities of teams and to create clear visualisation of internal processes to boost efficiency.

Our services include:



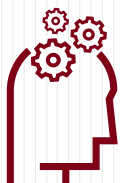
Process discovery

We define a use case and extract activity-related data to identify a full process map. Our IT tools then bring the process to life, comparing it to expected ideals and producing a custom-made dashboard to aid analysis.



Process visualisation

Inefficiencies within the real-world process can be easily identified based on a visualised process map. This can then help in standardisation across an organisation and to drive costs down, providing 100 per cent clarity into process activities.



Conformance checking

Our conformance checking tools can reveal how existing processes differentiate from the ideal/expected way of working, as well as highlighting the impact of these changes on wider operations.



Benchmarking


We offer benchmarking tools against other businesses in your industry and in specific locations to help clients to identify best practice.



Time analysis

By successfully drilling down into the time required to complete individual elements of processes, our tools can help to identify hold-ups in the flow of data and support future improvement.

What you gain



Organisations that understand and embrace the importance of adopting enhanced Process Intelligence strategies will be the ones most able to benefit from both a reduction in risk and improved efficiency.

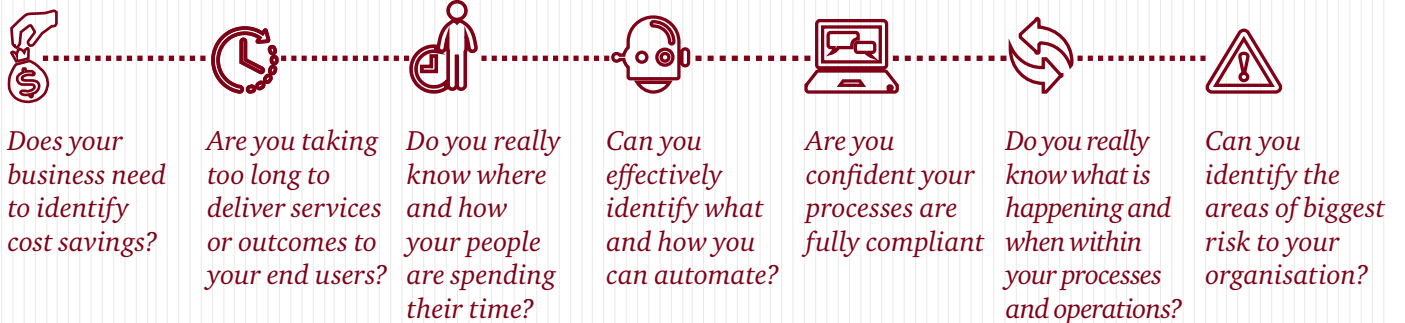
More specifically, these key benefits include:

- Enhance compliance and control – Audit, risk and fraud reduction
- Identify opportunities for digitisation to underpin business transformation
- Improve customer experience through reduced errors and time to resolution
- Speed to value – Enhanced agility through rapid implementation
- Identify ways to optimise your resource structure
- Improve the overall end-to-end lifecycle with reduced cycle times

When to act

Knowing when to act is important. Organisations that could benefit from an increased focus on Process Intelligence face a range of common scenarios that should prompt them to do so.

These triggers include:





Intelligent Digital

At PwC, we are harnessing the power of Intelligent Digital, helping our clients to rethink their futures and reshape their own world. We are using business understanding, innovation in technology and human insight to help solve important problems, meet human needs and make a difference to society.

Understanding the flow of information within your organisation has never been more important, as has the need to swiftly identify areas of potential improvement to deliver enhanced operational efficiency and to more effectively manage risk.

Process Intelligence solutions draw on PwC's Intelligent Digital philosophy to provide improved visibility into workable actions that can streamline processes and help businesses achieve their goals.

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#IntelligentDigital

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