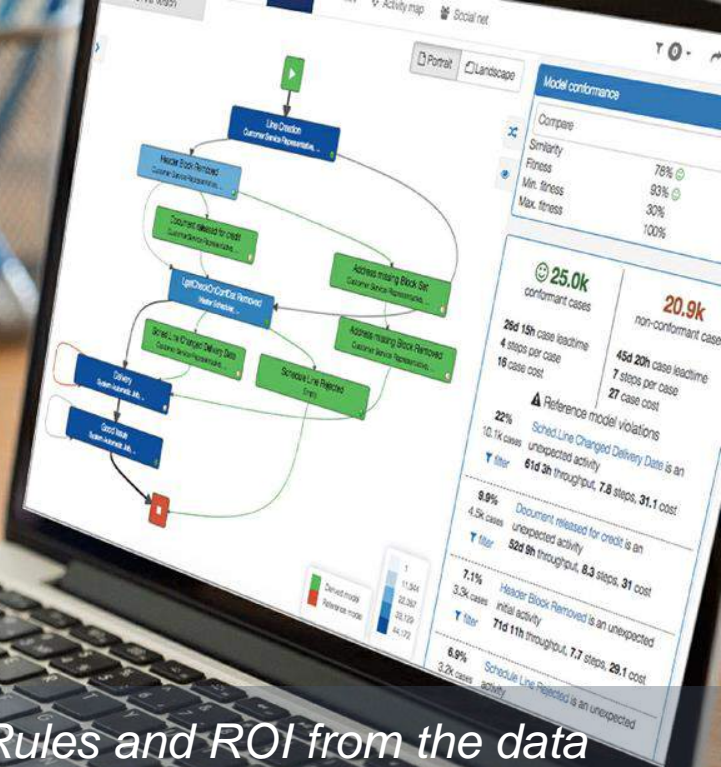


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Process Mining and DTO – How to derive Business Rules and ROI from the data

*Massimiliano Delsante – CEO
Luca Fontanili – Data Scientist*

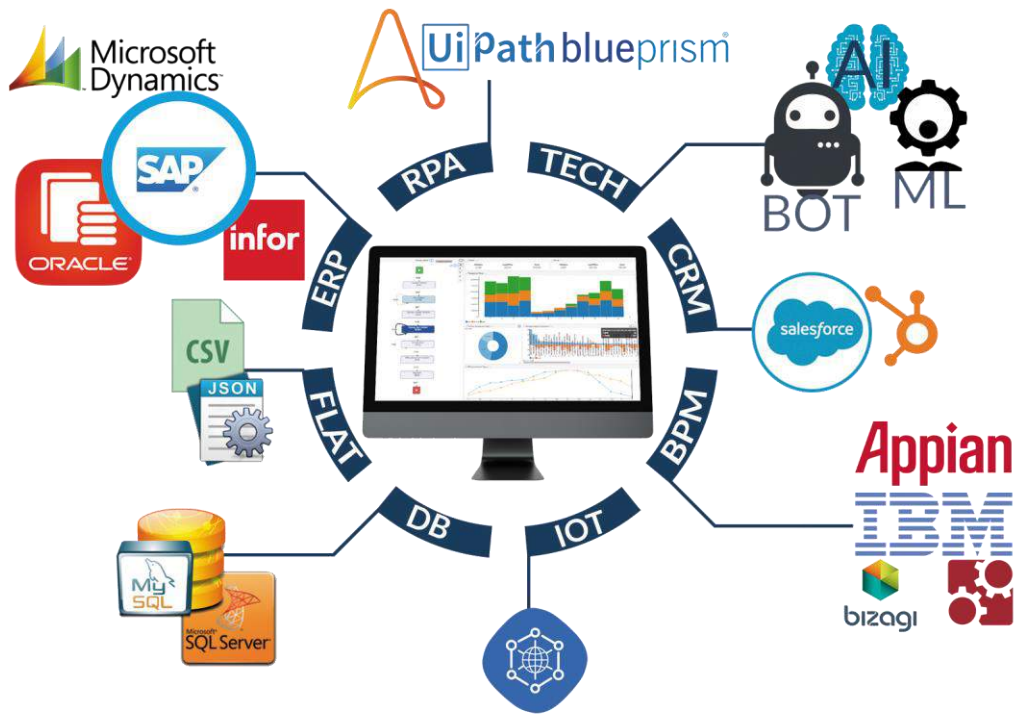


Digital Twin of an Organization

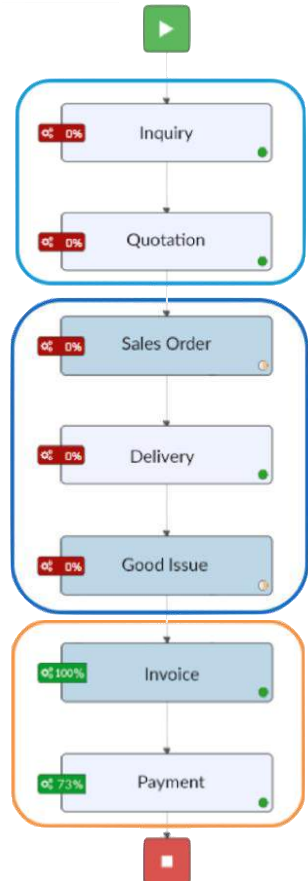
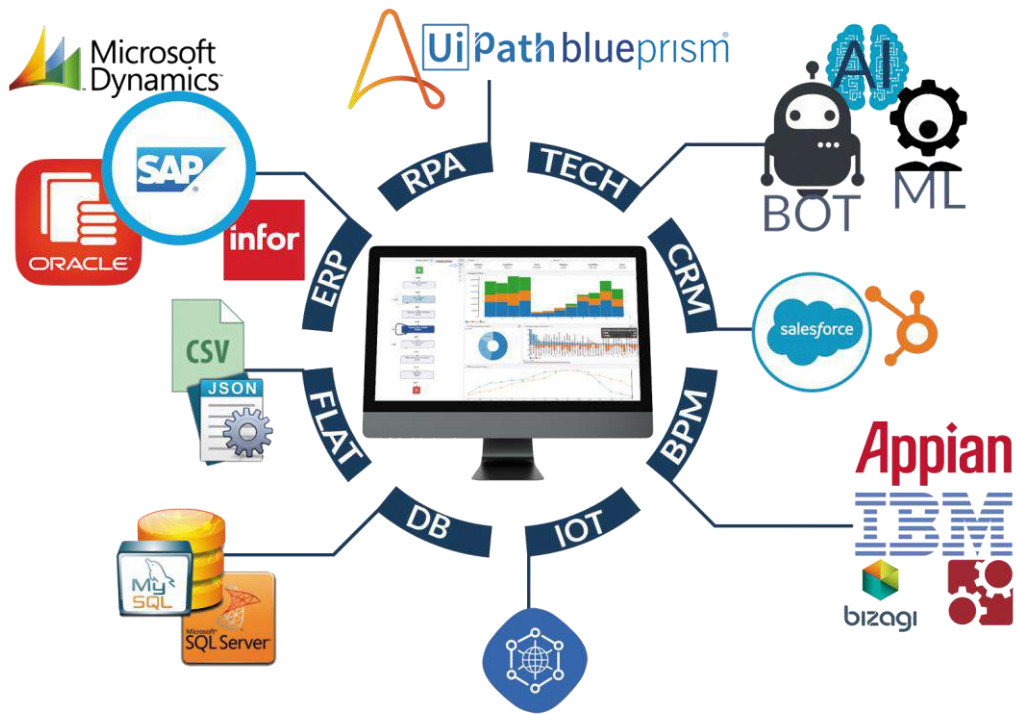
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i Digital Twin Approach



Digital Twin Approach





FROM PROCESS MINING TO DTO

Gartner

Cool
Vendor
2016



FROM PROCESS MINING TO DTO



PROCESS MINING



Activities

DTO



FROM PROCESS MINING TO DTO



PROCESS MINING



Activities

BPA

Manual activities

DTO



FROM PROCESS MINING TO DTO



PROCESS MINING



Activities

BPA

Resources

Manual activities

Roles

DTO



FROM PROCESS MINING TO DTO



PROCESS MINING



Activities BPA Resources Calendar
Manual activities Roles

DTO



FROM PROCESS MINING TO DTO



PROCESS MINING



Activities

Manual activities

BPA

Resources

Roles

Calendar

Contextual data
DMN

BPMN

DTO



FROM PROCESS MINING TO DTO



PROCESS MINING



Activities

Manual activities

BPA

Resources

Roles

Calendar

DMN

Contextual data

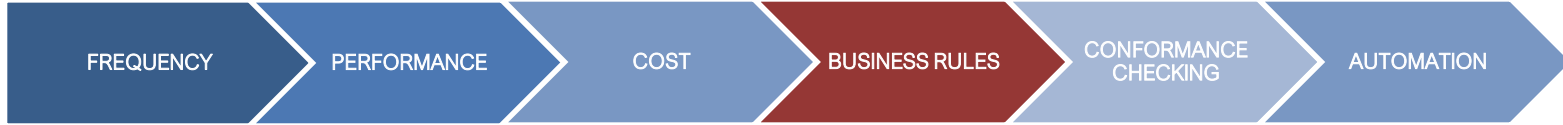
BPMN

Reference Model

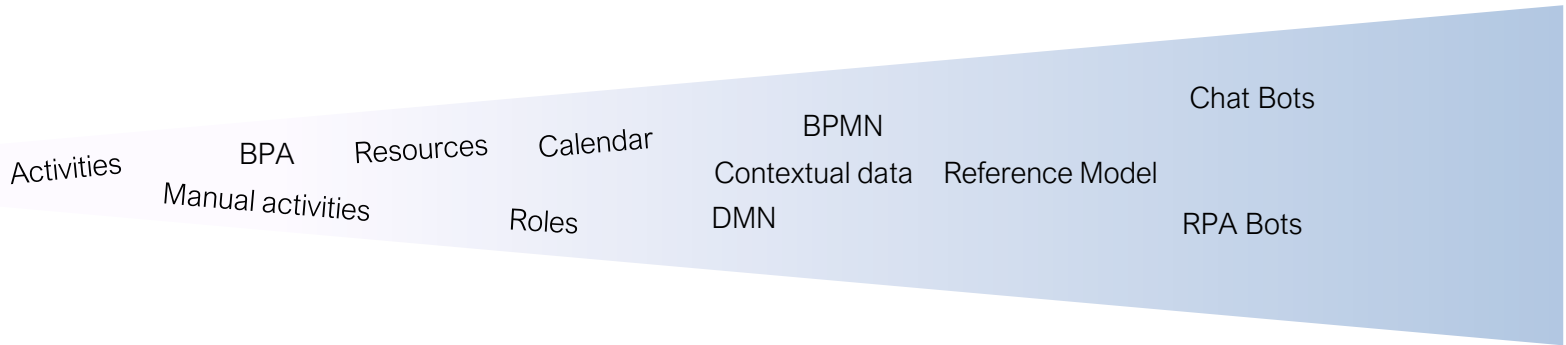
DTO



FROM PROCESS MINING TO DTO



PROCESS MINING

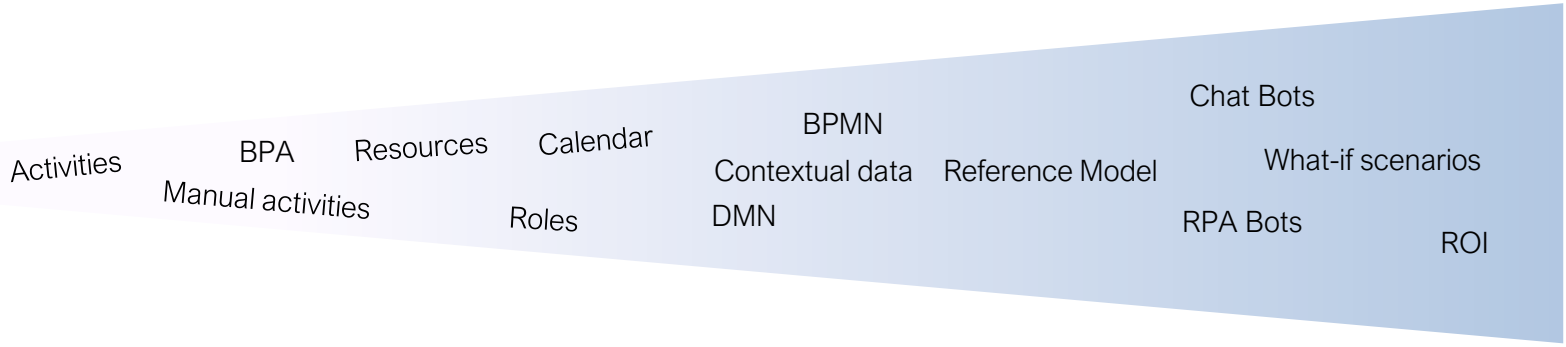




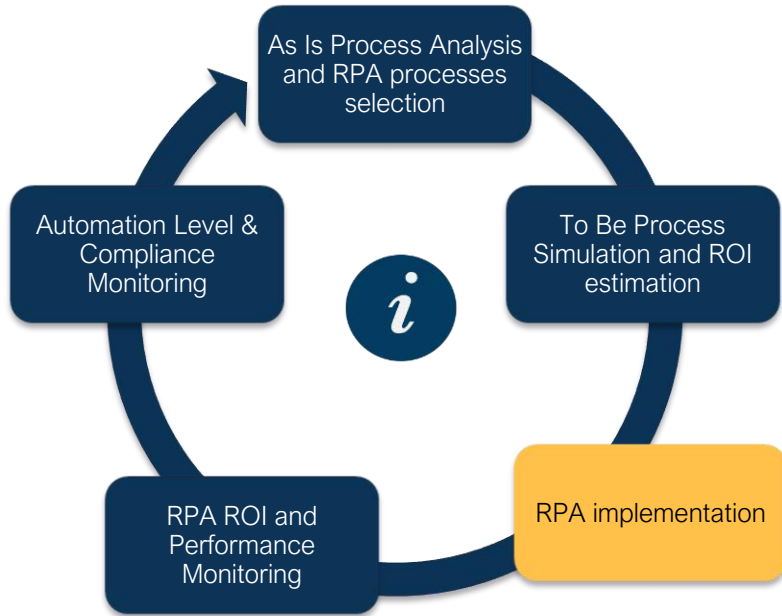
FROM PROCESS MINING TO DTO





PROCESS MINING



DTO



-  Covered by myInvenio
-  Covered by RPA

myInvenio's Key Factors for RPA

- Full Transparency of actual processes thanks to Automated Discovery
- Automation level, Rework and FTE analysis and monitoring
- RPA, non-RPA, KPI and Compliance monitoring
- RPA ROI estimation and verification
- Continuous improvement platform for RPA



- Founded in Reggio Emilia in 1910
- One of the top 10 Italian banks
- Offers a complete set of retail, private and corporate banking services, plus leasing, factoring, insurance and asset management through specialized subsidiaries
- Strong financial performance and steady growth through difficult market conditions (operating income + 27,9% 2009 - 2017)

24,7 mld

LOANS

ASSETS UNDER
MANAGEMENT

67 mld

6.140

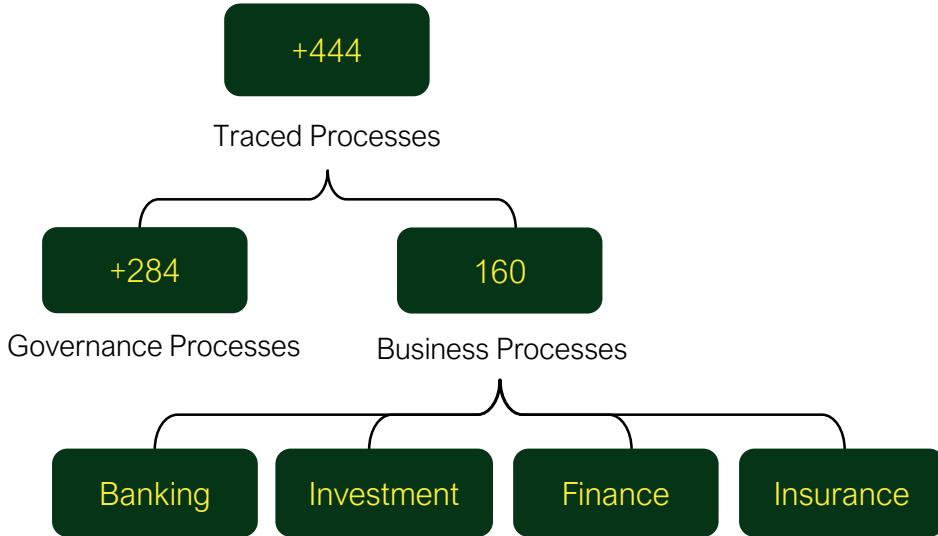
EMPLOYEES
600 BRANCHES
800 FINANCIAL ADVISORS

CUSTOMERS

1.180.817



Improve Internal Efficiency & Customer Experience




DTO & Process Mining
 Based on MyInvenio



- 20+ Operations Processes
- 10+ Support Processes





We see digital transformation as a two-sided journey:

Outside: Journey towards
Digital Customer Experience

Inside: Journey towards
Digital Internal Processes

To support digitalization of internal processes we are
constantly improving our IT toolset for:

Based on MyInvenio
DTO & Process Mining

Business Process
Management

Based on IBM BPM and
ODM

Application
Integration

Based on IBM
Integration Bus

Robotic Process
Automation

Based on Automation
Anywhere

Where Digital Automation fits: a Concrete Example



Gartner
Cool
Vendor
2016

Processing of Banking Account Closure Requests

Two main issues to address:

Cost of operating the process
with relevant volumes
(60K/year)

Long lead-time, risk of non-
compliance with regulatory
terms (12 days)

Process Mining and DTO helped the Bank
to identify where to focus the effort and
to understand upfront the benefits they could reach



THANK YOU!



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