

TAKE BUSINESS PROCESS OPTIMIZATION TO NEW HEIGHTS

Extending Business Intelligence with Process Intelligence maximizes operational performance



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BUSINESS INTELLIGENCE IS VALUABLE BUT INCOMPLETE

Organizations everywhere are struggling to:

- Become more efficient through optimized process performance
- Reduce significant costs that are due to fraudulent behaviors, rework, and waste
- Decrease their risk of regulatory non-compliance and potential penalties
- Increase agility in responding to changing market conditions
- Improve the customer experience and maintain customer satisfaction

Software built to extract and organize business information in a faster, more accurate way than manual means has been evolving for more than two decades. Collectively known as Business Intelligence (BI), these tools have increased the rate at which organizations can gather meaningful information related to overall performance. Business Intelligence delivers valuable information about what transpired at a specific point in time, allowing for some basic data analysis and trend reporting. However, BI tools don't provide insights into the ways in which individual processes are being completed.

Conventional BI tools focus on:

- ⚙️ **Discrete metrics reporting**
- ⚙️ **Basic data exploration**
- ⚙️ **Trend analysis**

While these capabilities are essential for operational management, they were not designed to provide actionable insight into how processes are being executed at different points in time and under a variety of operating conditions.

BI CAPABILITIES WERE NOT DESIGNED TO PROVIDE PROCESS INSIGHT.

In too many business environments, decision makers use stale information from reports or spreadsheets that are hours or days out of date because they don't have access to current information.

In other cases, they have some limited real-time visibility from dashboards and alerts from packaged applications and physical devices. "However, these narrow stovepipe or keyhole views into individual systems and devices do not provide broad visibility across end-to-end processes or issues that involve multiple applications or devices (systems-of-systems). In the absence of a holistic monitoring solution, such as an operational intelligence platform, processes and operations run largely 'in the dark'"

– Market Guide for Operational Intelligence Platforms, Gartner, May 2015



One of the biggest challenges of BI tools is that they have no understanding of what is supposed to come next in a process. Without understanding this logic, BI tools cannot calculate or detect factors that influence process performance quality. To achieve true operational intelligence, your organization not only needs access to relevant data and metrics; it also needs an understanding of what the data means in the context of its processes.

Only with that combined perspective can your organization answer key process effectiveness questions; including:

- ⚙️ Do we really understand how our processes and workflows work?
- ⚙️ Is the way we've always operated the most efficient way of operating?
- ⚙️ What steps are we missing - or doing out of order?
- ⚙️ Where do bottlenecks occur?
- ⚙️ What exceptions or behavioral trends may be putting compliance in jeopardy?
- ⚙️ What is the minimum/maximum time to execute a process, and how consistent are we?
- ⚙️ What is the average time it takes to go from Step 1 to Step 3?
- ⚙️ Are there points in the process we can optimize?
- ⚙️ What is the relationship between users, time of day, roles, and locations in how our processes are executing?
- ⚙️ Are our processes meeting our customers' needs and expectations?
- ⚙️ Are we providing our customers the best possible experience, or can we do better?

A process might be something simple that is completed quickly, in a few steps. Or, it might be something more complex, comprised of numerous steps that include many different departments that take weeks to complete. In either case, unless you are able to fully understand your data in the context of these processes, you will never have a clear picture of how your organization is actually performing.

Your organization's ability to manage its processes is directly related to your ability to understand exactly how processes are executed at different points in time and under a variety of operating conditions.

Whether your organization is a hospital, bank, manufacturer, government agency, or any other type of entity, the success it achieves is directly related to how well it manages its processes.

LITERALLY EVERYTHING YOU DO IN YOUR ORGANIZATION IS A PROCESS.

WHAT IS PROCESS INTELLIGENCE (PI)?

Process Intelligence extends Business Intelligence to help an organization understand what is really happening within the context of its processes.

Process Intelligence links data obtained through your BI system to specific steps in your business processes. This powerful combination of data provides the insight necessary for everyone in the organization to understand how well processes – and, more importantly, the operations they represent – are working.

When you can understand your operating data in the context of your business processes, you are better equipped to uncover:

- ⚙️ Areas of inefficiency or waste
- ⚙️ Compliance and risk exposures
- ⚙️ Dark processes, i.e., unofficial process steps that may or may not be beneficial to the organization

[Learn more in this two-minute video](#)



BI + PI = ACTIONABLE INSIGHTS

Process Intelligence provides the context lacking from traditional BI tools in the form of **process analytics** and **process quality**.

Process analytics encompass time-related measurements of process performance. For example:

- ⚙️ What is the average time required to complete Step 5?
- ⚙️ What is the maximum time required to get from Step 4 to Step 6?
- ⚙️ Can we decrease that time requirement by increasing efficiency?
- ⚙️ Which employee is the fastest at performing Step 7?

Process quality (or process compliance) revolves around how well processes comply with expected behaviors. For example:

- ⚙️ Did we skip any steps?
- ⚙️ Did we repeat any steps?
- ⚙️ Were any steps completed out of order?
- ⚙️ Are any unofficial steps being performed?





By achieving process awareness, your organization gains deep, end-to-end visibility into all of its business process steps, operational performance, and risk of non-compliance.

With PI, process analytics and process quality analyses are performed across a population of process instances to reveal how well process instances comply with expected patterns of execution.

The resulting data can be viewed from multiple perspectives to yield insights you can really use; such as:

- Which products seem to take the longest to pack and ship?
- Which shift has the worst turnaround times?
- Who was in charge when we had our best performance?
- Are there any dark processes being performed that can expose us to risk and liability?

PI REVEALS THE GAPS IN HOW PROCESSES ARE BEING COMPLETED.

WHY YOU NEED PI

Extending BI with PI empowers your organization to:

Obtain process analytics within context, as opposed to having to pull the information together piecemeal

Acquire timely insights into how well processes – and the operations they represent – are working

Reduce waste, eliminate errors, and minimize compliance risk

Achieve proactive, data-informed decision making for increased agility

1

2

3

4

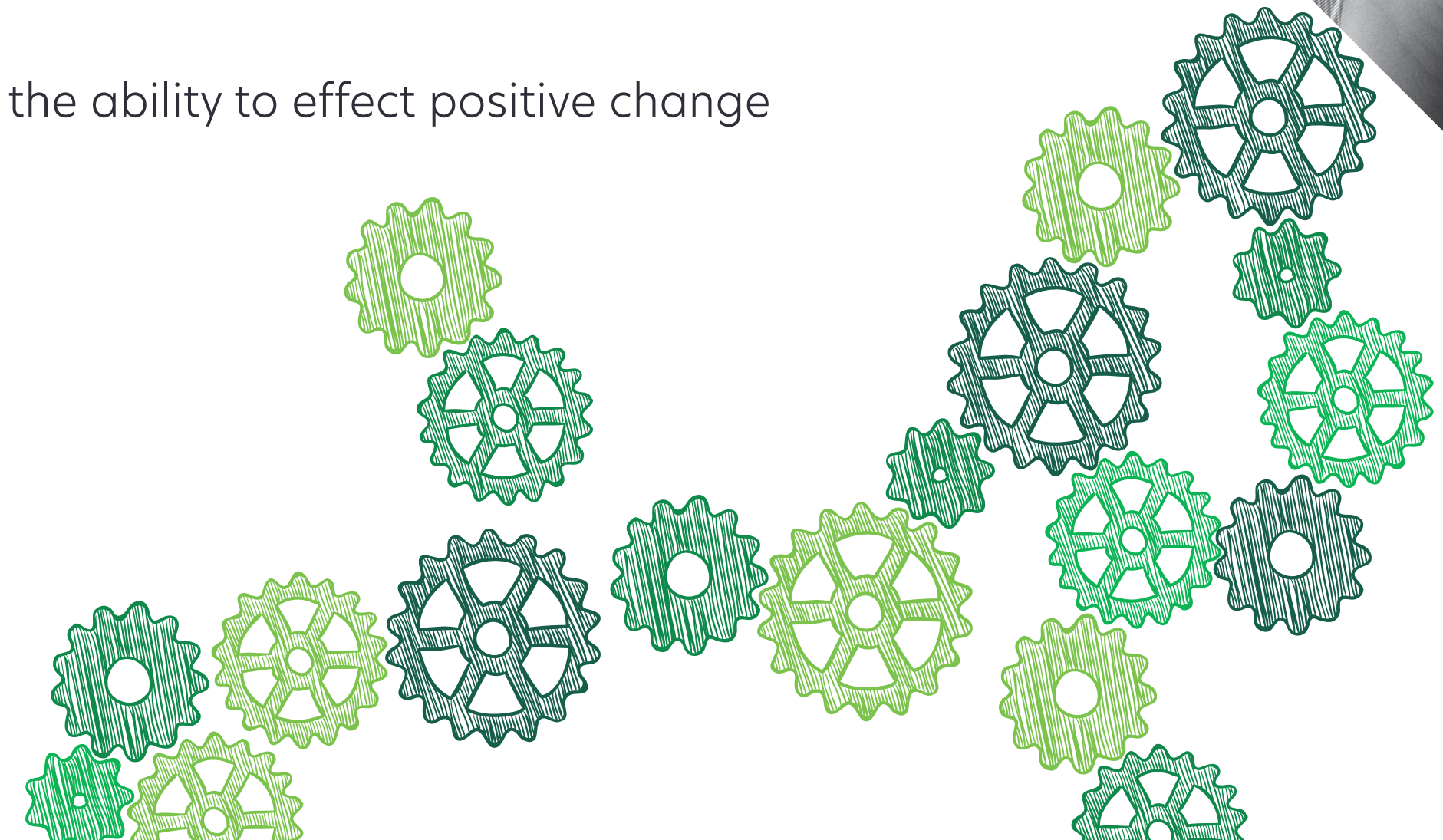
Obtain process analytics within context, as opposed to having to pull the information together piecemeal

1

One of the biggest challenges for BI tools is that they have no understanding of what is supposed to come next in a process. PI provides in-depth, end-to-end visibility into all your business processes.

Extending BI with PI empowers you with:

- Fully documented workflows of all process and business information, eliminating the need for your organization to invest in costly and time-consuming coding, SQL, or scripting of any kind
- Timely, accurate metrics, eliminating the need for IT to build/update a data warehouse, data mart or proprietary data model
- Visualizations and analyses of areas at risk of non-compliance due to unwanted behaviors, exceptions, and dark processes
- Actionable analytics that provide the insight and the ability to effect positive change in processes



Acquire timely insights into how well processes – and the operations they represent – are working

2

With PI, you can quickly identify areas in need of improvement – and predict potential areas of failure – using the collective details of who did what, when, and in what order.

Extending BI with PI empowers your organization to:

- Continuously monitor, analyze, and manage operations throughout the day. Personalized, near real-time, on-demand analytics are freely accessible to everyone in the organization to analyze process performance and compliance across all tasks.
- Capture all the activities performed in both simple processes as well as large, complex processes. Critical processes are rarely straightforward in a linear sense. Process intelligence technology gathers statistics about the various twists and turns that occur in an end-to-end set of activities, including data from outside your BPM.
- Have visibility into audit trails that include who specifically performed an activity, when they performed it, what data they accessed during the process – even how often they reopened a closed transaction or case.

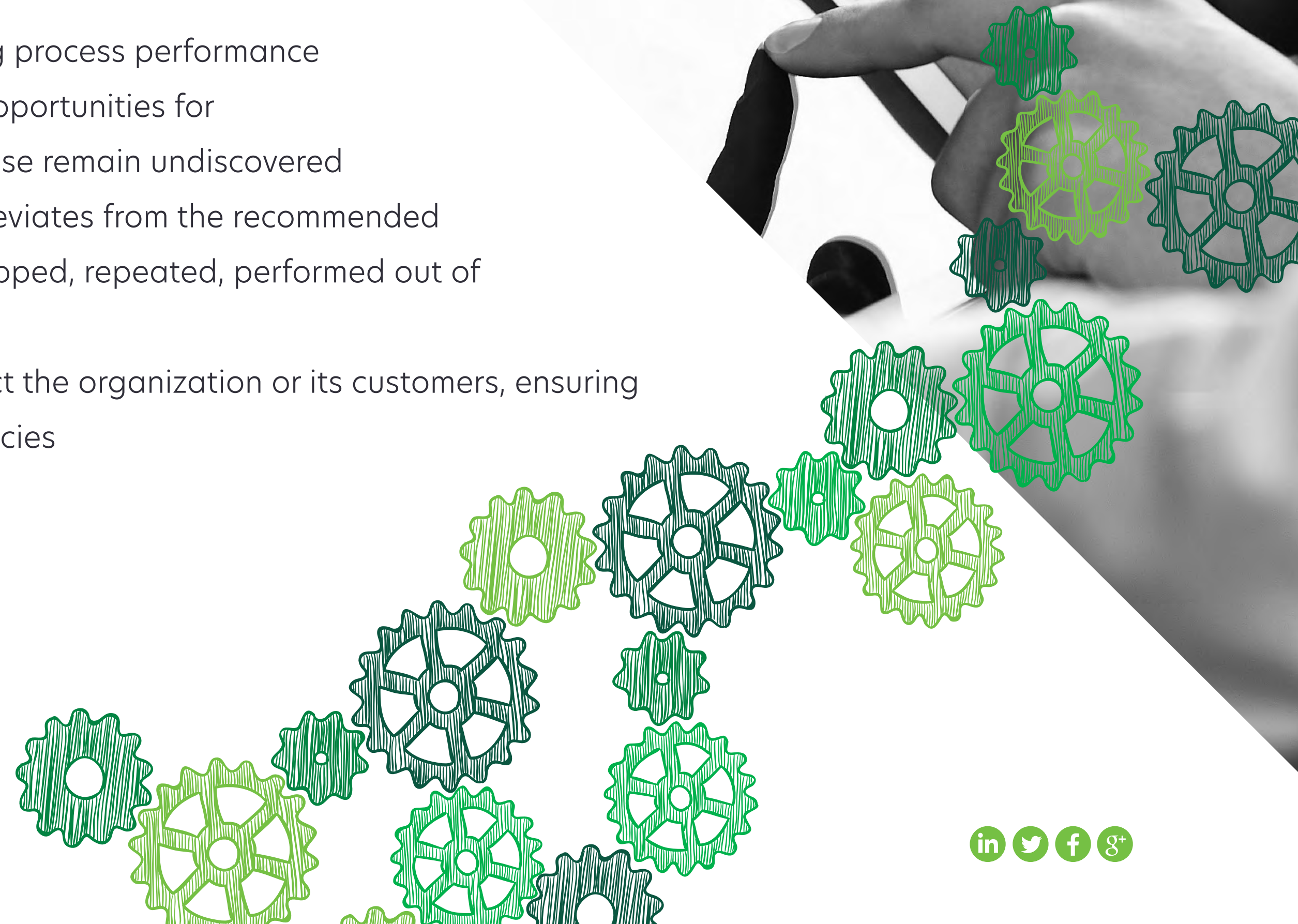
**Reduce waste,
eliminate errors,
and minimize
compliance risk**

3

When you can see exactly where waste, inefficiencies, orphaned processes, and loss of time, effort, and resources are occurring, you are better able to take action to eliminate – or at least mitigate – these negative impacts and bottlenecks.

Extending BI with PI empowers your organization with:

- Near real-time monitoring of metrics for analyzing process performance and compliance across all tasks, revealing new opportunities for optimization and cost savings that would otherwise remain undiscovered
- The ability to detect when the flow of activities deviates from the recommended pathway; for example, when certain steps are skipped, repeated, performed out of sequence, or introduced unexpectedly
- The means to predict problems before they impact the organization or its customers, ensuring better compliance with SLAs and regulatory agencies



Achieve proactive, data-informed decision making for increased agility

4

Process Intelligence combines process discovery, monitoring, and analysis with rich business intelligence, analytics, and data integration tools into a single, unified solution that gives you the power to achieve in-depth visibility and understanding of your operational performance and compliance.

Extending BI with PI empowers your organization with near real-time visibility into the impact of changes in procedures and policies on workload and response time. Not only does this heighten your ability to optimize organizational processes, it also allows you to evaluate new revenue opportunities without disrupting existing workflow.



A major utility provider in Central Arizona transforms its business with Process Intelligence

“WITHOUT ANALYTICS, WHAT YOU HAVE IS AN OPINION.”

PI takes the guesswork out of business processes and provides a single version of the truth, helping organizations make better decisions by revealing areas that are working well, as well as those that need to be revisited.

It was by implementing Process Intelligence that the Salt River Project gained deep insight into the effectiveness of their processes, ultimately empowering them to achieve a 90% increase in volume over 5 years without increasing headcount.



Salt River Project Video

SUMMARY

Organizations that leverage Process Intelligence perform better, react to problems faster, make better decisions, and do more with less by reducing waste and eliminating errors.

Process Intelligence is not a standalone discipline separate from Business Intelligence; it is a crucial extension of Business Intelligence.

Integrating PI insights into BI dashboards, reports, and tools can help your organization take business process optimization to new heights.

In today's business environment, you simply cannot afford not to have this important – and now easily attainable – Process Intelligence at your fingertips.



CLICK BELOW TO ACCESS ADDITIONAL RESOURCES

WHITE PAPERS

- ⚙️ [Process Intelligence: Business Intelligence Evolves](#)

WEBINARS

- ⚙️ [Document Process Intelligence – How Accounts Payable Teams get Smarter about Business Intelligence](#)
- ⚙️ [Process Intelligence: An Exciting New Frontier for Business Intelligence](#)

VIDEOS

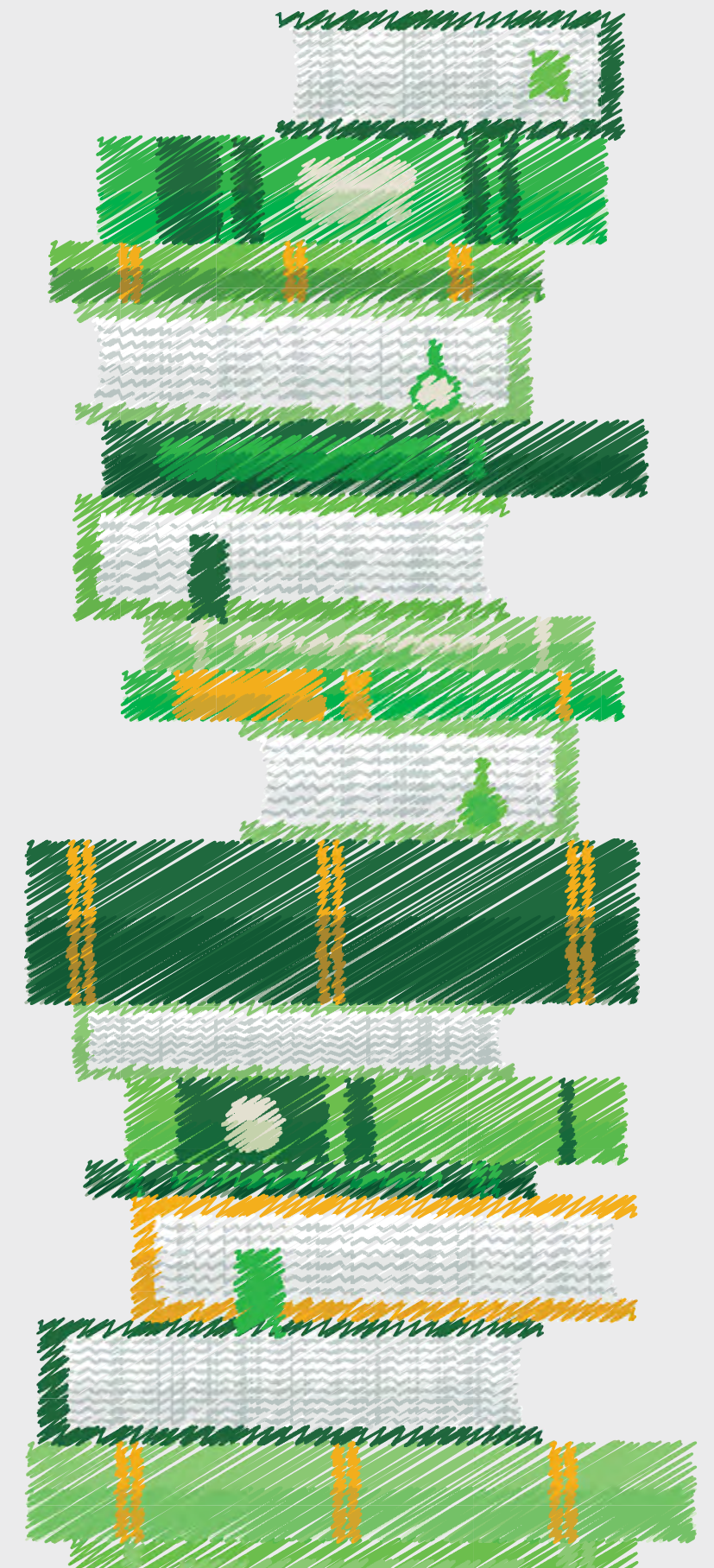
- ⚙️ [Kofax Customer Testimonial – The Salt River Project](#)
- ⚙️ [Gain Deeper Insights with Process Intelligence](#)

CASE STUDY

- ⚙️ [BPS Cuts Processing Times for Massive Indonesian Census by 90%](#)

DATA SHEETS

- ⚙️ [Kofax Insight](#)
- ⚙️ [Kofax Insight for Healthcare](#)





For more information, visit
kofax.com/business-process-intelligence

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ENGAGEMENT PROCESS.**

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