

Leave no room for guesswork with IBM Blueworks Live & Process Mining



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Inhibitors to Digital Transformation

Traditionally up to

70%

of automation resources
are spent pre-automation

Source: [McKinsey, Changing Change Management](#)

Only

3%

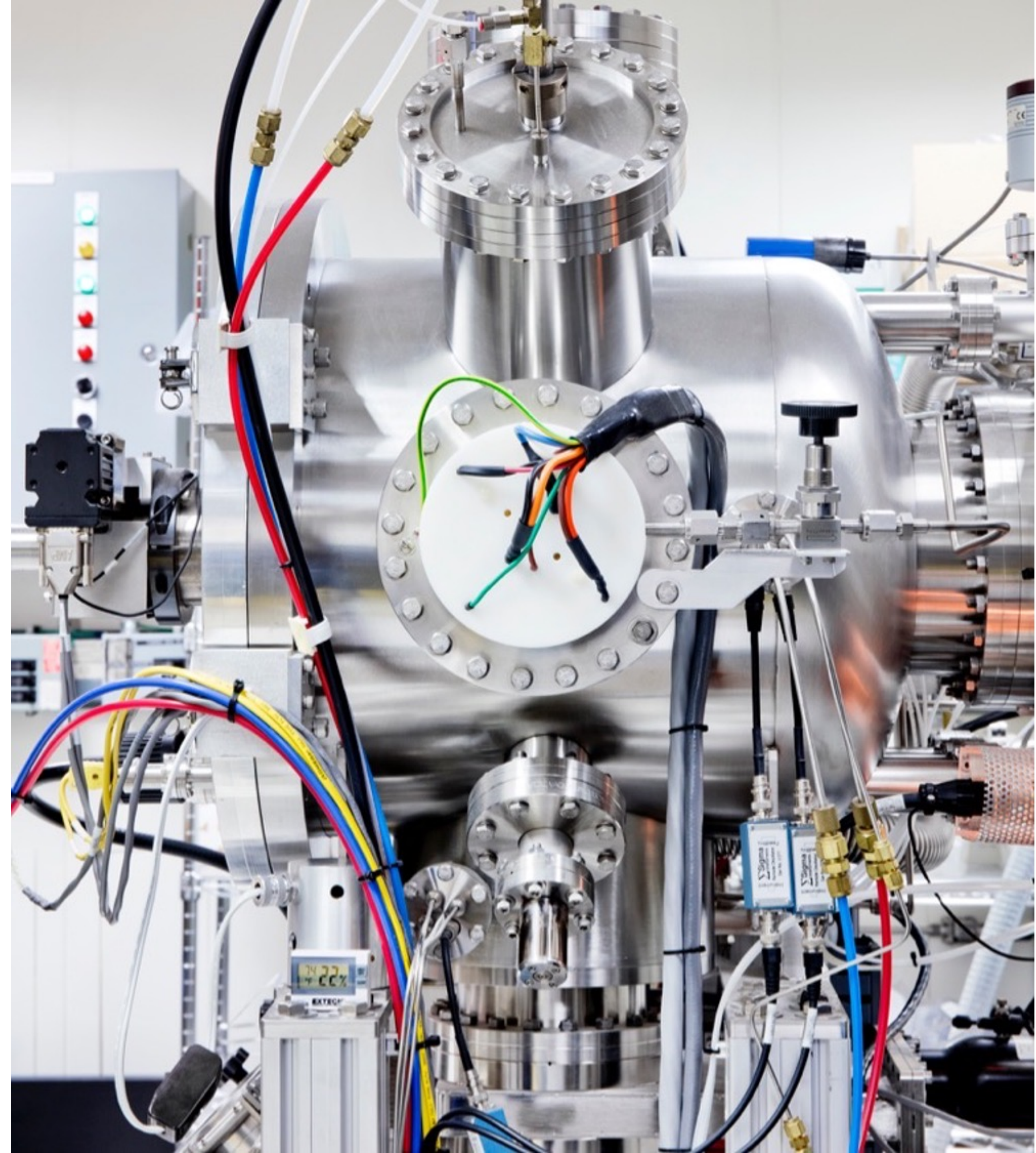
of automation projects
are able to scale up

Source: [Deloitte - Annual Global RPA Survey Report](#)

78%

of digital transformation initiatives fail

And of the 22% which succeed, on average organizations only achieve 10% of the overall objectives



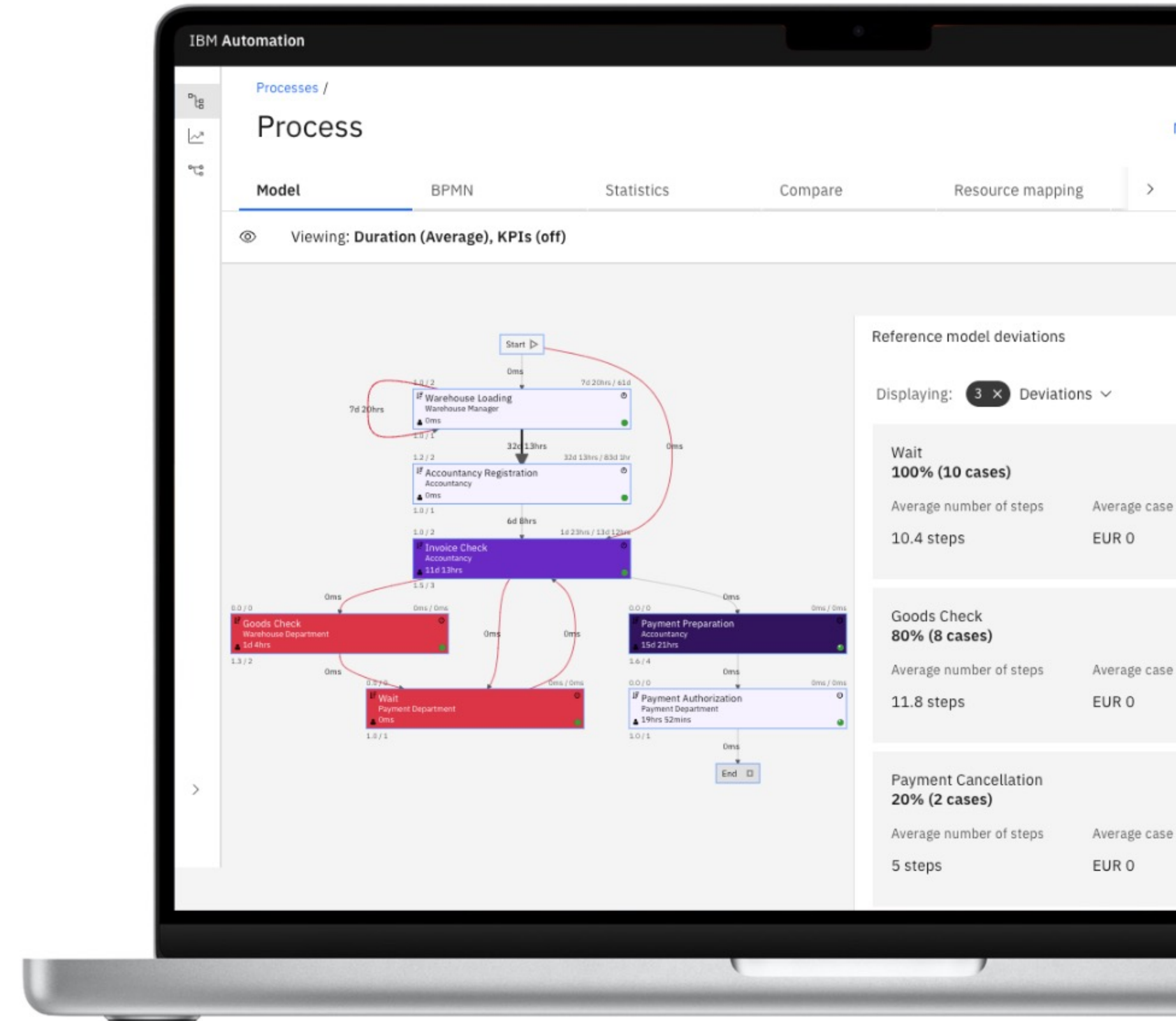
Lack of Visibility

“Companies unaware of poorly executed business processes within their organizations can lose between 20% - 30% of revenue every year due to inefficiencies”



Discover and improve
processes in the Cloud
with

IBM Blueworks Live and IBM Process Mining



IBM Blueworks Live Overview

100,000+
Users

1 Million+
Processes documented

11
Translated Languages

1,000+
Customer organizations

Get rid of sticky notes, white boards, ‘butcher’ paper and generic drawing software. See what an easy-to-use process modeling tool can do to help transform your business.

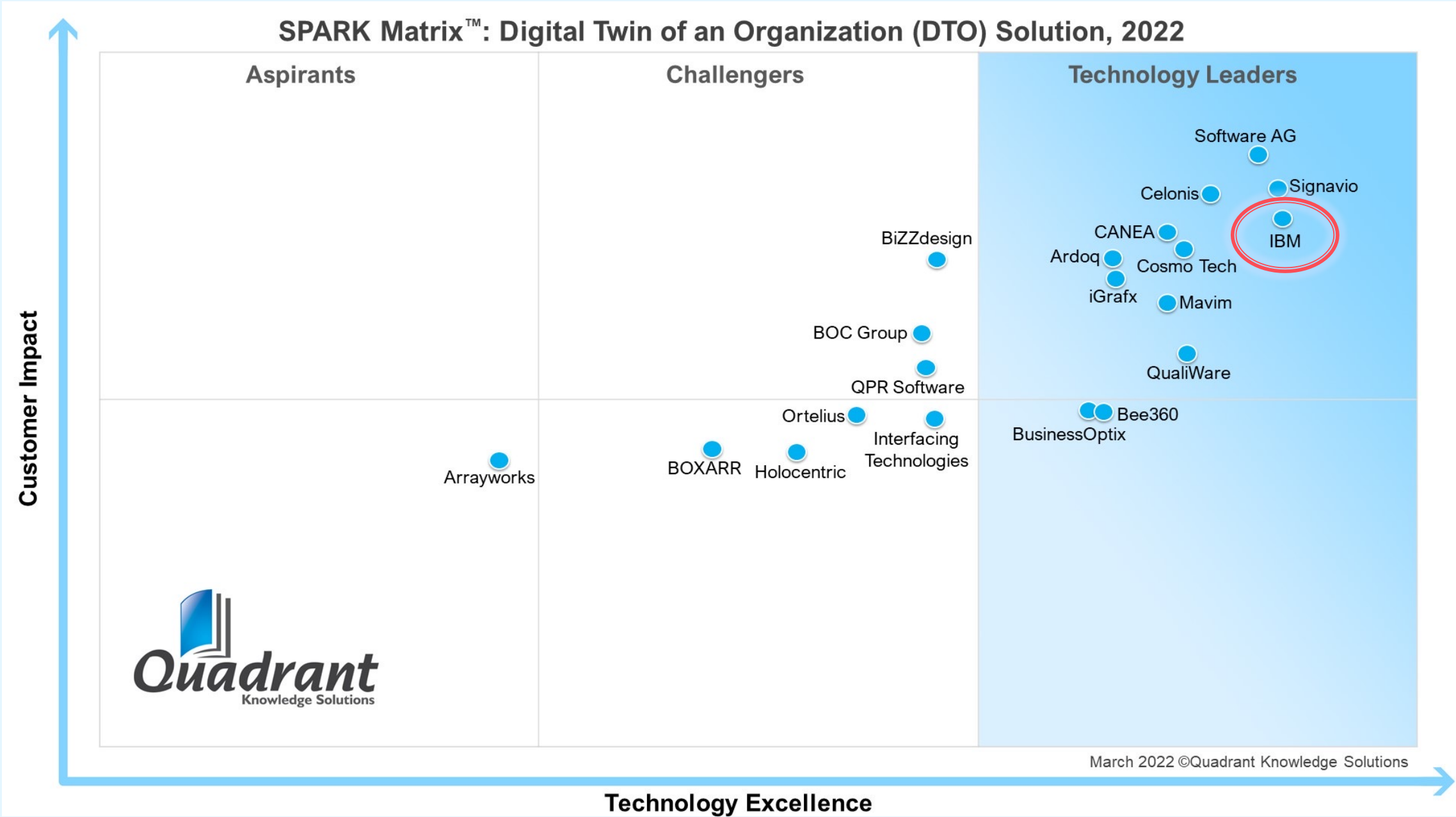
Process discovery and modeling tool designed for business users.

Capture process steps and document with an extensive set of process details in a simple and user-friendly way.

Strong collaboration features that make business teams more productive.

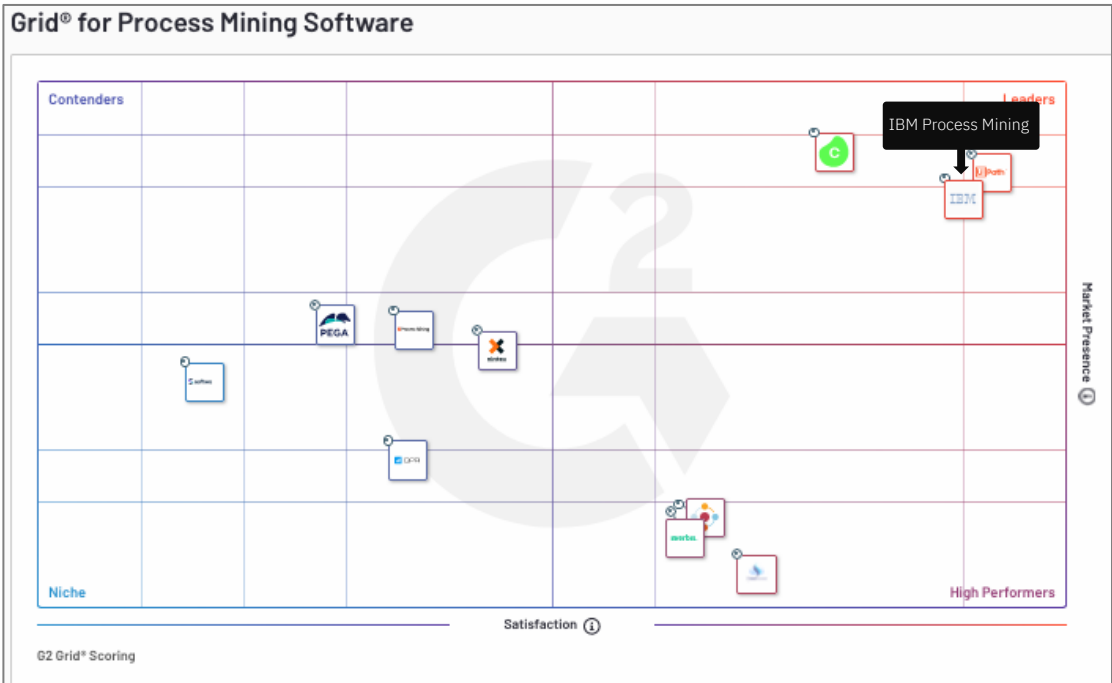
IBM leads the market in Process Mining

IBM named as Leader in the Quadrant Knowledge Solutions SPARK Matrix™: Digital Twin of an Organization (DTO) Solution, 2022.



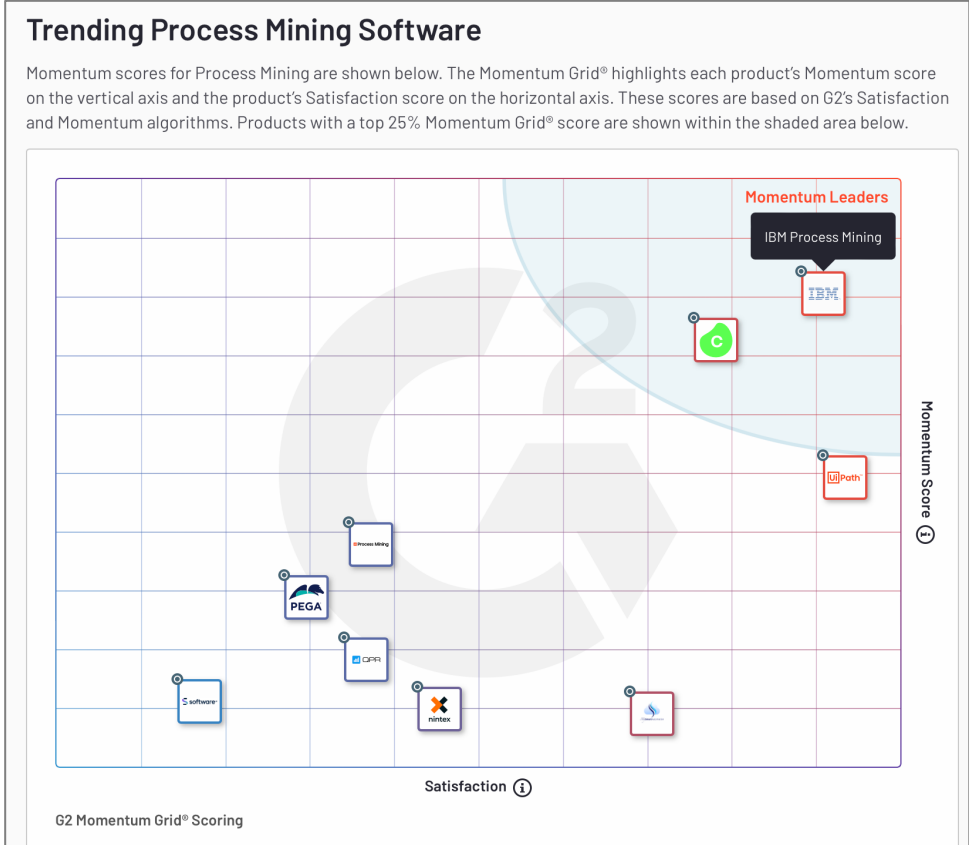
Source: Quadrant Knowledge Solutions. SPARK Matrix™: Digital Twin of an Organization (DTO) Solution, 2022
[Download the report here](#)

IBM is named as a Leader for the Winter 2023 G2 Grid Report



Source: 2023 G2.com, Inc.
[Grid® Report for Process Mining | Winter 2023](#)

IBM is named #1 on G2's first ever Momentum Grid for Process Mining



Source: 2023 G2.com, Inc.
[Momentum Grid® Report for Process Mining | Winter 2023](#)

TrustRadius Best of Awards 2022

The TrustRadius community recognizes IBM Process Mining as the best overall process mining software in the industry, as well as in two market categories, Enterprise and Mid-Market.



Source: 2013–2023 TrustRadius. [IBM Process Mining](#)

Where synergy comes into play

Process Performance & Documentation

IBM Blueworks Live



Document Quickly



Improve Processes Simply



Collaborate Directly



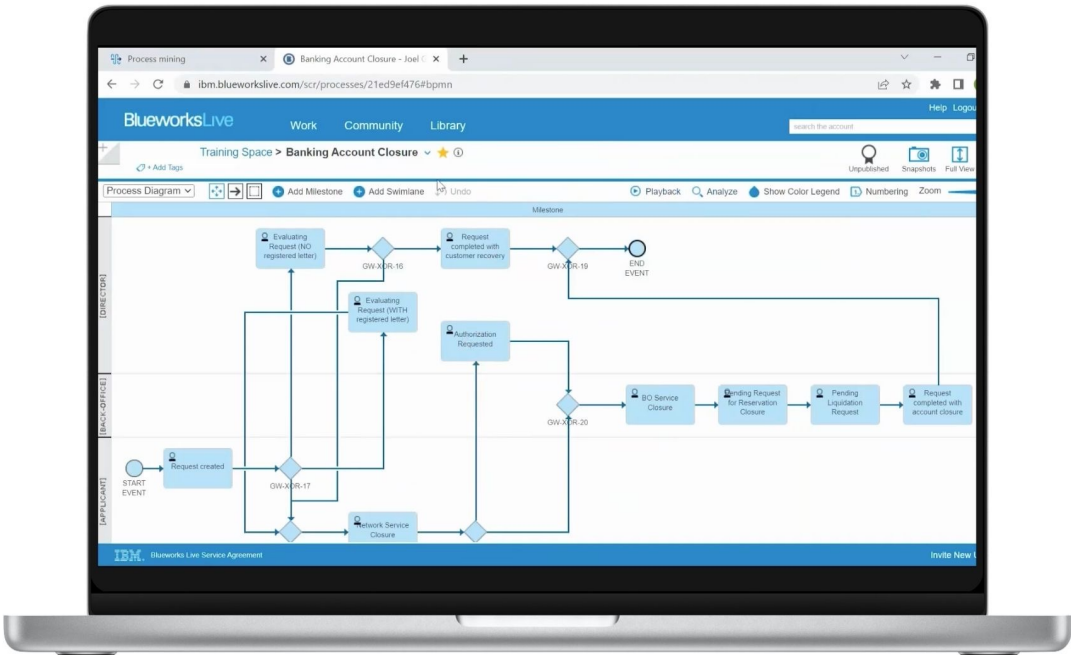
Capture Decisions



Govern Compliance



Solve Business Challenges



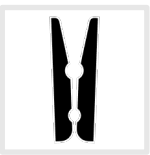
IBM Process Mining



Data Driven Discovery



Increase Transparency



Expose Inefficiencies



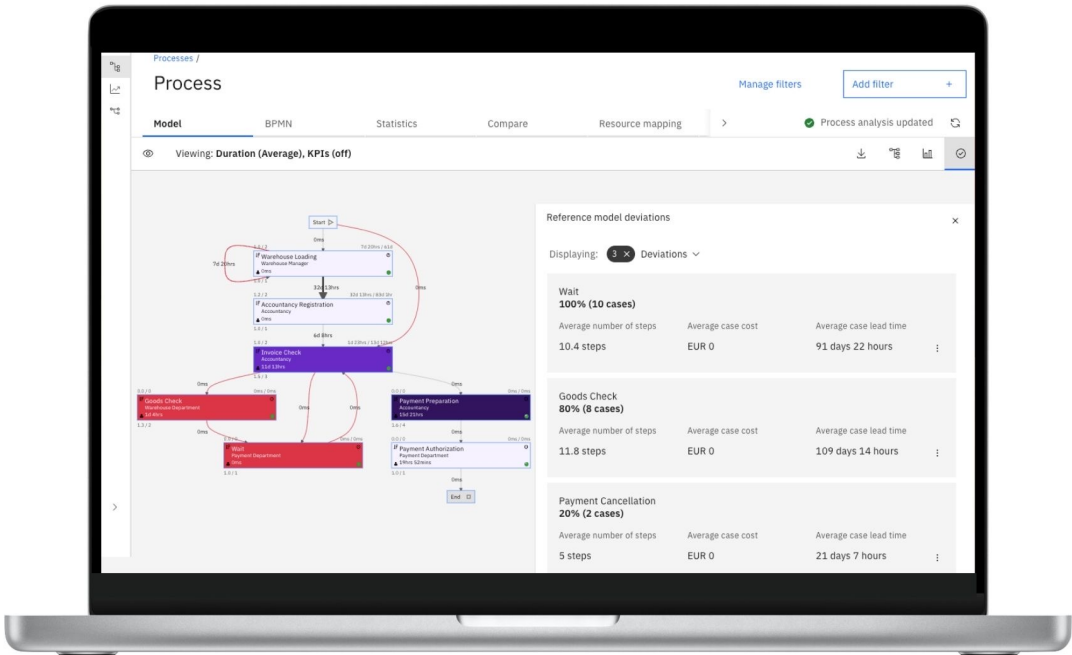
Trigger Actions



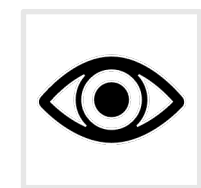
Manage Compliance



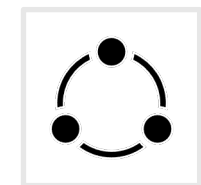
Accelerate Transformation



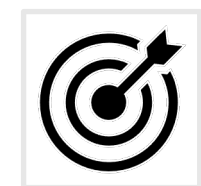
What is Business Process Modelling?



Visual Representation of Processes



Multi-Dimensional

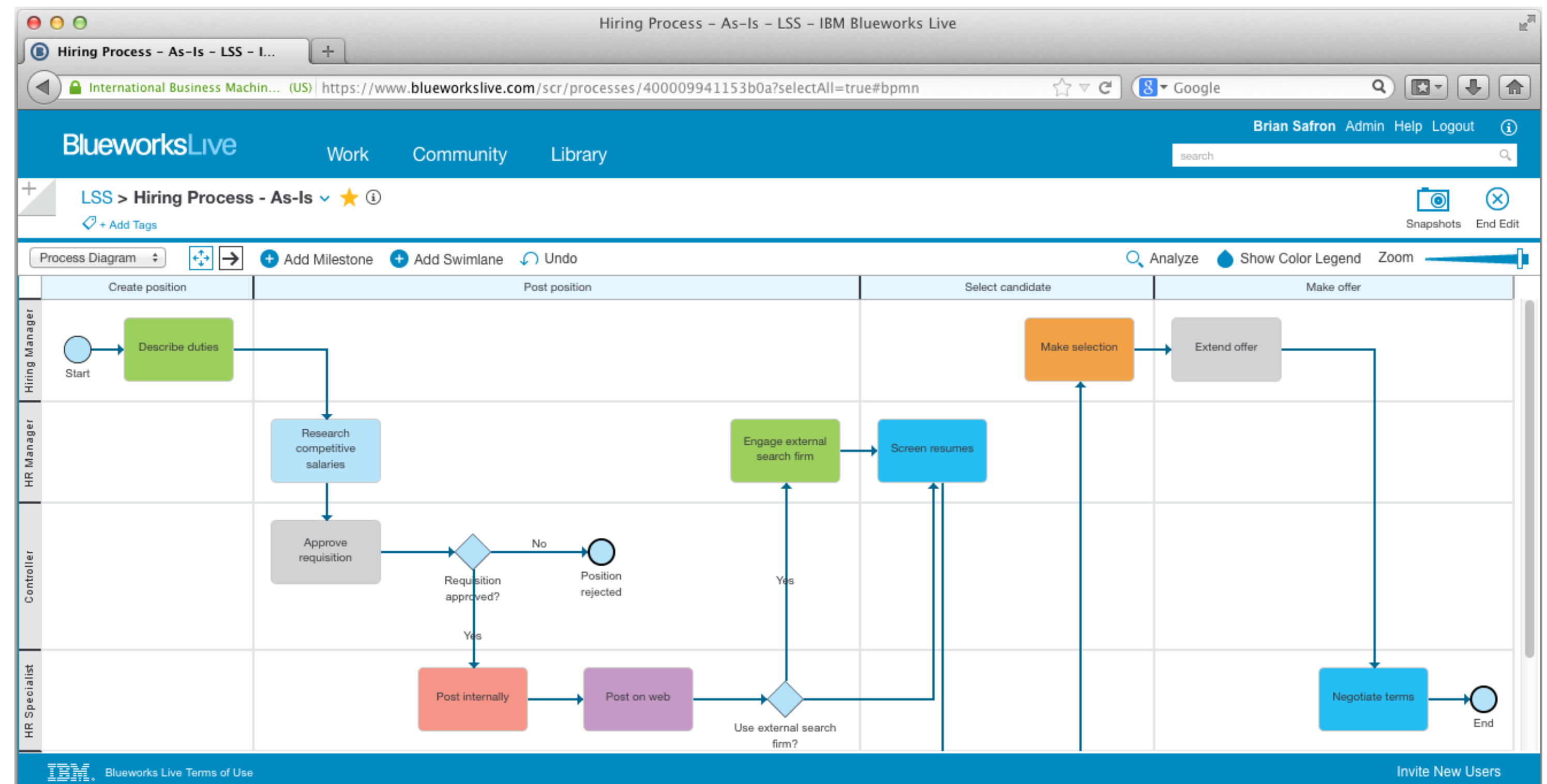


Objective View – Key data, metrics, events

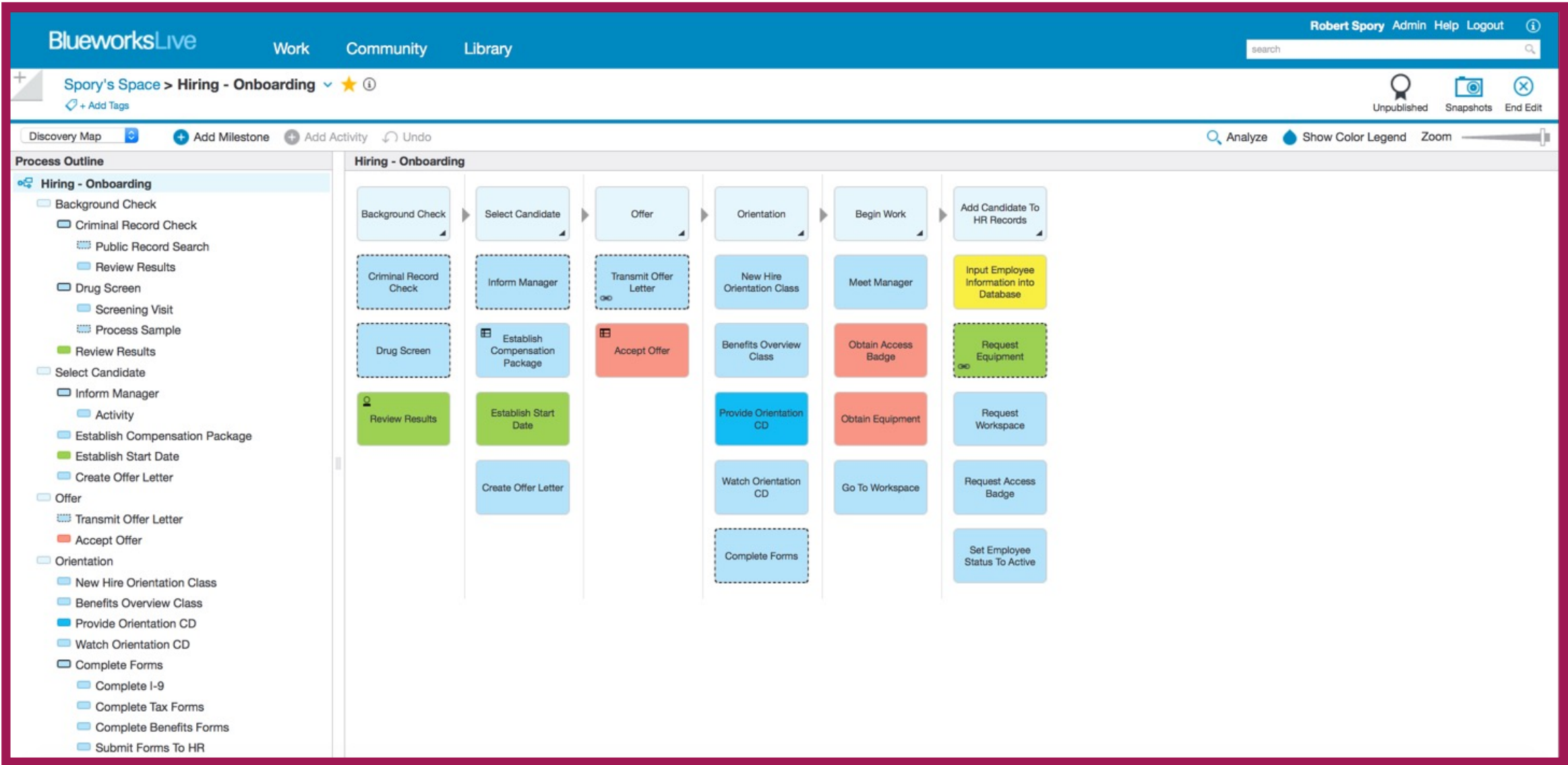


IBM Blueworks Live: *Process Modeling Made Simple*

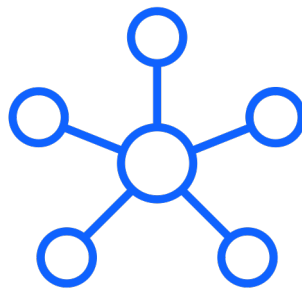
- IBM Blueworks Live is a simple, cloud-based process & decision modeling environment that allows organizations to:
 - Capture process and decision knowledge
 - Collaborate across teams
 - Analyze and improve business operations



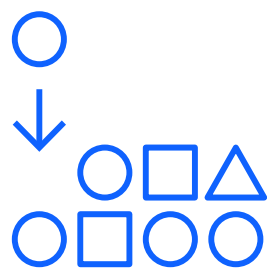
Why Do Users Like Using Blueworks Live



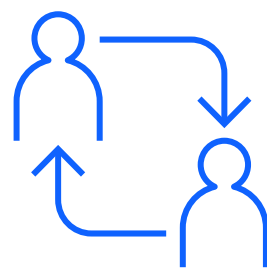
Easy and intuitive to use



Single source of the truth for all process models



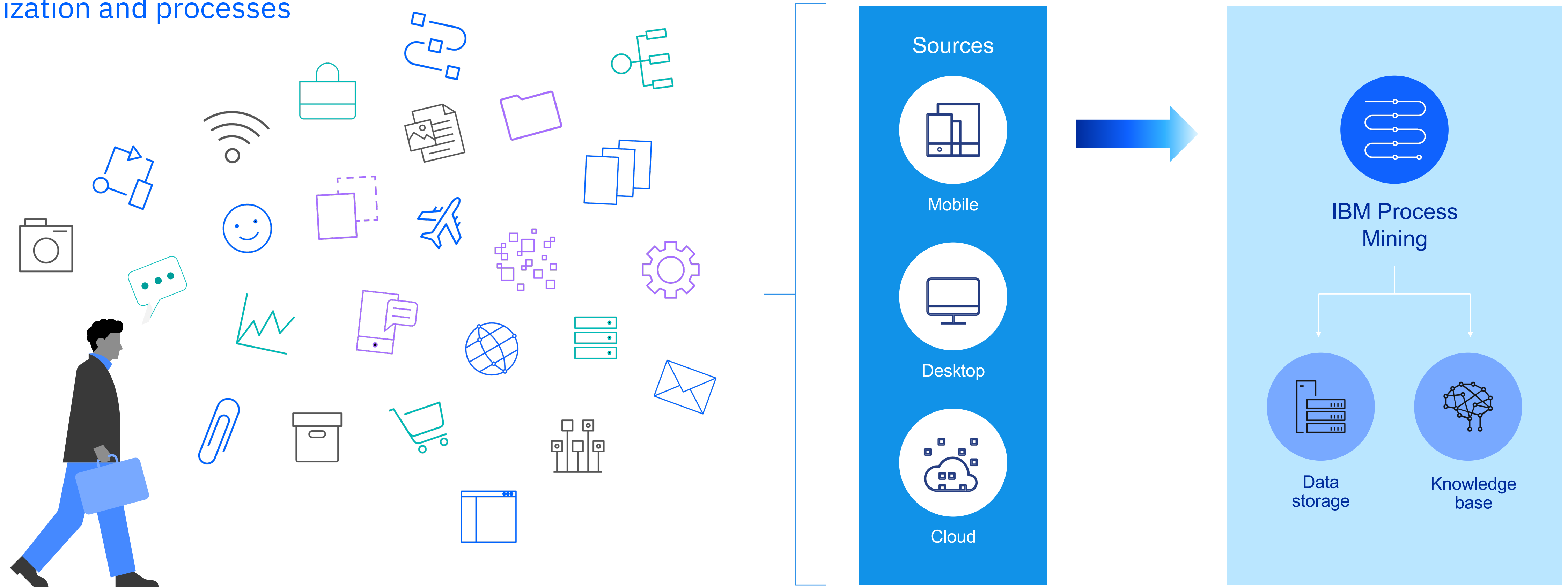
Easily add details to document & analyze models



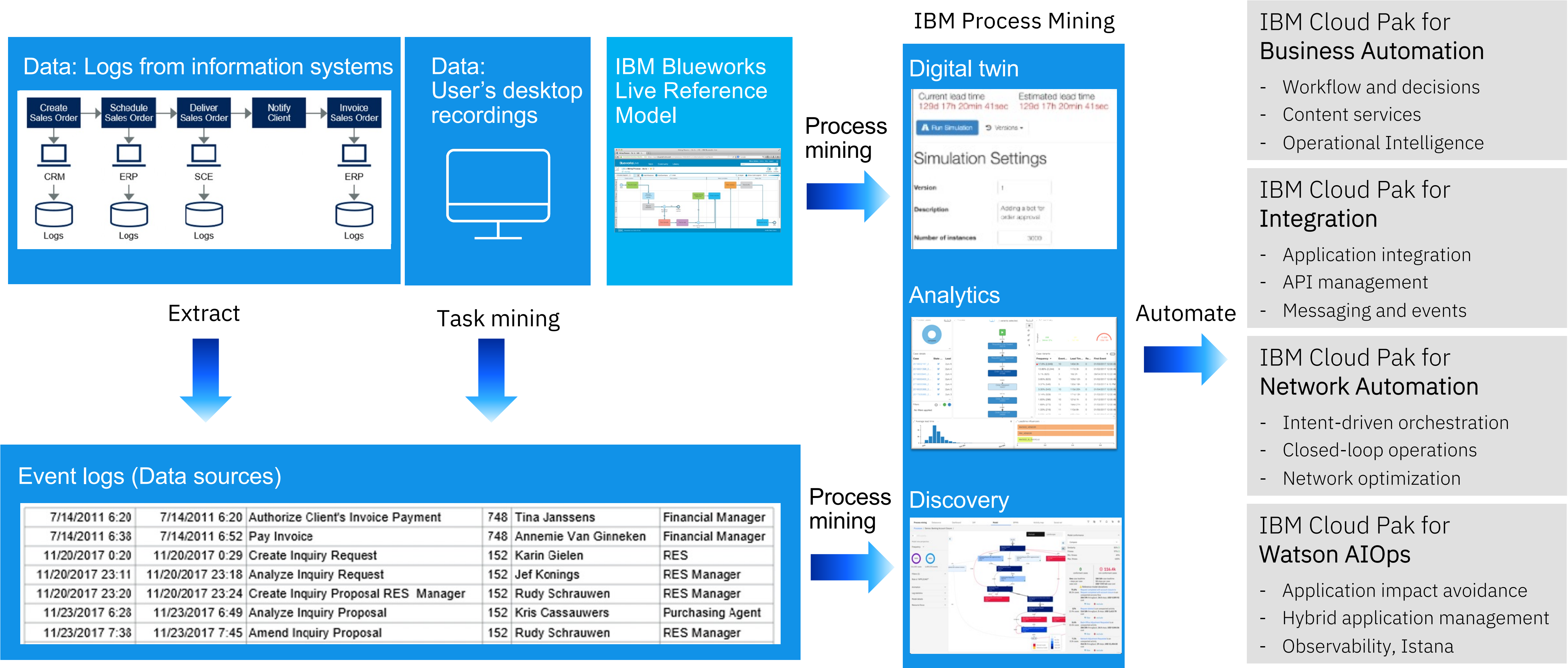
Built in team collaboration

Process mining — the real processes derived from data

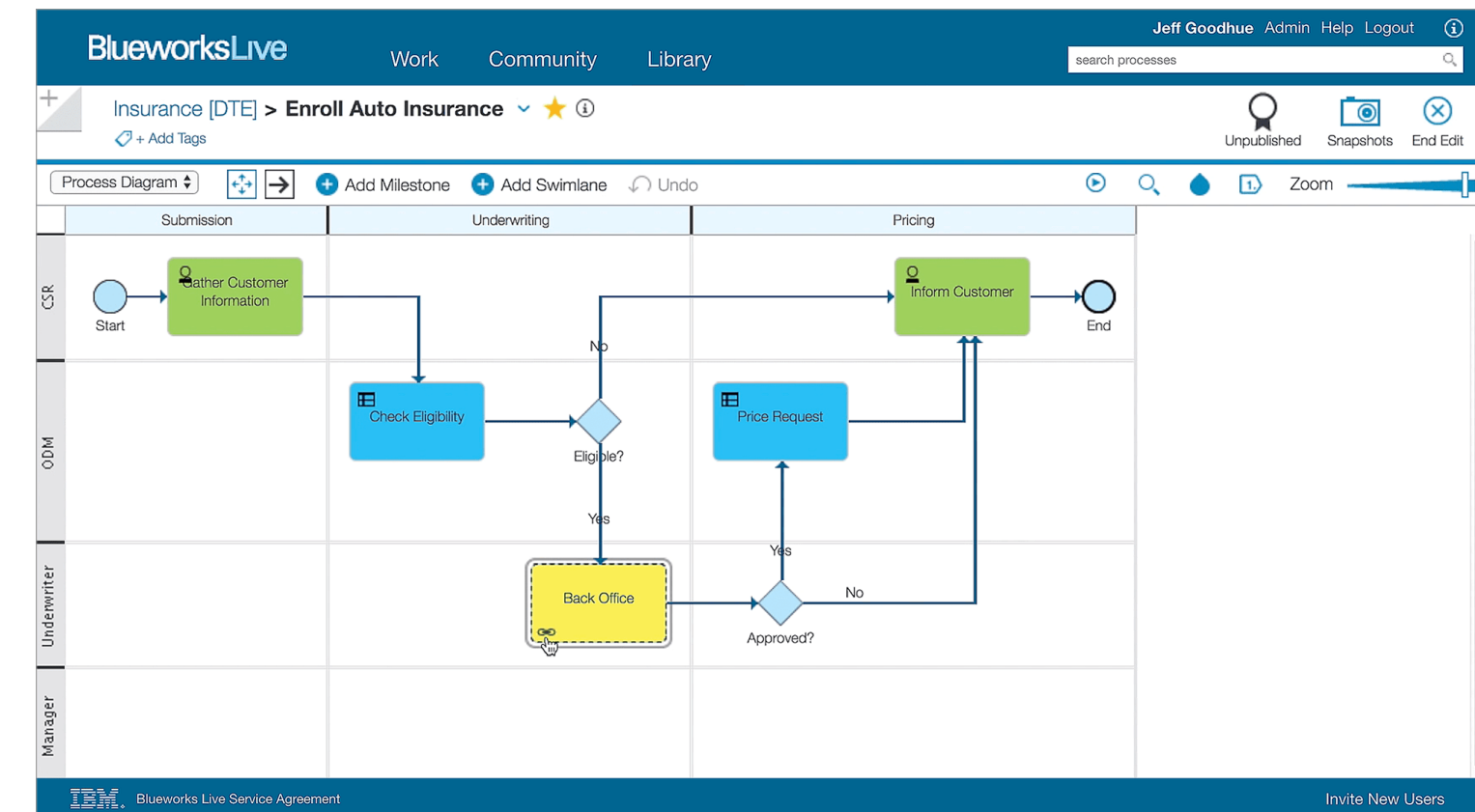
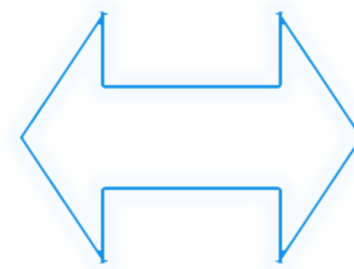
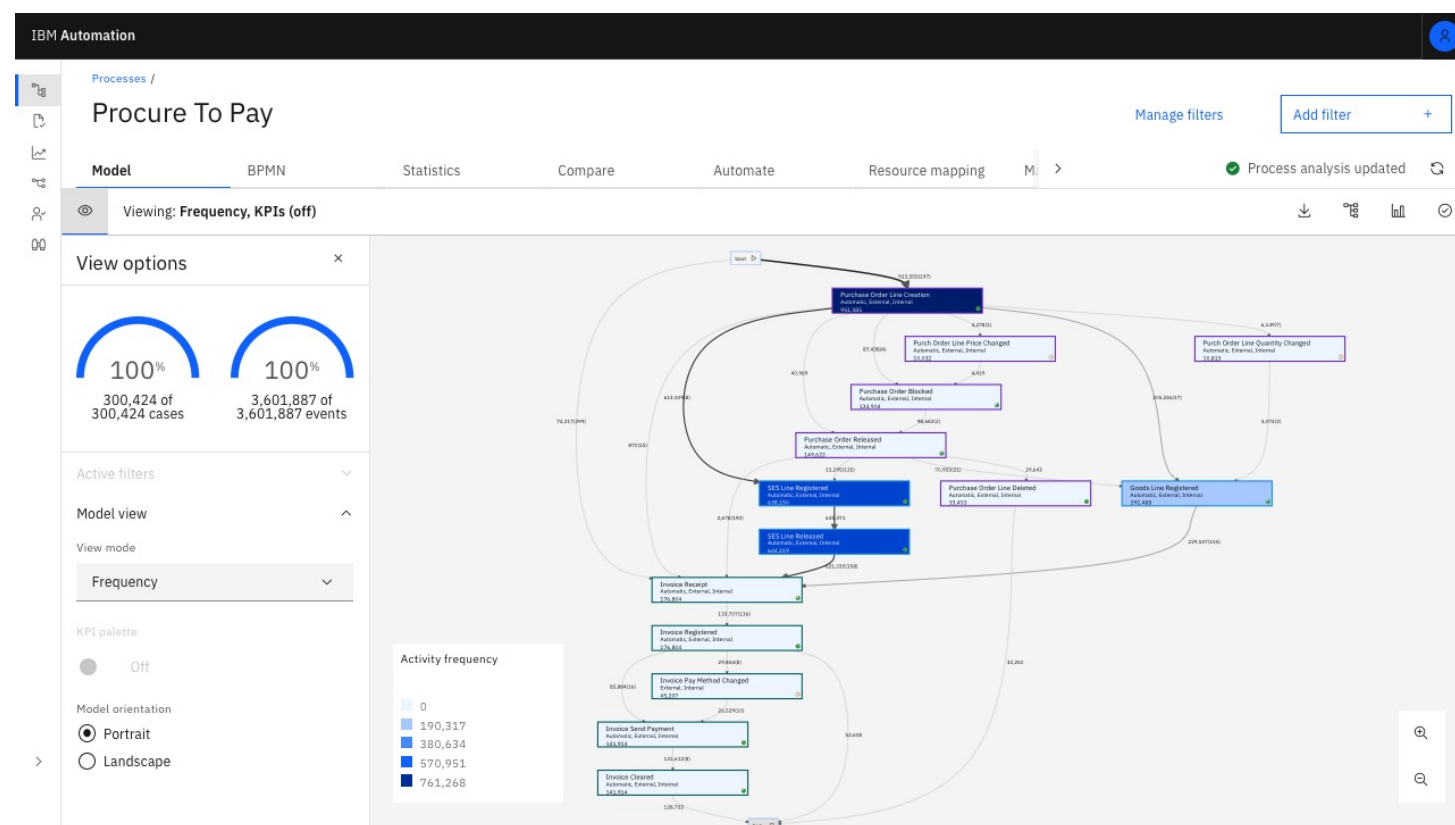
The customer view of the organization and processes



IBM Process Mining offers a data-driven approach to **Process Discovery** and is an **Automation Accelerator**



Extend IBM Blueworks Live capabilities with IBM Process Mining: two approaches



Start with data-driven discovery IBM Process Mining

- Automatically generate an end-to-end process visibility and gain insights on how processes are really performing
- Eliminate inefficiencies and identify improvement opportunities
- Optimize processes and achieve greater ROI
- Import new discovered business processes into IBM Blueworks Live for further collaboration with your team.

Start with user-driven modelling IBM Blueworks Live

- Create a digital twin of your processes using IBM Blueworks Live BPMN models
- Analyze and improve your existing Blueworks Live models
- Design a winning optimization strategy with simulation
- Keep the Blueworks Live repository updated

Use case - audit process

Banking

The company operating in banking industry needs to perform a regular audit procedure to have a well-documented view of its processes. The main goal is to educate process users and ensure that processes meet expectations and compliance. Business and process analysts use IBM Blueworks Live to model processes and document process activities, paths, milestones, KPIs, roles, responsibilities, etc.

However, the process documentation is driven by individuals, with the following challenges:

Key challenges

01

The perspective of individuals often does not match reality, due to lack of visibility or awareness of the process itself, resulting in inaccurate representation of the process.

02

Documenting a process from scratch requires plenty of time and interviews.

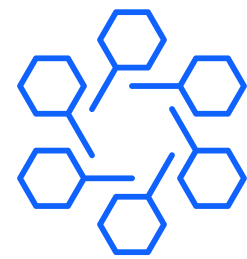
03

A static representation of the process and its resources does not allow evaluating its performance and sustainability in dynamic scenarios (e.g., whether peaks or other events may create queues in the process cycle time).



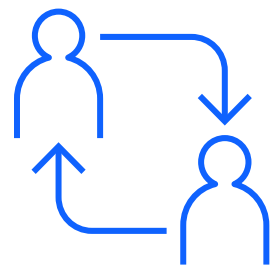
Use case - audit process
Banking

How to quantitatively
measure the
challenge?
What are the KPIs?



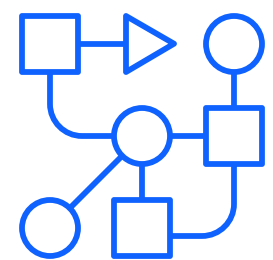
Compliance

Percentage of process compliance
with expected behavior.



Full-time equivalent

Work time spent documenting the
process (e.g., process discovery, KPI
measurement, documentation
creation).



Process cycle time

TREND of the average cycle time of
the process versus the documented
expected cycle time, i.e., check
whether the cycle time is consistent
month by month or is affected by
peaks and other events.

Use case - audit process

Addressing the challenge with IBM Process Mining.

These functions are performed automatically, once the process data is imported correctly. IBM Process Mining can integrate with IBM Blueworks Live at the BPMN level, enabling bi-directional data transfer.

Blueworks Live process models can be automatically generated starting from IBM Process Mining.

IBM Process Mining can leverage Blueworks Live data to generate the reference model and speed-up the configuration of Simulation, Conformance Checking and KPI thresholds.

Data-driven process discovery

Discover each specific process case based on data system records.

Behavior and variants analysis

Identify the most frequent and efficient process variants.

Conformance checking

Unveil non-compliant processes and their impact on KPIs.

Performance and KPIs views

Obtain process performance measurements and KPIs such as cycle time, cost, success ratio, etc.

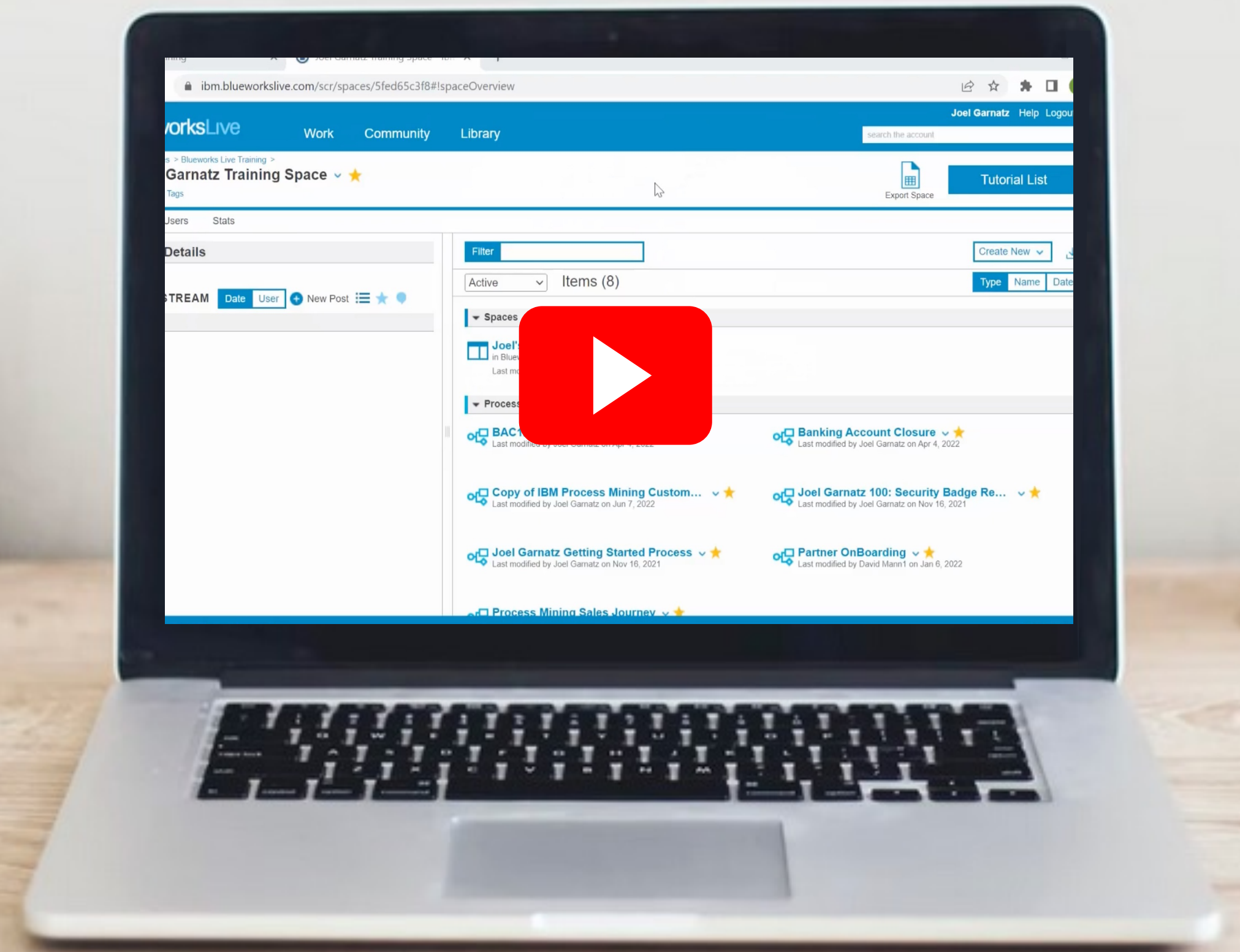
Automatic trend analysis

Successfully evaluate KPI trends.
Predict process performance when changes occur thanks to simulation capability.

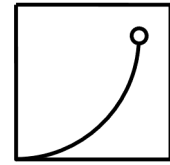
Task Mining

Identify activities not present in the Blueworks Live reference model.
Use Task Mining to monitor tasks performed by the users who created those activities.

See the live Demo

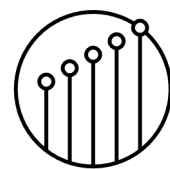


Benefits of Applying Process Mining Insights to Blueworks Live Process Models



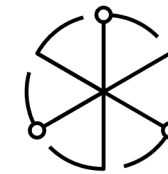
Design optimal processes

Simulate changes on existing or new process models for measurable improvements



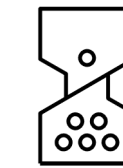
Validate your processes

Import the documented Blueworks Live BPMN to evaluate compliance of the actual process against the documented version



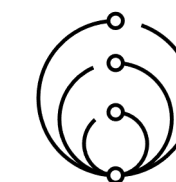
Test unlimited process changes

Export BPMN and run simulations to reach & verify business goals



Real-time updates

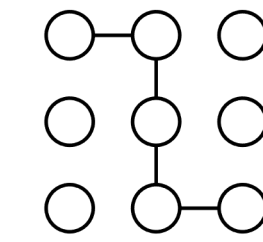
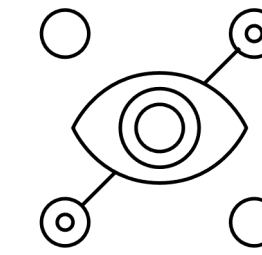
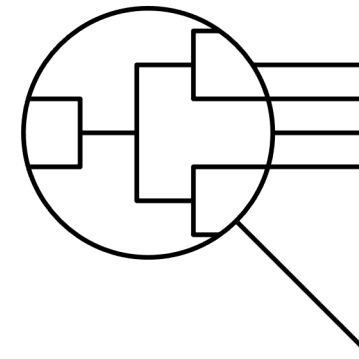
Accelerate and scale process modeling with a data-driven approach



Discover best processes

Expose and eliminate compliance issues, while locating process improvements.

IBM Process Mining unique capabilities



Discovery: Create digital twin

Automated Discovery algorithms for:

- Process discovery
- Task mining
- Business rules mining
- Multi-level process mining

Use digital twin

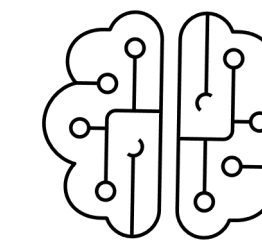
Continuous Monitoring of:

- KPI and cost
- Compliance
- Automation
- Root cause analysis

Play with digital twin

Optimize using:

- What-if scenarios
- Simulation
- Automation recommendation: RPA and Workflow...
- ROI calculator



Manage the Execution thru AI Powered Automation

Automate thru:

- IBM Process Mining Insight to Action
- IBM Cloud Paks for Automation
- Best of Breed Automation Platforms

Learning Resources

[Download Five reasons one-pager](#)

Find out more about why to combine IBM Blueworks Live & Process Mining capabilities?

01

02

03

[Learn more about IBM Process Mining](#)

Check out our webpage and find more use cases, client stories, and free e-Learning.

[Free Trial](#)

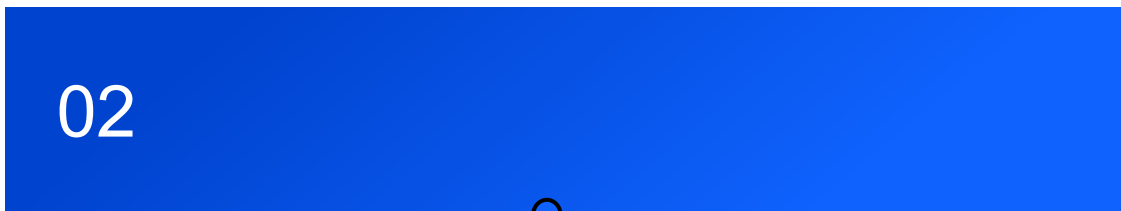
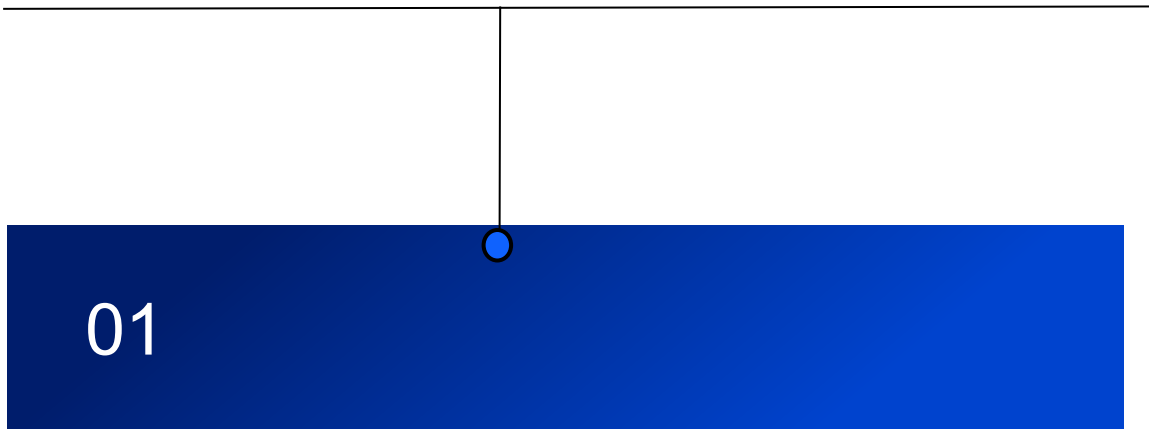
On-site workshop with business to evaluate the applicability of IBM Process Mining for your project



Next Steps

See IBM Process Mining in action

Ask your sales representative to see the solution live

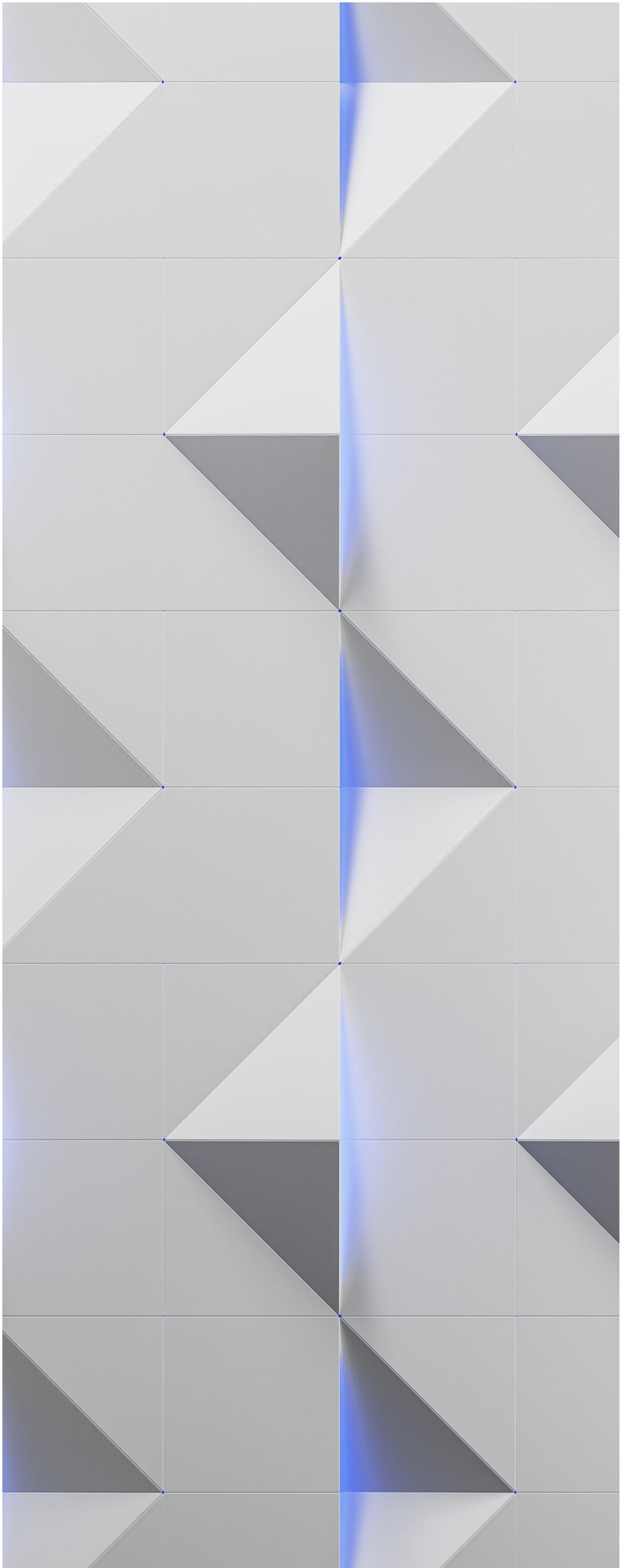
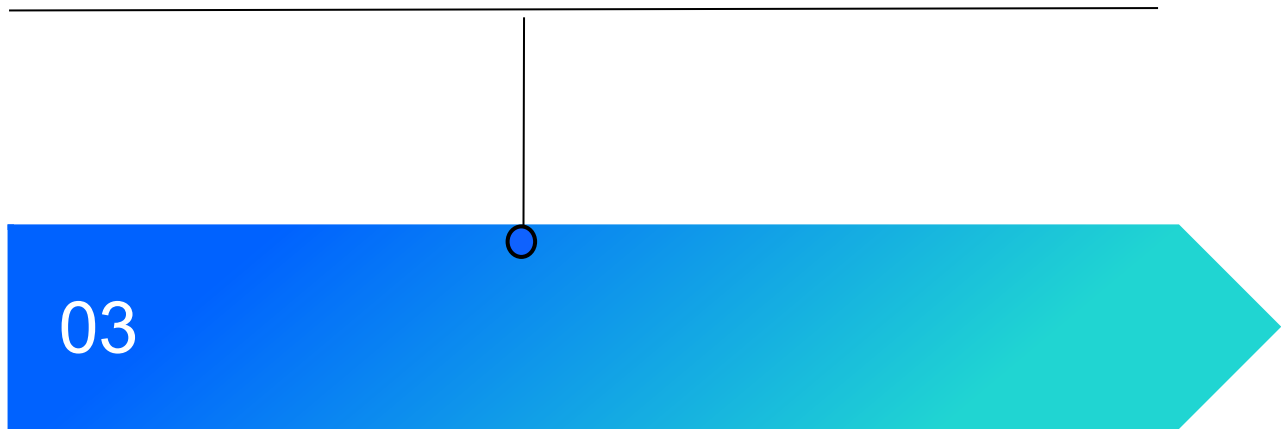


Learn what's possible with an IBM Automation Innovation Workshop

On-site workshop with business to evaluate the applicability of IBM Process Mining for your project

Implement a real project in weeks with a Quick Win Pilot

Demonstrate immediate value to your LOB end-users with your first 'Quick Win' in 6+6 weeks



Thank you

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—

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Hybrid Integration, IBM

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