



## PROCESS MINING USING MICROSOFT'S LOW CODE PROCESS ADVISOR PLATFORM

### Abstract

In the past decade, as business process automation became part of mainstream technologies, process mining has picked up rapid growth leading to accelerated adoption on automation in enterprises.

As the technologies around process mining are evolving, Operations and LoB leaders are keen towards understandings how the process is being performed, not as how it is meant to be.

In simple terms, as enterprises are moving into a new era of automation, process mining is going to be key driver to discover processes, check conformance, build prescriptive & predictive process models.

## Introduction

In this document, we will focus on the key challenges in traditional process mining, driving forces behind adoption of process mining technologies, competitive landscape, factors to be considered while choosing process mining tools in an organization and finally how Microsoft is making its entry in this space along with its Low Code Application Development Platform

## Key Challenges



Lack of access to standard operating procedure, run book & best practices makes almost impossible to get insight of processes.



Traditional interview-based process discovery and modeling is costly and time consuming.



Building business case for process automation becomes challenging due to lack of insight on manual process. It is assumed that operational data becomes available only after automation.



Lack of adaptability due to inconsistency in approaching manual process mining techniques, makes it challenging for organizations to operationalize these manual techniques.

## Driving Forces behind adoption of Process Mining

Operating/LoB heads are adopting digital technologies to gain insight of the processes, AI is breaking the monotonous flow of processes and helping predictive process modeling. As we are travelling through the era of automation, process mining is helping to adopt both task automation and Hyperautomation. Another unique driver for adoption of process mining is operational resilience.

## Competitive Landscape:

While niche players have dominated process mining technology market for last couple of years, a new spectrum of partnership led capability is fast evolving. As data is key to drive insight through process mining, major cloud providers are getting into partnership agreements with process mining ISVs, resulting in best usage of data with AI driven process mining algorithm.

As process mining remains key driver for fast adoption of automation, RPA software providers are also making concerted efforts to enhance this capability as integrated offering.

Beside this collective momentum, general software providers are also leveraging their years of experience, strong brand value & loyal customer base to launch their own process mining capabilities. Considering the evolving nature of process mining technologies, each of these competitive categories are going to stay relevant in industry for the next decade.

### Key factors to be considered while choosing process mining tool in an organization:

- As data sits in the core of process mining tools, ease of integration between business apps and process mining tools allows plenty of log and

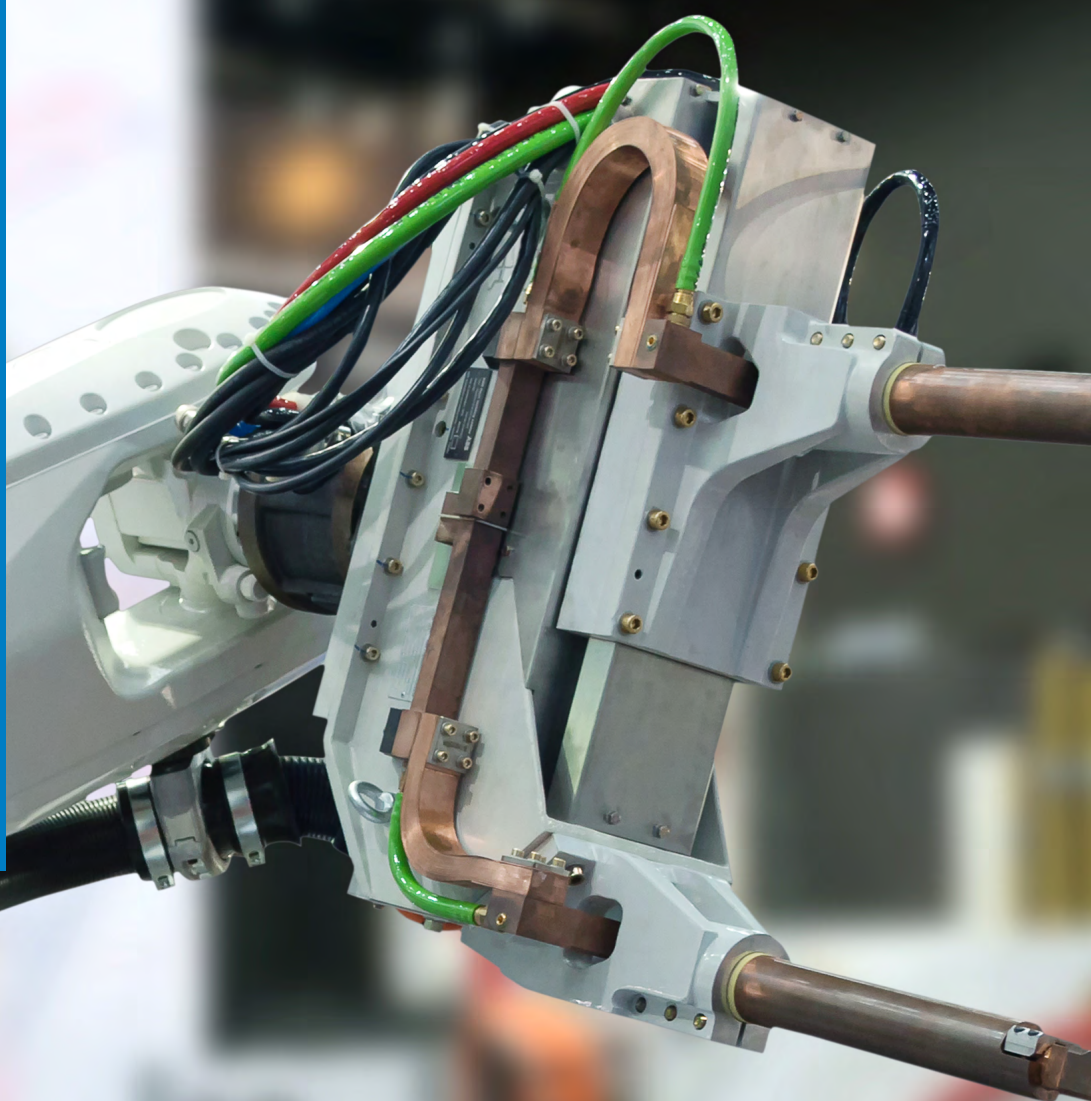
event data discovery and model the process accurately.

- It often becomes challenging to rationalize need of process mining tools and decision on right investment, the right tools can be zeroed in by focusing on the end goal and back calculating the ROI.
- Most of the time process mining tools need to be positioned closer to business operations rather than IT, hence user experience and usability is another key factor to be considered,
- Finally, testing the tool before purchasing helps to find right fitment.

## Microsoft's process advisor:

Microsoft's process advisor comes with process mining capability as one-size-fits-all for enterprises. With hundreds of pre-built connectors to pull data from business applications, rich AI driven algorithm for prescriptive and predictive process modeling, proximity towards Power Automate RPA capability, makes Microsoft's Process Advisor one of the best choices for enterprises.

While power automate desktop flows (as part of Microsoft power platform) accelerate adoption of automation for citizen developer communities, process advisors identify the automation opportunities, and they both together work seamless simulating assembly lines in automation factory delivery model.



## Conclusions:

The point of view and details mentioned above are some of the exciting developments happening around process mining. It is a highly evolving space and going to be part of mainstream technology for years. As business process management practitioners are navigating their journey through process automation, process mining capabilities are going to be a key enabler for them.



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