

# Process Mining Playbook 2021

June 2021: Complimentary Abstract / Table of Contents



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For more information on this and other research published by Everest Group, please contact us:

**Amardeep Modi**, Practice Director

**Ashwin Gopakumar**, Practice Director

**Anish Nath**, Senior Analyst

**Santhosh Kumar**, Senior Analyst

**Utkarsh Shahdeo**, Senior Analyst

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## Objective

The **Process Mining Playbook** empowers enterprises at various stages of their process automation and transformation journeys with insights, methodologies, and practical advice to achieve best-in-class outcomes from process mining.



## Overview and abbreviated summary of key messages

Enterprises globally have realized the need to evolve into digital-first businesses to remain resilient and competitive. However, quite often, enterprises embarking on digital transformation face challenges such as a heavy reliance on manual techniques in creating a healthy transformation pipeline. Process mining is an emerging technology that helps enterprises overcome these challenges by providing a data-driven view into their business processes. Process mining solutions leverage different types of system and user activity data to create an accurate, detailed picture of real-world processes. This Playbook uses various frameworks to enable enterprises to determine where they want to get with process mining deployment, create a business case for adoption, identify the capabilities they need to develop, and plot the paths for their journeys. It also describes the process mining market's characteristics, challenges to process mining adoption, best practices in the process mining journey, and key applications and use cases of process mining.

Some of the findings in this report, among others, are:

### Introduction to process mining

- Process mining is a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information from event logs generated by enterprise systems (e.g., ERP, CRM) and/or recordings of activities performed by users on their desktops
- Process mining solutions can be categorized into three types – classic process mining, desktop process mining / task mining, and hybrid process mining – each with several advantages as well as certain limitations
- Process mining solutions have a range of applications, including as-is process discovery, process optimization, automation opportunity identification, conformance checking, process simulation, process monitoring, and workforce intelligence

### Enterprise process mining journey

- Process mining can play an important role across all stages of enterprises' digital transformation life cycle
- Enterprises adopting process mining on a programmatic basis can break down their journey into five distinct steps: understand the current state, create a business case for the desired outcome, determine capability target state, identify all determinants and map path, and execute against mapped path

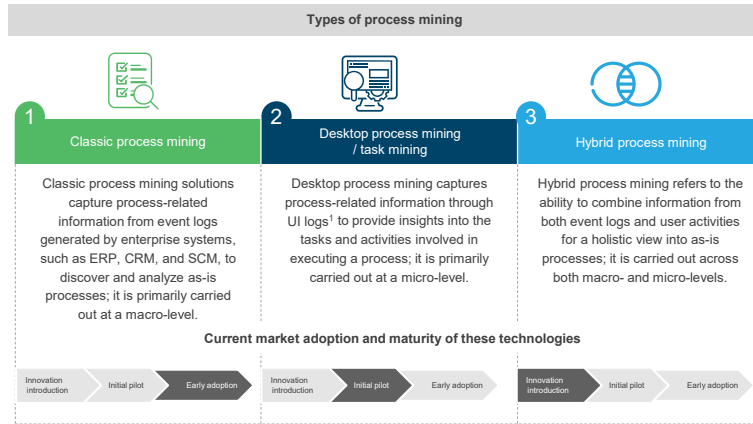
### Challenges and best practices

- Some of the key challenges faced by enterprises in process mining implementation include limited data availability, lack of solution awareness, challenges in data transformation, data security risks, and improper metrics
- Prioritizing processes for process mining implementation, creating a business case, selecting an enterprise grade process mining solution, effective change management, and setting up a Center of Excellence (CoE) with requisite talent are some of the best practices

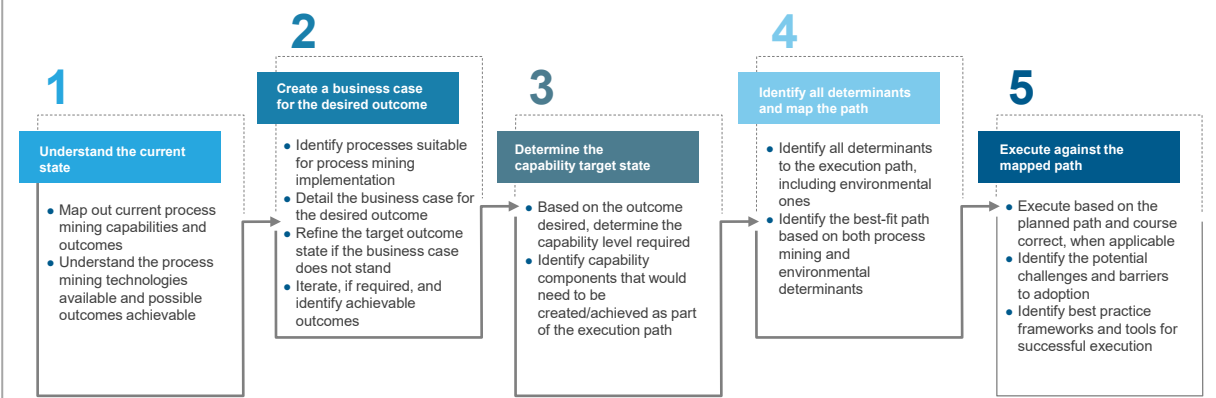
# This study offers six distinct chapters providing a deep dive into key aspects of process mining market; below are four charts to illustrate the depth of the report

## Understanding process mining solutions

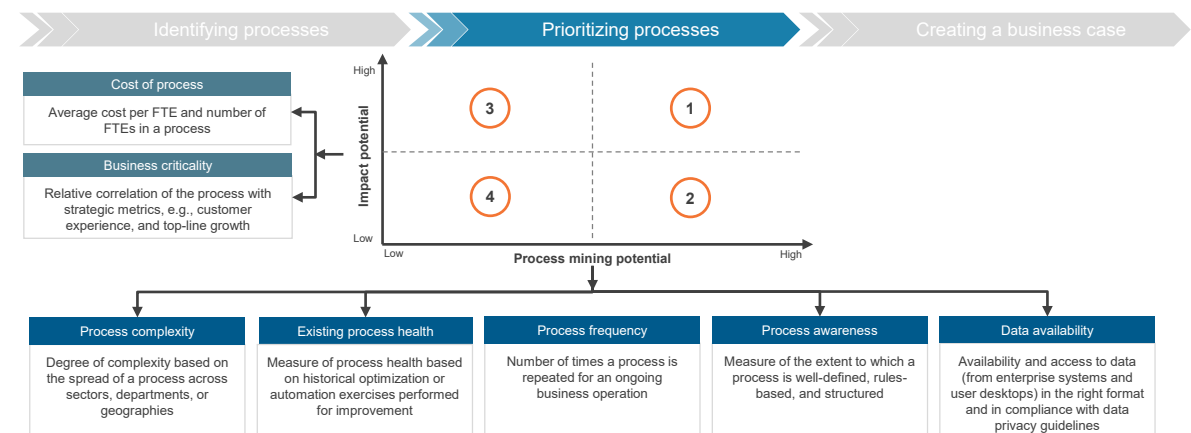
**Process mining**  
Process mining is a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information from event logs generated by enterprise systems (e.g., ERP, CRM) and/or recordings of activities performed by users on their desktops.



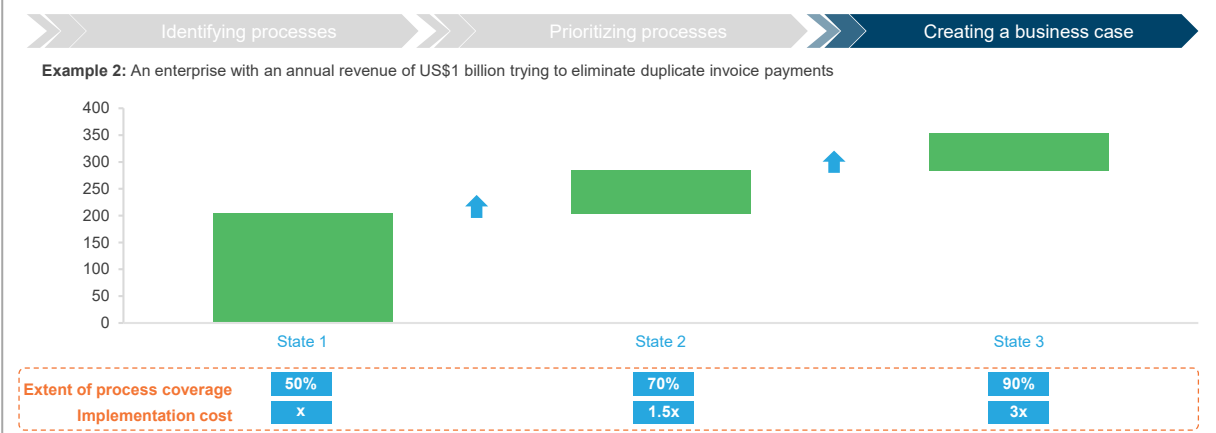
## Five steps for a successful process mining journey



## Framework to identify high priority processes for process mining



## Building a business case for process mining adoption



# Research calendar

## Service Optimization Technologies (SOT)

Published Planned Current release

### Flagship reports

### Release date

An Evolving Digital Workforce to Assist Humans – Robotic Process Automation (RPA) State of the Market Report 2021	December 2020
Intelligent Process Automation (IPA) – Solution Provider Landscape with Solutions PEAK Matrix® Assessment 2021	March 2021
Intelligent Document Processing (IDP) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021	April 2021
Process Mining – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021	June 2021
Intelligent Document Processing – State of the Market Report 2021	Q2 2021
Intelligent Process Automation (IPA) – State of the Market Report 2021	Q2 2021
Process Mining – State of the Market Report 2021	Q3 2021
Conversational AI – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021	Q3 2021

### Thematic reports

### Release date

Accelerated Intelligent Automation (AIA) in Enterprises	May 2020
The 360-degree Enterprise Automation Playbook	May 2020
AI Start-ups Redefining Business Processes: Top 30 Trailblazers	December 2020
Understanding Cloud-native RPA	January 2021
Mine Your Journey to Digital Excellence	March 2021
Intelligent Document Processing (IDP) Playbook 2021	June 2021
<b>Process Mining Playbook 2021</b>	<b>June 2021</b>

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[info@everestgrp.com](mailto:info@everestgrp.com)

+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)

+44-207-129-1318

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)

+1-647-557-3475

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