

# Task Mining Playbook 2022

February 2023: Complimentary Abstract / Table of Contents



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## Objective

### The Task 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 task 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. Despite the increasing trend toward digital transformation, many enterprises struggle with creating a streamlined and efficient transformation pipeline due to their reliance on outdated manual techniques. Task mining is an emerging technology that helps enterprises overcome these limitations by providing a data-driven view of business processes. The playbook describes a step-by-step approach to adopt and scale up the use of task mining solutions, tapping into various frameworks, such as the Everest Group Pinnacle Model<sup>®</sup> and the Capability Maturity Model (CMM).

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

### The need for digital transformation

- Evolving into a digital-first business is becoming increasingly important for organizations to remain resilient and competitive
- The lack of as-is process visibility and documentation is a key challenge to scaling digital transformation initiatives and improving employee experience

### Task mining and its importance

- Task mining solutions leverage user-action recording / screen recording to capture steps taken by users outside of IT systems and generate task and process maps and derive relevant business insights for process improvement
- Task mining solutions help enterprises gain micro level visibility into as-is processes, monitor process performance, and check compliance

### Enterprises' task mining journeys

- Enterprise adoption of task mining can be driven by ad hoc needs to analyze a few processes or as part of an organization-wide strategy to transform operations
- Enterprises can break down their task mining journeys into five distinct steps, including understanding the current state and executing against the mapped path

### Accelerating the task mining journeys

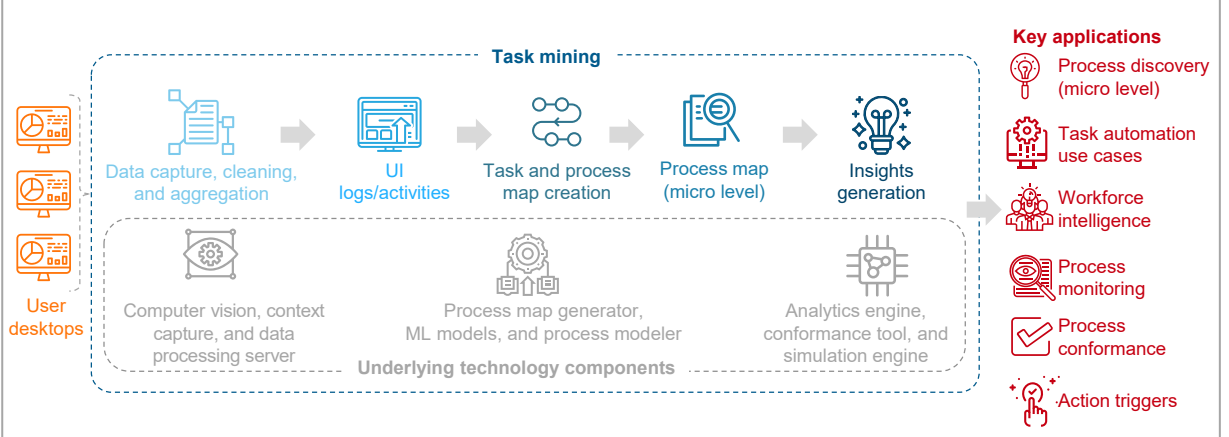
- To choose the right task mining solution, enterprises need to consider factors such as product capabilities, ecosystem of service partners, ecosystem of technology partners, product training and support, and commercial models
- An effective change management program includes five key levers to drive and embed the change within the organization

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

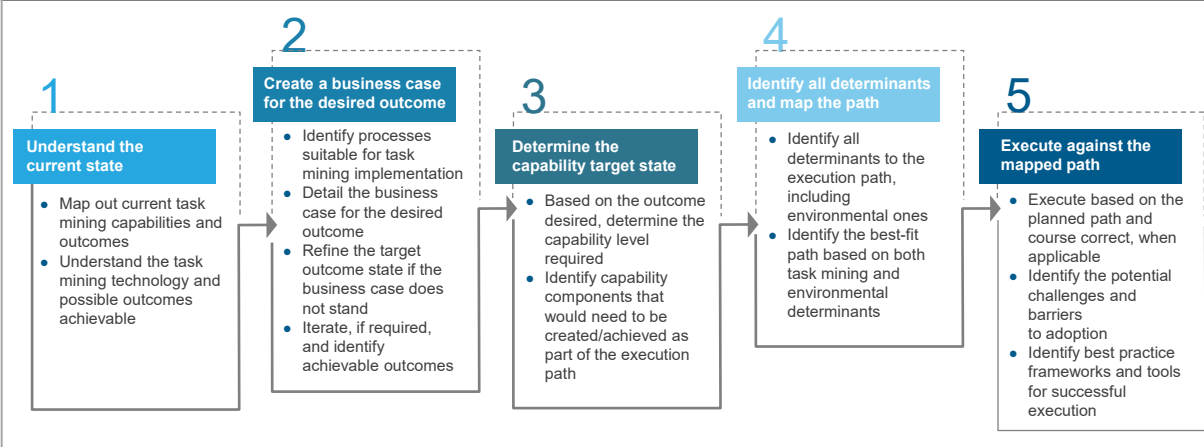
## The need for digital transformation



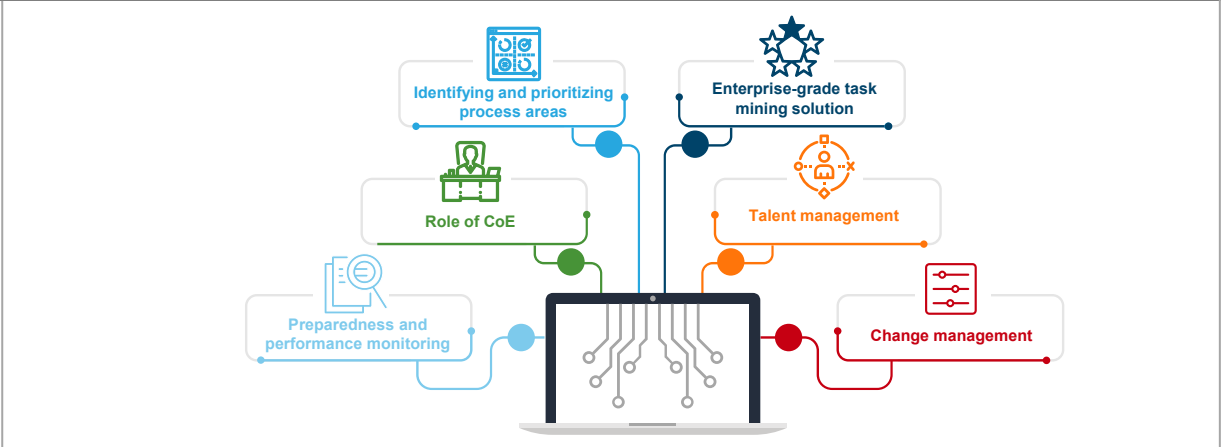
## Task mining and its importance



## Enterprises' task mining journeys



## Accelerating the task mining journeys





# Research calendar

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Published
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Reports title	Release date
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