

# State of Process Mining and Robotic Process Automation

**ABBYY**

**2020**

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## IN THIS RESEARCH

The efficiency and understanding of business processes has become more critical than ever as organizations worldwide pivoted to contingency and business continuity plans during the novel Coronavirus pandemic.

This report investigates the priorities, challenges, and benefits associated with process mining and how deploying robotic process automation (RPA) will impact how organizations plan for the future.

The participants were asked to evaluate how rigorously processes in their business are followed, how far along they are in their automation projects, and the drivers for automating their processes.

# METHODOLOGY

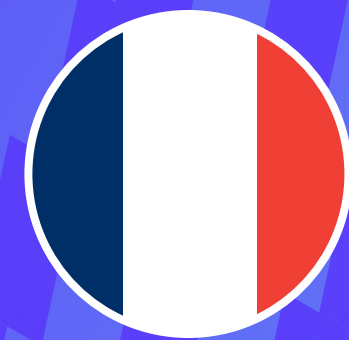
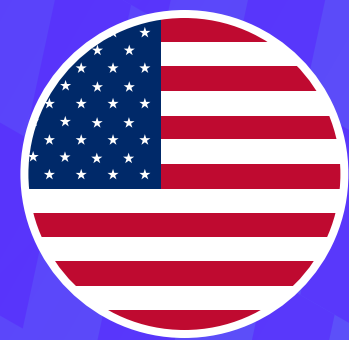
To assess process mining and RPA trends, ABBYY conducted a global survey of 400 senior directors, managing directors, owners, and C-level professionals with decision-making capabilities within their organizations. Survey participants were from organizations with 50+ employees and were located in the US, UK, France, and Germany. Respondents represented six industries: banking/financial services, government, insurance, healthcare/medical, logistics, and transportation/distribution.

Opinium Research executed the survey in March 2020.

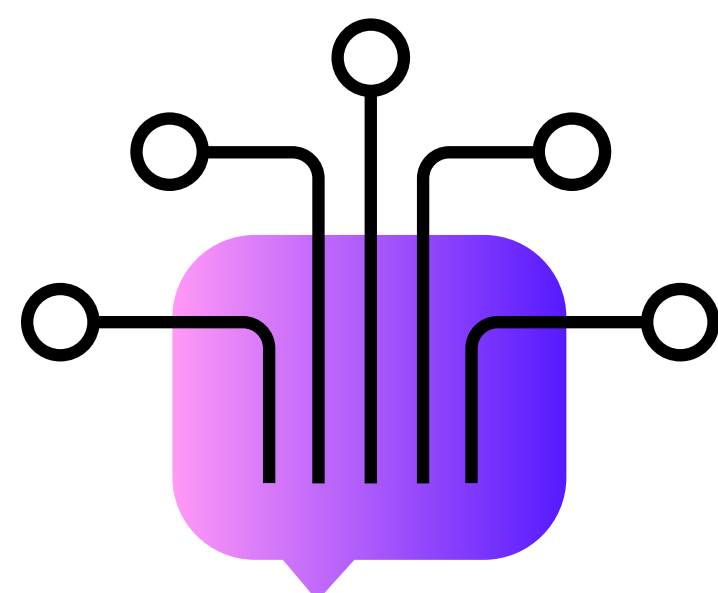
This report reveals average global results.



Survey participants were from organizations with 50+ employees and were located in the US, UK, France, and Germany.

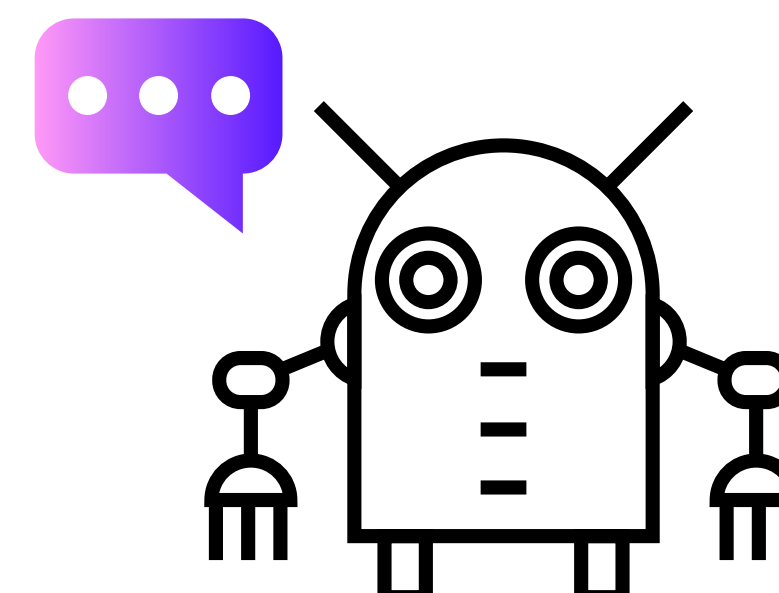


# DEFINITIONS



## PROCESS MINING

is defined as the use of analysis software to discover and analyze processes using a business' data.



## ROBOTIC PROCESS AUTOMATION

is defined as software robots or digital workers that emulate and integrate the actions of a human interacting within digital systems to execute a business process.

# PROCESS PERCEPTIONS

While most organizations state they follow business processes, 60% frequently deviate from them to meet customer needs.

More than a third (39%) think processes are rigorously adhered to; however, half (50%) see processes as “mostly followed,” meaning there are deviations and exceptions. This is reflected when asked about how work is completed at their organizations, where 60% said processes were not always strictly followed.

The most popular reason given as to why processes were not always strictly followed was that employees may deviate to meet customer needs, with one in two (51%) agreeing with this. This was followed by the processes being too complex (37%), and process standards not being fully defined (27%).

# 39%

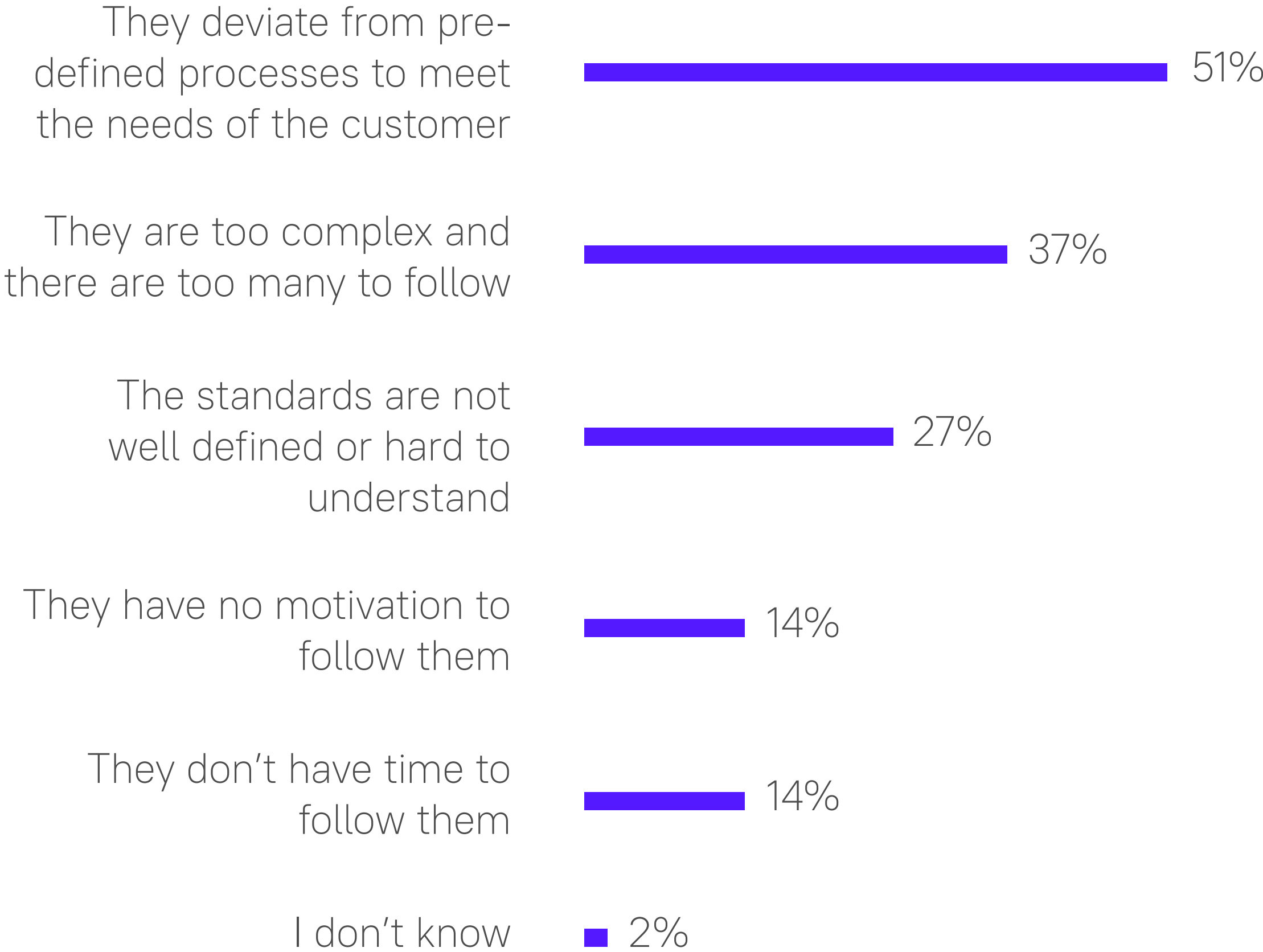
think processes are rigorously adhered to.

# 50%

see processes as “mostly followed,” meaning there are deviations and exceptions.

# PROCESS PERCEPTIONS

Why do you believe employees don't always follow processes strictly? Tick all that apply.



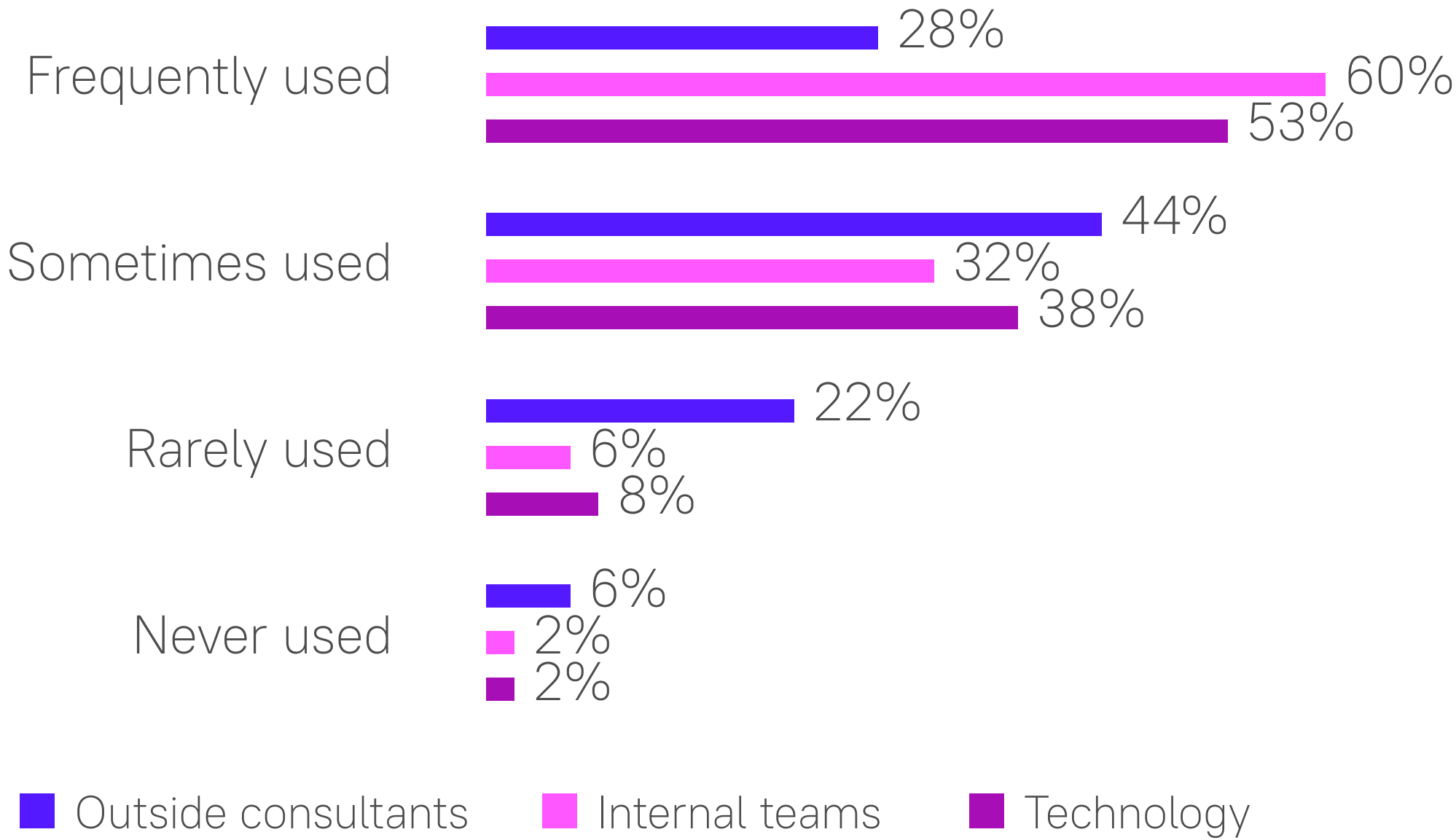


# PROCESS PERCEPTIONS

When asked how they analyze process efficiencies, respondents said their organizations frequently use internal teams and technology to gain insight into their processes.

With respect to the tools used to discern internal processes, the majority of companies use internal teams (60%) and technology (53%). Outside consultants are relied upon less often, with 28% employing these “frequently” and 72% employing them “frequently or sometimes.”

## HOW FREQUENTLY TOOLS ARE USED TO GAIN KNOWLEDGE ABOUT PROCESSES



The need for companies to engage with consultants in addition to using internal teams and technology for process insight indicates better technology tools are needed.

# STATE OF PROCESS MINING

# 65%

of companies are currently using or are in early stages of adopting process mining.

Companies realize they need better insight into business-critical and customer-facing processes. Those who are passive in understanding their processes risk operational inefficiencies and poor customer experiences.

# STATE OF PROCESS MINING

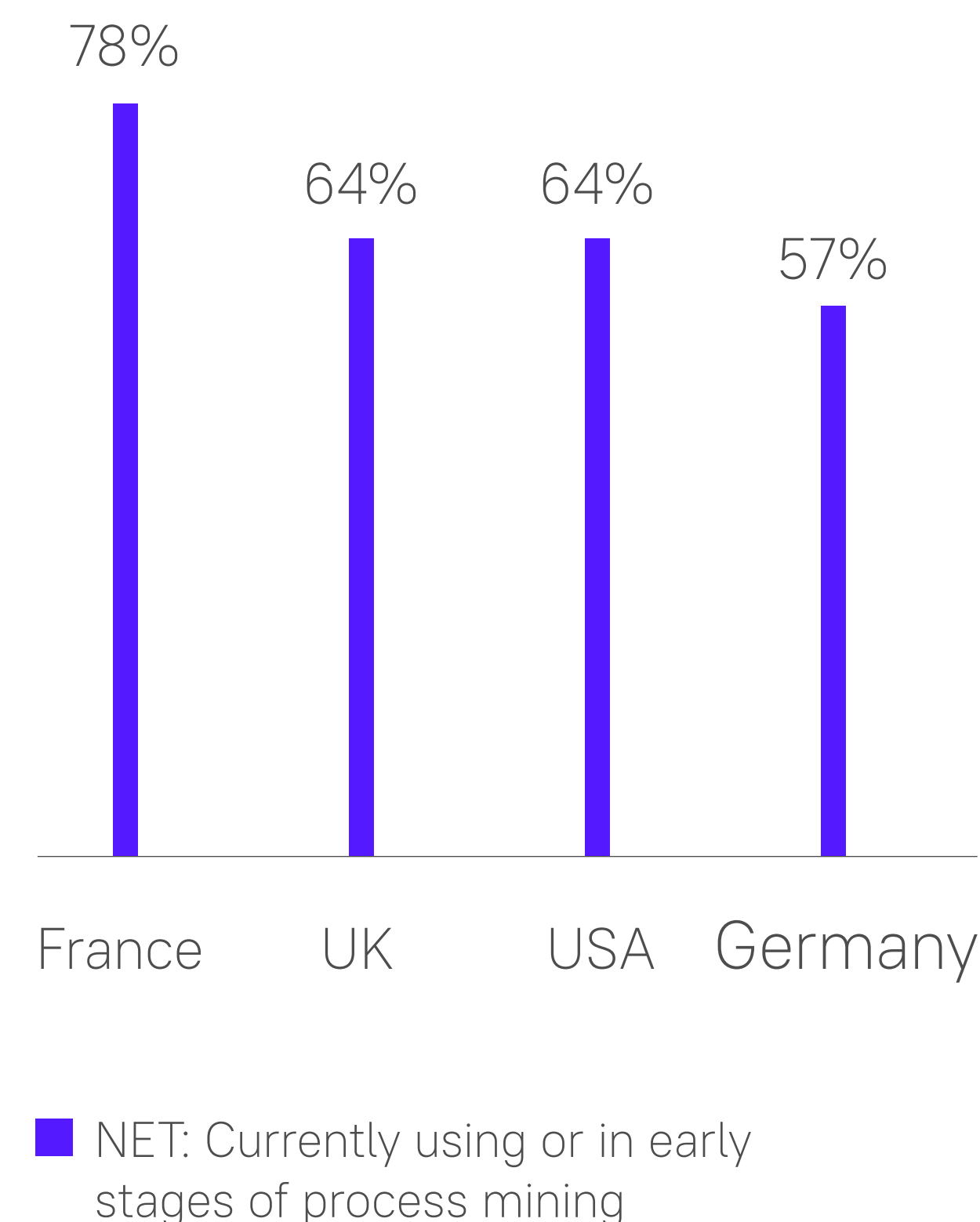
The majority of companies surveyed currently have some form of process mining capabilities. Respondents in France lead the way in terms of process mining, with over three quarters of companies (78%) already using such tools.

One in four companies (42%) think that process mining would be helpful for analyzing behaviors, while a further 40% think that it would be helpful for understanding how their processes worked.

The processes for which respondents thought process mining would be most beneficial:

- Financial planning – 45%
- Improving customer experience – 45%
- Improving logistics decision making – 42%
- IT service management – 41%

## CURRENTLY USING OR IN EARLY STAGES OF PROCESS MINING



# STATE OF PROCESS MINING

Here are some common ways process mining drives improvements in several operational areas:

## **Financial planning**

Gain better visibility of invoice processing status, identify bottlenecks with purchase orders, and have better access and insight into data for more accurate financial forecasting.

## **Improving customer experience**

Gain insights into the “as-is” customer journey throughout the organization’s entire process ecosystem in real-time, from onboarding to cross-promotions to customer inquiries and problem resolution to sustain customer satisfaction and prevent backsliding.

## **Improving logistics decision making**

Monitor vendor performance and predict potential deviations of orders, low inventory, shipment delays, and distribution system inefficiencies to better understand and monitor the occurrences that cost time and money.

## **IT service management**

Monitor processes and procedures during the implementation, improvement, and support of customer-oriented IT services to continuously improve and ensure IT customer service is in alignment with business goals.

# STATE OF PROCESS MINING

# 65%

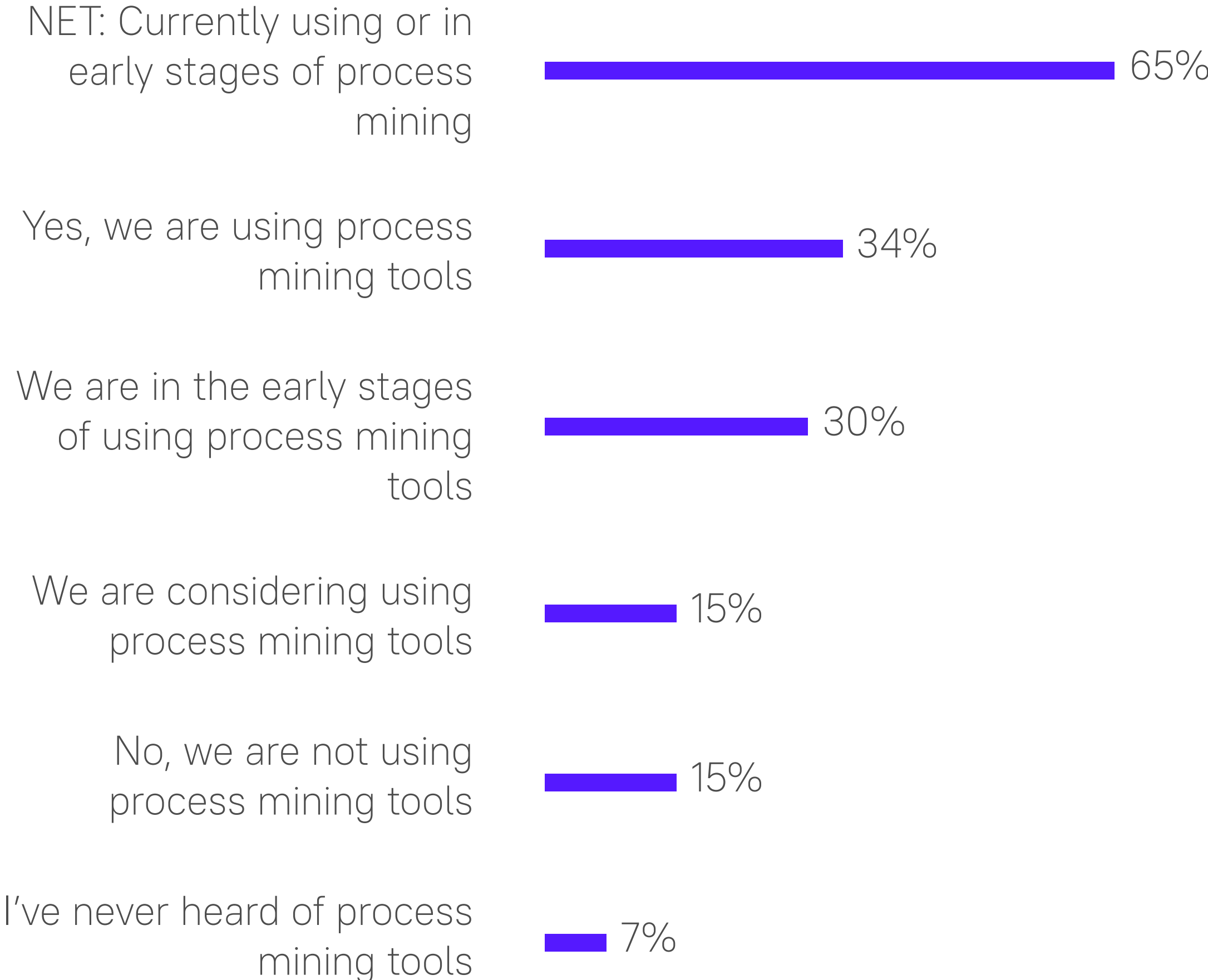
of companies are already using or in early stages of implementing process mining tools for monitoring processes.

Global organizations recognize the need for and benefits of process mining, but want more advanced tools that are able to quantify and qualify process enhancement ROI ahead of project implementation.

# PROCESS PERCEPTIONS

Do you currently use process mining in your organization?

Process mining is the use of analysis software to discover and analyze, processes using a business' data.



# STATE OF ROBOTIC PROCESS AUTOMATION

# 65%

of organizations are using or  
intend to start using RPA in  
the next 12 months.

# STATE OF ROBOTIC PROCESS AUTOMATION

A majority of companies are moving forward with their digital transformation initiatives using RPA as their automation accelerator, but they need to be cautious, as they may fail if they do not understand how their processes function.

A vast majority of respondents do intend to implement RPA, and a third (33%) have already put it in place. Those in financial services are most likely to be currently using RPA, with nearly half (48%) already using it, and a further 30% planning to implement the technology in the next year.

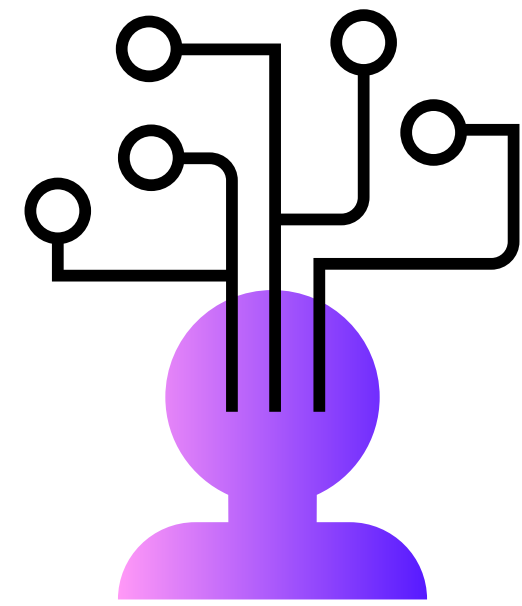
Of those currently using or with immediate plans to use RPA, the majority of RPA projects are

still in their infancy, with 68% of respondents either currently still evaluating or developing pilot projects. One-third of organizations in the UK and Germany are most likely to currently have RPA projects in production or have automation projects already deployed (32% and 34%, respectively). Of these organizations with experience in RPA, three-quarters (73%) said that they have high level or deep understanding of their intended automation processes.

In addition to this, of the organizations currently using RPA, the time that organizations take to set up and implement it is on average 8.7 weeks.

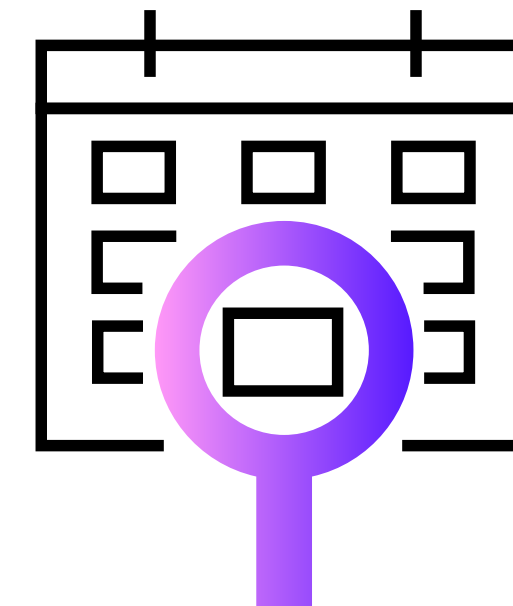


# STATE OF ROBOTIC PROCESS AUTOMATION



48%

currently using RPA



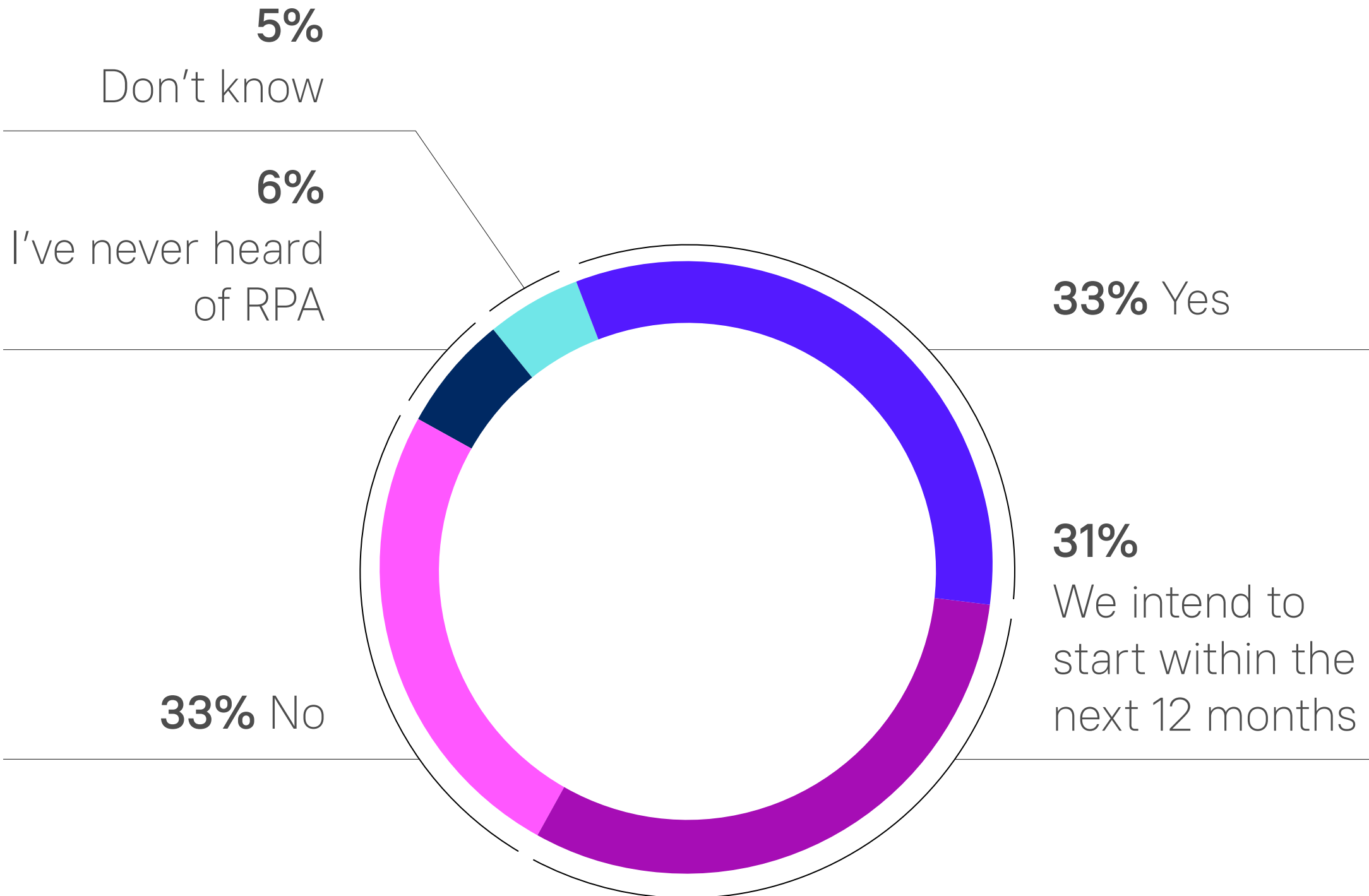
30%

planning to implement RPA  
in the next year

# STATE OF ROBOTIC PROCESS AUTOMATION

Do you currently use RPA in your organization?

Robotic process automation (RPA) is software technology that automates business process activities by utilizing software robots that mimic the steps human employees take to accomplish a wide range of tasks.



# STATE OF ROBOTIC PROCESS AUTOMATION

The use of RPA has transitioned from being solely a task-automation tool to being used to automate higher-value processes.

If money were not an object, then 39% of companies could see RPA as helpful in improving the customer experience. This was followed by 35% who thought that RPA could be beneficial for administrative tasks.

A third of organizations (33%) are currently using RPA primarily to improve the quality of their processes. This is followed by “reducing operating costs” and “accelerating processes” (24% and 23%, respectively).

**39%**  
of companies think  
RPA could be useful  
for improving customer  
experience.

# STATE OF ROBOTIC PROCESS AUTOMATION

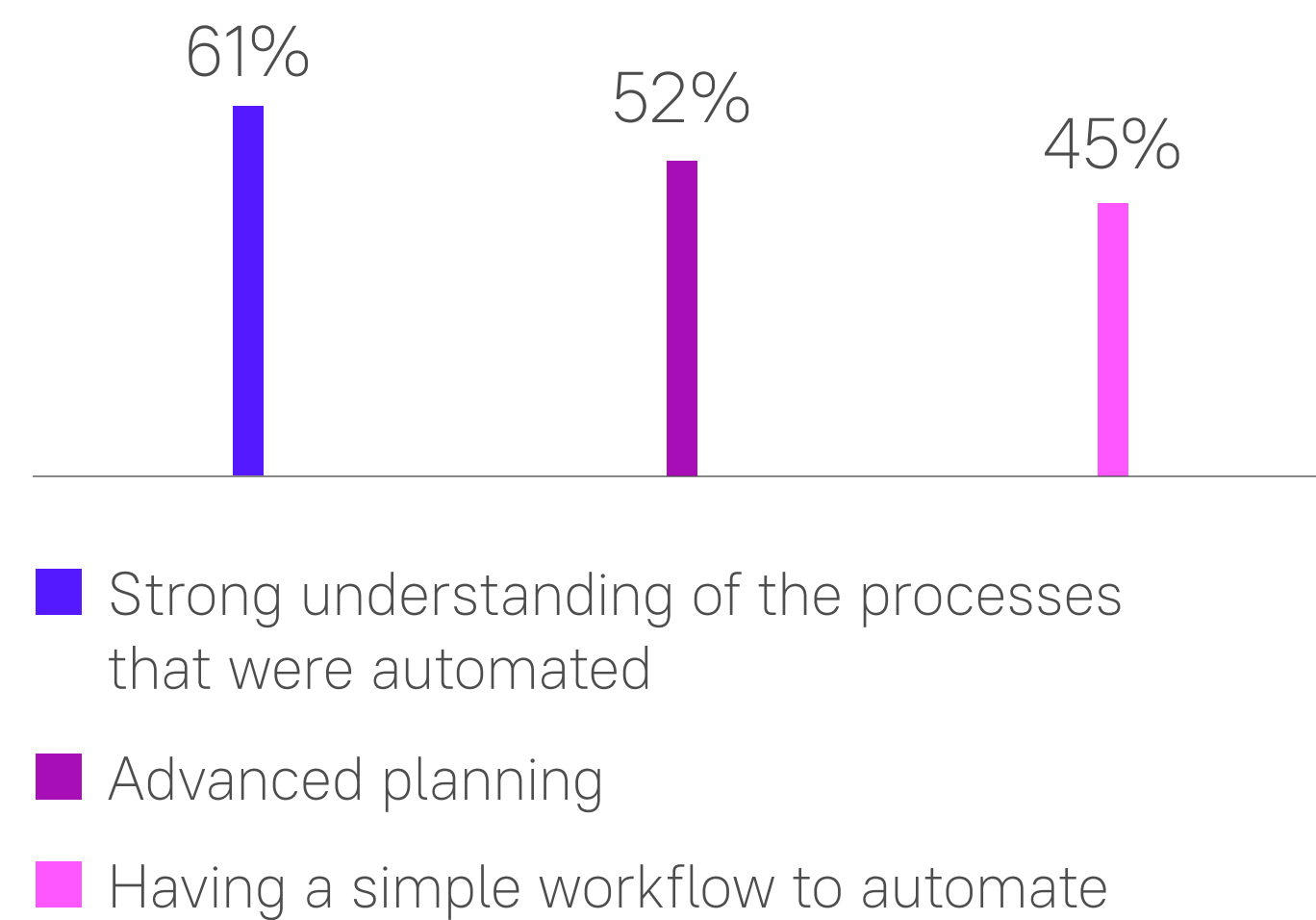
Assuming that cost was no issue, how do you think RPA would be helpful in your organization? Tick all that apply.



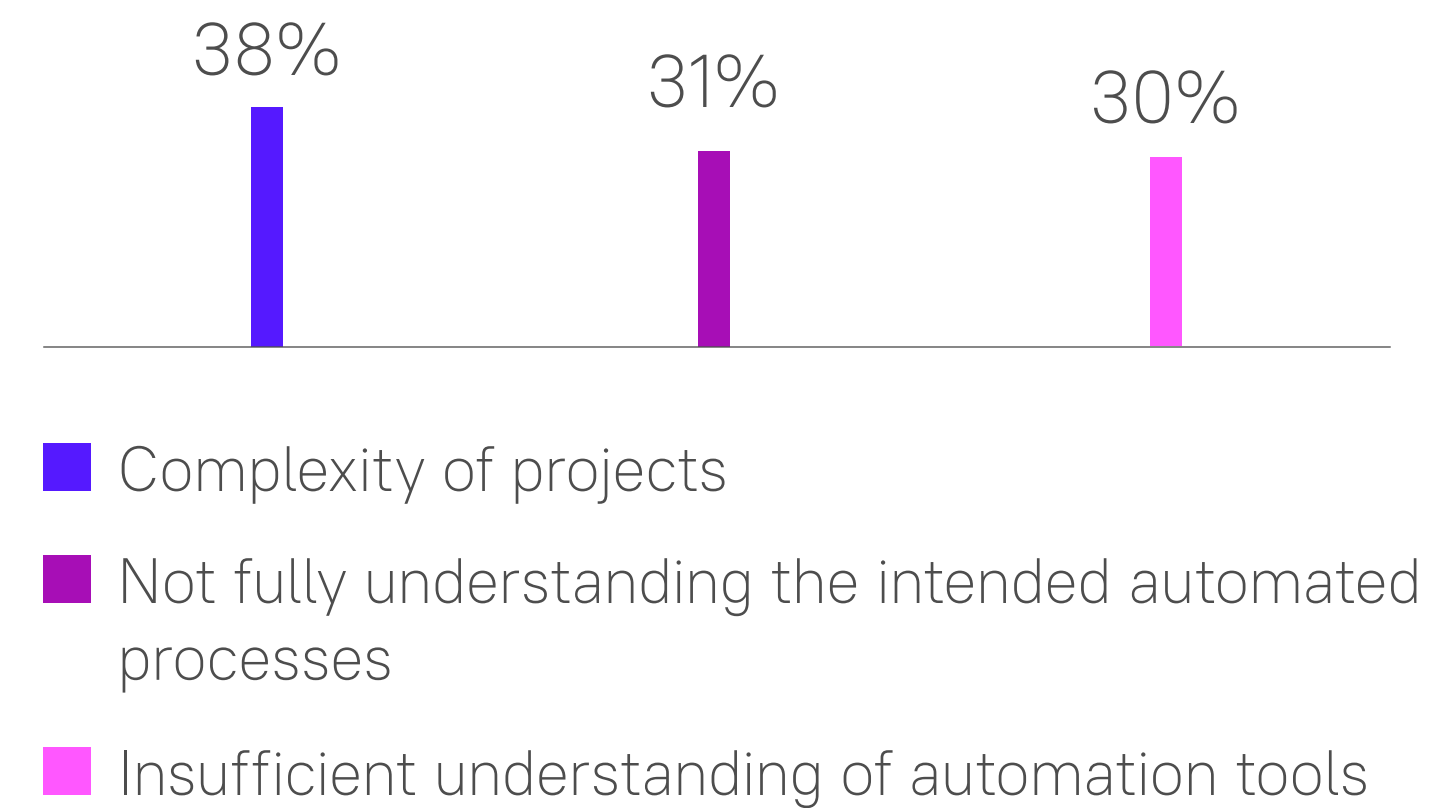
# STATE OF ROBOTIC PROCESS AUTOMATION

The majority of attempted RPA projects have been successful when there was a strong understanding of processes.

The key reasons given for the success of an RPA project:



Conversely, the predominant factors that led to the failure of projects were



With regards to how such RPA projects failed, just over half of respondents stated that these projects were expensive (52%), followed by requiring too much human intervention (44%).

# STATE OF ROBOTIC PROCESS AUTOMATION

# 69%

of the factors leading to RPA project failure are due to the complexity of projects and not fully understanding the intended automated responses.

# CONCLUSION

Most businesses are already implementing process mining technologies in some form and understand it is essential for business success. However, processes are more complex and variable than leaders think, due to disparate systems, the plethora of data generated from both digital and physical sources, and human interactions. Furthermore, reasons why processes were not followed were deemed necessary to better serve customer needs.

Similarly, most organizations are using RPA to automate and improve process efficiency. But success and failure are dependent on understanding process workflows.

During the global health crisis that forced companies to transition non-essential employees to work from home, leaders are experiencing first-hand how their business processes perform under trying circumstances. They will be evaluating how their processes perform, where improvements to automation need to be made, and how to best execute changes. These survey results illustrate that leaders need more advanced Process Intelligence tools that enable them to take a process-first approach to their automation efforts, and the importance of having a complete understanding of the data living within process automation.

Leaders need more advanced  
Process Intelligence tools  
that enable them to take a  
process-first approach to  
their automation efforts.



ABOUT ABBYY

# ABBYY IS A DIGITAL INTELLIGENCE COMPANY

We provide a Digital Intelligence platform that delivers a complete understanding of business processes and raises organizations' Digital Intelligence.

Our technologies are used by Fortune 500 companies in finance, insurance, transportation, healthcare, and other industries, helping them make intelligent business decisions. ABBYY is a global company with offices in 13 countries.

For more information, please visit [www.abbyy.com/company/about-us/](http://www.abbyy.com/company/about-us/)

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