How to optimise your business processes through automation

xSuite
It's simple. It's digital.

Table of content

xSuite
It's simple. It's digital.

Data analysis + Automation = process optimisation

Do you find that all too often your business runs into difficulties because of cumbersome, slow or incorrect document management? Are you having trouble meeting payment deadlines?Do you have problems with the same suppliers failing to deliver on time again and again?Or have you ever found yourself the target scammers who create fake sales orders?

Despite digital development, the above mentioned issues are unfortunately still a reality for many organisations today. Processes that involve managing financial documents are at the very core of business today and are essential for the day-to-day operation in most organisations. These processes represent the "backbone" of the entire operation.. If there is no control over them, then this can have serious consequences for the operation and overall financial situation of the business. The potential for streamlining these processes in relation to time, manpower and error elimination is great.

In this context, it is important to gain control over the internal systems and data. Even though we are dealing with complex and large amounts of data, the equation for successful process management is relatively simple:

> ## Data analysis + Automation = process optimisation

www.xsuite.com/dk

xSuite
It's simple. It's digital.

Of course, the formula is a simplified version of reality. However, it shows the combination that is used to optimise processes. It shows that intelligent data analysis and stable automation methods create highly optimised processes. This allows you to set up **streamlined workflows which in turn streamline the business's critical business processes.**

Automation should be the objective of this white paper. Partly because it can relieve employees of monotonous tasks, and partly because it can reduce or eliminate mistakes. This will free up time so employees can focus on the more important tasks. However, it is important to recognise that not all processes can be automated, but those that can be, will result in a significant improvement in efficiency.

In order to optimise, you must first identify the processes in your ERP system that are causing problems.. This can include sales orders, suppliers, posting, validation, contract handling and hiring processes. Any areas in which documents need to be processed or any log files.

That is exactly what we want to focus on in this white paper. We will illustrate the link between process optimisation and **process mining** - an intelligent optimisation tool. Process mining gives you the option to track and visualise your data, so it can be analysed and used for process optimisation and error elimination.

In other words, we´ll show you how to use the above "optimisation equation" to benefit you, your company, and your company's employees.

Happy reading
Best Regards,

xSuite Nordic

www.xsuite.com/dk

xSuite
It's simple. It's digital.

Data chaos or controlled data - which do you prefer?

Before we go directly to the solution model, we will just start with a little fictional scenario.

Which of the following two options do you prefer?

01. Data chaos: Your company has no control over internal billing systems, processes, and data. It results in frequent mistakes, inefficiency, delays, supply problems, forgotten payment deadlines, and lots of wasted resources.

02. Controlled data: Your company has 100% control over internal billing systems, processes and data. With the help of data visualisation and streamlined workflows, the potential data chaos is organised and controlled. This results in fewer mistakes, increased efficiency, better use of time and resources, and long term economic savings.

The choice is not difficult. Most would probably consider the fictional scenario a horror scenario. To avoid this scenario becoming reality, companies should get smart and use process mining and automation. This will reduce digital footprints, detours and unnecessary processes as much as is possible. **The «data-path» will be the shortest and most cost-effective route to the goal of the optimisation process.** We will come back to the definition of "data path".

Let us take a little step back and look at what is needed to implement automation.

xSuite
It's simple. It's digital.

"Automation" – more than just "nice to have"

Automation solutions have gained popularity during the past 10-15 years. In recent years especially, the phenomenon has expended to become a definite must in every business operating with critical business processes. In other words, automating workflows has rapidly escalated from being "nice to have" to being essential, if you want to remain competitive as a company.

Companies need to be able to effectively handle huge amounts of data. This has meant that businesses must find smarter and more efficient solutions for handling daily, monotonous, routine processes. Where these tasks could have previously been accomplished using manual labour, the market's development and demand now call for more automated alternatives. This is exactly where process mining comes in as an operational tool to maximize the overall power of and return on process automation.

Technological advances and a developing labour market

The growing need and demand for automation is due to a number of fundamental development trends. The following are two of them:

01. More and more "digital natives" are entering the labour market. They´ve been brought up on digital solutions and are already tuned in to the concept of "automation.".

02. The technology already exists: the existing automation technology is sufficiently developed and advanced to meet the needs of most companies.

These factors, among other things, have generated huge growth in automation solutions across industries. In order to get the most out of these solutions, companies must access and understand

www.xsuite.com/dk

xSuite
It's simple. It's digital.

the underlying data that drives the internal processes. It is precisely here that digital process mining comes in as an operational tool that can take your workflow automations to new and levels you have never seen before.

 Let's take a closer look at what process mining really covers.

Did you know that...

- A digital native is defined as a young person between the ages of 15-24 who has 5 year of experience in using the internet.
- Projections indicate that millennials (born between 1980 and 2000) will make up 75% of the global workforce in 2025.

xSuite
It's simple. It's digital.

2. What
WHAT IS IT?

A smart tool – not a stand-alone solution

When trying to explain what process mining really is, people can quickly become confused. Therefore, we will begin by briefly addressing some common misconceptions about the concept.

These two misconceptions can easily arise - partly because process mining makes sense in relation to SAP solutions. It is also extremely easy to integrate with the SAP platform.

The fact is that process mining should be considered more as an intelligent tool that can be «superimposed" on your existing system. It can also complement your company's existing SAP solution. You can access unique and valuable data that can help direct your internal workflows and streamline document management.

In other words: **A data-driven «leverage» to achieve the goal of process optimisation and business automation.**

When we continue to put process mining in an SAP context in the following explanation, it is because xSuite is an SAP house that provides complete process solutions for the SAP platform.

Two typical misunderstandings re: process mining:

01. It is not an independent and complete solution.
02. It is not an integral part of SAP.

xSuite
It's simple. It's digital.

SAP and process mining speak the same language

If we consider digital process mining purely technical point of view, it is practical and smart. It is also 100% compatible with SAP. This means that if you already operate with an SAP solution, you will be able to integrate the tool easily and quickly.

At xSuite, we have made process mining one of our core competences - especially in the optimising and automation of businesses specifically based on SAP. Our experience and specialisation mean that we know exactly what the typical login systems of SAP customers look like. It creates an optimal readiness, where we can effectively implement matching data models. These models can deliver valuable data insights to the customer - usually within just 10 days.

Process mining is a time-saving door opener to new and advanced data processing capabilities that enable you to optimise the company's internal workflows in SAP - ASAP!

xSuite
It's simple. It's digital.

Process mining is a part of process solutions

When we talk about process mining, we are referring to part of a larger process setup. It is important to understand that process mining is a tool that, together with other software, constitutes complete process solutions.

These are the same complete process solutions that we, at xSuite Nordic, specialise in. We combine process mining with a wide range of our core products, which can contribute to process optimisation. You can learn more about each of the products below by clicking on each of them.

- Mailroom in the Cloud
- Capture in the Cloud
- Archiving in the Cloud
- Archiving in SAP
- Personnel File in SAP
- Customer File in SAP
- Vendor File in SAP
- Contract Management
- Sales Orders in SAP
- Purchase Orders in SAP
- Order Confirmations in SAP
- Accounts Payable in SAP
- Accounts Payable.

Information Capture	Process Automation	Archive Platform
Procurement	Accounts Payable	Order Management	Cross Company Processes
On Premises & Cloud		
SAP	Any ERP	

Process mining is a way of ensuring that you get the most out of your company's process solutions. Let's elaborate on process mining a little.

xSuite
It's simple. It's digital.

Process mining – access data that is otherwise invisible

Process mining can best be understood as an analytical tool. It can visualise essential data that would not be visible to the naked eye otherwise, also called a data path, as mentioned earlier. It is, therefore, an advanced application that can extract important information about your company's critical processes.

This information consists of accurate, high-quality data that can help identify behaviour patterns for your employees' workflow. Therefore, the tool has no value in itself, but when used in combination with other process solutions, it becomes extremely valuable.

Data tracking backend – data visualisation frontend
As a cloud-based tool, process mining operates both backend and frontend:

01. Backend: Collection of detailed digital traces related to the company's internal work processes.

02. Frontend: Visual presentation of the internal data tracks - so-called logs.

Based on this data visualization, you can go in and analyse the individual processes and identify where digital detours typically occur in your SAP systems. This is also where it makes the most sense to optimise and automate.

In this way, you will create **the optimal basis for streamlining your processes.**

Let's get to the heart of it: What are the benefits of process mining and how does the tool create tangible value for your business?

www.xsuite.com/dk

3. How

HOW CAN IT BENEFIT YOUR BUSINESS?

Process mining pays off - literally

Why should your company invest in process mining when you have already started using SAP solutions? There are many good reasons for that. Process mining does not replace your existing systems, but is instead a type of upgrade to the next level in terms of utilizing your internal data. The potential this tool has for generating knowledge, including commercial insight is huge and waiting to be tapped into, so it would be foolish not to do so.

Any organization that works with change management knows that internal changes are often resource-intensive to initiate and very expensive to complete due to secondary and tertiary costs. This is precisely why process mining literally pays off, **as it allows you to act on «clean» data and target your change management effectively.**

In the following, we will review four crucial benefits and opportunities that process mining provides you with. It concerns the following:

- **Efficiency**
- **Automation**
- **Error Elimination**
- **Data Protection**

xSuite
It's simple. It's digital.

1. Error elimination – fewer digital detours, and future-proofing of the business

Mistakes rarely happen alone. This is certainly the case in invoicing, accounting, or other financial areas. Larger companies and organisations are typically divided into many departments that work together. However, it can be a long way from one end of the value chain to the other, for example from an initial, incoming purchase order, to the final invoice being received, posted and paid correctly.

Along the way, there are many places where «bumps» can occur, in the form of process errors and unnecessary digital detours. These bumps can quickly have a negative impact on the company's finances and image - for example in the form of:

- **Additional costs**
- **Wasted resources**
- **Negative publicity** (bad publicity - less attractive to partners and shareholders)

It can be a tedious task to find out exactly where the error actually occurred. If you are not able to do this, at the worst, a kind of negative domino effect may occur. A mistake made in one process step can cause bleeding in other process stages elsewhere in the system.

How do you stop such potential bleeding? You do this by working the data drive. That is exactly what process mining allows you to do. The tool provides you with the insight needed to quickly analyse where errors have occurred in the process, and helps you to identify the areas that have great potential for improvement. Thus, the way is paved for automated workflows and process optimisations.

xSuite
It's simple. It's digital.

However, it is equally important to follow up on the specific change initiatives. Standard flows are rarely 100% flawless, so you should always monitor the impact of your efforts.

Such monitoring (also called **action engine**) provides you with preventive tools to monitor your processes and document flows. That way, you can continuously identify the problems in the processes and inform the responsible staff members right away.

Therefore, error elimination occurs not only by detecting and introducing concrete measures against the process problems, but also by proactively monitoring the efforts.

Overall, automation based on process mining can contribute to:

- Reduced risk of process errors, requiring manual adjustment and resolution
- Fewer digital footprints and detours such as forgotten deadlines, delays, lost offers, supplier agreements etc.
- Smoother processes
- Optimisation of cashflow
- Better use of manpower and workforce
- Future-proofing the stability and return of the business processes

Did you know that...

- 40 % of the surveyed companies in the yearly "European Payment Report" (2017) reported late paid invoices daily.
- Invoices in the European public sector are paid on average 41 days after they are received

Source: European Payment Report (2017).

www.xsuite.com/dk

xSuite
It's simple. It's digital.

2. Automation – reduce the need for labour

Many companies face daily challenges with slow, cumbersome and time-consuming sales orders, invoices, purchase orders, contract management, etc. The processes are often divided up over many different departments, and they usually involve a large amount of manual entries. They also often consist of large amounts of approval work, as well as a whole stream of repetitive and monotonous accounting tasks. The monotonous nature of these types of tasks can seem demotivating and unsatisfactory to the employees who must perform them daily.

You can mitigate or eliminate this by implementing automations that communicate with your SAP system. Replacing the process steps that were previously done manually with automation solutions saves you manpower and valuable time.

Combined with process mining as an analytical tool, you can achieve a reliable and accurate solution setup that can pinpoint exactly which processes you should optimise. That way, you ensure the most seamless workflow across organisations.

Overall, automation based on process mining can contribute to:

- Reduced need for manual labour (e.g. when collecting and processing invoices)
- Workforce can be focused on other tasks and activities in the business
- Increased job satisfaction and motivation among employees.

xSuite
It's simple. It's digital.

3. Efficiency improvement – streamlined processes save time and money

Once you have integrated your data-based automations with your existing SAP system, you will normally experience a significant increase in the speed of your internal processes.

As you know, time equals money. Every minute shaved off the day-to-day operations of the business counts in the overall accounting picture. Optimising in the right places can save many minutes. That is, where money trickles out of the balance sheet because of inefficiency, repeated process errors, and similar complications.

This is precisely how process mining can help. The tool can pinpoint where these focus areas are and visualise invisible data. This can be used for further analysis and subsequent automation in SAP. You can act directly on your «clean» data and translate it into concrete changes, which target your change management and makes it more cost-effective.

Overall, automation based on process mining can contribute to:

- Overall streamlining of business-critical processes and work efforts
- Streamlining of workflows
- Cost savings through improved time management
- Cost savings through replacing manual paperwork with digital handling
- More targeted change management

Did you know that...

- Only 7% of German companies indicated that they were actually aware of the extent of the cost of their invoice processing.

Source: Chika Okoli, ed. "Die E-Rechnung: Treiber der digitalisierten Supply Chain" (Munich: Verband elektronische Rechnung [VeR], 2017).

xSuite
It's simple. It's digital.

4. Data protection – your critical business processes are in safe hands

Many companies today are sceptical and reluctant to provide access to their internal systems and sensitive data. The fear of being exploited, hacked, and exposed to fraud, keeps them from exploring the optimisation opportunities, which require making data visible for analysis. These are opportunities that would benefit the company in terms of work effort, efficiency and overall performance.

Gain control of the internal processes - creating security

Of course, there will always be some risk associated with digital cloud solutions that draw on internal data. Nevertheless, the effect of using a tool such as process mining is in fact the exact opposite. It creates the basis for more secure and more stable processes, where the risk of unwanted complications is minimised as much as possible.

By exposing the company's process data to the light, you will be able to see where the problems or potential risks lie in the system. With these insights, your optimisation efforts can subsequently be targeted and executed under controlled conditions. This way, you can protect your business from malicious attacks such as:

- Procurement fraud
- Supplier problems
- Maverick buying
- CEO-scams

In other words: **Having control over the internal processes and an overview of the case instils complete confidence in the business - and ample opportunity for process optimisation.**

At xSuite, we guarantee that we will provide you with a professional and competent implementation of process mining. Our specialists have a duty of confidentiality and always work with 100% respect for the customer's sensitive data. The data processing is done over encrypted connections, so there is no need to worry about information being redistributed to, or accessed by unauthorised third parties. In short, your critical processes are always in safe hands with us.

www.xsuite.com/dk

xSuite
It's simple. It's digital.

Conclusion

Summary

Many companies that work with accounting and document management experience problems on a daily basis. Issues with process errors and digital detours in relation to their internal work processes are a regular occurrence. It costs them not only time and labour, but also money. It also reflects negatively on employees' job satisfaction and the company's image to the outside world as a reliable partner.

This is precisely why it is crucial that companies make targeted and controlled efforts to stabilise and streamline their internal processes. Such targeting requires the right insights in the first place - and it is precisely here, that the process mining analysis tool comes into the picture as an optimisation solution.

By combining your company's process solutions with process mining, you can visualise all the critical data sets so that they are able to be analysed. This way, you can quickly identify where the repetitive process errors typically occur, and where there is particular room for optimisation measures. With this knowledge, not only can you reduce the number of digital footprints, detours and unnecessary process steps, you can also improve efficiency in your management in general.

In short: **Process mining creates the optimal conditions for implementing custom automations that can streamline the company's workflows - across work areas.**

www.xsuite.com/dk

xSuite
It's simple. It's digital.

Key takeaways

Below, we have compiled the most important key takeaways from this white paper:

- Process mining is not a stand-alone solution, but an operational tool that can be used in conjunction with your other process solutions.
- Process mining is used to collect detailed digital traces related to the company's internal work processes and present them in the form of visual and analysable data.
- Process mining enables in-depth data analysis and accurate identification of process errors and optimisation potentials.
- Process mining provides the information needed to automate and streamline the company's internal workflows.
- Process mining is the key to efficiency and process optimisation, which can create significant savings - in the form of saved labour and time, less waste of resources and fewer extra costs.
- Process mining is 100% compatible and easy to integrate with your SAP solutions.
- Process mining can help detect fraud from internal employees or external third parties.

We hope that with the help of this white paper, you have recognised the business potential that lies in process mining - and maybe even been inspired to make use of this tool.

We wish you the best of luck in controlling your company's internal processes in the future!

xSuite
It's simple. It's digital.

Working together to manage your data

Need help managing the internal processes in your business? Would you like to streamline and optimise your workflows to avoid unnecessary process errors and get the most out of your employees' workforce and time? In that case, you've come to the right place.

At xSuite Nordic, we specialise in developing advanced process solutions that include SAP workflows as well as input and output management. These include invoicing, purchasing, sales orders and a wide range of document management solutions.

We have made process mining one of our absolute core competencies. We are able to offer our clients an intelligent tool that can take their internal process solutions to new and unseen levels..

If you would like to know more about process mining and the optimisation options for your business, please do not hesitate to contact us for a meeting (with no commitment) to hear what we can do for you.

We look forward to hearing from you.
Best Regards

xSuite Nordic ApS

www.xsuite.com/dk

xSuite
It's simple. It's digital.

About the WMD Group

Founded in 1994, WMD is firmly established as a software developer and provider of market-leading ECM systems across sectors. WMD streamlines scanning, document processing and archiving work- flows within and beyond SAP software.

WMD's xSuite solution is developed in-house and delivers interfaces enabling easy integration in any environment. Solutions provide compliant, workflow- supported invoice, purchase and sales order processing, management of digital folders and contracts, digital mailroom processing, archiving, and more.

The company has expanded its product portfolio, enhancing its traditional on-premises solutions with services in the cloud. As an SAP silver partner, WMD offers deep workflow and archiving expertise. WMD's xSuite 5.2 is "SAP Certified – Powered by SAP NetWeaver." WMD has helped to optimize operations at SMEs and Fortune-500 companies globally in over 1,000 installations. Based in Germany, WMD has subsidiaries in Europe, Asia and the U.S.A. Find out more about the WMD Group at www.xSuite.com/dk

xSuite
It's simple. It's digital.