



COMBINING PROCESS MINING AND RPA TO BOOST THE DIGITAL TRANSFORMATION

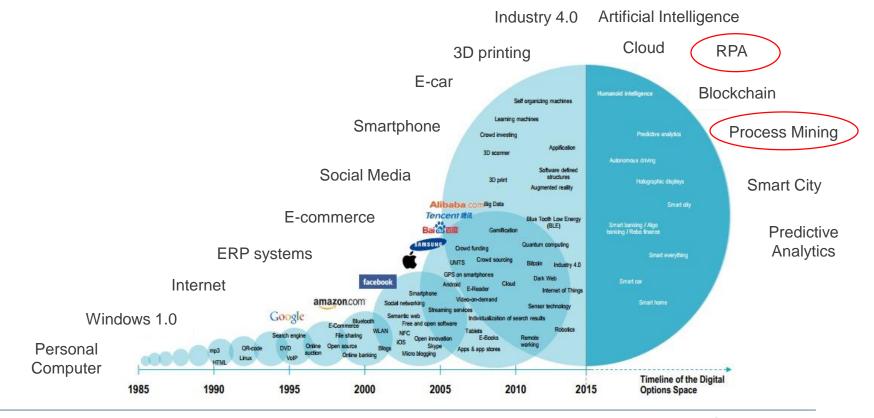
Protiviti & Celonis

ISACA Risk Event 2019 – Amsterdam, 11 April 2019





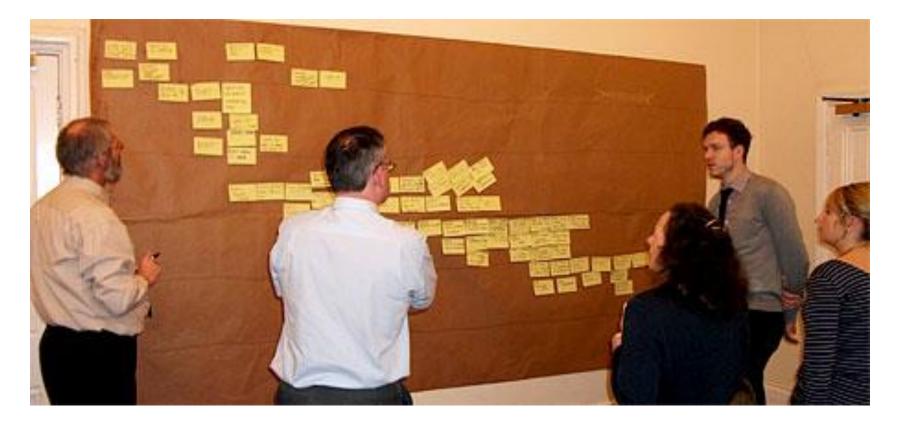
TECHNOLOGY IS EVERYWHERE AND GROWING EXPONENTALLY

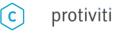


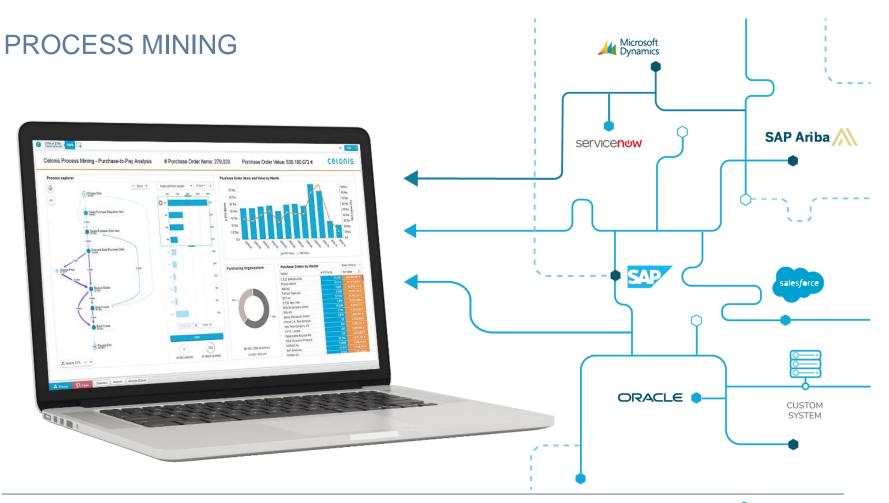
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PROCESS ANALYSIS & VISUALIZATION THE "TRADITIONAL WAY"







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PROCESS MINING CAN BE USED IN MANY AREAS



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ROBOTIC PROCESS AUTOMATION (RPA)

RPA is ...

- the use of 'software robots'
- that simulate user activities
- and drive efficiencies
- by automating high volume, repetitive tasks
- across multiple systems.

Automation applied to an efficient operation will magnify the efficiency.

Automation applied to an inefficient operation will magnify the inefficiency.

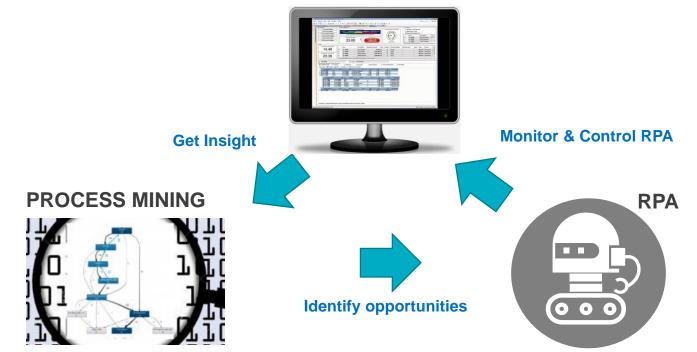
– Bill Gates





USING DATA AND TECHNOLOGY TOGETHER TO ACCELERATE

TRANSACTIONAL SYSTEM





INSIGHT IN THE REAL PROCESS

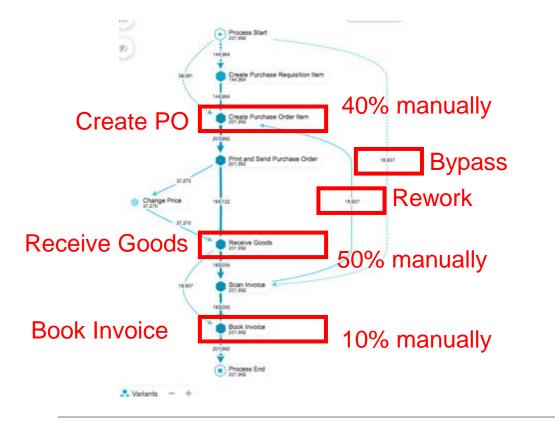
Get Insight

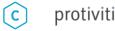




IDENTIFY IMPROVEMENT OPPORTUNITIES

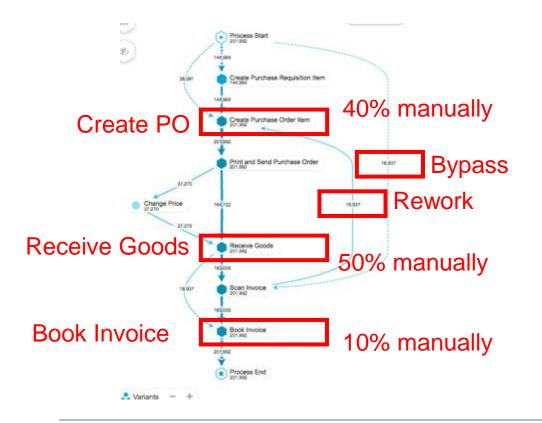
Identify opportunities





ASSESS THE BEST SOLUTION

Identify opportunities



Process improvement solutions

- Process standardization
- Training of (new) employees
- Invest in technology
- Business Process Redesign
- Insourcing/Outsourcing
- Automation (e.g. RPA)
 - High volume
 - Repetitive tasks
 - Estimated savings





AUTOMATION ASSESSMENT

Identify opportunities

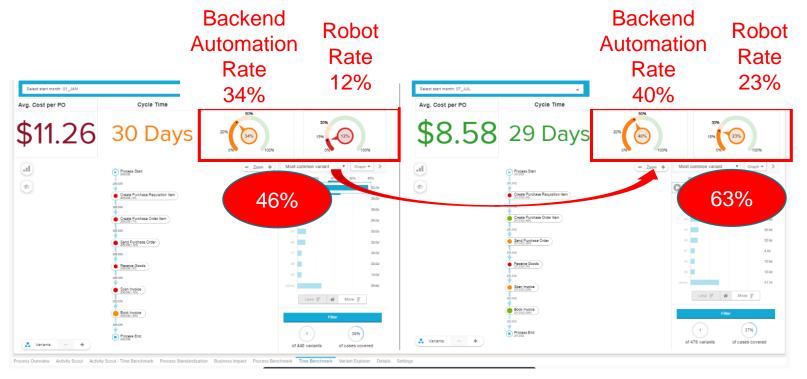
	Process Start	- Zoom +	Choose a process	s step whose process	flows should	be analyzed			
Demo	796,860		Select Activity			- Curre	nt Selection: Receiv	e Goods	
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ne Benchmark Process Standardization Business Impact Process Benchmark Time Benchmark Variant Explorer Details Settings



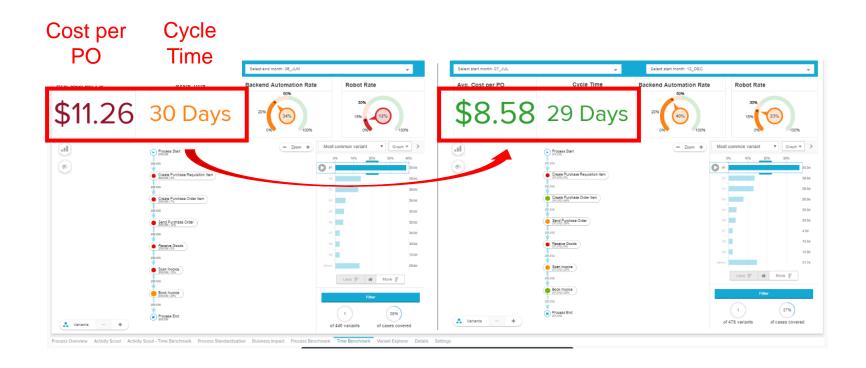


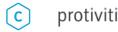
INTELLIGENT AUTOMATION ANALYSIS TO MONITOR RPA AND OVERALL AUTOMATION Monitor RPA





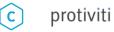
INTELLIGENT AUTOMATION ANALYSIS TO MONITOR RPA AND OVERALL AUTOMATION Monitor RPA





Demo Celonis





Benefits

- Improved process efficiency (cost, speed, quality)
- More effective control environment

Risks

- Bot does the wrong thing
- Bot is wrongfully updated
- Bot changed by unauthorized staff

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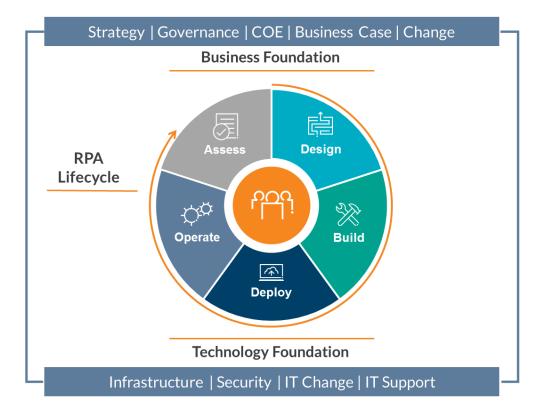


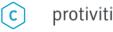




HOW TO MANAGE RPA RISKS?

Control RPA





CONCLUSIONS



Process Mining benefits (IT) Risk Mgt, Internal Audit and the Business



Consider the best way to automate: "a Bot is not a hammer"



Process Mining can strengthen RPA and v.v.



RPA programs bring new risks and need Governance



Your job as an (IT) risk manager or auditor is changing



TODAY'S PRESENTERS



Joris van de Veerdonk Associate Director Mobile +31.6.48.56.89.47 joris.vandeveerdonk@protiviti.nl





Marcel de Jongh Associate Director Mobile +31.6.523.529.08 marcel.dejongh@protiviti.nl Johannes Muhr Data Scientist Mobile +49 15125229516 j.muhr@celonis.com

Protiviti, Gustav Mahlerlaan 32, SOM 1 Building, 1082 MC Amsterdam, The Netherlands Celonis, Sint Janssingel 92, 5211 DA 's-Hertogenbosch, The Netherlands



Face the Future with Confidence

