Backgrounder

What is Process Mining?

In Process Mining, a process is a chain of events consisting of process steps with a unique start and end activity. These process steps are individual actions or events in the process.

Process Mining actually describes a mix of technologies and methods that fall within the broader field of process management. The main goal of Process Mining is to analyze processes - how do they actually run? How do they deviate from the ideal model? Which problems arise? Which optimization measures should be taken? - And then to start improving the process.

The technique can be applied to any process as long as the relevant data is stored in an available IT system.

The data is visualized in a process graph and shows processes as they actually run, including all deviations, rework, or process violations.

After visualization, the actual work with the Process Mining Tool begins. It can be used among other things to:

- Perform an in-depth analysis
- do benchmarking
- compare processes and parameters
- Monitor the development of processes
- trigger workflows
- Work collaboratively on process improvements

Advantages

Traditional process analysis is time-consuming and involves a number of consultants and employees in expensive interviews and workshops. However, the results obtained are only a snapshot and are usually very subjective and incomplete.

Process Mining is faster, uses data, which is generated in day-to-day operations anyway, as an objective basis and is constantly updated. The results consider the full process and reveal deviations or problems (e.g. long waiting times) in an instant.

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How PAFnow distinguishes itself from competitors

Platform-agnostic

While most Process Mining providers rely on monolithic structures, PAFnow follows an unintrusive platform-agnostic approach.

Monolithic structures are large systems that are deployed as a single unit. Here all solutions come in one package. This approach looks good at first glance, but can prove to be a disadvantage:

- If details are changed, the entire architecture must be edited and redeployed.
- Updates therefore often happen only twice or three times a year
- If one part in the entire system does not function properly, the entire application may fail quickly.
- If only selected functions of the system are needed, the rest takes up system memory unnecessarily and may cause problems
- Individual functions cannot be scaled or updated independently of the system

For these reasons, monolithic "all-in-one" solutions are more and more replaced by microservices and platform-agnostic structures.

Microservices can be understood as apps that serve specific functionalities and can be used as required, independent of a defined architecture. The update cycle is significantly shorter and changes can be made independently of the overall architecture.

A platform-agnostic software runs under any combination of common operating systems and processor architectures.

Power BI: Business Intelligence as easy as Power Point

The goal of Microsoft and PAF: to create tools that are so easy to use that anyone, regardless of technical knowledge, can benefit from them. Microsoft's goal is to make Power BI as simple as Power Point so that everyone can use the analysis functions. PAF follows this approach with an intuitive user interface and updates based on user feedback.

Create added value from existing investments

Process Mining is most powerful in combination with a strong BI core. Instead of building it itself and laboriously integrating it into a system, PAFnow is based on Power BI and complements the structure instead of adding a completely new one to an existing system.

Companies using Microsoft 365 as their enterprise system can integrate PAFnow into their existing structure.

For example, task mining and automation functions already exist within the Power Platform. Instead of rebuilding these features, PAFnow creates the necessary conditions to combine the existing offers with Process Mining. PAF focuses on the continuous improvement and expansion of Process Mining and to enhance it with Machine Learning and AI-based analyses where existing offers are

not sufficient. Updates are done on a monthly basis and follow the Power BI update cycle. Therefore PAFnow is always up to date.

Ready to use immediately

Dashboards do not have to be built or filled by the user. The data is already prepared and visualized in such a way that the various analysis areas can be used immediately.

Flexible

Users are not forced to pay for features they do not need. Flexible models and packages for special application areas can be adapted to the needs of customers. Thus, it is also possible to upgrade or update independently without shutting down various areas.

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