

The logo for PRIMA, consisting of the word "PRIMA" in a bold, white, serif font, positioned in the upper right corner of the slide.

PROCESS INSIGHTS THROUGH
MONITORING & ANALYSIS

IPM CONSULTING solution offering

AUTOMATED DATA DRIVEN PROCESS INSIGHTS
FOSTERING SUPERIOR CUSTOMER EXPERIENCE & AGILITY

Organizations are striving for continuous improvement through **business process monitoring and analysis**. However, much of their approaches are devoid of automation and data dependence, as analysts have observed:

Gartner

"More than 80% of companies are still doing manual process discovery."

CSOInsights

"Of the firms surveyed, 62.4% rely on manual calculations or spreadsheets to handle compensation management tasks."

McKinsey

"25% CPG manufacturers find that it is hard to access and investigate full breadth of recorded data because of non-integrated systems."

AN AUTOMATED PROCESS DISCOVERY & ANALYSIS PLATFORM

Enables analysis of people, process & application performance in an organization by leveraging data from disparate transactional systems. Facilitates identification of process issues and their root cause analysis – by marrying data to its underlying process. Supports organizational analysis by providing insights in areas like – workforce management, process bottlenecks, compliance.

DELIVERING BUSINESS VALUE BY PROVIDING PROCESS DISCOVERY & ANALYSIS AS-A-SERVICE



- Automated process discovery through reusable process fragments & process data
- End-to-end process visibility across applications
- Identifying process execution patterns across dimensions like geographies, LOBs, operators

**Automated
Process Discovery
& Analysis**



- Available on the cloud over internet, as-a-service minimal investment on infrastructure
- No upfront payment on licensing, pay as you go
- Fast deploy-ability, no need for internal IT

**Lightweight
on Demand
Solution**



- Dashboards & KPIs for people & process performance
- Drill down for root cause analysis
- Operational KPIs - Time, Cost, Quality & Productivity
- Domain specific KPIs
- Flexibility to include custom metrics

**Ready to
Consume
Metrics Package**



- Derive insights from multiple systems
- Easily configured for any data source – readily available clients for SFDC, Pega, SAP
- Fetch data in both real-time as well as offline mode

**Universal
Support for
Data Sources**

Building Blocks

Administration



Data Visualization Module

Presentation Layer



Pre Built measures

Domain Extensions

Process Insights Module



Process Discovery Module

Building Business Process Maps



Data Staging Module

Data Organization | Identification of Unique Keys | Data Relationship



Connectivity Fabric

Adaptors | Data Load Mechanisms



Empowering Structured Data Driven Approach for Enterprise-wide Discovery and Insights

- Automated process discovery from disparate applications using pre-defined process fragments
- Process standardization & process harmonization across geographies, LoBs
- People & process performance assessment through OOTB dashboards & KPIs
- Monitor, control & track SLA compliance
- Root cause analysis through identification of process issues and drilling down to process level
- Continuous process improvement through real time exception & outlier monitoring & re-mediation
- Workforce utilization & assignment
- Employee productivity improvement
- Organization analysis