



Process Monitoring & Optimization

To continuously improve, digital platforms must monitor process execution data and identify optimization opportunities. Key capabilities include:

Process Data Repository

Centralized store for execution data like start/end times, statuses, and task metrics. Provides source for process mining, analysis, and visualization.

Process Mining

Analyzes event logs to model processes, visualize flows, and highlight optimization areas. Great for understanding complex processes spanning multiple systems.

Process Modeling

Uses flowcharting methods like BPMN to map process steps, inputs, outputs, decisions. Models enable analysis of current state and design of future state.

Process Simulation Creates a digital twin of a process for what-if analysis by manipulating parameters like resources, costs, inputs, routing logic. Used to optimize processes before implementation.

Process Visualization

Real-time dashboards with operational metrics and KPIs to monitor process performance. Enables drill-down to identify bottlenecks, waste, quality issues.

Continuous Improvement

Leverage the above capabilities to continuously refine and optimize processes. Update processes to incorporate new best practices. Continual evaluation of performance vs. benchmarks.

Benefits:

- Improves efficiency by eliminating waste and bottlenecks.
- Increases quality through ongoing process refinements.
- Optimizes cost structure from insights generated.
- Enables data-driven decision making.

In summary, continuously optimizing processes requires monitoring execution data to identify improvement opportunities combined with tools for analysis, modeling, simulation and visualization.