



Process Insights Hub

A PwC Product

A woman with long, dark, wavy hair is sitting at a table in a meeting. She is wearing a red and black plaid shirt and has her hands clasped in front of her. She is smiling and looking towards the right side of the frame. In the background, there are blurred figures of other people and a window with a grid pattern. A laptop is open on the table in front of her, and a smartphone is lying on the table to her right.

Drive process excellence through
transparent and actionable insights

Your challenges



Incomplete view of execution of processes



Inability to narrow down opportunities for automation and technical intervention for process efficiency



Lack of visibility into process cost leakages due to inefficiencies and delays



Low visibility into the number of processes that deviate from the defined process models, policies and procedure

About Process Insights Hub

PwC's Process Insights Hub is an analytics platform that uses process mining to help organisations identify process inefficiencies and bottlenecks in their as-is processes. The platform allows stakeholders to discover hidden process gaps right at the activity level across different dimensions such as user, department and time. Built by leveraging PwC's extensive experience in process optimisation across industries, Process Insights Hub helps organisations gain insights into the best practices for increasing productivity and achieving sustainable business outcomes.

How Process Insights Hub can help



Reduce the cost of business operations.



Ensure process compliance.



Identify manual activities and saving potential through automation.



Reduce unnecessary rework and change activities.



Improve employee productivity and standardise business operations.







Key use cases

Process Insights Hub has helped companies to solve process integration challenges and achieve their business goals through multiple processes:





- » **Procurement – source to procure**
Shows not only where the deviations lie but why they occur In procurement processes of any size and on any system.
- » **Purchase to pay**
Improve your P2P process performance and achieve the following business benefits: better procurement, lower buying prices and high internal efficiency.
- » **Order to cash**
Increase the on-time delivery, locate key regions where payment is on time, benchmark and monitor the amount of returned goods, identify root causes for order changes and check lead time between process steps.
- » **IT service management**
Helps the IT service management function dive deeper, drilling down to uncover inefficiencies and improve them.
- » **Sales and marketing – lead to order**
Helps you create an efficient lead-to-order process through process mining, which helps in qualifying leads more effectively and improving lead conversion ratios.
- » **Record to report**
Enables the transformation of the record-to-report process by combining design thinking and domain knowledge with intelligent automation.
- » **Human resources – hire to retire**
Covers several valuable use cases across the hire to retire cycle by applying process mining to talent management systems.

Value proposition

Features

-  **Factual gap analysis:** Identify bottlenecks and redundancies easily using factual data from your IT systems.
-  **Continuous monitoring:** Clearly identify quick wins and monitor process improvement through regular assessments.
-  **Objective results and dashboards:** Visualise your process flows and inefficiencies at the click of a button. Analyse your results and understand your data in a clear and user-friendly way.
-  **Drill down analysis:** Drill down into all the key process areas as well as perform multidimensional analysis to the extent made possible by the data available.

Benefits

-  **Efficiency gains:** Attain productivity gains by improving process standardisation and removing unnecessary rework activities.
-  **Cost effectiveness:** Receive value while achieving significant savings compared to traditional process improvement methods.
-  **Enhanced visibility:** Get clear, independent visualisation of the current state of processes.
-  **Improved risk management:** Target compliance lapses and process deviations at a click of a button.

About PwC

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Contact us

in_store@pwc.com

pwc.in

Data Classification: DC0 (Public)

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KS/August 2022/21784