



**QPR ProcessAnalyzer**

# **Order-to-Cash with Process Mining**



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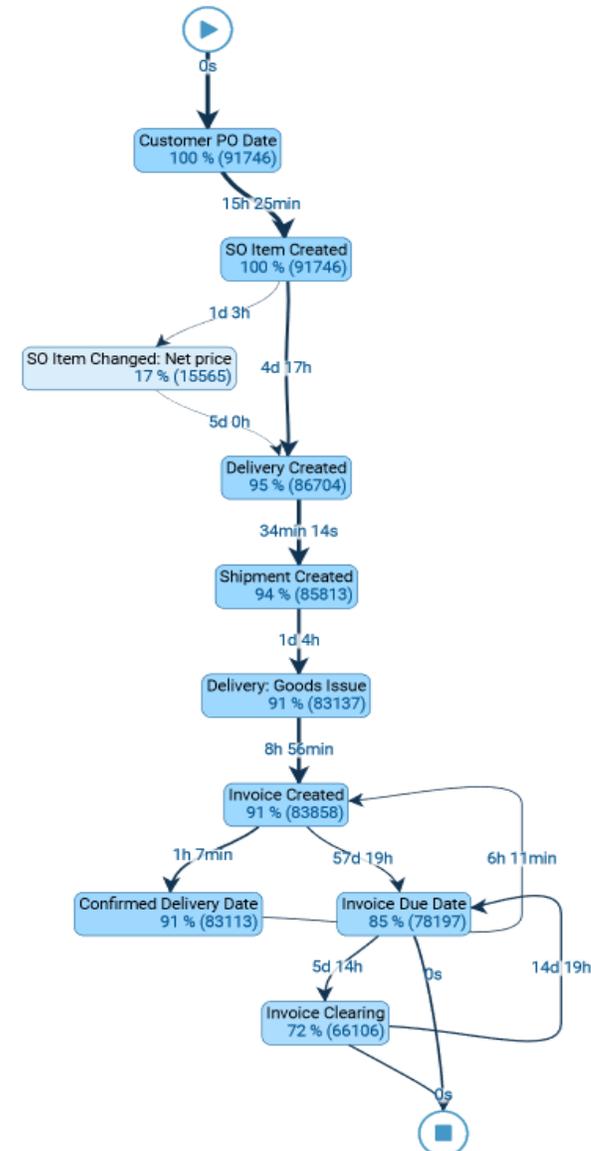


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Business Development  
Specialist

# Agenda

- **Challenges in Order-to-Cash (OtC) process**
- **Best practices on how to:**
  - **Discover your as-is processes**
  - **Identify the most important problems**
  - **Monitor & improve continuously through Dashboarding**
- **Summary**
- **Q&A**





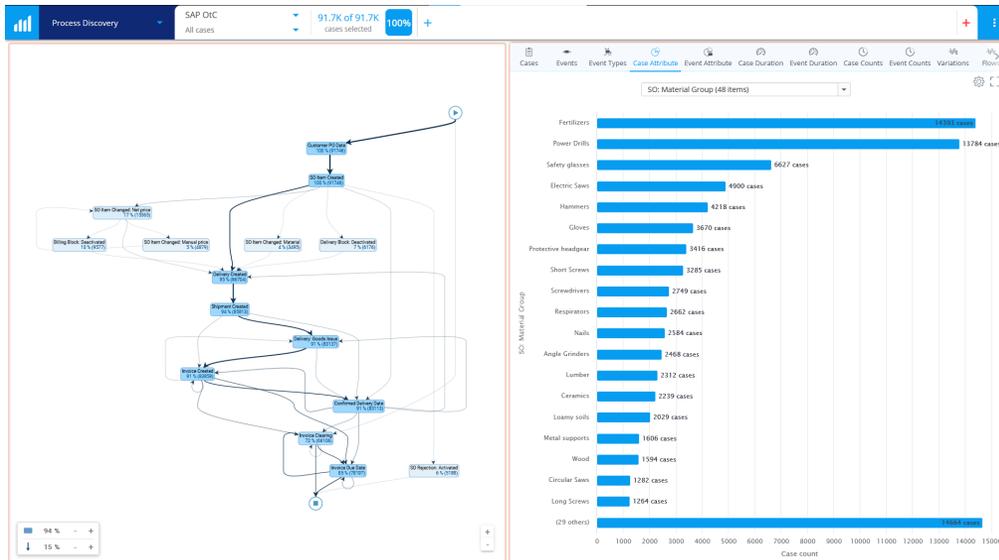
# Challenges in Order-to-Cash

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- **Lead times**
  - E.g. Invoicing, delivery
- **Process irregularities**
  - E.g. Changes in the orders
- **Identifying the correct process areas for automation**

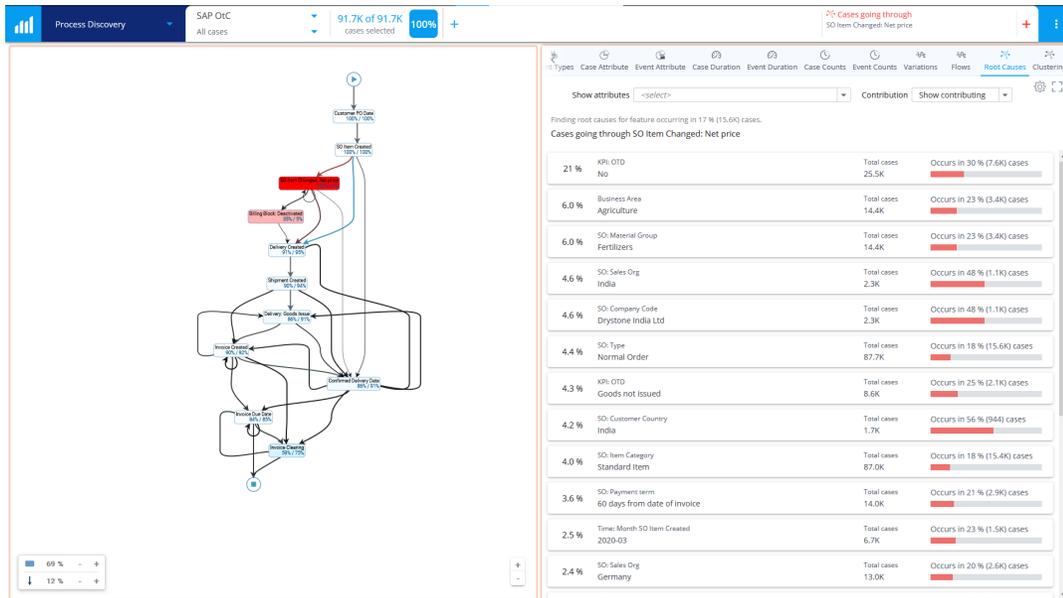
# 1. Discover your as-is processes

- Pre-requirement for process improvement
- Reveal the true performance of your OtC process with data-based analysis:
  - Process flows, durations, bottlenecks,



# 2. Identify issues where, when and why

- Reveal what causes issues in the process
  - Operators, customers, activities

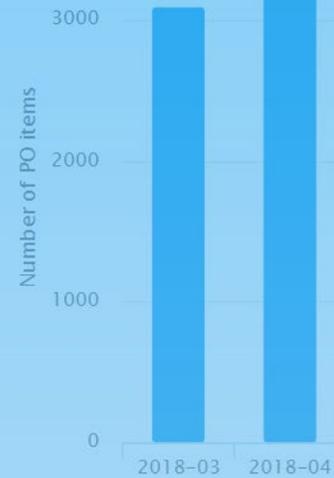
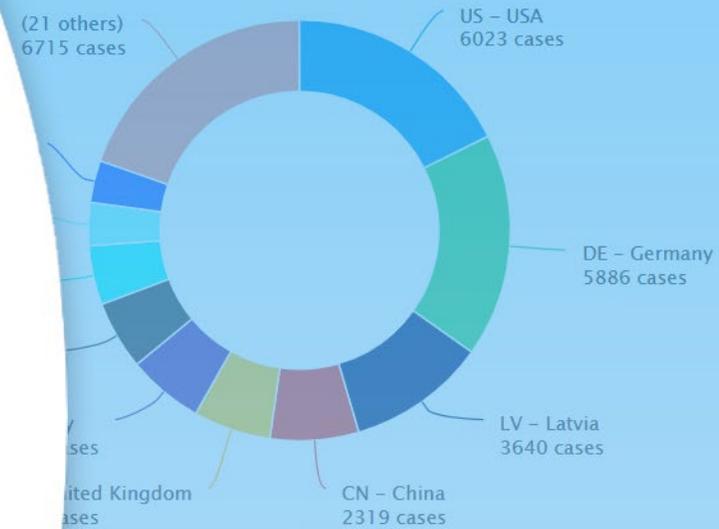


Process Mining for Order-to-Cash

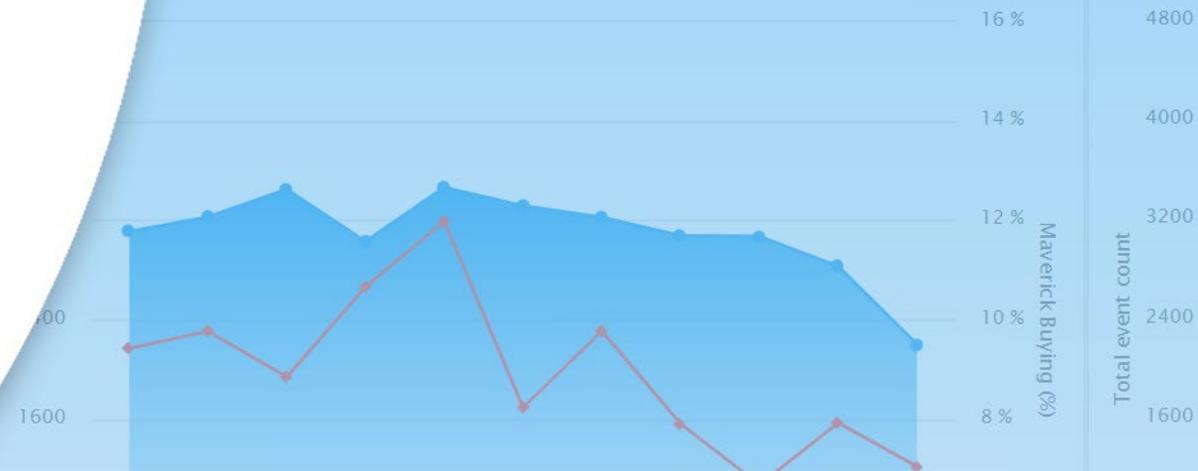
34.2K of 34.2K cases selected 100% +



Company Code (TOP10 by PO Item Counts)



KPI: Maverick Buying Cases going through PO Item Created



# 3. Monitor & improve continuously

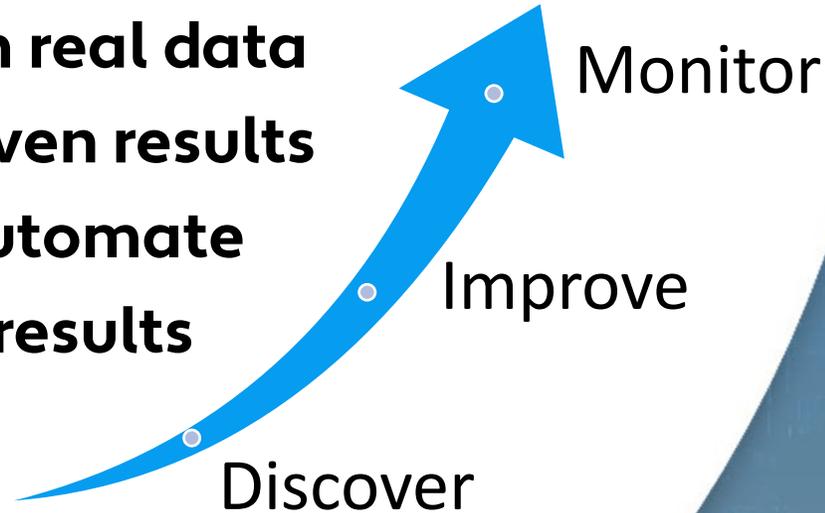
- Follow & realize your improvement results
- QPR's Order-to-Cash application includes a range of pre-made click-and-play dashboards
  - Visualize your operations for insights
  - Get an overview & deep-dive to specific KPIs
  - Fully customizable according to your needs



# Summary

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- **Benefits**
  - Reduced working capital, lead times, operating costs
  - Improved customer & employee satisfaction
  - Choose the most prominent process areas for improvement & automation
- **Analyze with real data**
- **Get data-driven results**
- **Improve & automate**
- **Monitor the results**



# Thank you!

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- **Upcoming webinars**
  - [QPR ProcessAnalyzer 2020.6 Release Webinar](#) on 25.8.2020
- **Questions?**
  - [Jaakko.Knuutinen@qpr.com](mailto:Jaakko.Knuutinen@qpr.com)
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Dare to improve.

QPR ProcessAnalyzer  
for Order-to-Cash

Discover. Optimize.  
Automate.

