appian

Find and Fix Inefficiencies in Order-to-Cash with Appian Process Mining

The directive coming from top CFOs is clear: Find new cost efficiencies and increase cash flow. Discovering and fixing bottlenecks and deviations in your order-to-cash (O2C) process can help you get there.

Whether you provide medical devices to hospitals or stock shelves with consumer goods, your business depends on a seamless order processing system to turn products and services into cash. It's a complex process that spans your entire organization, and problems in one area can cause delays and bottlenecks in another.

The order-to-cash process.

Order placement and management.		Order fulfilment.		Customer billing or invoicing.		Cash reconciliation.
1	**2**	**3**	**4**	**5**	**6**	**7**
	Credit management.		Order shipping.		Payment collections.	

From order management and shipping through invoicing and collections, an optimized O2C process reduces days sales outstanding (DSO), and increases on time delivery (OTD), which improves cash flow and enhances customer experience. Yet despite the benefits, most businesses struggle when it comes to establishing an effective O2C process. Invoices get missed, shipments are delayed, and customers complain.

Efficiency in order processing matters. After all, a healthy O2C system is how you deliver on your promises. Uncovering what's wrong in your process and getting it fixed—that's the job of process mining.

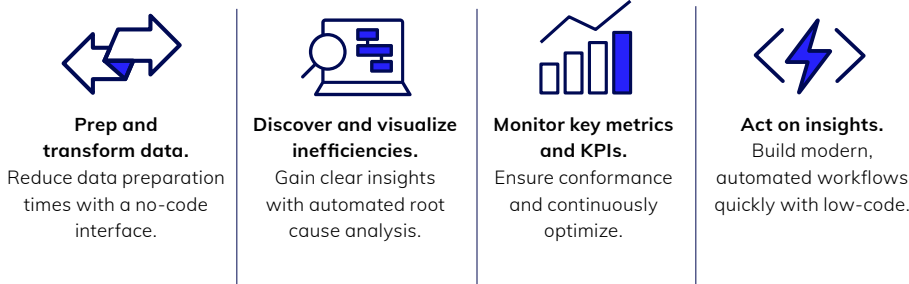## Appian Process Mining: Find and fix inefficiencies in your O2C system.

Appian Process Mining helps you discover where a process is not working as it should and how to take action to fix it. There's nothing subjective about it. Process mining data shows you where the inefficiencies are and why they're happening, so you can take fast action to fix them.

Process mining tools work by sifting through all your data—using event logs from your systems to reveal the bottlenecks, delays, and deviations that prevent you from operating at peak levels. With data-driven insights, and visibility into how

Enterprise benefits of process mining.

- Reduced cost
- Continued compliance
- Reduced cycle times
- Increased revenue
- Increased automation
- Increased operational efficiency
- Increased customer satisfaction
- Improved employee experience

processes are actually being carried out (not just how they're meant to be carried out), you can take action to continuously optimize and increase efficiency, all from a single, unified low-code platform.

Prep and transform data.
Reduce data preparation times with a no-code interface.

Discover and visualize inefficiencies.
Gain clear insights with automated root cause analysis.

Monitor key metrics and KPIs.
Ensure conformance and continuously optimize.

Act on insights.
Build modern, automated workflows quickly with low-code.

How does it work?

Prepare and transform data with Appian Mining Prep. Most process mining solutions require highly technical resources to transform data before it's usable, leaving little time for analysis and optimization. Appian Mining Prep, a module of Appian Process Mining, makes it easy to extract and transform data from your enterprise systems using a no-code interface.

Understand the as-is state of your processes and discover inefficiencies.
Workflow is rarely linear. Invoicing happens out of order, shipping dates get changed and sometimes get skipped all together. Using event log data, visualize how your processes are actually working to quickly discover inefficiencies and see where deviations are happening. Then, use automated root cause analysis to uncover patterns in those deviations.

Identify process deviations to ensure conformance. Highly regulated industries require organizations to not only conform to a specific process on paper but also prove that they are following that process in reality. Appian Process Mining lets you automatically compare your actual O2C process flow to an ideal target or reference model to reveal any process deviations within seconds.

Get deep, real-time insights into process performance. With KPI monitoring, email alerts, and customizable dashboards, you can collect and report on real-time process execution insights and meaningful process metrics.

Act on insights. The Appian Low-Code Platform gives you everything you need to act on process insights you discovered with process mining. Use the Appian platform to build modern, automated workflows to address issues and continue to optimize your processes into the future.

Appian Process Mining helps you go from insight to action, fast.

Alexianer

See Appian Process Mining in action: Alexianer GmbH Hospital Chain.

In healthcare systems, the core of the billing process is patient invoicing. Alexianer GmbH, a hospital chain with 27,000+ employees, operating in nine regions throughout Germany, used Appian Process Mining to discover and fix inefficiencies in their billing process, leading to faster invoicing and better customer care.

Visualizing their as-is invoicing workflow revealed unexpectedly high complexity and variance in the process, with bottlenecks creating long wait times ahead of issuing final patient invoices. Appian Process Mining used targeted performance analysis and machine learning to support an automated root cause analysis that helped Alexianer uncover the reasons for the bottlenecks—and identify several areas for optimization.

As a result, Alexianer reduced wait time between patient discharge and final invoice by 80%, decreasing the average invoicing process duration from one month to less than six days. With less bureaucratic delay, Alexianer has become significantly more competitive.

From data preparation to process discovery, conformance checking, and monitoring, Appian Process Mining helps you go from insight to action, fast. **Discover** bottlenecks, **design** optimized workflows, then **automate** it all in a single, unified low-code platform.

To learn more, visit appian.com/processmining

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