



## SUCCESS STORY

### « PROCESS AUDIT WITH DATA-DRIVEN ANALYSIS – PROCESS MINING »

- » *Process audit of international order-to-cash processes*
- » *Detection of anomalies and extraction of best practice cases*
- » *Real-time monitoring of transactions in SAP HANA*

#### Initial Situation

The company is a global leader in adhesives. The global player is also successful in many markets and categories with the Laundry & Home Care and Beauty Care business units.

The processes from sales to contract and payment processing to payment confirmation are carried out differently in the different regions and divisions. The group operates international sales processes that have not been standardized and have not been checked for compliance.

#### Actions – Methodology and Technology

The order-to-cash processes were made transparent and analyzed company-wide with process mining. The following project steps were carried out for this purpose:

1. Installation of an analysis database based on SAP Hana for the storage, consolidation and analysis of SAP data tables and for generating the event logs (process protocols).
2. Data engineering for generating the event logs with a focus on receipts for customer orders based on the SAP data tables.
3. Installation of the Celonis Process Mining Software, configuration and authorization management. Loading the event logs into the software.
4. Creation of the process visualizations, analysis of the processes with regard to the intended compliance requirements and anomaly detection. Provision of study-specific reports / dashboards.

After the first ad-hoc analyzes, the analysis process was established as standard reporting. Depending on the detailed process, up-to-date data provision was set up as required via the analysis database or data was provided in almost real time as a stream.

## Successes and Results

The company has been enabled to transparently map sales processes in Europe, Asia and North America. The actual actual processes could be compared with target processes, deviations recorded, and also with specific compliance checks, e.g. Segregation of Duties Testing (test for separation of duties conflicts).

In addition, standard reporting on the order-to-cash processes was set up, which is used for receivables management.

## What this means for you

Process mining is an analysis method that is ideal for creating data and process transparency. The analyzes associated with process mining create completely new value potentials for process audits at the operational level as well as for the identification of potential for process optimization.

Are you generally interested in the possibilities of setting up an analysis database or data-driven process analysis? Would you like to discuss an individual problem with us? Visit us at [www.datanomiq.io](http://www.datanomiq.io) or send us an email to [info@datanomiq.de](mailto:info@datanomiq.de).



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