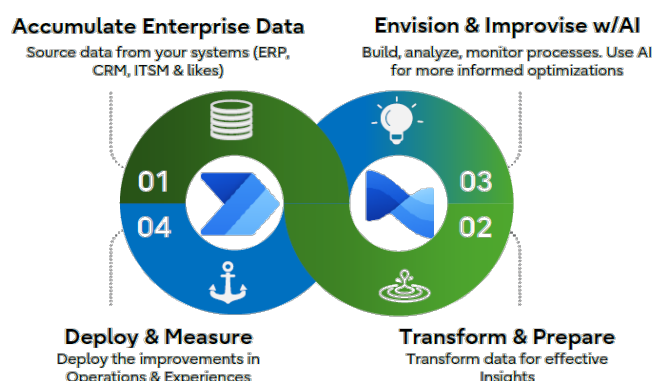# Process Mining

Transform Business Operations with AI-Driven Process Insights

Enterprises often face challenges when it comes to understanding the business processes hygiene - be it deeper insights to inefficiencies and variations in process flows, hidden delays, loops, non-compliances and likes. Process mining attempts to address the overall health, improve governance and provide insights to put improvements in place for a more efficiently run business.

Fujitsu leverages Microsoft's process mining tools and technology to analyze and optimize business and operational processes. We extract, analyzing data from your enterprise systems and uncover hidden bottlenecks and inefficiencies. Our AI-powered insights enable data-driven decisions, helping you streamline processes, boost performance, and accelerate efficiencies in your enterprise business.

With a well-defined four staged process mining approach, we deliver a clear and data-driven view of your enterprise critical that helps you unlock real business value through

Accumulate Enterprise Data
Source data from your systems (ERP, CRM, ITSM & likes)

Envision & Improvise w/AI
Build, analyze, monitor processes. Use AI for more informed optimizations

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Deploy & Measure
Deploy the improvements in Operations & Experiences

Transform & Prepare
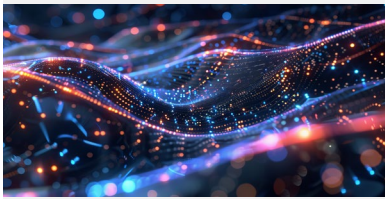Transform data for effective Insights

1. **Accumulate Enterprise Data**
   Connect to your core systems (like ERP, CRM, ITSM) and extract event logs. The platform ensures smooth data collection and preparation for analysis.

2. **Transform & Prepare**
   Clean and structure the data to generate meaningful insights about how your processes actually run.

3. **Envision & Improvise**
   Visualize, analyze, and monitor your processes. Use AI-driven insights to identify gaps and opportunities for improvement.

4. **Deploy & Measure**
   Implement changes and track their impact on operations and customer experience in real time.

What we offer to business…
Experience the difference, achieve more, effortlessly

FUJITSU

Fujitsu process mining delivers value to customers across various dimentions

Visualize end-to-end process flow

Visualizes your business processes (complex or simple), including all variations and deviations reconstructed from data that reflects the "happy path," making it easy to spot hidden inefficiencies and take corrective / preventive actions.

Secure data-driven insights for right decision making

We will dig deeper in your event, transaction logs from various systems (e.g., ERP/CRM Tranasction data, ticketing systems, pipelines) to create an objective, X-ray view of how processes actually flow and eliminates guesswork to provide facts for decision-making.

Ensure compliance and quality

We will help detect deviations from defined standards and regulatory requirements, ensuring that business and operations adhere to necessary guidelines so to understand the impact early on.

Quick root cause analysis

We will help identify the underlying reasons for bottlenecks, delays, and rework by analyzing process data, allowing your business to address the actual problems rather than just symptoms.

Continuous process improvement

Fujitsu will provides a mechanism for ongoing monitoring of process performance against KPIs, allowing your teams to track the impact of changes and maintain optimal efficiency.

Automation candidates for efficiencies

Based on insights, we will pinpoint repetitive, high-volume, and error-prone manual tasks, that will clearly highlights opportunities for automation within the run business to drive efficiencies.

Drive value in your business

Reap specific benefits by implementing Microsoft Process Mining

Increased Operational Efficiency & Quality	Accelerated Digital Transformation	Stronger Compliance and Audit Trails
• Reduced cycle time, streamline workflows and elimination of unnecessary steps. • Faster issues resolution and incident management. • Identification of process variations that lead to defects. • Enhanced adherence to standard and best practices.	• Provides a clear roadmap for where to prioritize automation and modernization efforts. • Facilitates the adoption of low-code/no-code solutions within the Power Platform.	• Clear evidence of process execution for regulatory and internal audits. • Proactive identification of non-compliant activities.
Better Decision-Making	**Enhanced Team Productivity and Employee Experience**	**Cost Savings**
• Objective, fact-based insights for strategic planning and resource management. • Ability to simulate "what-if" scenarios for process changes	• Elimination of tedious and repetitive tasks for business, & support staff. • Empowers teams to focus on higher-value, creative work. • Data-driven insights to improve process understanding	• Reduced manual effort through targeted automation. • Optimized resource allocation, preventing over- or under-utilization. • Lower risk of compliance fines and rework costs.

Contact us.

FUJITSU

Email

Webpage