stereo
logic

How to Map and Document Hundreds of Processes in a Short Period of Time

Intelligent Operations

Quickest Process Mining in the World

How to Map and Measure Hundreds of Processes in a Short Period of Time

- Process Mapping / Modeling Today
- Manual Process Mapping and Documentation
  StereoLOGIC Process Mapping and Documentation Robot
- Beyond Process Mapping. Measurement and Embedded Analytics Business Cases:

  - Departments of Labor - US Western States

  - Large US Health Insurance Company

  - Pitney Bowes Inc.

- Appendix – Examples of Deliverables

Process Mapping / Modeling Today

- Today process maps / models are created by Humans

- The mapping automation is limited to drawing tools

- The most complex modeling tasks:

  - Process Synthesis for NEW systems, and

  - Process Discovery for EXISTING systems

  are still performed manually by highly qualified BAs and Process Engineers.

- Process Documentation is also created manually and its quality and compliance completely depend on the specialists developing it.

This is why Process Mapping is so complex and expensive

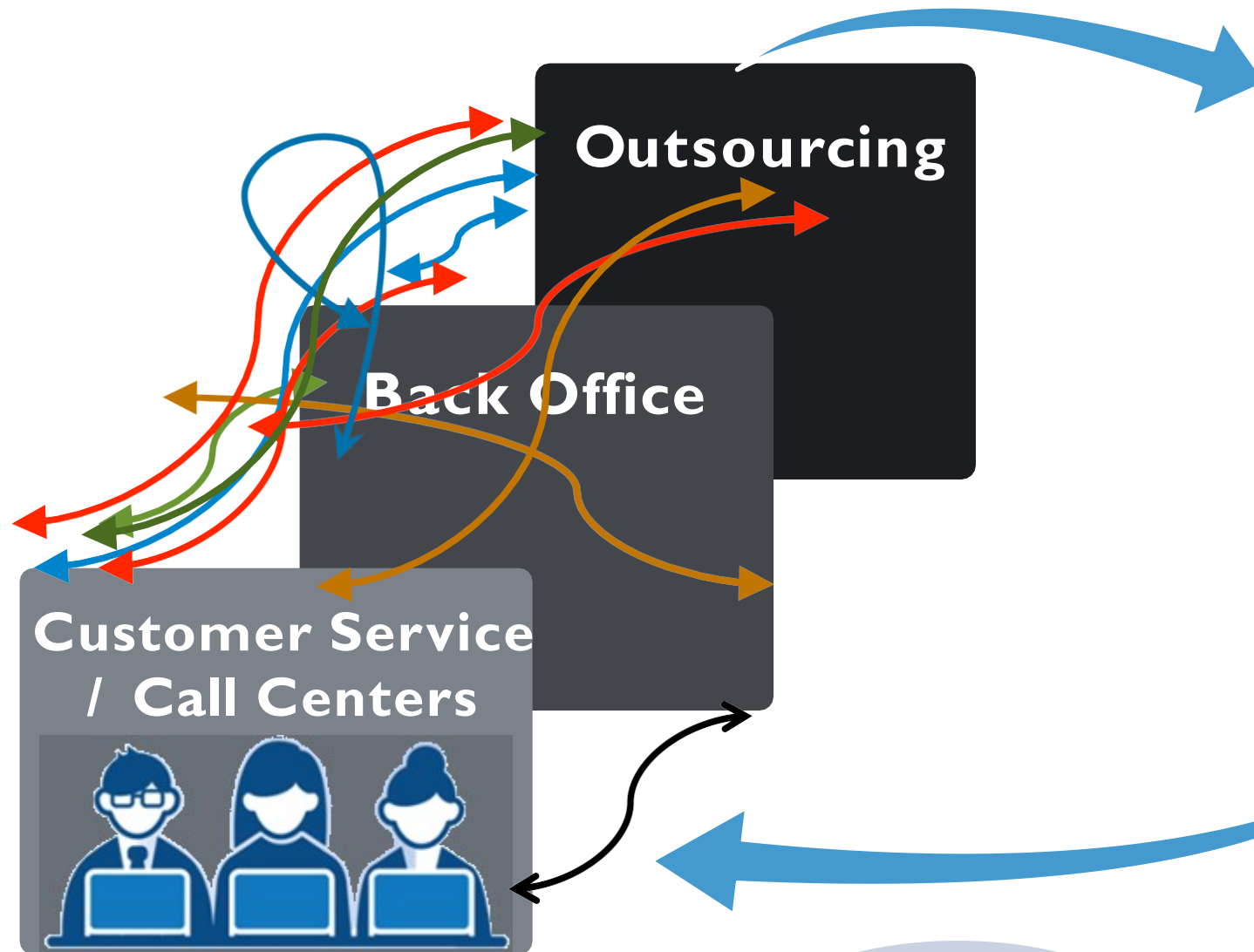# Manual Process Mapping and Documentation

Modern Enterprise
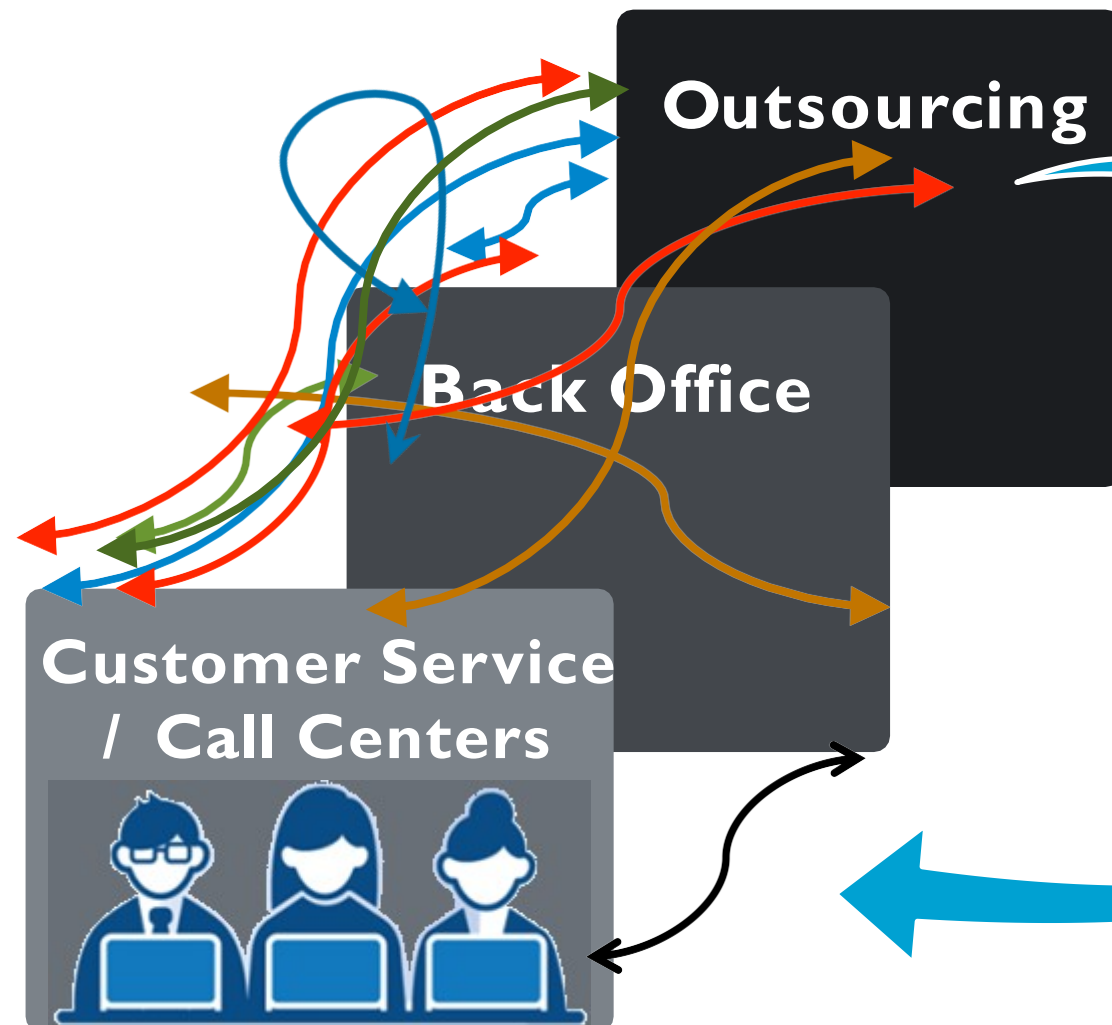
Interview and Meetings

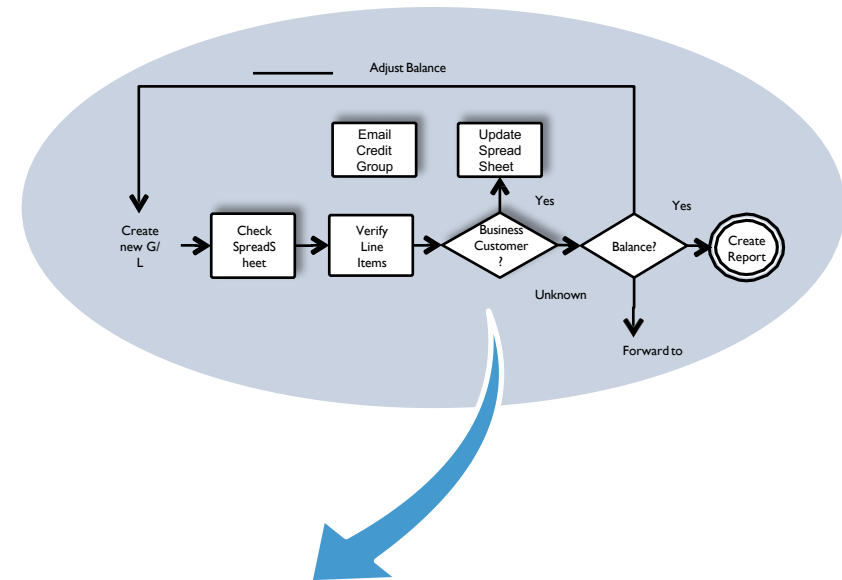- **Process discovery takes 40% of the project time (Gartner)**
- Based on "employee stories"
- Miscommunication … time consuming

Manual Process Mapping and Documentation

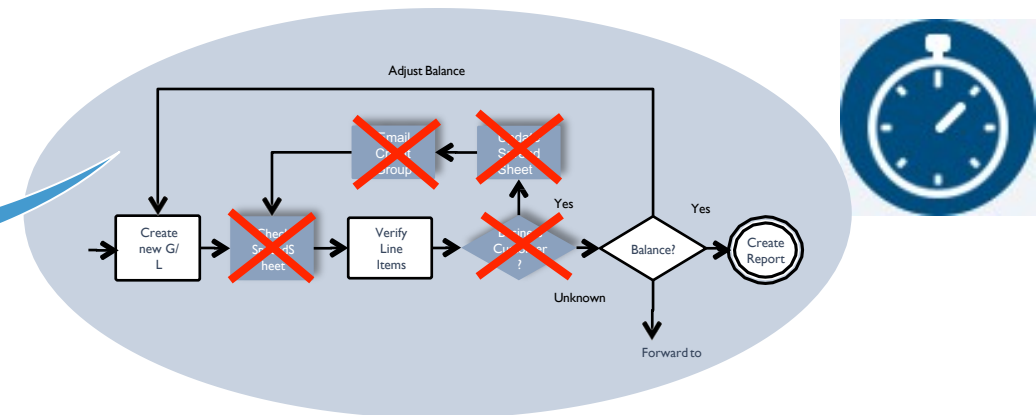stereo logic

1. Monitor operations

Outsourcing

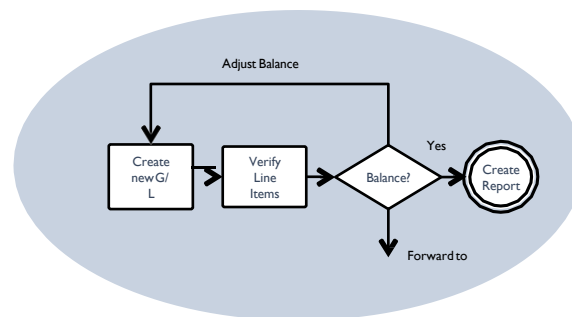**Back Office**

Customer Service / Call Centers

2. Extract processes

3. Measure and streamline

4. Document

ROI < 3 months

5X Acceleration of Process Mapping, 100% Accuracy

Beyond Process Mapping. Measurement and Embedded Analytics

- Guarantees 2X customer service acceleration

- Saves up to 50% of operating cost

- Improves service error rates (close to ~ 0%)

- Provides immediate quality control by monitoring employee operations at any remote location without installation on employee desktops

- Accelerates Robotics, Digitalization, BPO, M&A, Transformation, Security and Compliance Initiatives

Project Award Winner 2014: Pitney Bowes' Back Office Customer Management Process

StereoLOGIC has accelerated the customer service by 56% and saved 30% of operating costs

Business Cases

- Departments of Labor - US Western States
- Large US Health Insurance Company
- Pitney Bowes Inc.

Departments of Labor - US Western States

Transformation of Tax and Benefit Systems

The Challenge

- To consolidate Unemployment Tax and Benefit systems from 4 US states into one unified system, with limited process documentation
- StereoLOGIC was applied for: automated discovery of As-Is processes in each state, process comparison, integration and documentation.

- As the result, the Process Discovery work that was planned for **5500 hours** was completed in just **810 hours**.

Results

- 5X acceleration of analyst work
- $1.5M Transformation Project cost savings

Time (hrs.)

5500 **Manually**

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810

6000 5000 4000 3000 2000 1000 0

■ Manually
■ StereoLOGIC
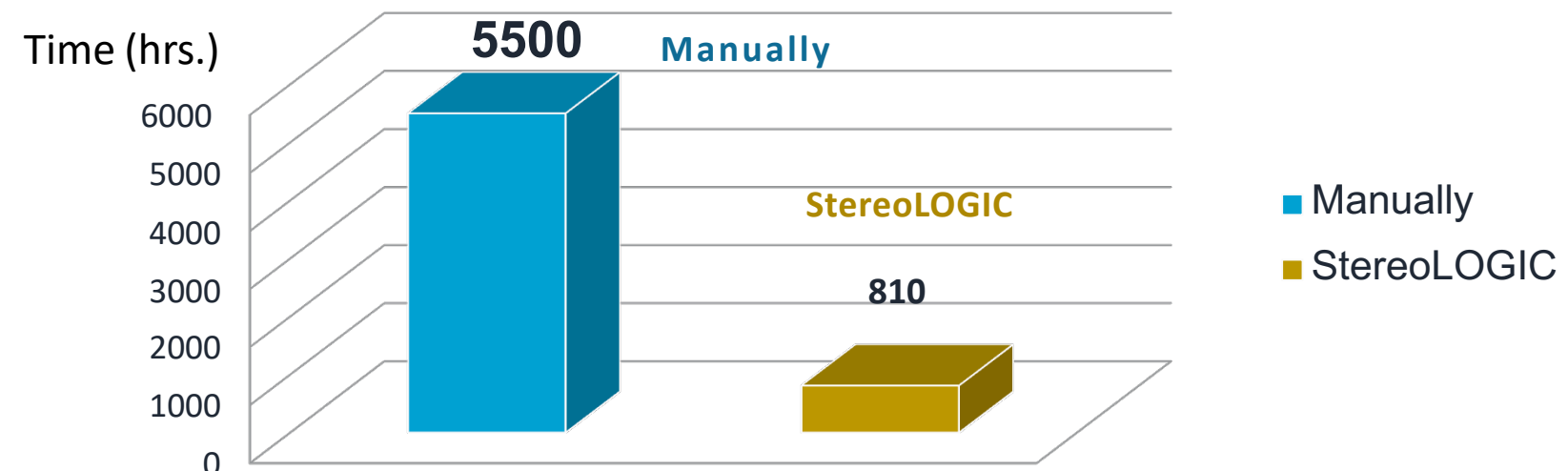
Large US Health Insurance Company

Continuous Process Improvement for Military, Individuals, and Seniors Lines of Business

The Challenge

Spending weeks in meetings with a large group of experts to reach a consensus about the actual process or observing employee work at their desks.

StereoLOGIC has replaced staff interviews with automated capture of the employee activities in real-time and producing the End-to-End process visualizations and measurements.

Results

- The 11 weeks effort to capture a business process got reduced to 50 hours
- 88% time savings for process improvement work

The company has been using StereoLOGIC for 4 years with more than 100 internal customers

Chart legend:
- Manually (Hrs.)
- StereoLOGIC (Hrs.)

Y-axis: 0, 200, 400, 600

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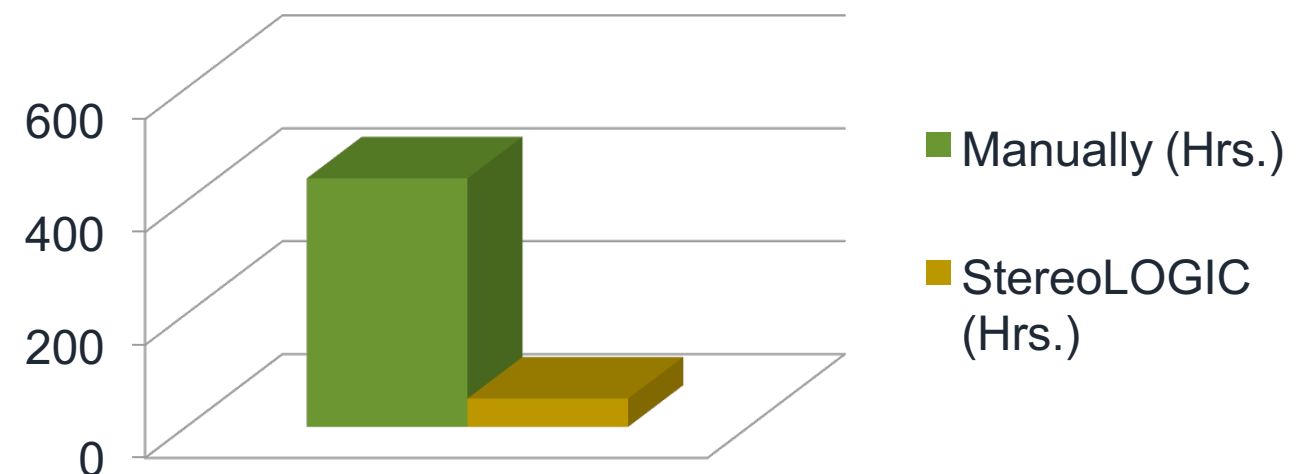
Call Center Process Improvement Project

	Complex	Medium	Simple
Current Transaction Cost	$12.34	$6.18	$4.10
Potential Transaction Cost	$6.78	$3.66	$2.28

Potential Savings for High, Medium and Low Complexity Processes (%)

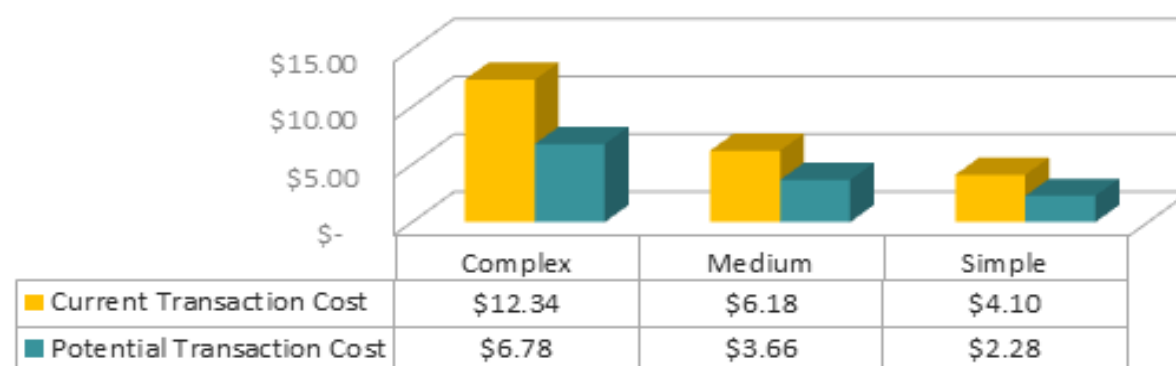| Process Complexity	Process Measurement				Wasted Time (mm:ss.0)			Savings (%)
	Number of Iterations	Total Baseline Time (hh:mm:ss)	Total Actual Time (hh:mm:ss)	No of Errors	Inefficiency	Due to Errors	Total	
High	9	00:52:04	01:30:30	4	00:17:47	00:23:02	00:40:48	45.09%
Medium	7	00:27:57	00:46:35	1	00:14:47	00:04:15	00:19:02	40.86%
Low	82	01:13:58	01:37:15	0	00:43:12	00:00:00	00:43:12	44.42%

Achievements:
- Cut the customer service response time by 56%
- Reduced the error rates (errors in servicing customers) from 20% to ~0%
- 8 consecutive months above 65% NSAT (Global Corporate Target for Customer Satisfaction – first team to achieve globally)
- Reduced the operational cost by 30%

Pitney Bowes

Appendix

- Examples of Deliverables:
  - Process Maps and Documentation
  - Employee & Process Performance Reports

Deliverables: Process Maps and Documentation

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Screens for Each Step

Detailed Process Map

Step-by-step Training Manual

Deliverables: Employee & Process Performance Reports

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1. Time per task
2. Start and End time for each task
3. Time for each sub-activity
4. Min., Max. and Average time:
   - Per Employee
   - Per Process
5. Detailed activity log
6. Task Scoring
   - Accuracy Scoring
   - Time Scoring

Employee Performance Report: Client Services

| Reporting Period: | February 01 2016 15:52:05 - February 01 2016 18:10:15 |

Diagnostics →

Employee ID	Start Type	Case Type	Process Start Time	Process End Time	Net Process Time: (hh:mm:ss)	Gross Process Time: (hh:mm:ss)	Time Score	Outcome	Accuracy Score	Compliance / Missing Steps
jsmith	Open Sales Force Case	Update Client Info, Billing	February 01 2016 16:11:54	February 01 2016 16:11:58	00:00:04	00:00:04	N/A	Abandon the Case	0	Update Billing Info
jsmith	Open Sales Force Case	Update Client Info, Billing, Shipping	February 01 2016 16:13:54	February 01 2016 16:21:36	00:07:42	00:07:42	100	Request Received	50	Update Shipping Info
jsmith	Open Sales Force Case									
jsmith	Open Sales Force Case									
jsmith	Open Sales Force Case									
jsmith	Open Sales Force Case									
jsmith	Open Sales Force Case									
jsmith	Open Sales Force Case									Update Shipping Info

Transactions by Employee Report

Reporting Period:	December 01 2015 08:33:48 - December 03 2015 15:07:32
Process Name:	Client Services
Total Transactions Completed:	135
Average Timing (hh:mm:ss):	00:05:11
Standard Deviation (hh:mm:ss):	00:04:40

Transactions by Employee

tshaw 18.00, epoe 23.00, bmurray 16.00, grivas 14.00, cwilson 20.00, tlee 7.00, aakshani 14.00, jsmith 23.00

Fastest and Slowest Instance

Name	Net Time	Employee Id	Start Time	End Time	Crucial Steps Missing
Slowest Instance	00:43:25	jsmith	14:24:07	15:07:32	
Fastest Instance	00:00:20	cwilson	11:48:35	11:48:56	

Min., Max. and Ave. Time by Employee

Min Time, Average Time, Max Time

Min., Max. and Average Time by Employee

Employee Id	Transactions By Employee	Min Time	Max Time	Average Time	Standard Deviation
tshaw	18.00	00:00:55	00:11:06	00:04:45	00:02:28
epoe	23.00	00:00:53	00:12:39	00:04:00	00:03:02
dmurray	16.00	00:00:51	00:06:37	00:03:02	00:01:36
grivas	14.00	00:01:52	00:18:29	00:05:41	00:04:09
cwilson	20.00	00:00:20	00:10:14	00:04:24	00:03:02
tlee	7.00	00:03:50	00:11:53	00:06:30	00:03:18
aakshani	14.00	00:00:55	00:10:55	00:04:22	00:02:49
jsmith	23.00	00:01:35	00:43:25	00:08:43	00:08:26
Total	**135.00**	**00:00:20**	**00:43:25**	**00:05:11**	**00:04:40**