

Successful Transformation Projects Begin and End with 360° Process Mining, Discovery and Diagnostics



Gain unrivaled visibility into your customer experience, employees, systems, and processes with StereoLOGIC's real-time process mining solution.

Undertaking business transformation initiatives in large or complex environments can be challenging because systems, processes and the way people work are varied and occasionally hidden. In fact, "17% of large IT projects go so badly that they can threaten the very existence of the company"¹.

The traditional method of discovery involving interviews, side-by-side observation and manually documented analysis is imperfect and inaccurately captures all the cross-system processes or hacks employees use to complete their tasks in complex systems (and how long it takes to accomplish them).

However, this is still the approach many organizations take today. The risk with this approach is the development of a transformation plan that is blind to all the tasks, processes or even systems, leading to lackluster results and poor ROI.

Having a real-time holistic view of all employee tasks, processes and systems before, during and after transformation reduces risk, accelerates project timelines, and is the foundation for successful outcomes.

StereoLOGIC delivers value at each stage of the transformation journey.

PRE-TRANSFORMATION:

- Establish an accurate baseline
- Map current state processes, including edge cases
- Capture all processes and systems
- Significantly reduce discovery time
- No disruption to the workforce and SMEs
- Mine employee workstation activity and compliance
- Identify and understand why process deviations happen
- Build a business case with a 360° view of current state
- Develop process improvements based on real data
- Accurately project ROI performance

Transformation leaders no longer have to wait until an initiative is fully launched before measuring success. StereoLOGIC provides a detailed view of the new initiative in action.

"Advanced process mining produced a significant acceleration of discovery and diagnostics of processes for roadmap development... **12 weeks** was reduced to **72 hours.**"

David Hadd, SVP of US Bank, Chair of Business Transformation World Summit 2020

"StereoLOGIC offers a **more complete picture of reality** and can handle employee productivity comparisons or workload optimization over different processes and related tasks."

Gartner Market Guide for Process Mining 2019

Using StereoLOGIC during a phased roll out supports an agile approach to project delivery, allowing for ROI validation, rapid documentation, training delivery, and identification of non-compliance or failure that allows for informed adjustments in future phases or sprints. During each phase of delivery, understanding employee adoption and utilization is critical to success.

PHASED ROLL OUT OR SPRINTS:

- Validate results and ROI
- Auto-generate user manuals for just-in-time training
- Identify process, system or human failures for triage
- Understand efficiency gains and human activity
- Measure new business system utilization
- Track SLA's against benchmarks and projected improvements
- Continuous KPI benchmarking and iteration
- Client experience analysis
- Monitor employee operation and performance
- Revise staffing and capacity models

1. McKinsey & Company, Delivering Large Scale IT Projects On Time, On budget, and On Value, 2012

“StereoLOGIC enables us to see what’s actually going on in production“

Sr. Director, Technology and Operations - Major Canadian bank

“StereoLOGIC focuses significantly more than its competitors on customer/employee interactions and real-time dashboards”

Gartner Market Guide for Process Mining 2018

Once the project has been deployed and the process has been stabilized, true transformational gains happen. At this stage, employees often work around new systems, creating unexpected processes, creating delays, errors and compliance issues. StereoLOGIC provides the data on critical frontline delays, identifies errors and system delays in the production environment and also provides actionable reporting, enabling organizations to significantly shrink the stabilization and employee adoption period.

POST IMPLEMENTATION:

- Accelerated adoption and benefit realization
- Pinpoint user, training or system issues
- Realize client experience improvements
- Identify critical delays and compliance deviations
- Validate ROI

For transformation projects, StereoLOGIC delivers best in class advanced process mining, discovery and diagnostics, tapping into user systems via a simple web interface. Gain visibility and insights into current processes, systems and employee activity that enable leading organizations to deliver impactful transformation initiatives. Save time, dramatically improve customer service and deliver staggering ROI with StereoLOGIC.

“The results we got with StereoLOGIC are very impressive!“

Ronnie Mahabir, Sr. Manager, NA Call Centre Operations – Pitney Bowes

CUSTOMER RESULTS

Pitney Bowes (3 months)



CUSTOMER
RESPONSE
TIME

-56% ▼



ERRORS

-99% ▼



OPERATING
COST

-30% ▼

Canadian Bank (6 months)



CUSTOMER
RESPONSE
TIME

-22.5% ▼



ERRORS

-95% ▼



ANNUAL
OPERATIONAL
SAVING

\$15MM



MAPPED AND
MEASURED
ALL BRANCH
PROCESSES

100%

Learn how StereoLOGIC can help you improve CX and maximize ROI on your next transformation initiative by visiting www.stereologic.com or call 1-310-924-9839

