



Working capital management in the digital age

Process Mining as an enabler



How Process Mining helps in Working Capital Management



In the current economic climate, liquidity is becoming a primary concern for organisations worldwide. Companies are forced to look at innovative levers to free up cash trapped in their system.

Organisations today are turning to cutting edge digital interventions to visualise their workflows, identify working capital opportunities arising from process inefficiencies and take corrective actions at pace.

Process Mining is a pioneering technology striving to optimise business outcomes by improving the efficiency, effectiveness and productivity of critical workflows.

It helps in creating granular visibility of the processes, prescriptive analytics to find (and resolve) root causes of friction and serves as an enabler for process excellence.



Leading organisations are using Process Mining to directly impact the Working Capital performance



A major telecommunications group is optimising its Procure-to-Pay process

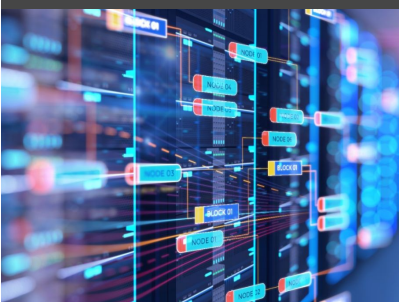


A leading consumer goods company has deployed process mining to its Procure to Pay, Order to Cash, AP and AR processes among others



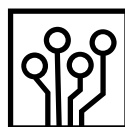
An international personal care company is increasing its touchless order rate

Process Mining employs a methodical 4 step approach to highlight the hidden potential of processes



What the software does

Value to you



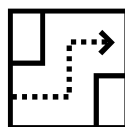
Technology **collects** time-stamped event log data from transactional systems

Understand the whole process, optimal path and deviations



Discovery within that data of real processes as they actually happen

Real time visibility leading to competitive advantage



Enhance and optimise those processes

Create value by re-aligning processes driving business outcomes



Monitoring changes for further improvement opportunities

Drive accountability through data-driven KPI monitoring

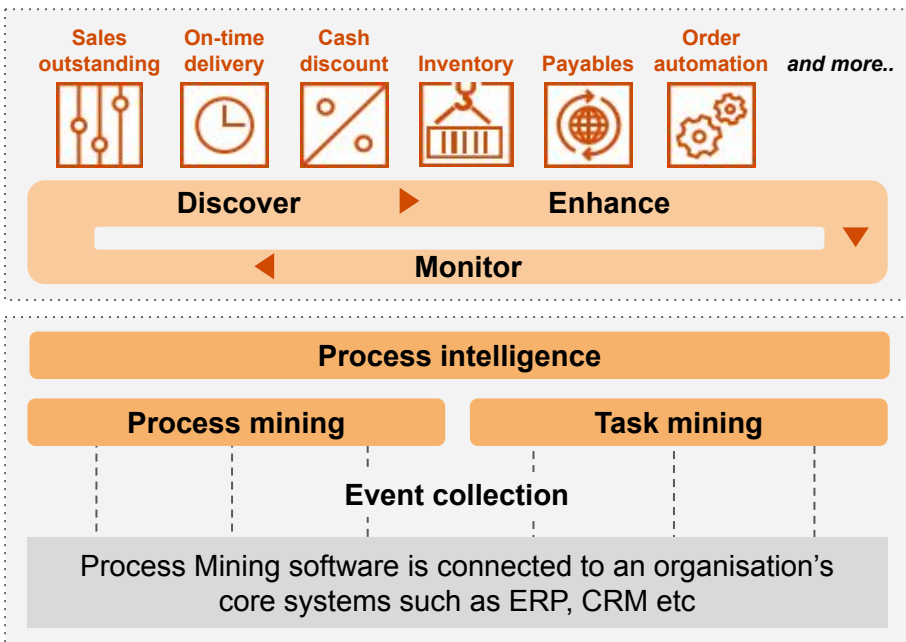
Process Mining supports ongoing working capital outcomes



In today's business environment, Working Capital Management is transforming from periodic activity to a continuous process, demanding attention from all involved stakeholders. Process Mining technology can play unique role in connecting different organisational levels directly to business outcomes and accelerate value creation.

Process Mining software draws from company's core systems to speed up process discovery and provides ongoing visibility. This forms a robust, data-driven baseline for continuous improvement initiatives. This enables us to expedite value realisation for our clients and also ensure consistent future benefits.

Mechanics of Process Mining



- Monitor key **business metrics** from interactive dashboard
- **Direct teams** with specific actions to improve on performance indicators
- Recognise **improvement real time**
- **Bespoke dashboard** for different organisational levels

33 pre-built enterprise connectors for major systems such as SAP, IDE, Oracle, Microsoft etc allows **faster Go-Live**

Process Mining is most effective when applied at scale. Medium to large organisations in various industries have adopted this technology to gain competitive edge in their working capital operations.



Retail



Banking



Telecoms



Automotive



Chemicals



Energy



Engineering / Industrial



Technology

and more..

How PwC can assist you



PwC's dedicated Working Capital Management team combines global best practice experience with industry knowledge to provide our clients with tailored advice and implementation assistance to maximise benefits.



Process Mining Feasibility Review & deployment support

- Understanding of the operating scenario and determining the suitability for Process Mining implementation
- End-to-end support to get the technology up and running for relevant process blocks
- Assessment of the process mining outcome and plan for next steps

Process visibility and initiative implementation support

- End-to-end process visibility enabling the organisation to identify gaps in the current process.
- Benefit quantification from realignment of processes, rationalising redundancies, removing non-value adding steps, right-sizing teams etc
- Implementation support for subsequent process improvement initiatives in order to deliver value to clients



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