CONFORMANCE CHECKING WITH LANA PROCESS MINING.

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WHY USE CONFORMANCE CHECKING?

EXAMPLES FROM OUR CUSTOMERS

RESULTS:

INVOICE VERIFICATION
- 2,600 payments not made within the deadline
- 1,163 violations of the Service-Level-Agreement
  >> audit-relevant compliance risks

CLAIMS MANAGEMENT
- 79% of all claims exceed the standard time limit
- Volume of receivables around EUR 55 million
  >> unnecessary delays in claims process

INCIDENT MANAGEMENT
- 20% of customer tickets closed without resolution
- Increase in customer dissatisfaction
  >> breach of external and internal trust

VALUE:

COMPLIANCE RISKS ELIMINATED
Root cause for payment delays and SLA-violations was identified and corrected.

CONFORMANCE PROBLEMS FOUND
Process was made faster, leaner and more efficient in almost 80% of all cases.

CUSTOMER TRUST IMPROVED
Better process controlling lead to more consistent incident management and higher customer satisfaction.
Step 1: Examine Your Discovered Model

The discovered model is the base for your conformance check. As a visualization of your actual processes, it serves as a window into every detail of the process in question – including potentially problematic deviations.
HOW TO: CONFORMANCE CHECKING
IN LANA PROCESS MINING

STEP 2: CREATE A REFERENCE MODEL

To identify all relevant process deviations, LANA compares the discovered model with a target or reference version in the form of a BPMN model.

There are 2 ways to create a reference model in LANA

1. Upload an **existing model** as a .bpmn file.
2. Create a **new model** in LANA’s integrated BPMN Editor.
STEP 2.5: CREATE A BPMN MODEL

Choose which process variants you want to include in your BPMN reference model. The variants slider in the discovered model shows you which variants commonly occur.

Then, build a new model with LANA’s integrated BPMN editor, easy via drag & drop.
**HOW TO: CONFORMANCE CHECKING IN LANA PROCESS MINING**

**STEP 3: CONNECT THE MODELS AND START COMPARING**

Connect your imported or created reference model with the discovered model.

The red “plus” icon symbolizes **repeated activities** that are executed at least twice. Clicking the icon shows statistical key figures about that activity.

The blue “arrow” icon marks **skipped activities** that are not being executed at all. Once again, you can see the relevant statistics by clicking the icon.
Use the **variants slider** on the right to compare different process variants with your ideal target process. Pulling the slider further right shows more variants simultaneously, while dragging the slider to the left focusses on fewer, major variants.
The Variants View shows you more details about specific process variants and highlights the **identified process deviations**, with blue showing skipped and red showing inserted activities.
Use the Statistics View to check **key figures** and get an overview about your **conformance statistics**. The higher the percentage in the top right, the better your overall process conformance.
STEP 6: DRILL DOWN TO THE ROOT CAUSES

All identified problems and deviations are also listed in the Action View.

From here, you can start a **Root Cause Analysis** by clicking the “lightbulb” icon on the right. LANA’s internal machine learning algorithm will identify the possible root causes for any individual issue. Use this as a basis for your optimization strategy.
GETTING STARTED
WITH LANA PROCESS MINING

TRY LANA FOR YOURSELF

Reading is only half as fun. Try Conformance Checking with LANA Process Mining in practice.

To sign up for a trial license, including access to two sets of example data, go to www.lana-labs.com/en/contact and fill out the contact form.

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