ACCELERATING UTILITIES TRANSFORMATION WITH DIGITAL PROCESS MINING

Utility processes are very complex & involve many different IT-based activities that create huge amounts of data. Tech Mahindra offers Remote Process Mining that can help utility companies achieve full transparency and higher efficiency in their workflows. It will read the event logs to learn more about the business processes and prioritize the automation opportunities leading to more efficient deployment of BOTs along with waste elimination while reducing cost-to-serve, thus improving Meter to Cash, Field operations, AMI, Collections and Finance processes.

STRATEGIC WAYS TO UTILIZE PROCESS MINING:

- Faster & better decisions through process transparency
- Optimizing expense structure and controlling costs
- Monitor real performance and compare them with targets
- Identify sources of additional revenue
- Auditing, Compliance, Fraud prevention

WHAT IS PROCESS MINING?

With time, every process exhibits some friction, like an aging ERP leading to negative working capital impact, Low Productivity and compliance risk. Other issues that exist, including:

Do we have a clear view of your end-to-end processes & associated digital process maps?

During the COVID-19 lockdown, Process Mining uses advanced analytical thinking to extract knowledge from existing data and Multiple Utility Billing, CRM, Field, Matering and legacy systems.

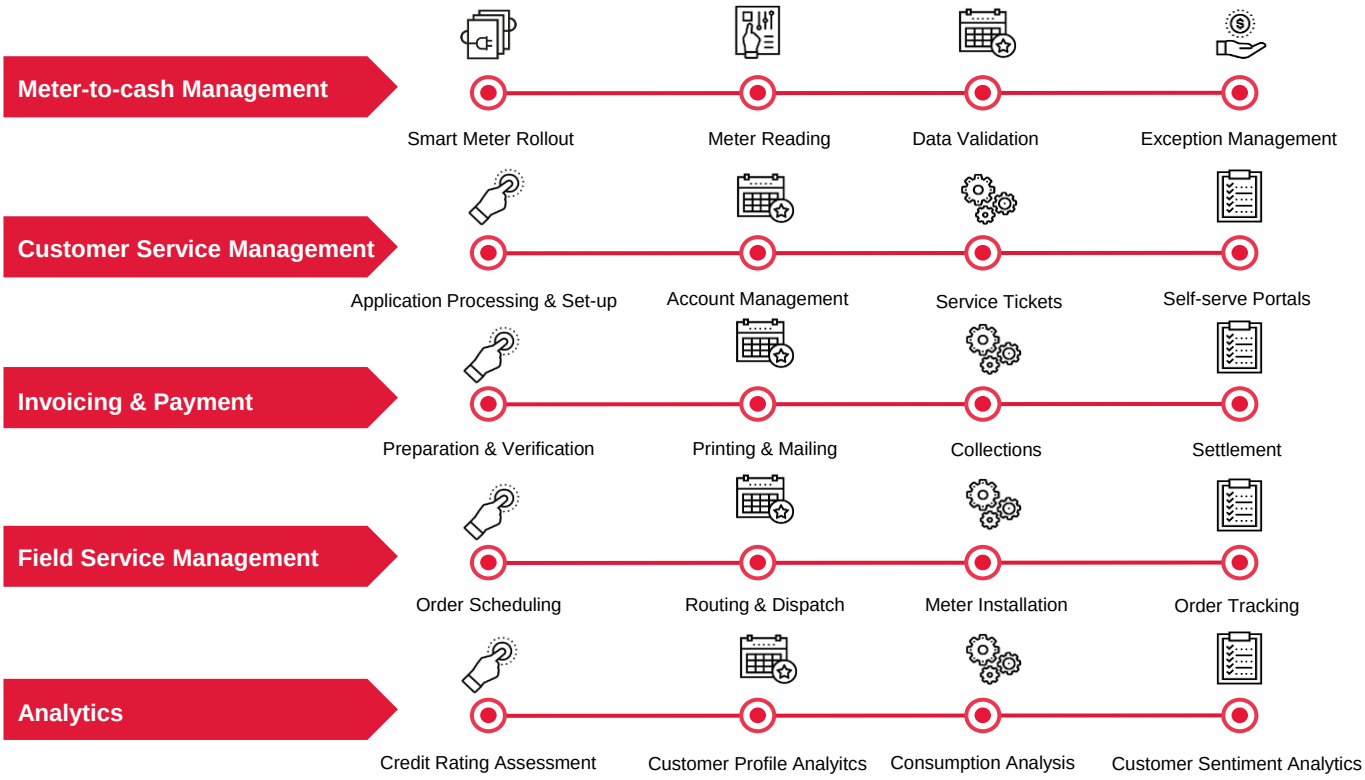
Do we make use of existing company data to improve processes and digitize them?

Data Mining algorithms are used to identify trends and other details hidden in the event logs. The new knowledge improves & enhances the business processes & reduces cost-to-serve

Do you often end up implementing process changes and automation based on gut feel rather than fact?

Process Mining gives us clear visuals of workarounds, patterns & discrepancies in internal processes. This helps diagnose problems based on facts & resolve them quickly.

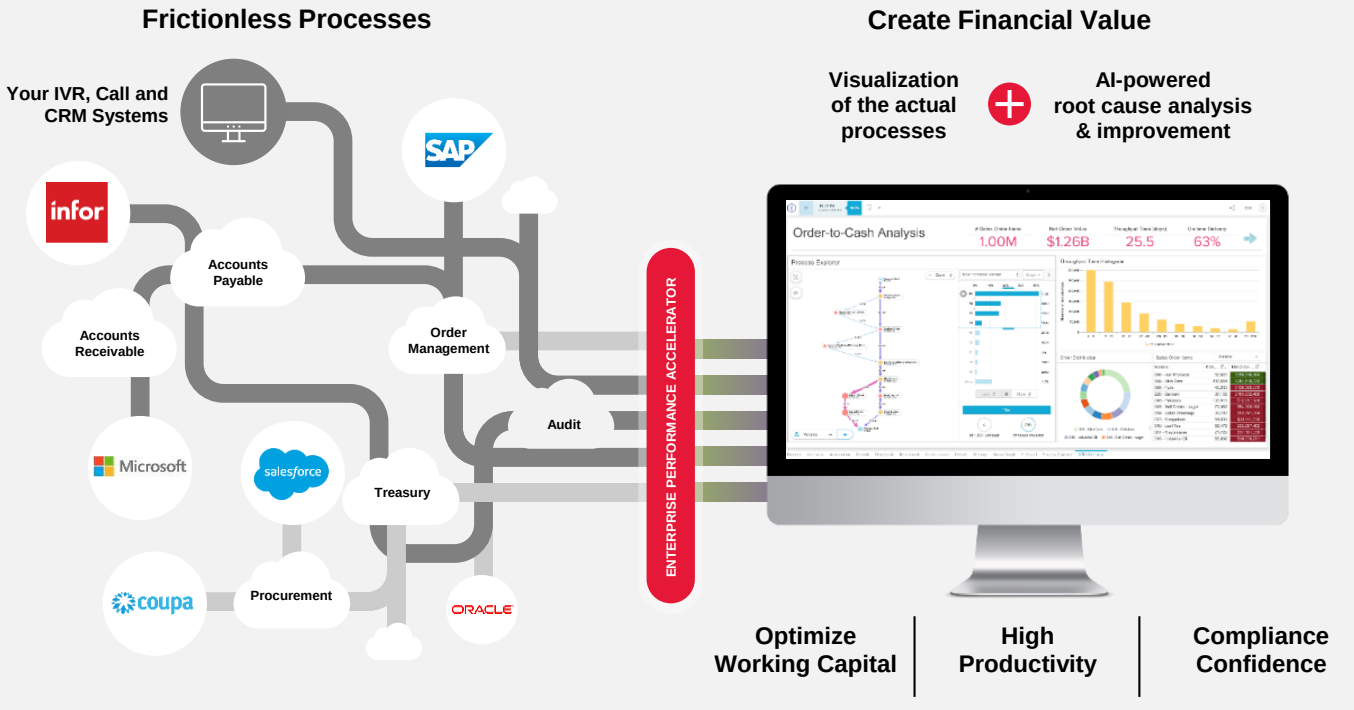
PROCESS MINING IMPACT ON UTILITIES PROCESSES



KEY BENEFITS

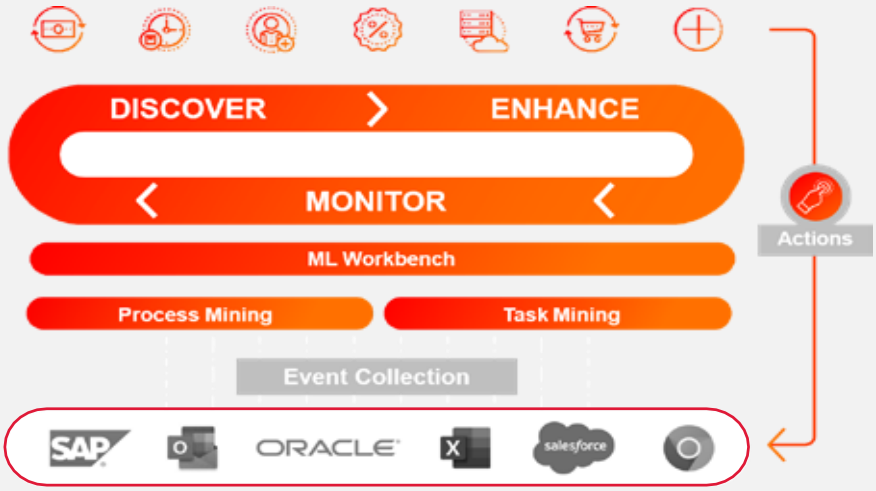
- O2C improvement with **$10M** saving from **10M** manual activities eradication
- Identified **10M** incomplete/delayed M2C meter read documentation
- Customer onboarding improved-go-live ratio up by **20%** with reduced time to delivery
- Reduced RCA time from **20 days** to minutes leading to $1M potential annual saving
- **+20-30%** Impact on process optimization & productivity
- **+10-15%** Improved Bottom Line
- **300+** Industry use cases to drive “Roadmap”

HOW A FRICTIONLESS PROCESS CREATES FINANCIAL VALUE



INTELLIGENT BUSINESS CLOUD PLATFORM

Vast experience in Process Mining with 100+% growth YoY, 2000+ deployments, $100M+ in sales & 700+ employees. Pioneers in Process Mining having turned this technology into an enterprise-grade, cloud-based solution called 'The Intelligent Business Cloud' benefitting over 30+ Global Utilities.



TECHM PROCESS MINING EXPERTISE ACROSS UTILITIES VALUE CHAIN

FUNCTIONING OF TECHM WITH STRATEGIC PARTNER

Tech Mahindra

Global Leader in
Digital Customer Management Services, IT Consulting and Business Process Outsourcing

- Proof of Value(POV) execution & Value assessment
- Due diligence and Process Discovery
- Select activities & areas for improvement /automation
- Build and validate business case
- Manage & Implement client approved use cases \

Celonis Certified Business Consultant

- Support in data collection of identified use cases from various IT systems
- Curation of data for enabling Process discovery & Analysis
- Data Modelling
- Ensuring "RIGHT" interfacing of Celonis with client systems

Celonis Certified Data analysts

celonis

Global Leader in
Process Mining and Enterprise Performance Acceleration

- TechM & Celonis alliance to demonstrate platform value proposition
- Joint POV(Pilot Project) with TechM on selected process
- Celonis platform Licensing & support
- "On-demand" support at various stages of project implementation

Partner Manager

Customer Success Manager

BEST-IN-CLASS BUSINESS KNOW-HOW & BEST-IN-CLASS TECHNOLOGY

COMBINING THE BEST OF TWO WORLDS

IMPACT

- +20 -30%on Productivity, Effectiveness
- 10-15% improvement in purchasing cycle time
- > $3Million savings on field technician cost
- >5% reduction in churn and CSAT improvement

TYPICAL USE CASES FOR PROCESS MINING

Process mining in Utilities is beneficial to many situations in large organizations. Most common use cases are mentioned below:

Robotic Process Automation	Understand the actual processes, variations, and automation opportunities in order to succeed in RPA projects like Meter-to-Cash, Collections, Customer Service Management projects
Process KPI Reporting	Create complete process KPIs and dashboards for any given process. This will include optimization of Utilities consumption leading to energy conservation.
Digital Transformation	Understand the "big picture" – demographic study on consumption habits, time periods of peak and lean consumption enabling a know-how of what to prioritize and areas of transformation which can enable the society to avoid leakage or wastage of resources.
Auditing & Compliance	Drive compliance with agreed processes, rules and regulations. Aids in preparing rate cases and tariff plans keeping CX also as a priority.
Process Improvement	Identify bottlenecks, rework, and other symptoms of inefficient processes. This would prioritize automation interventions in these areas to increase operational efficiency & reduce customer churn.
IT & ERP Development	Support ERP consolidation, new deployments and major version upgrades.

SUCCESS STORIES

Billing & Meter Reading Cycle

ESPs can implement automated emails that are sent to utilities based on the ESPs billing cycle. By algining billing and meter reading cycles the company achieved a **positive cash flow of $1.3M**

Release of Meter Readings

Using the Process Mining techniques, the utilities company was able to pinpoint the location and timeframe where inaccurate meter readings happened. Within four months the company was able to **decrease the number of plausibility checks to 9% while improving the release time by 4 days**

Unbalanced Incoming & Outgoing Payments

By optimizing the balance of incoming and outgoing payment to customer the **customer churn rate went down 5% and customer satisfaction rate went up 12%.**

CONCLUSION

The selection of where to apply process mining is important. Organizations will get the best value from applying it to processes that have been digitized (i.e. supported by an IT system) and where there is still unstructured work & unorganized data that is managed outside the IT infrastructure. We have the skilled resources who can do a quick remote diagnostic of your processes and present the business ROI, the opportunities to automate and optimize the processes and the associated volume reduction it can do.

For more details, please write to us at:

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