



Process mining essentials

The ultimate checklist

Query engines, orchestration, artificial intelligence... When considering process mining software, the sheer number of technical features to evaluate can complicate your decision-making process fast.

But it's got to be done. Knowing what to look for from a potential vendor can make the world of difference. To help you find the vendor best suited to you and your company's ambitions, here's a checklist of process mining essentials.



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| 01 | Real-time data integration | Data extraction, preparation, and transformation are critical to process mining. It's essential to know that the vendor's data tools work with your specific systems including cloud, on-prem, and legacy. Ensure that the data can be synced in real time, so that you get insights in time to take action (manual or automated). | <input type="checkbox"/> |
| 02 | Object-centric process mining | Regardless of source systems, a comprehensive process mining solution provides a common understanding of individual objects. For example, the ability to analyze an invoice whether it's in Oracle or SAP, as well as its relationships with other objects. Object-centric process mining (OCPM) represents a step-change in process mining, replacing static, two-dimensional views with a dynamic digital twin. Can the vendor give you this power? | <input type="checkbox"/> |
| 03 | Out-of-the-box process improvement | To analyze process mining data, you need to define key metrics, strategic objectives, and value opportunities. Check if your vendor gives you a head start by providing out-of-the-box insights, formulas, and calculations for the most common metrics, and whether these can be tailored to your business and used across all of your systems. | <input type="checkbox"/> |
| 04 | System-agnostic platform | Ensure the vendor has a system-agnostic platform that can integrate data from multiple systems and processes in one process model, enrich the model with user desktop action through task mining, and connect sequential or parallel processes — so you gain total visibility across your organization. | <input type="checkbox"/> |
| 05 | Query engine for enterprise-level data volumes | Transactional data from your invoices, purchase orders, or sales orders can quickly add up to large data volumes with billions of rows. To analyze data over several years in an enterprise setting, you need a query engine to handle complex data models with multiple objects and large data volumes without trade-offs in speed, latency, or response times. | <input type="checkbox"/> |
| 06 | Prebuilt AI capabilities and customizable AI solutions | AI capabilities provide additional insights and let you get more out of process mining. Prebuilt AI capabilities should cover the most common use cases and help you find process insights fast. A toolbox for custom AI solutions provides additional flexibility to build systems tailored to your business – and lets you feed process data and knowledge to your existing AI tools. Consider searching for a vendor with a full Process Intelligence offer, not simply process mining. | <input type="checkbox"/> |
| 07 | Process visualization and benchmarking | Visualizing your processes is fundamental. You need to make sure vendors can display and allow you to customize metrics such as throughput times between activities, and show other relevant KPIs such as activity frequency. Additionally, the vendor needs to support benchmarking processes between regions, products, and teams. | <input type="checkbox"/> |
| 08 | Intelligent process orchestration and dynamic task automation | Process orchestration is a layer that manages the dynamic interplay between systems, tools, and people based on Process Intelligence . It lets you build complex processes and helps you automate the entire flow. An integration with additional task automation tools lets you trigger actions such as sending an email or making changes in the source system based on specific criteria. | <input type="checkbox"/> |
| 09 | Prebuilt apps | Pre-built assets decrease time-to-value and showcase vendor experience for your specific use cases. Look for system connectors, analyses, machine learning models, and automations. | <input type="checkbox"/> |
| 10 | Process conformance and model-based adherence checking | Adherence checking enables comparison of your as-is process to your desired to-be process model for audit, compliance, or monitoring purposes. Ensure the vendor can integrate your process models with your existing tools, and look for automated root-cause analyses to determine the source of any deviations. In addition to simple conformance checking, the vendor should support a model-based adherence check that lets you define business rules and SLAs. | <input type="checkbox"/> |
| 11 | Value tracking | Value tracking lets you identify which transformation initiatives are on track and generating value, and which ones need your attention. Your vendor should provide out-of-the-box formulas to calculate tangible value generated and aggregated across data models, processes, and business objectives. Additionally, make sure that you can assign owners to each initiative. | <input type="checkbox"/> |
| 12 | Process modeling and model distribution | You need to make sure that your vendor provides a process modeling solution that is integrated with the process mining data. Plus, you need to be able to define your enterprise architecture, hierarchies, and roles and responsibilities in your modeling tool and have the ability to roll out any process changes to your employees. | <input type="checkbox"/> |

That's a lot of features and capabilities to think about.
[If you've got questions, we're here to answer them.](#)

Or dig a little deeper and keep learning about process mining essentials and how to start – [by downloading your Buyer's Guide here.](#)