

# Workfellow Introduction



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# Why process intelligence is crucial right now?

## Customer expectations

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Customer expectations are rapidly changing and keeping processes up to date is hard.

## Real-time transparency

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Everything around us is changing so fast so manual discovery and mapping doesn't work anymore.

## Cost pressure

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Understanding what adds value and what not gets provides fastest cost-saving opportunities.

## Resilience towards external changes

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With pandemic, wars, and other changes happening, companies needs to be leaner & more optimized across work, processes and systems.

## Standardization

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Aligning standardized way of working and practices to meet maximized operational flow.

## Compliance

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Improving previously inefficient processes helps to stay in line with compliance guidelines.

# What is Workfellow?

Software product company combining the best parts of Process Mining and Task Mining;

Helping enterprises to reach operational excellence and to optimize and monitor their processes and workflows continuously.

Industry-agnostic solution for knowledge-work-intense teams willing to improve their work practices.

HFS **ONE**  
OFFICE™

**HOT VENDOR**  
Q4 2022

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# Get results with the proven Workfellow ESA Framework™

## ELIMINATE

Workfellow unveils overlapping, duplicate, and non-value-adding work in process steps.

**Get quick returns by not doing unnecessary activities.**



## STANDARDIZE

Workfellow shows how different teams' ways of working on processes and systems differentiate.

**Identify the best way of execution and drive the optimized method across the organization.**



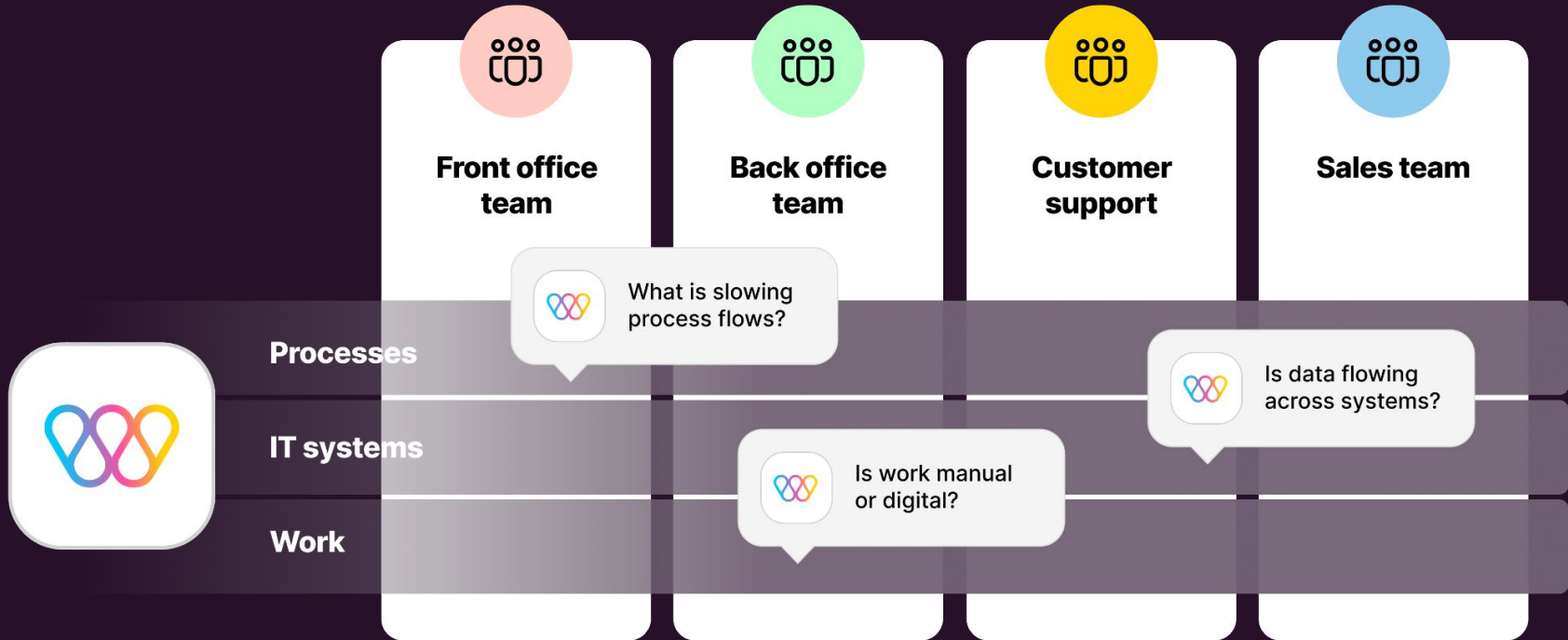
## AUTOMATE

Workfellow unveils systematic problems and manual work on business applications.

**Automate quickly within business systems or repetitive workflows using RPA**



# Workfellow analyses operations unit by unit to achieve optimized enterprise



# Why start optimizing?



# Workfellow provides all relevant KPI's to maximize operational efficiency

## Lead Time

- Throughput time of the end-to-end process
- Time intervals between process steps / teams
- Lead time difference caused by variants/rework
- On-hold time per transaction
- Touches per transaction item

## Manual processing

- Cost per transaction, process step, or a customer
- Process variants / out-of-scope work cost
- Cost per task, task group, or a workflow
- Team-level productivity

## Use of systems

- Real business application use time
- Number of systems in use / not in use
- Manual copy-paste volumes between apps



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# Why Workfellow?

**All-in-one**



No need to juggle two different technologies! Workfellow provides both Process & Task mining capabilities.

**End-to-end processes**



Workfellow gives end-to-end visibility and shows in-depth the full process journey in real-time.

**Privacy**



The software only collects the data from the allowed business applications; personal app use or other activities never get tracked.

**Short time-to-value**



Months waiting for the insights? Not anymore. Workfellow's easy plug-and-play solution brings you the first insights in days.

**Understanding of all business apps**



Workfellow is able to analyze the data holistically across all systems, processes, and documents.




Workfellow's clients confirmed that Work API **successfully** addressed their implementation concerns. One client praised the **speedy process**, which allowed them to analyze data within two weeks. Another client told us how Workfellow quickly **gained their trust** through its approach to employee data protection and GDPR compliance.

**Sam Duncan, HFS Research**

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# Thank You!

See more on our website:

- [How Workfellow works in videos](#) 
- [What is Work API?](#)
- [How to choose the right Process Intelligence tool?](#)
- [Process Mining 101](#)
- [Task Mining 101](#)
- [Process Discovery 101](#)



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