An organization’s success is tied directly to how well it optimizes and manages its business processes. To effectively manage its processes requires understanding the quality and timeliness of how they are performed. Process intelligence, the analysis of data in the context of a business process, is the next evolutionary step in advancing the power of business intelligence (BI).

With Kofax Insight™, organizations can capture, organize and display disparate process data. This helps line of business managers, risk and compliance officers, and process improvement teams gain deeper operational insights, eliminate operational inefficiencies, and reduce risk and conditions of non-compliance.

Process Intelligence

Process intelligence seeks to visualize/illustrate/communicate by answering questions such as the following:

- How are we performing relative to our established process standards?
- Can we reduce costs by changing how a process is run?
- Are we optimizing processing costs and efficiency?
- What is the impact of cross-organizational processes and stakeholders?
- Is our business adapting to change management?
- Is our process workflow the best for our customers’ experience?

Pinpoint and Resolve Areas of Inefficiencies

By linking data and metrics to steps in business processes, process intelligence provides the insight necessary to understand how processes and the operations they represent are working. It can uncover bottlenecks and process exceptions that could be putting an organization’s regulatory compliance at risk. It can monitor adherence to service level agreements (SLAs) or other performance obligations. Quite simply, process intelligence delivers the critical context necessary to answer questions not possible with other BI tools.

Process intelligence can also help uncover future conditions that may present challenges or opportunities. Insight’s continuous simulation predictive analytics engine provides operational forecasting based on the processes being monitored. Forecasts are continually updated and refined based on the actual operational data being collected, resulting in higher accuracy. Insight’s approach overcomes the limitations of traditional statistical and static process model-based forecasting by detecting and predicting the impact of sudden changes to historical patterns and by dynamically refining the process model and operating assumptions based on the latest conditions.

In a recent AIIM study, 67% of respondents indicated that stuck in process or review and approval processes was the dominant workflow in their organization. 48% of respondents indicate they are focused on routing to and between processes in relation to their workflows, and 29% are routing to archive or to other systems. This shows the growing need for organizations to strengthen the ties between their end-end-processes and back-end systems, across the entire enterprise.

BI solutions lack the understanding of the actual flow of a business process, and as a result, there is a breakdown in understanding how the process is executing from start to finish. To truly manage and optimize processes, organizations need to have greater visibility into all parts of the business process and must include the myriad of systems it or its data touches. Without a full audit trail and process accountability, compliance rules are difficult to manage regardless of industry. No single system has an audit trail that crosses the entire process; each has its own capability, which is unique to the individual system.
To have complete process visibility, to manage processes effectively and efficiently, and to ensure optimization, you need to have the relevant data available to analyze. You need intelligence of the process to identify where processes are inefficient or not operating optimally, and to be able to deal with bottlenecks or slowdowns before SLAs and customers are impacted negatively.

A New Approach to Business Intelligence

Insight is a business analytics and process intelligence solution that monitors, analyzes and helps optimize operational business processes to ensure compliance, eliminate risk and gain unprecedented insights to achieve operational excellence. Unlike BI products that lack understanding of process flows, BPM products that are costly to implement and only have visibility of the process steps they control, or intelligent business operations tools that are limited to very basic analytics that don’t provide the details necessary to fully determine root cause and uncover opportunities for operational improvement, Insight combines process monitoring and analysis with rich business intelligence in a single solution to uniquely deliver end-to-end visibility of operational performance and compliance.

Pinpoint and Resolve Inefficiencies

Insight enables in-depth process visibility that delivers new operational insights into process performance and compliance based on actual operational data gathered from each instance or process step, regardless of where that data may reside. This new layer of analytics, down to the process step level, enables you to identify exactly where waste, inefficiencies, costs and loss (in time, effort and resources) are occurring throughout the process – and take corrective action.

With the ability to understand data in the context of the business processes, Insight will enable your organization to mitigate processing issues and achieve new levels of efficiency, effectiveness and compliance, and improve customers’ experience.

Process Behavior

Insight combines traditional business intelligence and process intelligence, allowing you to analyze how expected and unexpected process executions impact metrics such as customer or patient satisfaction, document capture costs, profitability and more. Users can see process execution in the context of business metrics. You gain much greater insight into process behaviors and execution, enabling action to drive process improvement.

Unparalleled Process Intelligence

Insight provides the ability for organizations to capture, organize and display this process data, which is often contained in many different systems of record and sources; this helps LOB managers, risk and compliance officers and process improvement teams across all industries, especially those that are process-intensive (either due to the complexity or volume of their processes) who need to gain deeper operational insights, reduce risk and conditions of non-compliance and eliminate operational inefficiencies.

Code Free Dashboard Creation

Ultimately, you need to know how the way your processes are executing is impacting your business costs, your customers and your bottom line. No SQL, programming or scripting of any kind is ever required. This ensures that the power to access and analyze data is put in the hands of those people best prepared to understand the organization’s needs. With Insight, building and deploying analytics and process intelligence solutions is simplified to a configuration exercise using an intuitive point-and-click interface.

One Platform Does it All

Unlike BI approaches that require multiple tools from different vendors, Insight enables users to quickly access, analyze and optimize business operations all from a single platform. Using Insight’s exclusive MapAggregate distributed in-memory architecture, information can be extracted from source systems in near real-time and perform high-speed calculations with unlimited scalability to ensure users have the most up-to-date and complete information, regardless of the size of their data or number of users.

Insight eliminates the cost and complexity of conventional BI solutions, while delivering advanced functionality for operational performance improvement and data visualization. Insight is the comprehensive platform for all your BI needs.

Discover more about Kofax Insight at kofax.com