

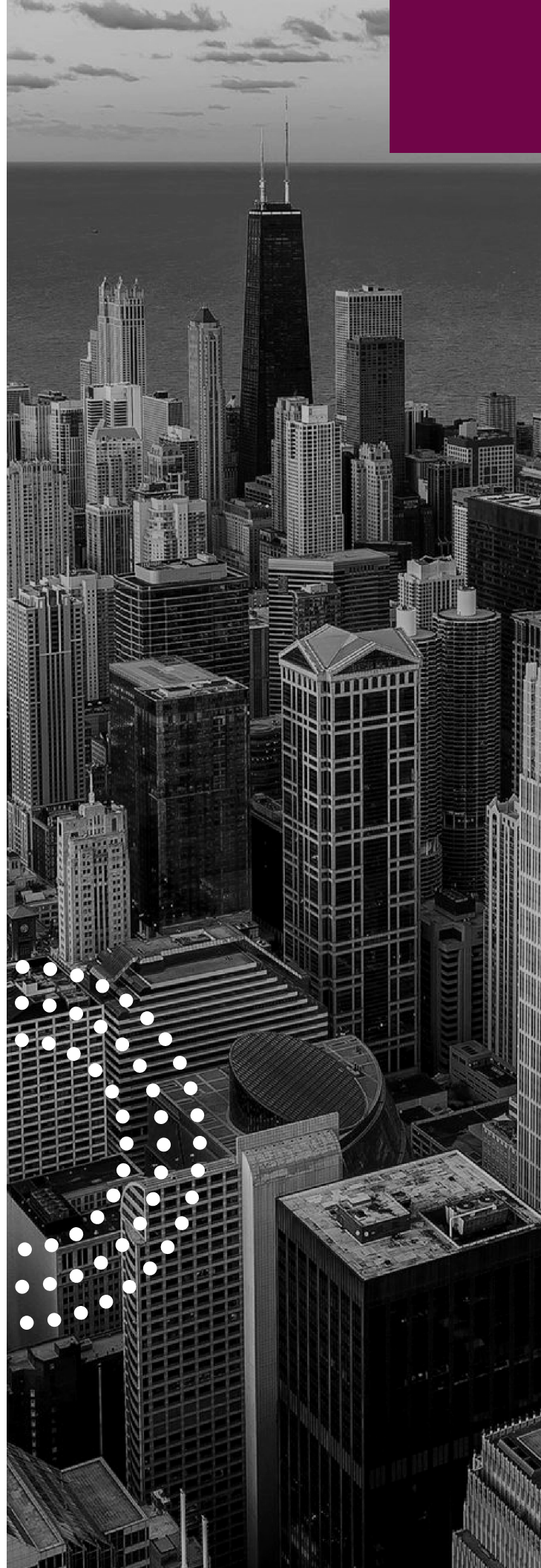
Gartner Task Mining

Mimica Guide

July 2022

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Problem

Every year, billions of hours of human creativity are wasted on repetitive tasks. Enterprises have recognized this and turned to technologies like RPA to automate as much manual work as possible. Enterprise automation has great potential, but often does not yield the ROI that leaders expect.

Discovery, speed and quality are the three major challenges that hinder automation ROI.

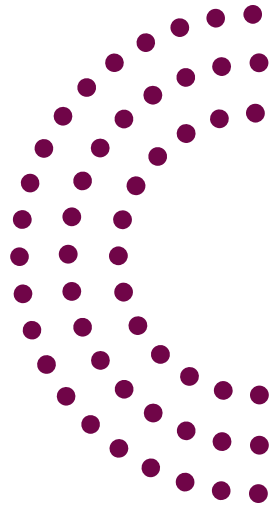
- Automation teams struggle to identify the best opportunities and prioritize them based on impact and effort.
- Mapping processes is highly manual. Development lead times are long due to inaccurate and incomplete documentation.
- Processes aren't as automatable as initially thought or only "happy path" processes are developed, leading to failed automations.

These challenges are further compounded by the reality that deploying automation is highly manual. The same challenges that automation is attempting to solve (e.g., limited capacity) also limit the ability to deploy quality automation at scale.

Challenges with automation

- > Opportunity identification
- > Speed of deployment
- > Quality of bots
- > Significant manual effort
- > Long lead time
- > Long time-to-ROI
- > Low success rate

Which of these challenges resonates most with you?



What is task mining?

Task mining is a new category of desktop analytics software that uses AI to understand the day-to-day tasks workers are performing on their computers. Task mining uses machine learning to generate novel insights about worker tasks, including handle time, automatability, and overall process volume. Advanced task mining tools can generate accurate process maps containing all exceptions and variants in a process, and highlight recommended areas of process re-engineering or automation.

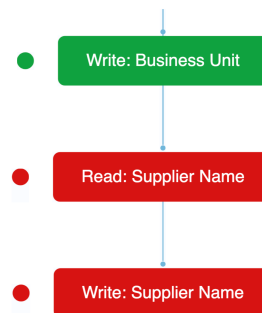
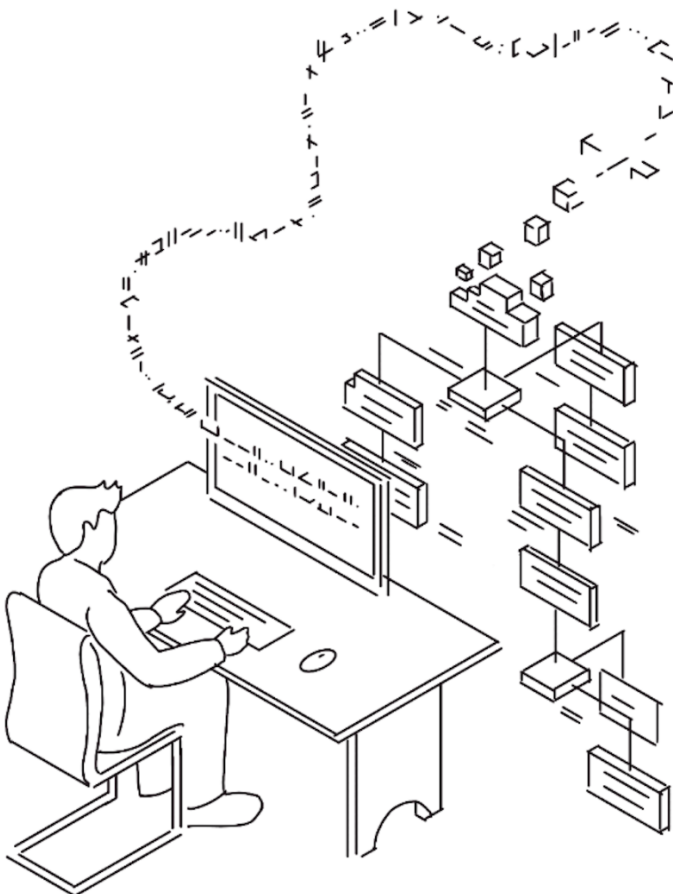


By 2024, 65% of organizations that have deployed automation will introduce task mining capabilities.

- Gartner Task Mining Report, 2022

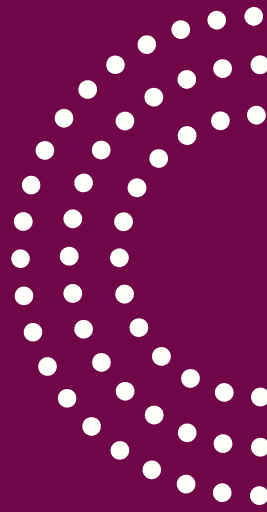


In practice, this means an organization can use task mining to record an entire accounts payable team for 2 weeks and generate a snapshot of their work. The snapshot identifies all the ways invoices get paid, displays the exact steps performed, and provides recommendations for how to re-engineer or automate the repetitive process.



As an example, Mimica tags all steps in a process as fully automatable (green), partially automatable (orange), or not automatable (red). Partially automatable and not automatable steps are often the starting point for process re-engineering.

What is Gartner saying?



“Data and analytics leaders should identify desktop-level inefficiencies and task automation opportunities by using task mining tools.”

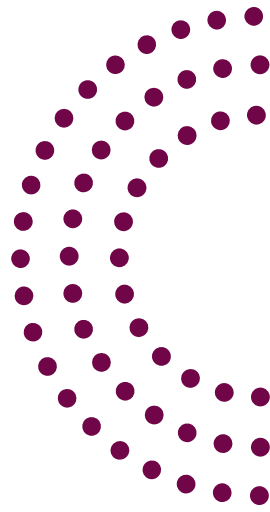
- Gartner, Task Mining Market Guide



Task mining technology has become an invaluable tool for digital transformation and automation teams, who previously relied on SME (subject-matter expert) interviews and time-and-motion studies to get insights into a process. Task mining is rapidly gaining recognition and creating value at many of the largest enterprises in the world, leading Gartner to recommend the use of the tool to all data and analytics leaders.

The largest opportunity for task mining, and the focus area for Mimica Automation, is scaling enterprise automation. Mimica helps automation teams identify the right automation opportunities and generate detailed process maps quicker and more accurately than traditional discovery methods. By eliminating the manual effort required to deploy RPA, clients using Mimica reduce automation deploy times by up to 80%.

Discovering the right opportunities

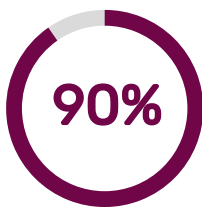


“As RPA buyers scale their automation, they require granular-level task insights to improve its accuracy and ROI, and to reduce dependencies on manual process-mapping techniques. This is leading to increased adoption of process mining and task mining.”

- Gartner, Task Mining Market Guide



Mimica records teams working over a 1-2 week period, segments their work into processes, and highlights the processes that have high automation potential. Mimica does this by collecting data on clicks and keystrokes and applying machine learning algorithms to that data. The output is a prioritized list of processes that includes proprietary metrics like the Automatability Index (the percentage of the process that is automatable) and an Ease of Automation score—a machine learning assisted metric that weighs factors like inputs, decision points, business rules, and structured data percentage.



time saved interviewing SMEs
and asking them what is
automatable

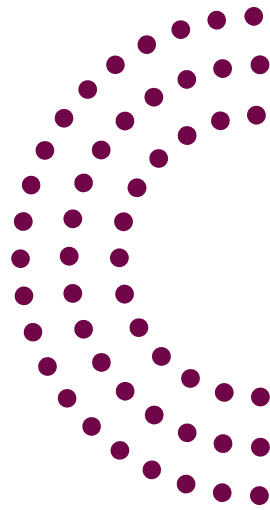


time saved predicting
complexity metrics



automation opportunities
discovered using Mimica Miner

Accelerating the planning and development of RPA

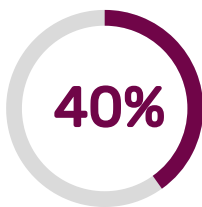


“Task mining can aid RPA deployments by automating the creation of process description documents (PDDs). Accurate PDDs are the building blocks of an RPA project.”

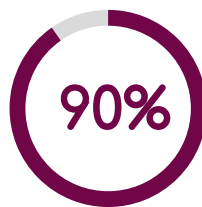
- Gartner, Task Mining Market Guide



After a process has been identified as a good automation candidate, Mimica automatically generates a blueprint for a bot (i.e., a detailed process map that is ready to be used by a developer to create an automation.) These process maps are generated in just one week and include all decision points and variations that were captured during the recording period. A key feature of Mimica's maps is that they are distilled down to a level of detail that is easy to consume. This means that maps contain enough detail to enable a comprehensive understanding of a process, but not so much detail as to overwhelm. If Mimica captures 50 iterations of a process, the output will be one process visualization that aggregates all 50 of the iterations. No manual grouping is ever required by the end user. Today's business processes are complex, but process maps don't have to be.



reduction in development time

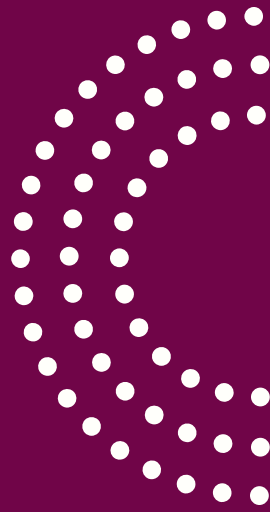


reduction in testing and
hypercare



bots built in the time it takes to
build 1 bot

The Bottom Line



“Data and analytics leaders should identify desktop-level inefficiencies and task automation opportunities by using task mining tools.”

- Gartner, Task Mining Market Guide



With Mimica’s task mining solution, organizations can identify up to 5x more automation opportunities, accurately prioritize them according to ROI and effort, significantly reduce time to value, and improve the quality of automations. As enterprise automation begins to leverage AI, deploying it should too. Whether your organization is just starting out on the automation journey, or is looking to take a mature program to the next level, Mimica can help take you there.

DISCOVER A NEW AUTOMATION OPPORTUNITY

