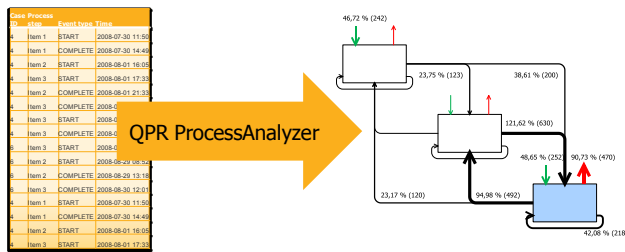


Visual process analysis automatically

Blindfolded process improvement leads nowhere – can you afford not to analyze current processes? Is your organization facing challenges when key individuals do not share a common vision of the current situation? QPR ProcessAnalyzer provides a clear and visual process analysis from the existing data found in data warehouses.

Traditional process modeling is based on various experts' understanding of current situation. Process models created this way often simplify the real situation. On the other hand, different software tools, such as ERP systems, log a great deal of information on the actual process execution. QPR ProcessAnalyzer creates a fact-based process analysis automatically from the existing log data.



Visual process analysis is created automatically from the existing log data.

QPR ProcessAnalyzer provides a visual representation of data which in turn enables analyzing the processes. The process analysis created by QPR ProcessAnalyzer gives you valuable information of the way your organization works.

Data oriented point of view

QPR ProcessAnalyzer offers a totally new point of view compared to traditional number based process analyses. Traditional analysis is usually based on calculating statistics which means that the validity of the data is critical and requires thorough manual work. As an example, even a single erroneous piece of data can critically affect the average lead time of the process.

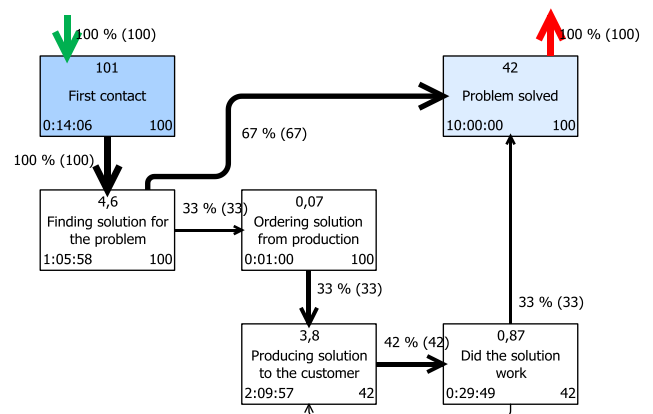
On the other hand, QPR ProcessAnalyzer enables creating process analysis based on partially erroneous and incomplete data. The errors do not affect the results as they can be easily spotted and filtered out. Even the format of the source data does not cause challenges – creating process analysis is possible using almost any kind of data.

Illustrate the relevant information regarding your processes

QPR ProcessAnalyzer creates the process analysis automatically on several levels of detail. The overview model shows the organizational units, activities and the transitions between the activities. Visualization helps you

to understand the most relevant flows and the longest execution times. Using different views you can both view the process on a generic level and easily move to the more detailed views.

The purpose of visualizing processes is to stir discussion. The process analyses created using QPR ProcessAnalyzer have aroused great interest and opened fresh points of view to existing processes. With the help of the product you can quickly focus the analysis on the most relevant processes.

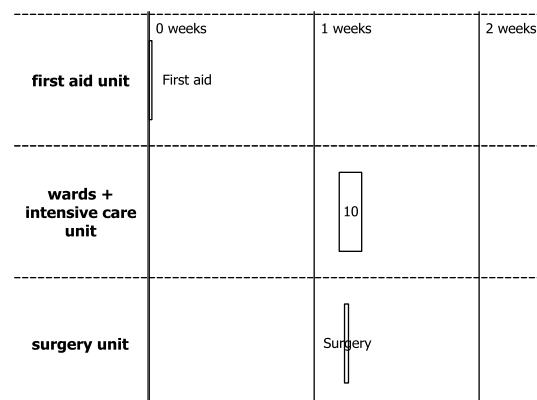


The overview picture of the process analysis shows the organizational units, process steps and the transitions between the steps. A generic customer care process as an example.

Analyze process variations visually

The processes found in real systems are often quite complicated. In situations like this the overview picture of the process might become clearer when different execution paths are browsed. QPR ProcessAnalyzer shows these process variations visually. Additionally, drilling down to the individual cases is possible.

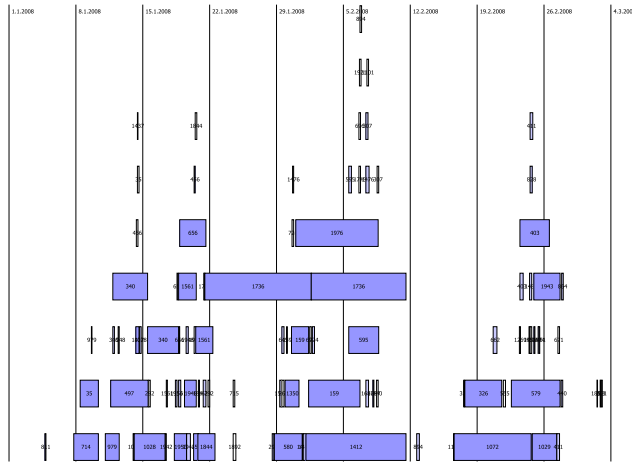
Using the classification you can easily identify the most important process variations and inspect the differences between different variations. The amount of process variations represents the status of the process – if the amount is low, the process is fairly uniform.



The process variations illustrate the different process types found from the data. A healthcare treatment process as an example.

Visualize the resource usage

Inspecting the resource usage and preparing to face the peaks in demand is one of the standard ways to enhance the performance of the process. To help this, the process analysis created by QPR ProcessAnalyzer includes resource usage graphs of each of the organizational units. A resource graph describes graphically how much resources are used at specific points of times. The visual presentation enables both a quick overall view and a thorough analysis.



Resource usage graph describes how resources are used on the selected detail level

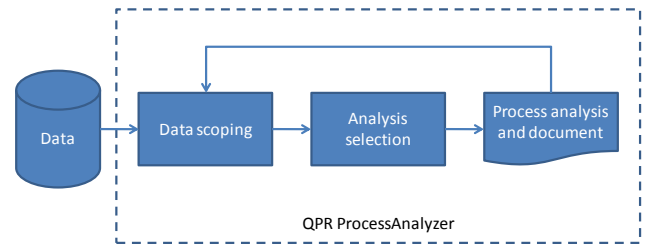
Examples of the analysis types

- Analysis of a single business process, such as a customer care process
- Analysis of a business process consisting of several organizational units
- Benchmark analysis consisting of several organizational units
- Comparison of manually drawn process models to the automatically created process analysis
- Comparison of the desired business process to the automatically created process analysis
- Analysis focusing on verifying the effects of a process improvement

Technical details

QPR ProcessAnalyzer is based on the data collected to various systems. The first step in using the product is thus gathering the data and loading it to the product. In this step the data can already be scoped to include only relevant cases. However, filtering can be done later as well if the analysis reveals new information that affect the scoping.

Once the data is loaded to QPR ProcessAnalyzer it is automatically processed to the required format for the analysis. The user needs only to select the parameters affecting the resulting analysis and start the analysis. QPR ProcessAnalyzer creates the process analysis completely automatically from this point on – easy and efficient!



QPR ProcessAnalyzer is a tool for analyzing data in almost any format. The only data requirements are the log format and the unique case identifiers. The log format means that the data includes history of the performed activities and the timestamps indicating when these activities have been performed. The unique case identifiers mean that the data contains a field that can be used to distinguish cases from each other and to group activities belonging to a single case together from different sources.

Order now!

Contact QPR at customer@qpr.com and learn how easy it is to get your first QPR ProcessAnalyzer project started.

QPR Software Plc

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QPR software has been implemented in more than 1,500 organizations across the globe and is provided in more than 20 languages. QPR was founded in 1991, has its headquarters in Helsinki, Finland and co-operates with an extensive network of talented partners in over 50 countries worldwide.