The Process Intelligence Company

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Overview of

vive

Re-Vive your Business Processes

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What is VIVE Process Intelligence?

Process intelligence refers to the analysis of operating data in an organization to gain real time visibility into process performance, understanding and management.

IT Systems (e.g.. ERP, CRM, BPM, etc.) creates Event Logs/Digital Footprints in the system about their corresponding processes.

Vive Process Intelligence helps in achieving true Operational Excellence, by providing what the data means in the context of organization's Business Processes and Goals.

Our Process Analytics, Quality Measures, Dynamic Filters, Digital Twins allows to quickly answer questions like:

- Which tasks in my process can be automated?
- Which shift is causing the bottlenecks?
- What products take the longest time to pack and ship?
- How much it is costing for re-pricing after invoice?

CRM, ERP, SRM

Filtered Events

Performance

Conformance

Discovery

Answers

Process Models

2
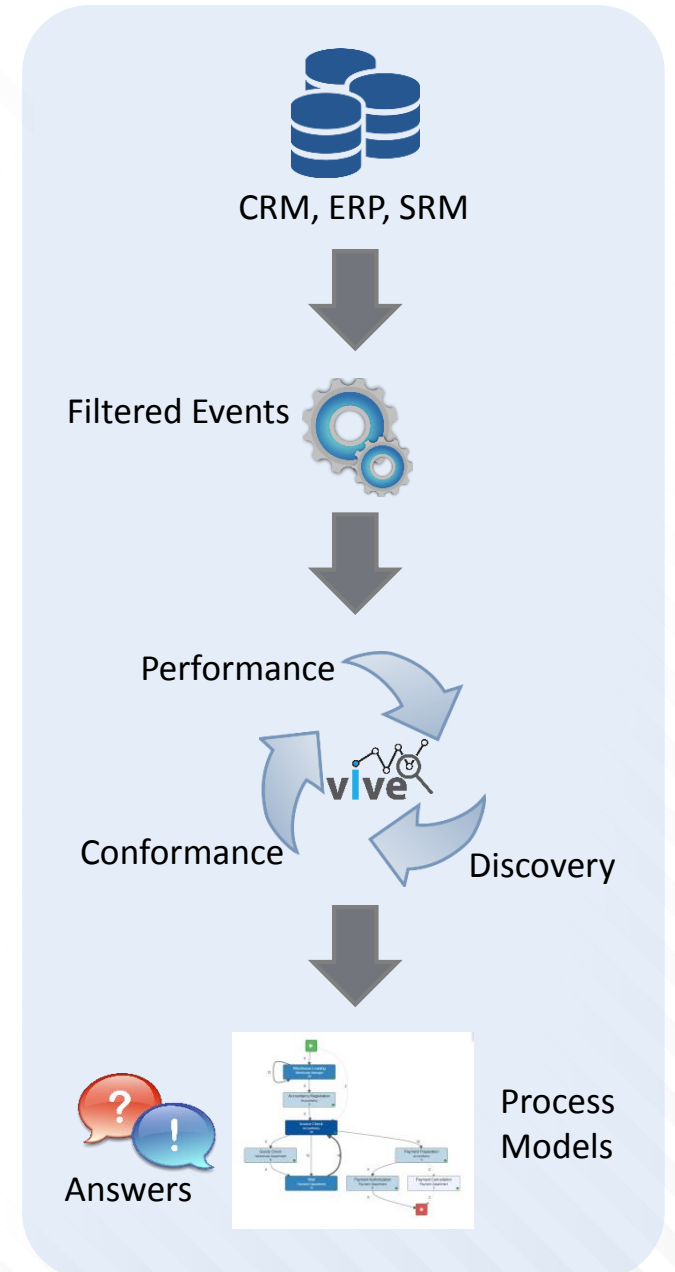
With VIVE: Better Processes – Better Results

Problem

- Large, unwieldy, **Inefficient processes** that span multiple departments
- Processes have Limited Visibility / Hidden / Broken
- Increasing Costs (FTEs, contractors & Technology spend)
- Reduced or negative ROI
- Processes not documented, e.g. current and new states
- Automation / RPA Initiatives not yielding ROI
- Hampered, Expensive Digital Transformations

VIVE Solution

- ❑ **Overall Benefits**
  - ✓ Data-driven Decisions
  - ✓ Process Standardization
  - ✓ Improved Performance Management
- ❑ **Reduced Costs**
  - ✓ Enable Process Automation
  - ✓ Eliminate Unnecessary Steps
- ❑ **Improved Customer Experience**
  - ✓ Shorter Lead Time
  - ✓ Shorter Reaction Time
  - ✓ Identify and Resolve Process Bottlenecks
  - ✓ Optimize/Harmonize Inter-dependent Processes
- ❑ **Compliance Benefits**
  - ✓ Cheaper, Faster Auditing
  - ✓ Non-compliant Processes mitigation in time
  - ✓ Reduce/Eliminate Penalties

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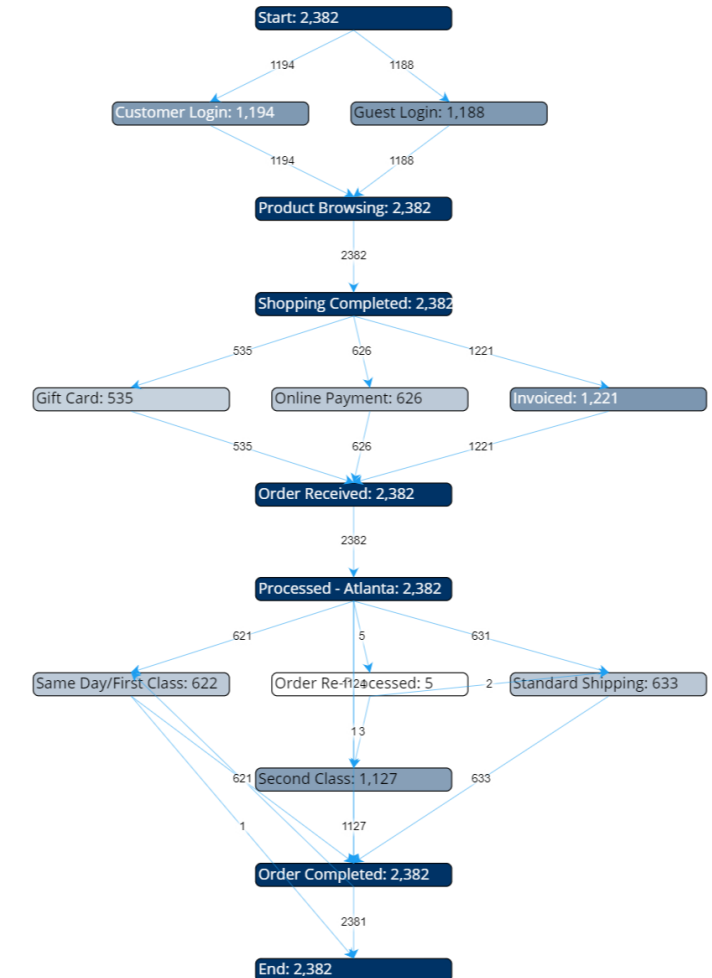# VIVE – Transparency into your Business Processes

Transparent Processes

From event logs/digital footprints VIVE provides live insights for various KPI's and metrics across any dimension (e.g. warehouse, product, region etc.) for end-to-end process orientation. Instantly visualize in your process:

- Variants
- Quantities
- Expenses
- Times

- Custom Metrics (Commission, Discount etc.)
- Hierarchical Analysis
- Time vs Cost vs Quantity comparisons
- Dynamic Filters

Vive Process Intelligence allows comprehensive transparency into business processes to quickly identify, analyze and optimize based on as is facts of:

- Outliers
- Compliance Issues
- Rework
- Unexpected Process Paths

- Delays
- Lost Time
- Bottlenecks
- Processing Times

As-Is Real time Process

Start: 2,382
 — 1194 → Customer Login: 1,194
 — 1188 → Guest Login: 1,188
Customer Login 1194, Guest Login 1188 → Product Browsing: 2,382
 — 2382 → Shopping Completed: 2,382
 — 535 → Gift Card: 535
 — 626 → Online Payment: 626
 — 1221 → Invoiced: 1,221
 535 / 626 / 1221 → Order Received: 2,382
 — 2382 → Processed - Atlanta: 2,382
 — 621 → Same Day/First Class: 622
 — 5 → Order Re-processed: 5
 — 631 → Standard Shipping: 633
 13 / 2 / 1 / 633 → Second Class: 1,127
 1 / 1127 / 621 / 633 → Order Completed: 2,382
 — 2381 → End: 2,382

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Process Intelligence Application Areas

Operational Excellence

- "As-is" transparency to processes
- Track and Monitor continuously for business alignment
- Elimination of Re-work and Wastage

⇧ **Efficiency** ⇧ **Productivity** ⇩ **Lost Time**

RPA

- Organizations spend $5 to $7 for every $1 fixing automation (Gartner 2019)
- Identify Outliers, Rework Bottlenecks for effective Automation
- Monitor and Optimize Automation Projects for TCO and ROI

⇩ **Errors** ⇧ **ROI** ⇩ **Cost**

Customer Experience

- Bridge between customer behavior and business results
- Shorter reaction time for problems
- Gain insights into customer behavior for increased customer satisfaction

⇧ **Satisfaction** ⇧ **Profit** ⇩ **Lead Time**

Finance

- Insights into cross-functional working capital processes
- Eliminate Maverick Buying/Spending
- Identify and act on optimization measures

⇩ **Costs** ⇧ **Profits** ⇩ **Time**

Compliance & Audit

- Reduce auditing time and effort
- Identify compliance issues in real time
- With insights to breaches and risks, automation leads to reduction costs by greater than 25%

⇩ **Effort** ⇩ **Time** ⇩ **Risks**

ITSM

- Detect inefficiencies & Improve
- Identify efficient paths for SLA's and Teams
- Reduce rework and multi hops

⇧ **Satisfaction** ⇧ **Efficiency** ⇩ **Cost**

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Business Value of VIVE

Cutting Edge Platform

VIVE's architecture is based on Database processing unlike most tools which are based on open source and XML. This gives VIVE the ability to scale both horizontally and vertically. VIVE has several additional features compared to any process intelligence tool in the market.

Support and Maintenance

Being 100% Self-Serve with easy to use interfaces, training and adaption of VIVE takes very less time. In addition, we are fully committed to work with your users for Implementation, Training and Usage

TCO and ROI

VIVE is fraction of cost for licenses compared to Industry leaders. This in combination with speed to implement, lower training costs and with increased Process Efficiency, businesses can get ROI in very short time.

- ✓ Data Driven Decisions
- ✓ As-Is Process
- ✓ Process Standardization
- ✓ Eliminate Rework/Wastage
- ✓ Eliminate Bottlenecks
- ✓ Reduced Costs

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About ABIA

- Founded by Kumar Narala in 2013, who has vast experience in the world of Analytics

- Global Company with offices in USA and India

- Self /Seed funded on path to be the first company to be Hyperautomation ready

- Developed highly advanced VIVE Process Intelligence based on Databases unlike most tools which are based on XML

- VIVE has practical cutting edge features already built in while other companies are doing surveys on

- A people first company with strongly dedicated team who are still with ABIA since the day of inception

- We make our customers more successful, with pioneering technology that improves every process throughout their organization

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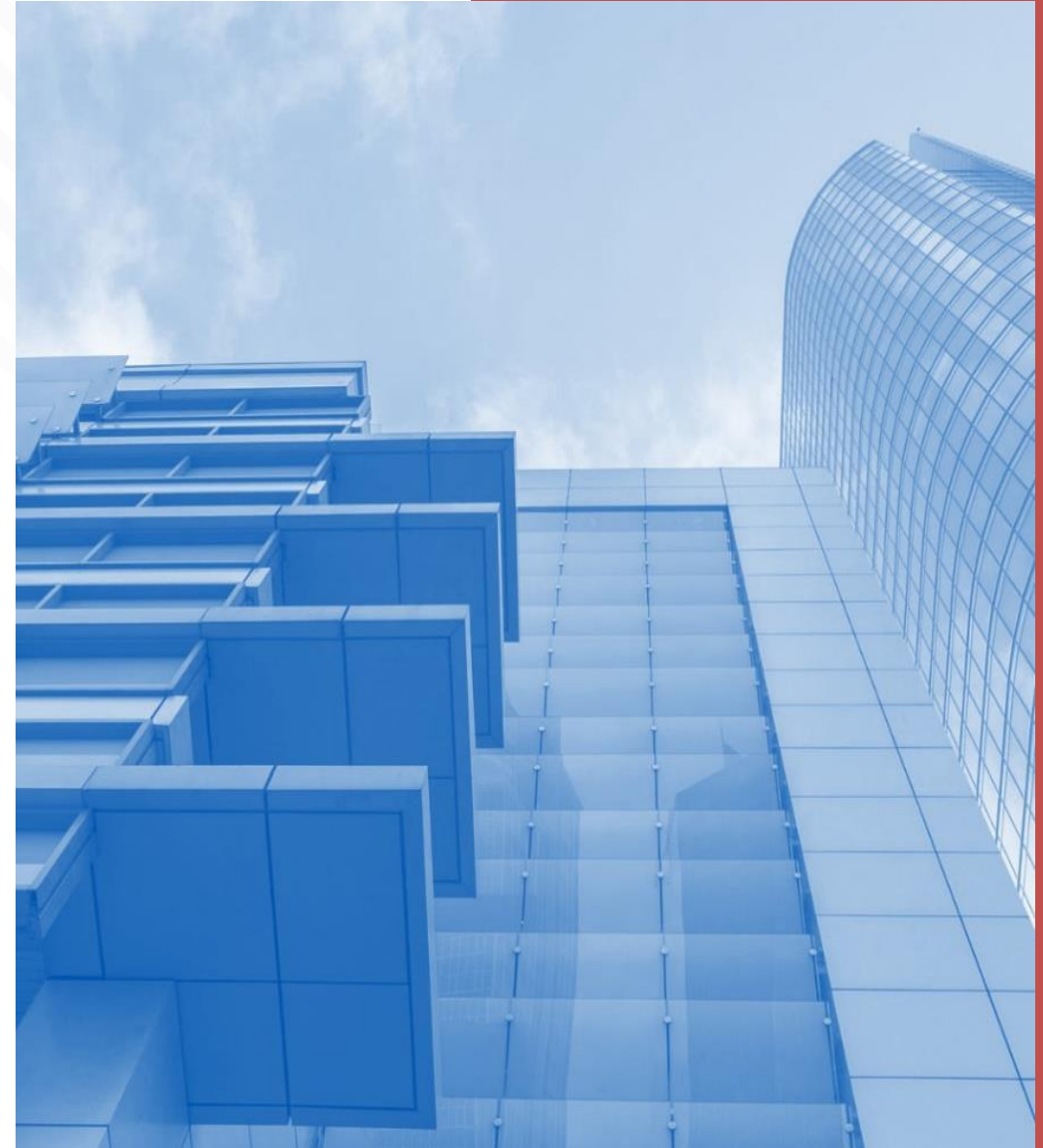
VIVE Key Differentiators

✓ Any Cloud, On-Prem, SaaS

✓ Additional Dimensions as Dynamic Filters

✓ Additional Metrics View of Process

✓ Additional Metrics as Dynamic Filters

✓ Hierarchical Cube Analysis

✓ Dynamic Cost Calculations

✓ Built in Wizard for Instant Process Intelligence

✓ Computations based on Database not on XML

✓ Public or Private Model Access

✓ Save Filters by User

✓ Drivers for 150+ Data Sources
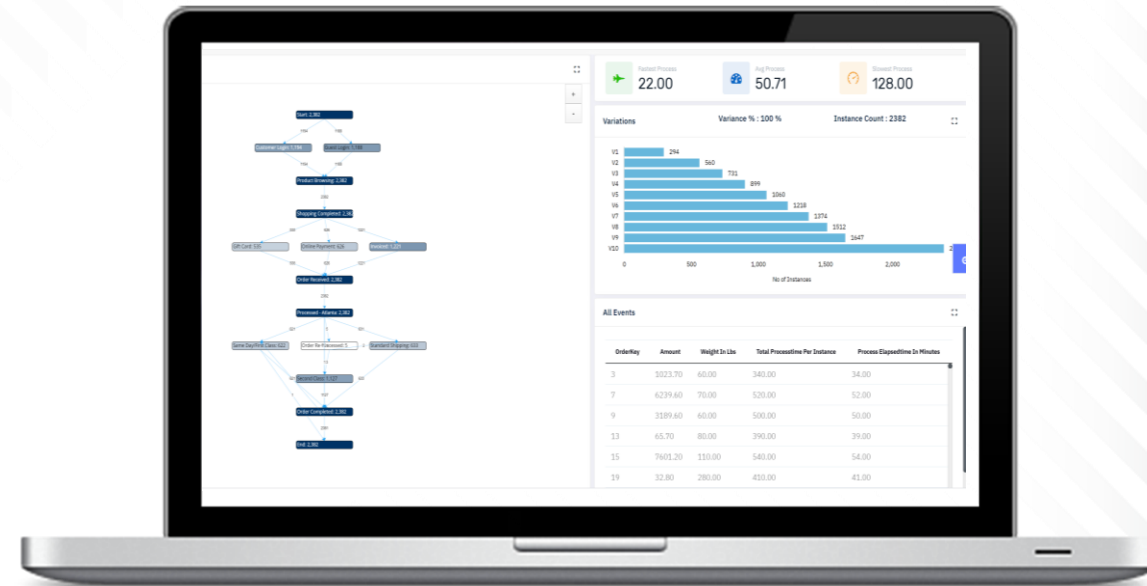
Process Intelligence – Case Study (Inputs)

Company eWorkSchool sells School and Home Supplies online. Data is gathered from event logs of Ordering System and Inventory System to get mandatory fields of Case, Activity and Time. As VIVE allows for additional dimensions and metrics to be part of process mining we joined Sales data to have additional dimensions and metrics

Order Number	Order Status	Product Category	Region	City	State	Start Time	Warehouse	Order Weight	Commission	Sale Amount	Discount	Profit
2307	Product Browsing	Office Supplies	East	Columbus	Ohio	10/19/2018 19:35	Dallas	16	2.16	13.52	0.2	1.69
2307	Customer Login	Office Supplies	East	Columbus	Ohio	10/19/2018 19:30	Dallas	21	2.16	13.52	0.2	1.69
2307	Shopping Completed	Office Supplies	East	Columbus	Ohio	10/19/2018 19:40	Dallas	26	2.16	13.52	0.2	1.69
2307	Gift Card	Office Supplies	East	Columbus	Ohio	10/19/2018 19:44	Dallas	14	2.16	13.52	0.2	1.69
2307	Order Received	Office Supplies	East	Columbus	Ohio	10/19/2018 19:48	Dallas	16	2.16	13.52	0.2	1.69
2307	Second Class	Office Supplies	East	Columbus	Ohio	10/19/2018 19:57	Dallas	18	2.16	13.52	0.2	1.69
2307	Order Completed	Office Supplies	East	Columbus	Ohio	10/19/2018 20:12	Dallas	15	2.16	13.52	0.2	1.69
2307	Processed - Dallas	Office Supplies	East	Columbus	Ohio	10/19/2018 19:50	Dallas	19	2.16	13.52	0.2	1.69
2309	Product Browsing	Office Supplies	East	Columbus	Ohio	10/19/2018 8:24	Pittsburg	97	61.94	387.14	0.2	24.2
2309	Customer Login	Office Supplies	East	Columbus	Ohio	10/19/2018 8:19	Pittsburg	29	61.94	387.14	0.2	24.2
2309	Shopping Completed	Office Supplies	East	Columbus	Ohio	10/19/2018 8:25	Pittsburg	28	61.94	387.14	0.2	24.2
2309	Gift Card	Office Supplies	East	Columbus	Ohio	10/19/2018 8:27	Pittsburg	77	61.94	387.14	0.2	24.2
2309	Order Received	Office Supplies	East	Columbus	Ohio	10/19/2018 8:32	Pittsburg	74	61.94	387.14	0.2	24.2
2309	Standard Shipping	Office Supplies	East	Columbus	Ohio	10/19/2018 8:48	Pittsburg	71	61.94	387.14	0.2	24.2
2309	Order Completed	Office Supplies	East	Columbus	Ohio	10/19/2018 8:59	Pittsburg	31	61.94	387.14	0.2	24.2
2309	Processed - Pittsburg	Office Supplies	East	Columbus	Ohio	10/19/2018 8:34	Pittsburg	47	61.94	387.14	0.2	24.2
2316	Product Browsing	Technology	West	San Francisco	California	9/15/2019 12:38	Dallas	86	70.37	439.8	0	145.13
2316	Guest Login	Technology	West	San Francisco	California	9/15/2019 12:33	Dallas	61	70.37	439.8	0	145.13
2316	Shopping Completed	Technology	West	San Francisco	California	9/15/2019 12:39	Dallas	82	70.37	439.8	0	145.13
2316	Invoiced	Technology	West	San Francisco	California	9/15/2019 12:44	Dallas	38	70.37	439.8	0	145.13
2316	Order Received	Technology	West	San Francisco	California	9/15/2019 12:45	Dallas	66	70.37	439.8	0	145.13

Mandatory Columns

Custom Metrics

Dimensions

79960 Events
9994 Orders
17 Activities

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9

Process Intelligence – Case Study (Process Model)

Process Model
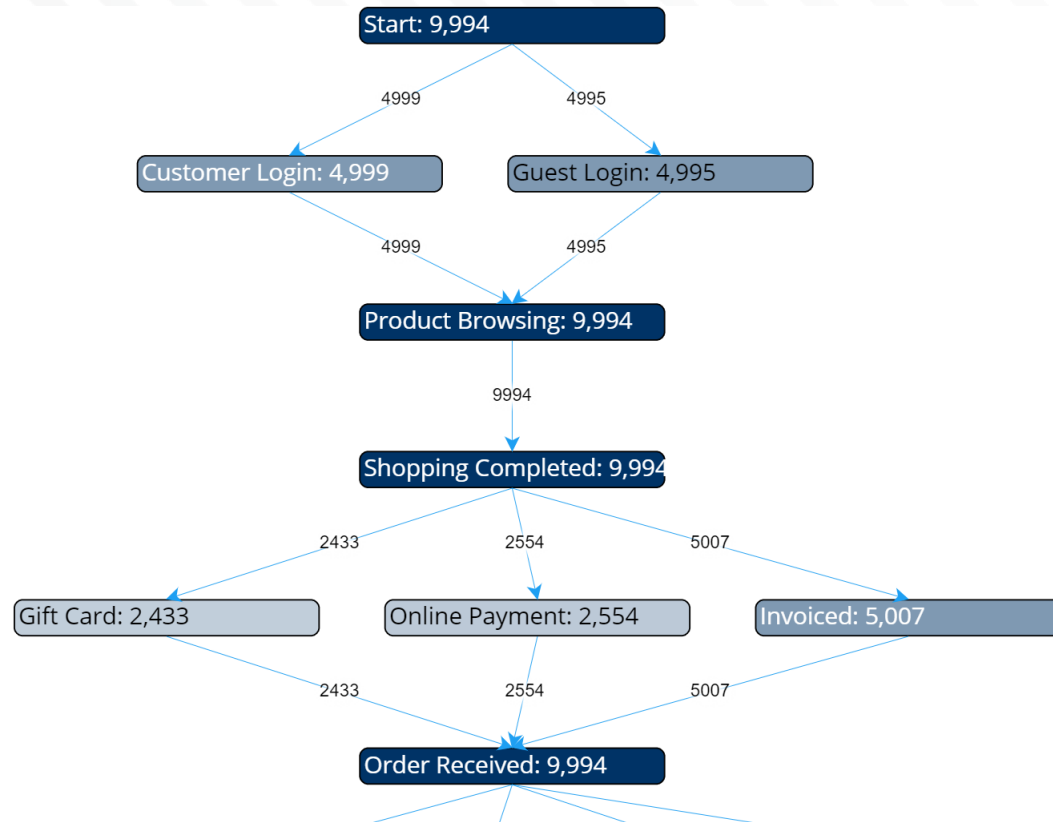
Filters on Dimensions and Metrics
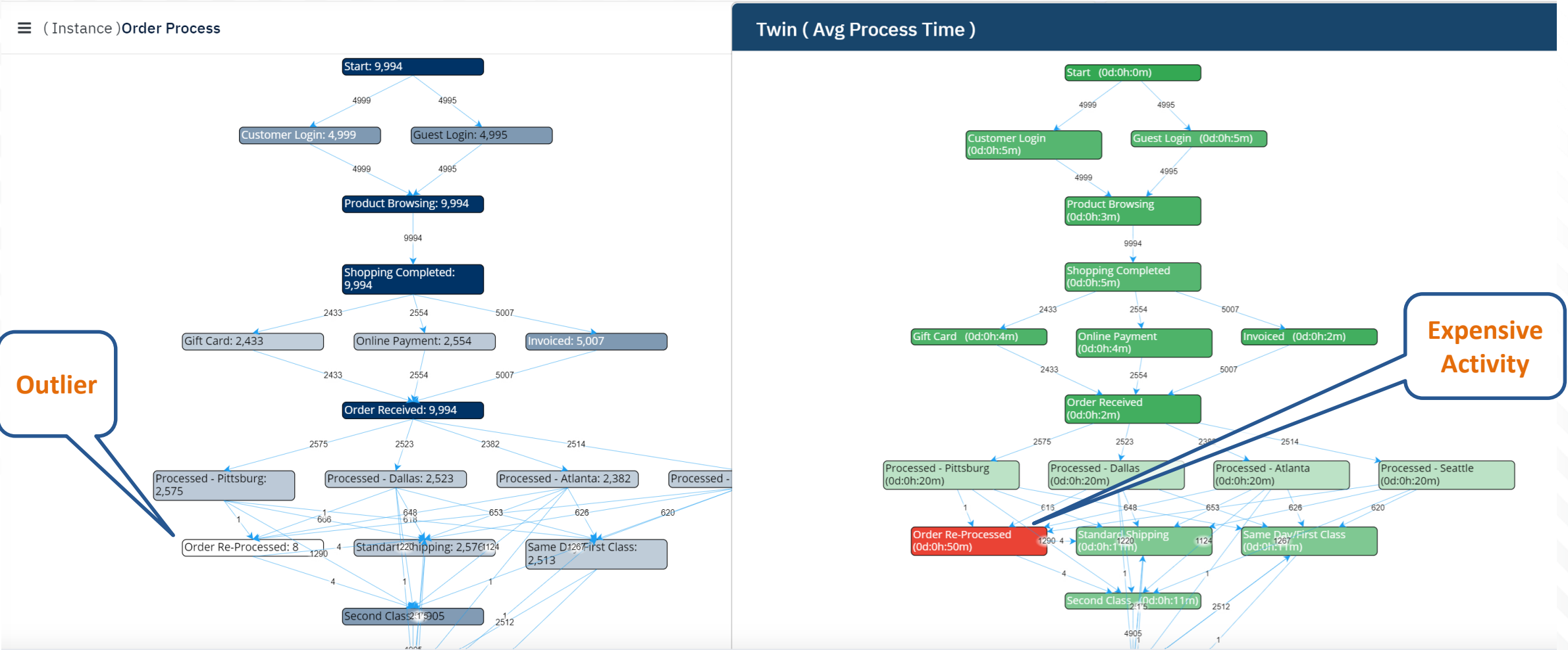
Process Intelligence – Case Study (Analyze)

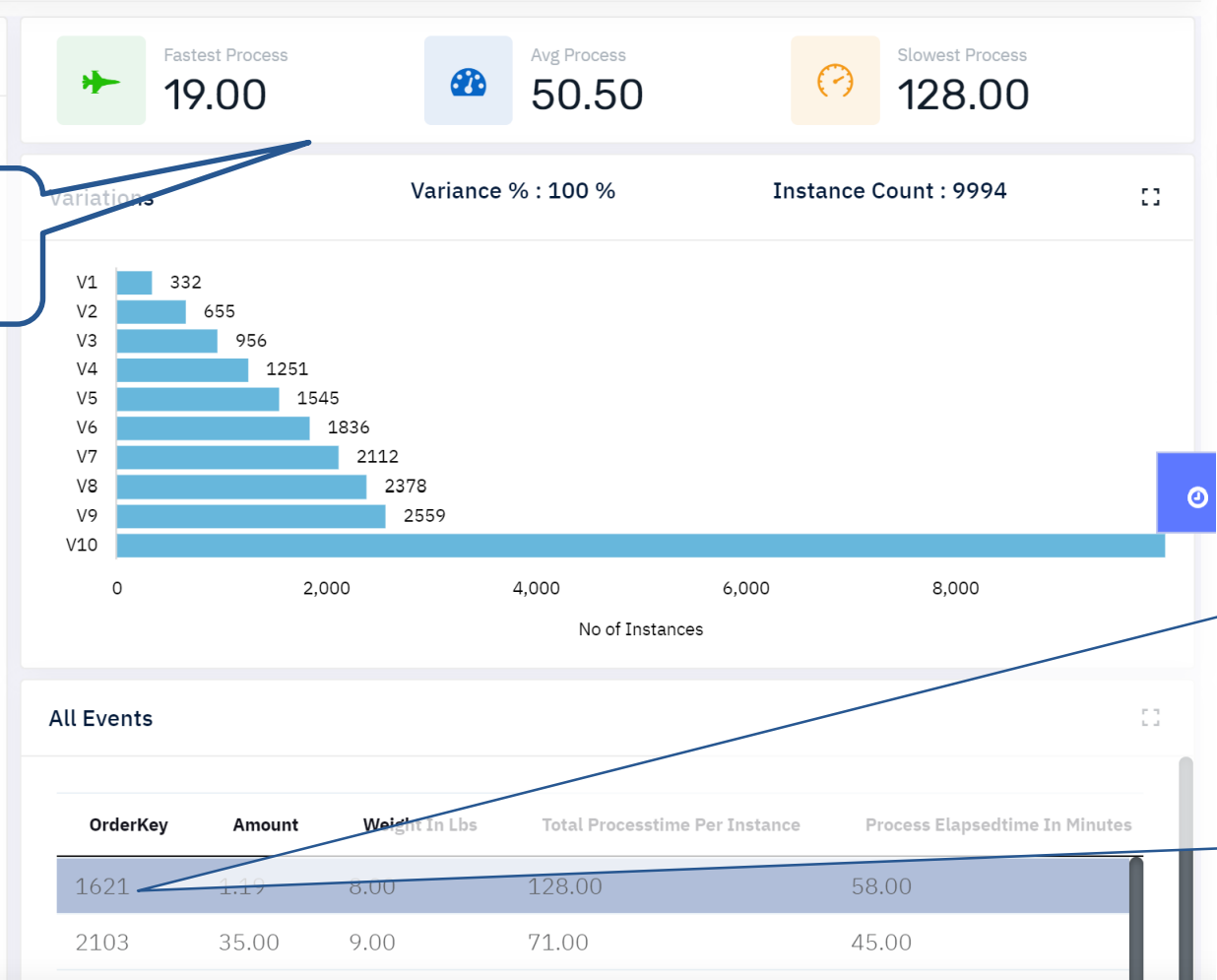**Digital Twin Model by Avg Process Time**

Process Intelligence – Case Study (Details)

Variants and Order Details

Order Timeline and Details

Stats

	Fastest Process		Avg Process		Slowest Process
✈	19.00	📟	50.50	⏱	128.00

Variations   Variance % : 100 %   Instance Count : 9994

Variant	No of Instances
V1	332
V2	655
V3	956
V4	1251
V5	1545
V6	1836
V7	2112
V8	2378
V9	2559
V10	

No of Instances

All Events

OrderKey	Amount	Weight In Lbs	Total Processtime Per Instance	Process Elapsedtime In Minutes
1621	1.19	8.00	128.00	58.00
2103	35.00	9.00	71.00	45.00

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Process Intelligence – Case Study (Summary)

- ✓ A total of 8 Orders were Re-Processed

- ✓ Re-Processed Orders contributing to high Average Order Processing Time

- ✓ First Class Shipping is costing the company significantly

- ✓ Company is paying $45,9438 for Payment Processing to Paypal (@2% or Order Amount)

- ✓ All Warehouses are processing similar quantities of Orders with similar Average Times (20 min)

- ✓ Guest Login and Customer login is close to 50% each

Features comparison with Competition

Feature	VIVE	Celonis	Signavio	UI Path	Minit
Custom Metrics	■				
Dynamic Filters	■	▨	▨	▨	▨
Hierarchical Analysis	■				
KPI/Heat map	■			▨	
Alerts & Monitoring	■	■	■	■	■
BPM	▨	■	■	■	
Variants	■	■	■	■	■
Pricing	$	$$$$$	$$$	$$$$	$$

Thank You

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Try Us for Pilot/POC

We would be more than happy to work with you on one of your complex process event data and show how can help your business

Appendix

Business Process Use Cases

The possibilities for VIVE Process Intelligence is very diverse. VIVE helps turn your business data and processes into competitive advantages, cost savings, transparency, reduced process times and increased efficiency.
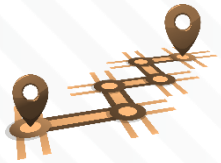
Supply Chain	Order Management	Quality Control
Order to Cash	Accounts Payable	Cyber Security Logs
Accounts Receivables	Customer Service Flow	HR Workflow
IT Service Tickets	Manufacturing Process	Patient Journey

Our Knowledge on Competition Landscape

Competitive Products

- Celonis ($100 million Revenue Valued at 2.5 Billion)
- Minit (Funded by Target)
- Signavio ($20 million Revenue)
- Process Gold (Bought by UI Path)
- MyInvenio, Skan.ai

Pricing

- Most tools are 200% to 500% expensive compared to VIVE

Quality and Features

- All competition offers high quality platform
- More than 90% of them are based on open source XRES Architecture
- Most are European based with limited presence in US
- Still building most needed features like filters by dimensions and custom metrics
- Focused on Variants only

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