



SEE THE **FUTURE**

Predict and simulate your future business models and decisions. Test changes to your processes, right down to additions to product lines in your business environment by seeing ahead with simulation – and then proactively adapting your strategic roadmap and choices. Apromore provides accurate, stable predictions that can be presented to managers as early as possible, so they can minimise the time to intervention and optimise for positive business shifts.

IN SHORT:

Apromore is an Insight Engine that drives Intelligent Enterprises, allowing users to predict the outcomes of their process performance.

IDEAL FOR:

Customer facing and service-intensive organisations.

CIBA is the exclusive African partner to predictive process mining solution Apromore; named a **Leader in Gartner's Magic Quadrant for Process Mining** and a solution **backed by Salesforce**. The Data and AI-driven tool is empowering business users to transform the way they are serving their customers and optimising their business processes. It is the only no-code, fast-to-deploy platform on the market and the team is on a mission to democratise process mining.

93% of business leaders say their operating models can't keep pace with constant change (BCG).

This tool gives you foresight to respond ahead of time. It simulates what your customers will do in a scenario, providing you with near real-time analysis and making predictions as running process cases unfold.

With its Predictive Process Monitoring add-on, predictive models can be built for business process prediction problems using a code-free interface. For instance, models can predict a process outcomes like customer complaints or meeting response times. As such, it complements tactical process mining capabilities like automated discovery and performance mining, with an operational support capability.

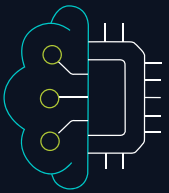


OPERATIONAL **OUTCOMES**



ENHANCE CUSTOMER EXPERIENCE

The ability to predict customer interactions as well as their reactions to expected business process outcomes can help maximise value for your customers. Avoid customer frustrations caused by numerous and unnecessary requests for missing information and extra touch points that negatively affect your customer experience.



PLAN RESOURCE ALLOCATIONS

The ability to estimate what activities will be performed next and in what order, as part of a running process case, is essential to the effective planning of resource workload. Use Apromore's Predictive Process Monitoring to inform your resource allocation strategies, and to shift resources so you can attend to those cases that most need resources (high-priority cases) while balancing the workload between your resources.



GAIN END-TO-END PROCESS TRANSPARENCY

Predictive analytics generated by Apromore's Predictive Process Monitoring add-on are fed into dedicated dashboards, creating full transparency of your business processes. Combine tactical and predictive analytics in a single dashboard to achieve full process visibility.



PREVENT PROCESS DISRUPTIONS OR FRICTION

Sudden and unexpected frictions often happen as a part of normal business operations. Apromore's Predictive Process Monitoring helps detect process frictions, irregularities and anticipate efficiency issues such as bottlenecks that can negatively impact your ability to meet your SLAs.

INSIGHTS **APPROACH**

INGEST | VISUALISE | ANALYSE | SIMULATE | MONITOR

Comprehensive process mining capabilities (as-is), integrated with modeling (to-be), simulation (what-if) and monitoring environment.



USERS INCLUDE

 Energy & Utilities	 Insurance	 Banking	 Payment Solutions	 Government	 Telco
 Energy & Utilities	 Insurance	 Banking	 Pension Funds	 Education	 Logistics
 Energy & Utilities	 Insurance	 Engineering	 Manufacturing	 Healthcare	 Consultancy

TRAINING **ABILITIES**

Apromore's Predicting Process Monitoring add-on includes a "training" module and a "runtime monitoring" module. The training module uses machine learning algorithms to build predictive models from an event log. With a few clicks, you can build predictive models from an event log containing historical cases.


Once you have trained a model, Apromore provides you with reports about the model's predictive power and explanations of how the model makes its predictions. The trained model can then be used to generate predictive dashboards. A predictive dashboard gives you predictions for each open case in the process. For example, it may tell you that one of the open (ongoing) cases will take two more days to complete or that it will result in a negative outcome, such as a customer complaint.

Apromore is headquartered in Melbourne, Australia, with staff in the United States, United Kingdom, Italy, Spain, Germany, Finland and Estonia.

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