

Process Mining in Action

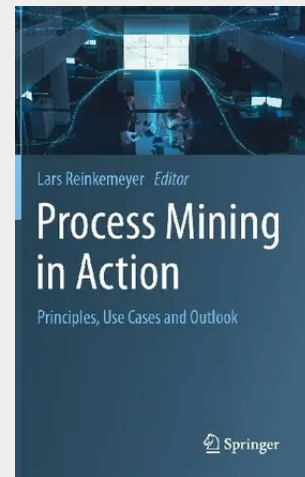
Principles, Use Cases and Outlook

This book describes process mining use cases and business impact along the value chain, from corporate to local applications, representing the state of the art in domain know-how. Providing a set of industrial case studies and best practices, it complements academic publications on the topic. Further the book reveals the challenges and failures in order to offer readers practical insights and guidance on how to avoid the pitfalls and ensure successful operational deployment.

The book is divided into three parts: Part I provides an introduction to the topic from fundamental principles to key success factors, and an overview of operational use cases. As a holistic description of process mining in a business environment, this part is particularly useful for readers not yet familiar with the topic. Part II presents detailed use cases written by contributors from a variety of functions and industries. Lastly, Part III provides a brief overview of the future of process mining, both from academic and operational perspectives.

Based on a solid academic foundation, process mining has received increasing interest from operational businesses, with many companies already reaping the benefits. As the first book to present an overview of successful industrial applications, it is of particular interest to professionals who want to learn more about the possibilities and opportunities this new technology offers. It is also a valuable resource for researchers looking for empirical results when considering requirements for enhancements and further developments.

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