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Unlock D365 F&O Value!

Leverage Data for Improvements, Unlocking Process Potential

Maximize D365 F&O Value: Mavim Process Mining Taps into Data, Revealing Improvements and Unlocking Process Potential

Leverage the power of your D365 F&O data to identify improvements and realize the full potential of your processes

In today's business landscape one cannot execute and manage a company's operations without the support of tools and systems. Microsoft Dynamics 365 Finance and Operations (F&O) is a common Enterprise Resource Planning (ERP) system used with companies to drive Digital Transformation. Process Mining on D365 is a transformative approach that unlocks the power of data-driven insights to enhance business processes. D365 F&O serves as a robust ERP platform, capturing a wealth of event data spanning various operations, from order creation to order delivery, inventory management and invoicing to payment processing. Process mining, applied to D365 F&O, leverages this wealth of data to visualize, analyze, and optimize these business workflows.

The data extracted from D365 F&O can be used for process mining to spot for bottlenecks, analyze rework and identify process improvements. By generating dynamic process maps based on real-time data, organizations gain a clear and comprehensive understanding of their operational processes, uncovering bottlenecks, identifying areas for improvement, and ultimately paving the way for enhanced efficiency, compliance, and customer satisfaction. This innovative synergy between process mining and D365 F&O empowers businesses to embark on a journey of continuous improvement, making data-driven decisions that drive operational excellence and stay competitive in today's dynamic business landscape.

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The Essence of Process Mining

Process Mining is an innovative technology to discover process executions and analyze business processes using event data from your systems of records (e.g. D365 F&O). It enables stakeholders across the organization to get insights into how the processes are executed. Process mining allows you to identify bottlenecks, rework, and deviations in the process. Furthermore, it can be used to spot for friction points and discover cases that do not follow the happy path with conformance checking. All to gain deep insights to drive operational excellence and increase customer value. Process mining helps to visualize, analyze, and optimize your processes.

Where can I apply process mining in D365 F&O?

Process mining can drive business value from analyzing the processes from D365 F&O in any industry, such as manufacturing, automotive, electronics, pharmaceuticals, and consumer goods. Process mining is a powerful way to discover process variations and supports to identify cost saving projects to increase customer value. It can be applied to the following functional areas:

- **Order-to-Cash (O2C)**
  - Analyzing the end-to-end workflow of order processing, from order creation to cash collection.
  - Identifying bottlenecks and delays in the order fulfillment, invoicing, and payment collection processing.

- **Procure-to-Pay (P2P)**
  - Analyzing the workflow of creating a purchase requisition to payment processing.
  - Identifying the inefficiencies and bottlenecks in approvals, purchasing and payment processing

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- **Financial management**
  - Assessing all financial transactions, including approvals and payment to comply with internal controls.
  - Identifying the anomalies and compliancy violations to improve the financial workflows and improve liquidity management.

- **Manufacturing and production**
  - Assessing the production process from sourcing raw materials to finished goods.
  - Identifying the bottles necks, delays and rework impacting the production efficiency.

- **Sales and Marketing**
  - Analyzing customer interactions from lead generation to order creation.
  - Identifying areas for improvement within customer services and customer relationship management.

- **Transportation and delivery management**
  - Assessing the planning and delivery of goods and services to end customers.
  - Identifying areas for improvement on scheduling, routes and delivery coordination.

- **Warehouse and inventory management**
  - Analyzing the flow of goods within the warehouse.
  - Identifying the optimal storage locations and warehouse processing to improve efficiency.

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Some examples from the field

The ability to understand, manage and optimize a process is crucial to thrive and achieve operational excellence. Some use cases that can be applied with process mining on D365 F&O:

- Assess customer experience: Identify frictions in a customer journey and its touch points to remove rework and decrease long waiting times on sales orders.
- Analyze productivity: Identify underutilized resource planning and optimize work distribution across teams, resources and locations.
- Identify anomalies: Identify where work orders deviate from the best practices or designed ways of working and intervene the workarounds.
- Optimize demand planning: Identify patterns in customer buying behavior and structure forecasting and facilitate supply chain optimization.

Common project approach to identify an optimization

Every project on process mining starts with a common approach and is tailored to a specific business scenario. Each project evolves around data collection, data transformation and process analysis and improvement identification.

1. Digital footprint: Every process transaction executed in D365 F&O creates a time registration in the data logs.
2. Data collection: Transactional data is extracted from the relevant tables from D365 F&O environment.
3. Data transformation: The transactional data is transformed into an event log, which is suitable format for process mining and is used for performing process mining analysis.

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4. Process analytics: Process maps, performance metrics and digital twins are visualized from this data and can be used with conformance checking.

5. Improvement identification: Business insights are generated from the data and improvement initiatives are identified.

How can I start with process optimization of D365 F&O?

Mavim has created multiple transformation packages to kick start your process mining journey with D365 F&O. The common processes such as Order to Cash (O2C) and Procure to Pay (P2P) in D365 F&O are available out of the box. These kick starters allow you to accelerate your process mining projects and start your process optimization journey directly from the start. Adjustments and customizations can be included to capture the full process mining picture of your process to unlock the true hidden value in your process data.

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