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Workflow Automation | Process Mining | RPA & Microservices

A/B testing for business processes

Optimize your business processes in any IT landscape.

Enable your processes to challenge themselves and increase customer satisfaction. We combine workflow automation and process mining with an intelligent approach and excellent skills to unchain your business.

Benefits for your business:

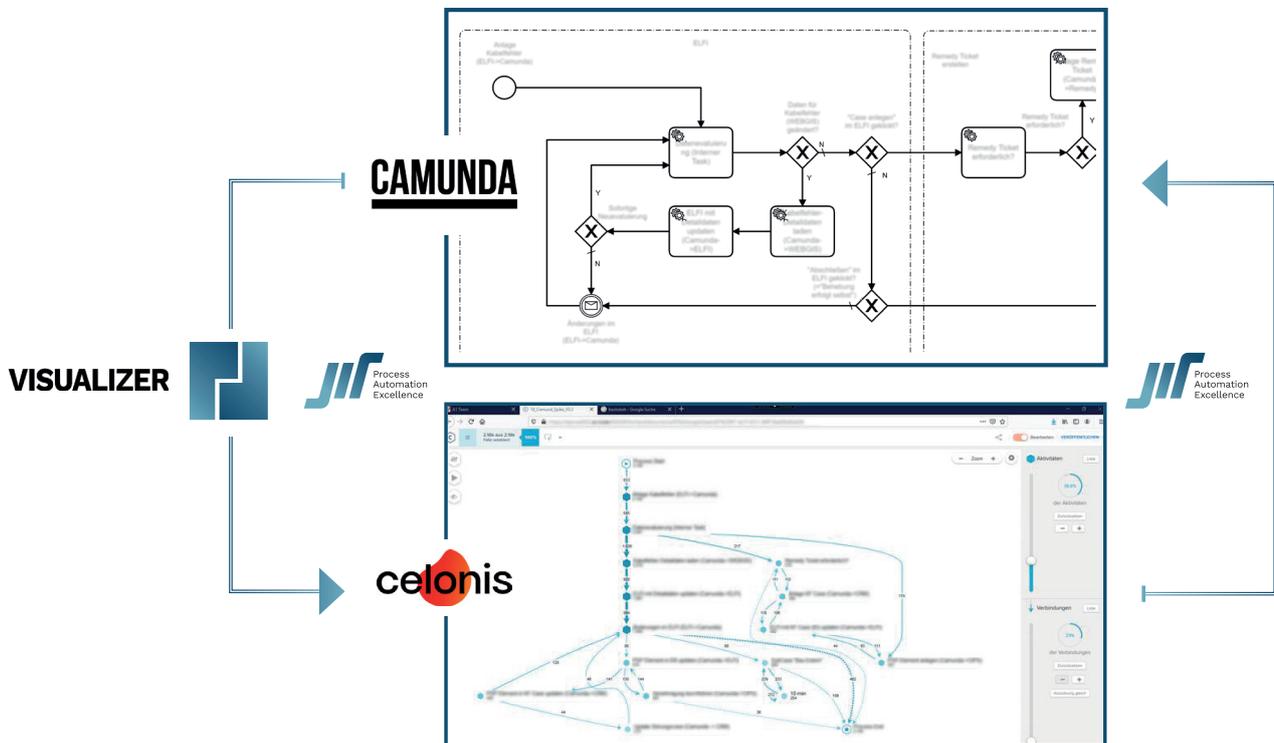
- Stepwise improvement of your business processes
- Business processes can be easily modified and compared
- Simplify business processes based on facts
- Increase customer satisfaction by shortening throughput time

How it works:

1. Generate digital footprint in workflow engine
2. Send footprint in realtime to celonis
3. Analyze process and evaluate happy path
4. Design alternative process flow
5. Deploy alternative flow in workflow engine
6. Perform A/B test
7. Repeat step one

Benefits for your IT:

1. Agile business processes optimization
2. Reliable parallel execution of two or more process variations
3. Standardized setup combined short time to market



An excerpt of our Tools:

Camunda BPM workflow engine, Celonis Process Mining, Process Automation by Automation Anywhere, Java, Java EE, Java Spring, Java JSF, JPA/Hibernate, GWT, Angular, React JS, NodeJS, Java Script Frameworks (sonstige), React Native (Cross-platform mobile development), Git, JUnit, Mockito, BPMN 2.0, JBoss, Apache Tomcat, Wildfly, Spring Boot, SQL, PL/SQL noSQL, postgresSQL, Oracle

To our successful, satisfied customers include:



A1 Telekom Austria case study



A1 Telekom Austria AG - Process Automation Center

A1's Process Automation Center of Excellence combines workflow automation, process mining and robotics process automation skills. The department's main objective is to evaluate business processes, identify potential to improve, and finally optimize business processes.

Besides business challenges, the Process Automation Center has to handle a highly heterogeneous IT landscape built up in the last decades and constantly transforming to be ready for the future.

This case study of A1 is focusing on improving customer appointment management. The objective is to reduce throughput time and the number of interactions with customers for appointment setup.

Therefore different variations of the process are set up on production and compared to each other.

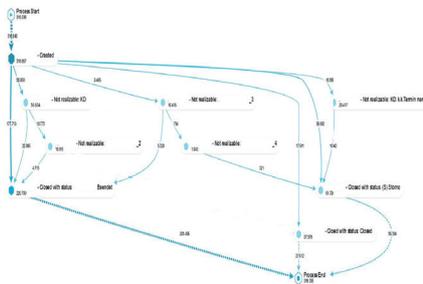
Based on the learnings certain steps of customer interaction have been modified or replaced.

Based on their innovative approach, A1 Telekom Austria is able to evaluate, design and deploy A/B tests for complex processes on production within several weeks.

As a result of this case study the throughput time and the customer care workload for arranging customer appointments have been reduced in a significant way.

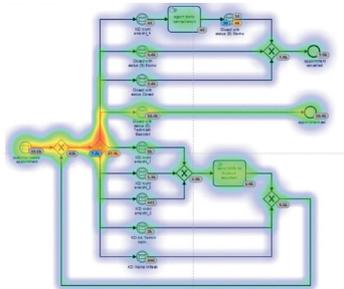
#PAC - Process Mining

celonis



#PAC - Workflow Automation

CAMUNDA



#PAC - Process Improvement

JIT Test A/B

Benefits of A/B Testing:

- Eliminate weak points
- Reduce number of steps and throughput time
- Simplify workflows
- Increase customer satisfaction

Possible test:

- Send SMS after failed calls
- Link to self service Landingpage
- Link to callback service

Why JIT

JIT contributes a selection of its services to support A1's Process Automation Center success. The services contain providing third party product licences for workflow automation, including customized training & workshops to assure knowledge transfer and a short time to market.

Additionally, JIT's product camunda visualizer is in place to guarantee reliable real-time data exchange between the workflow automation product camunda and celonis process mining. This has become a game changer since

CAMUNDA

Platinum
Partner
CERTIFIED

JIT Process
Automation
Excellence

it enables the process mining power of celonis for bpmn 2.0 workflow automation engines.

On top of this, to fulfil the process automation center's mission statement JIT's contributes hands-on expert skills focusing on process automation and optimization.

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