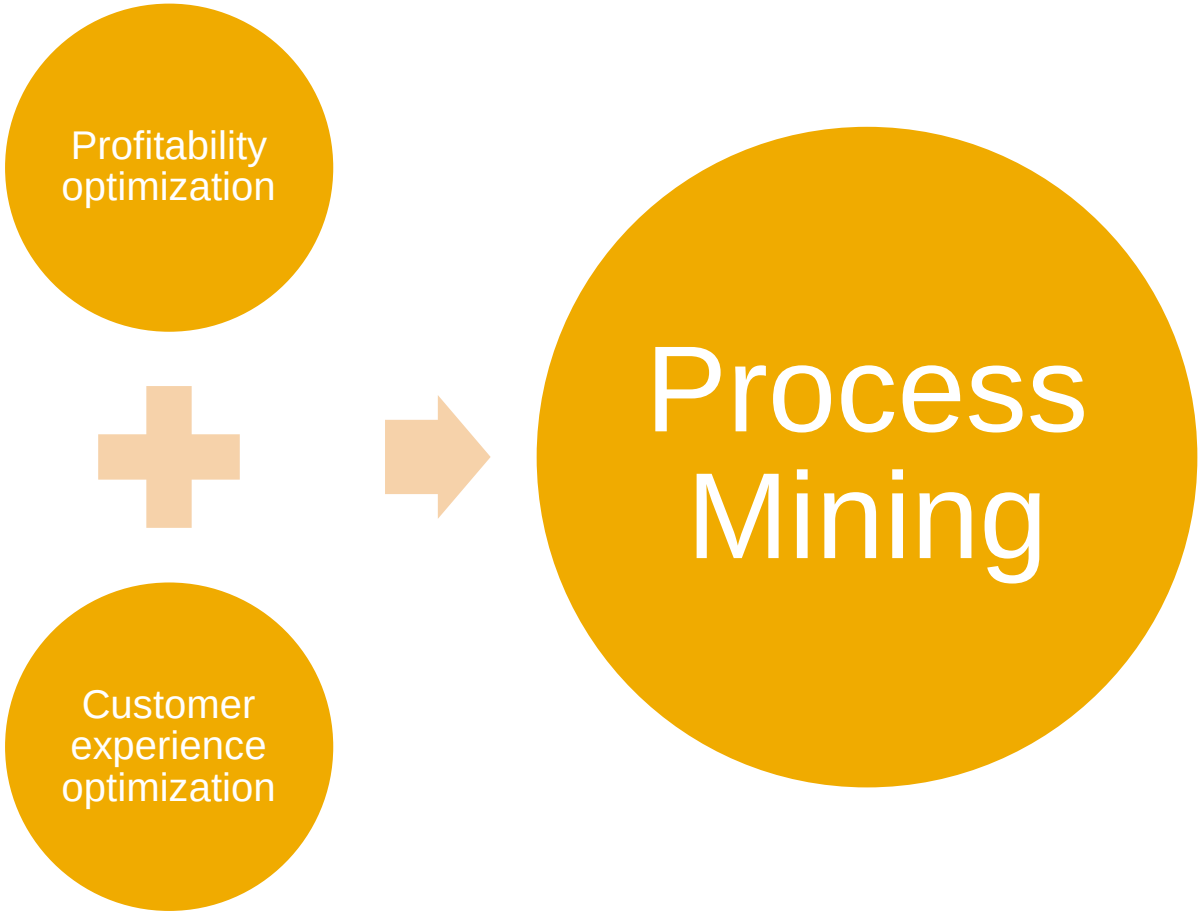


SAP Profitability and Performance Management

Process Mining on S/4 HANA – Claims Management – Details

THE BEST RUN SAP

Profitability and customer experience optimization drives process mining



Discover, analyze and optimize your:

- Claims handling process efficiency
- Customer satisfaction
- Competitive advantage

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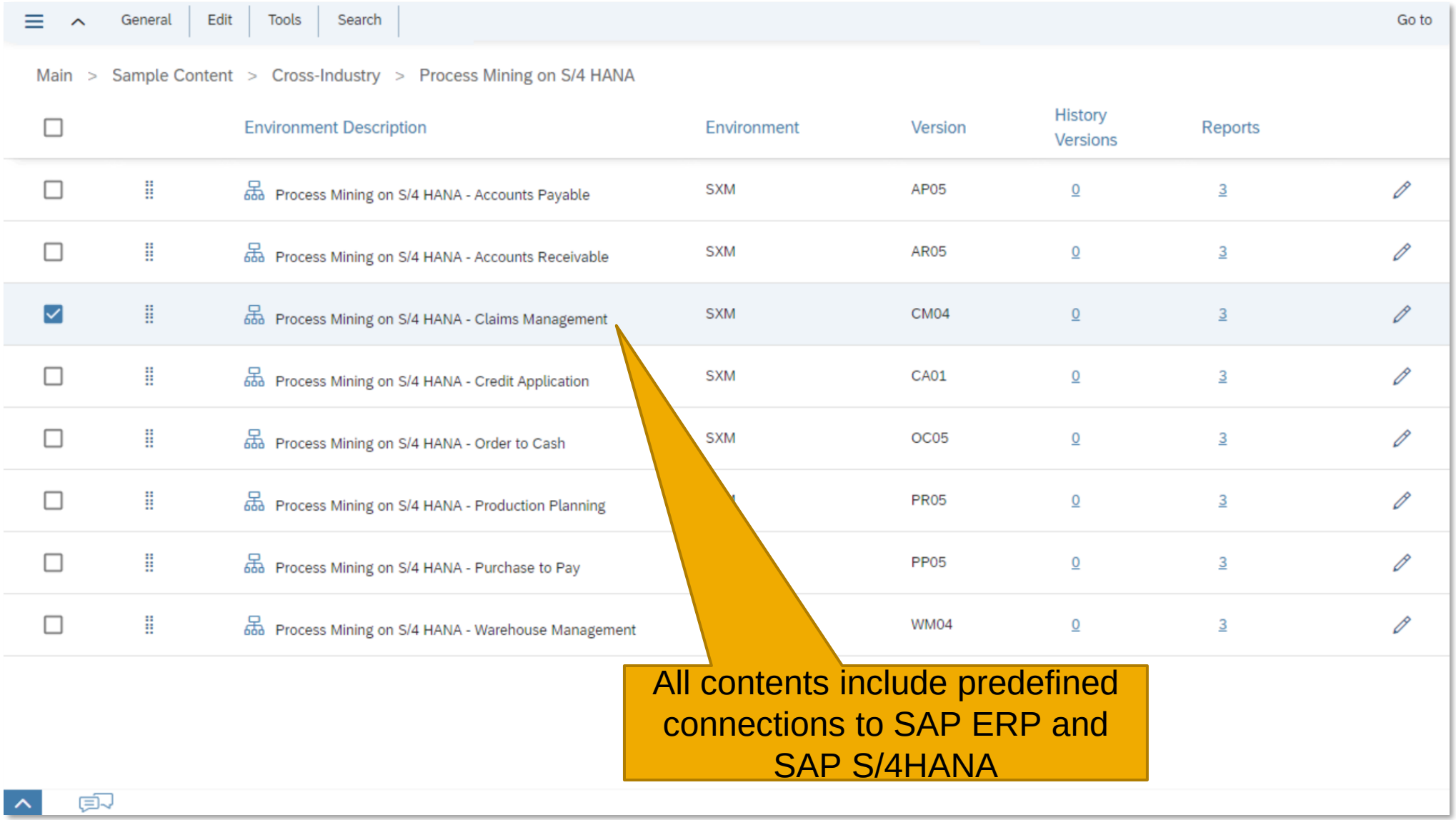
Process Mining – Available Processes



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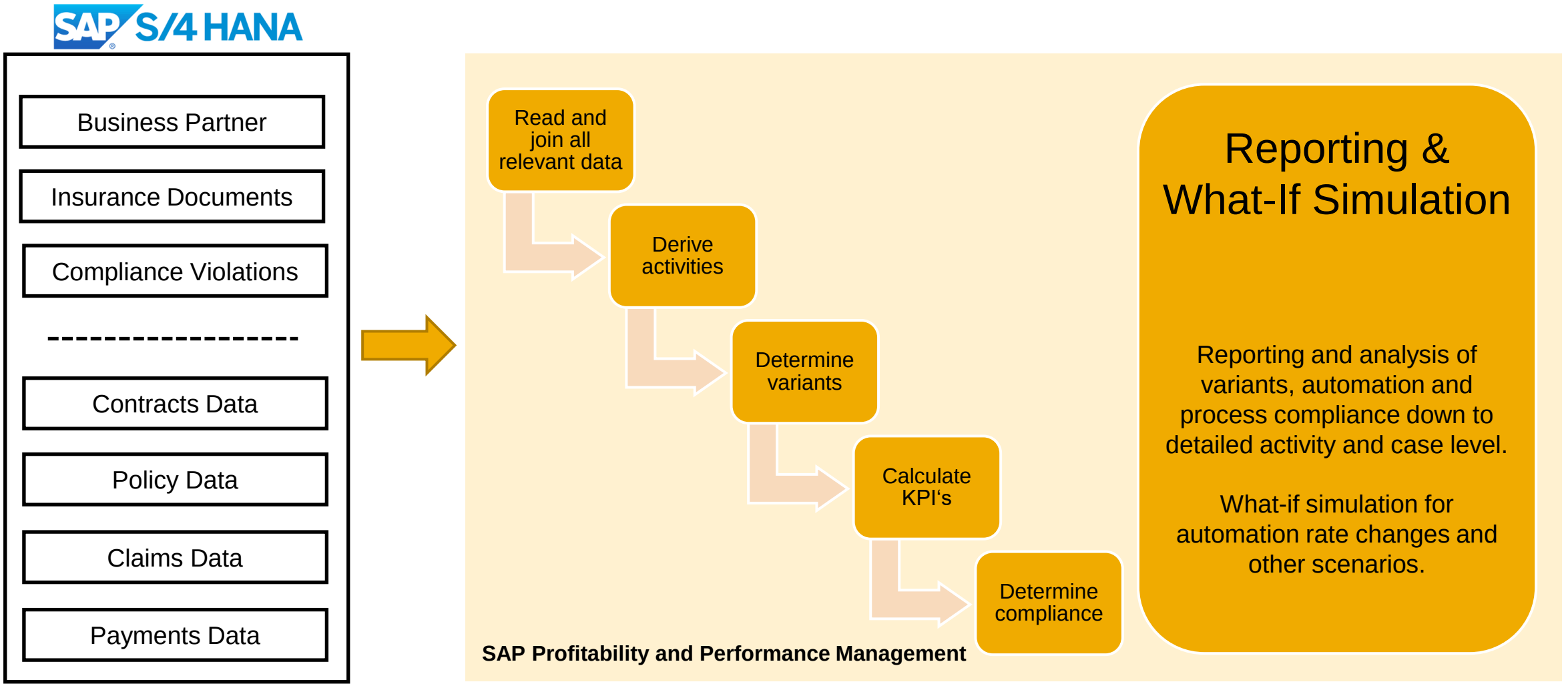
Overview – Process Mining on S/4 HANA – Claims Management data sources, processing and reporting



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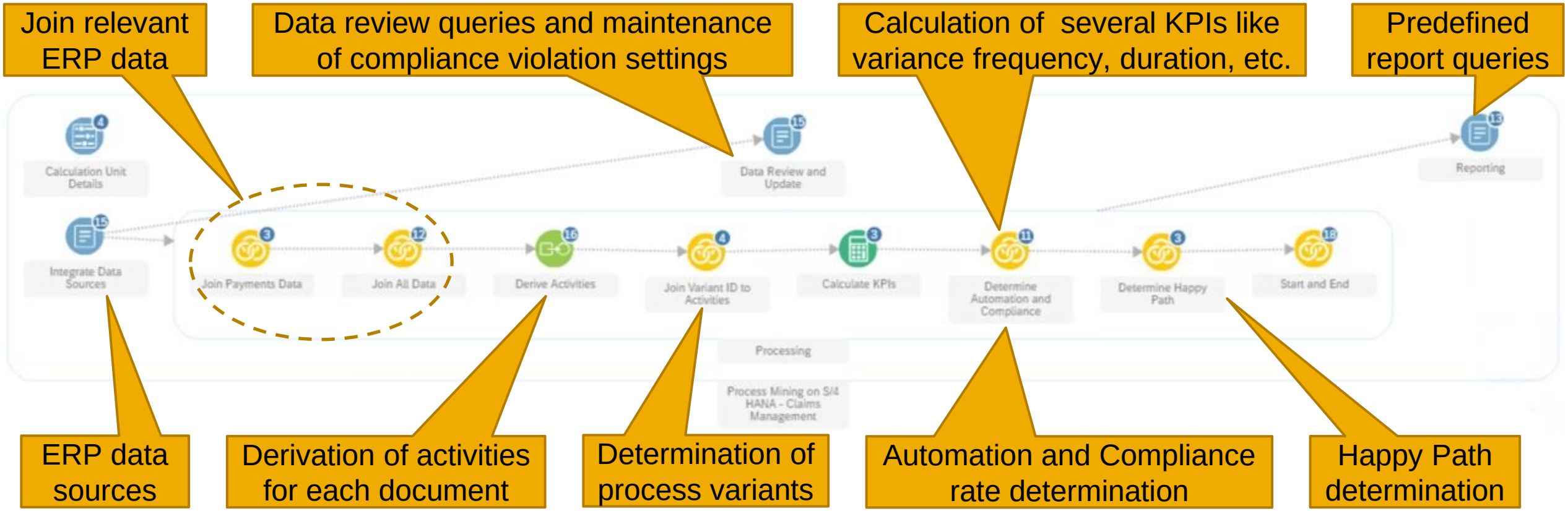
Calculation model of Process Mining on S/4 HANA – Claims Management



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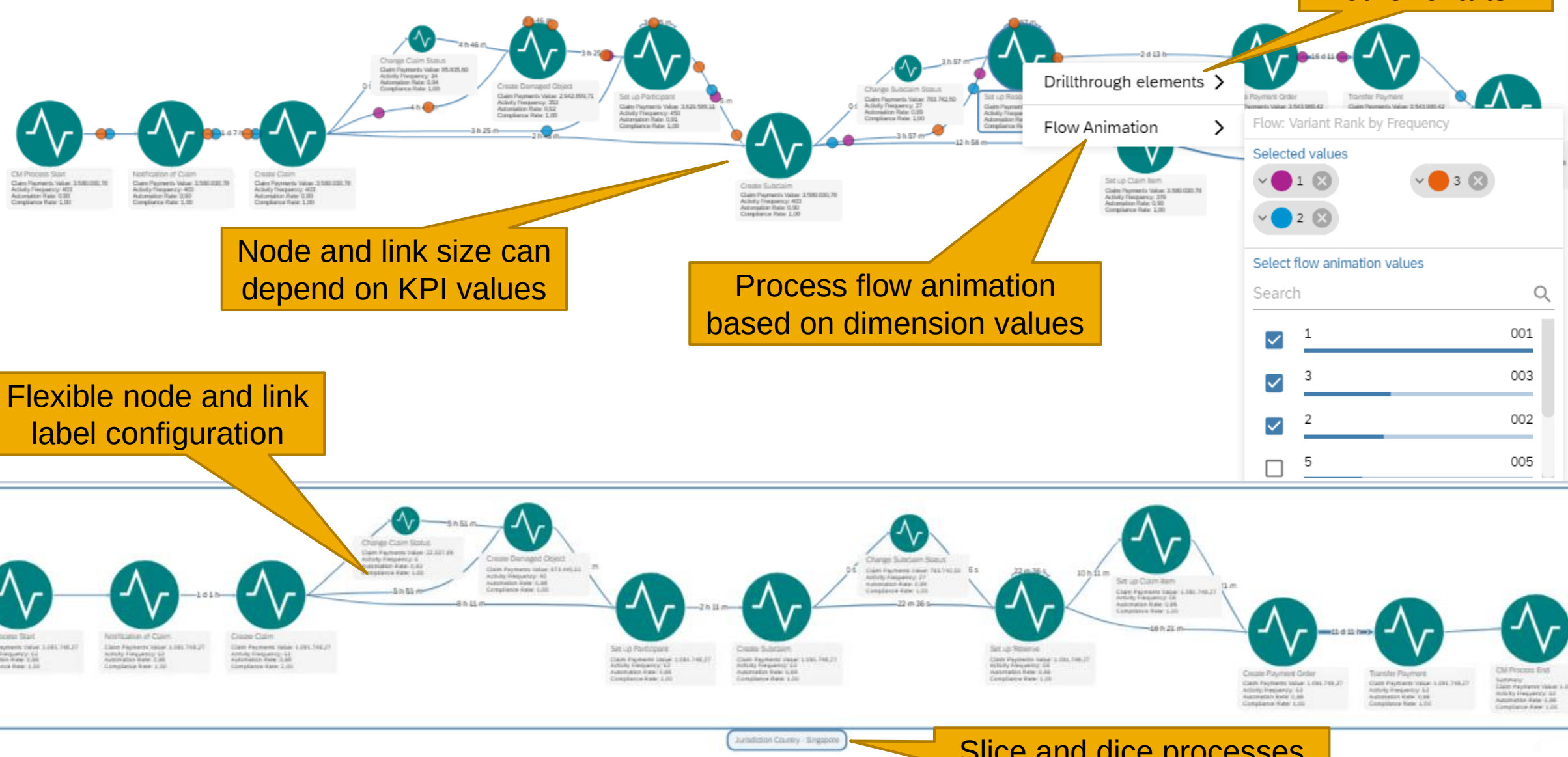
Process Diagram



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Simulations

KPI Simulation Dashboard

Note

To use KPI Dashboard What-If simulation, first expand the property panel on the right side: There are parameters "Auto Rate Change (%)" and "Compliance Rate Change (%)" available.

1. Drag the handle on the slider range to set a numeric value for this parameter. When your desired value is beyond the slider range, you can also directly type a value in the input box under the handle.
2. Click on "Apply" Button on the bottom of property panel to confirm your configuration.
3. Click on "Simulate" Button of "Tools" group on the top menu.

Now the simulation is initialized. As soon as a green message shows that the simulation is done, the right chart of What-If scenario will be updated accordingly. From the simulation's effect can be verified by comparing the results below with the Baseline scenario.

Forecast KPI	Average Throughput (Days)	Average Right First Time Rate	Average Automation Rate	Average Compliance Rate	Happy Path Rate
Baseline Scenario	17,45	0,95	0,88	0,97	0,40
What-If Scenario	11,23	1,00	0,99	1,00	0,40

Automation and Compliance Parameters

Process Parameters

Search

I_AUTO_RATE_CHANGE Auto Rate Change (%)

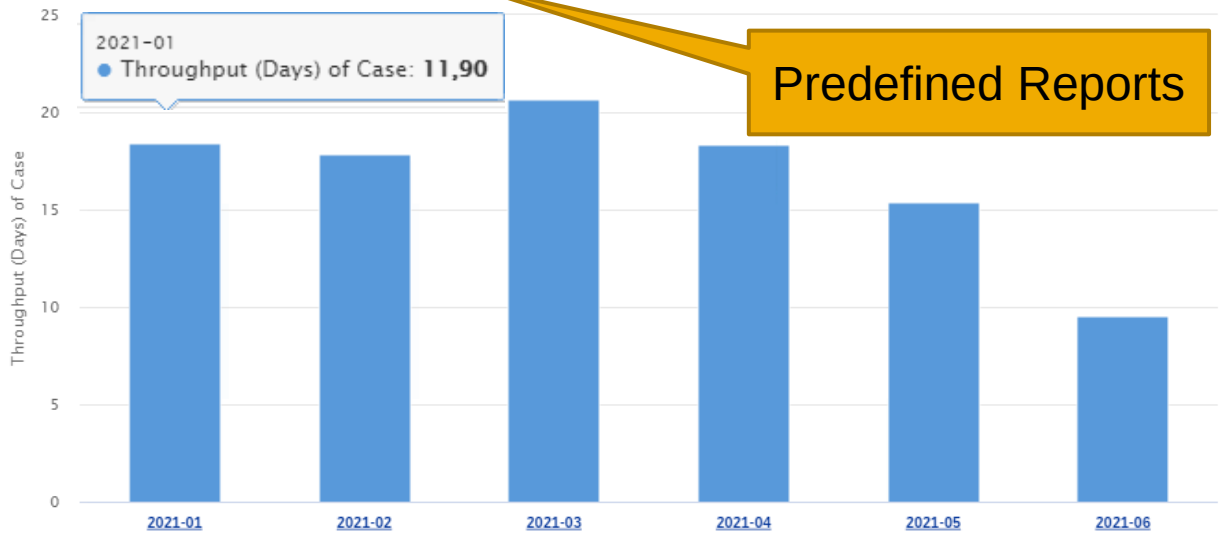
I_COMPL_RATE_CHANGE Compliance Rate Change (%)

Standard Process Mining KPIs

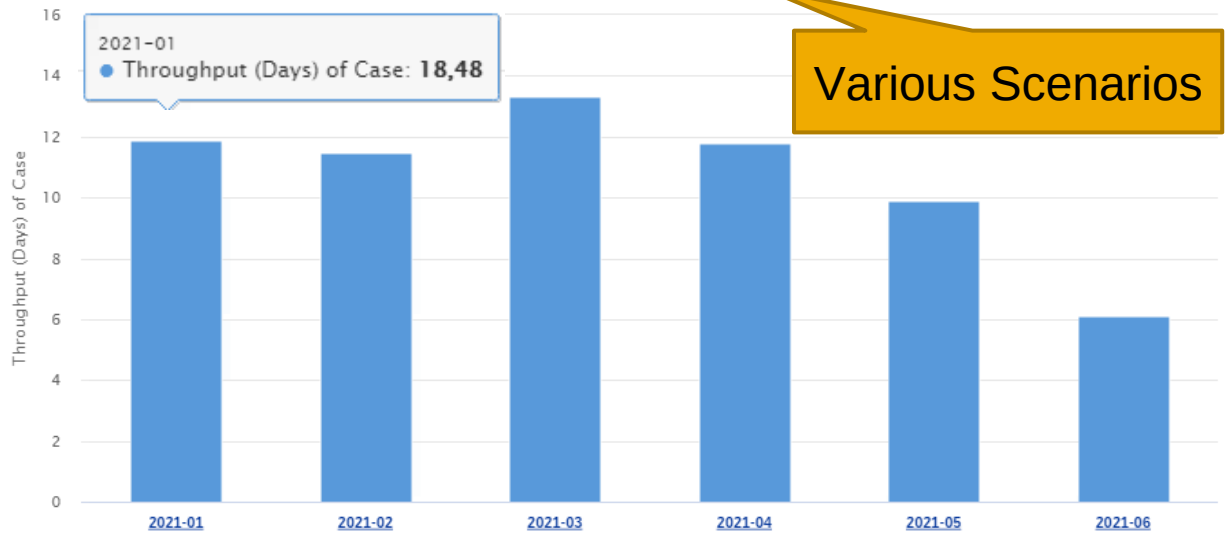
Predefined Reports

Various Scenarios

Throughput Trend Forecast (Baseline Scenario)



Throughput Trend Forecast (What-If Scenario)



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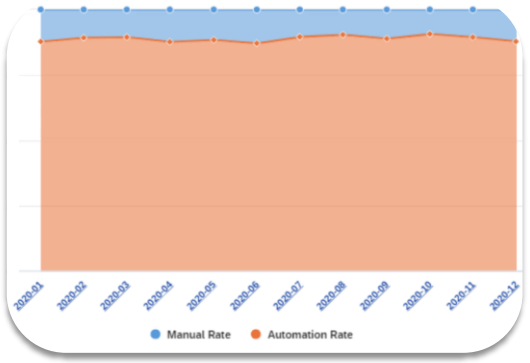
Comprehensive list of KPI’s content



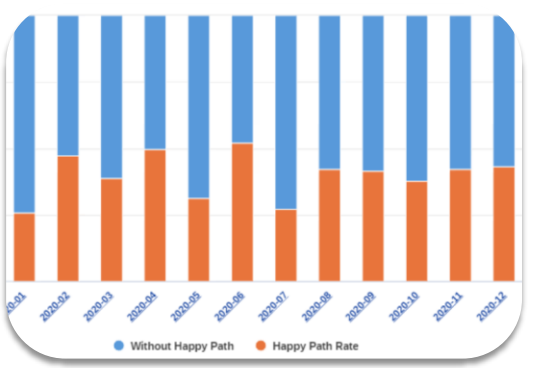
Automation Rate



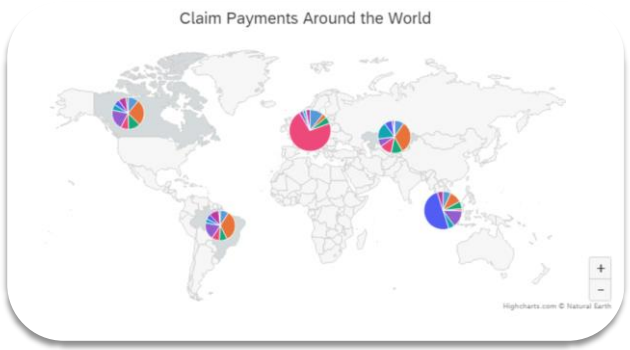
Compliance Rate



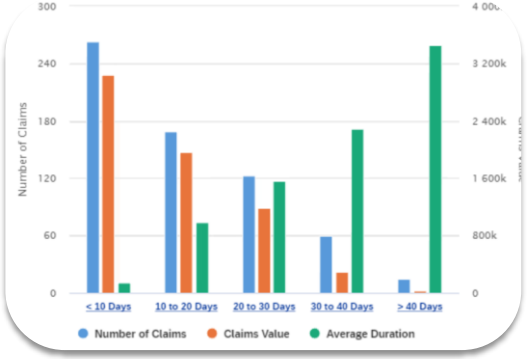
Right First Time



Happy Path Rate



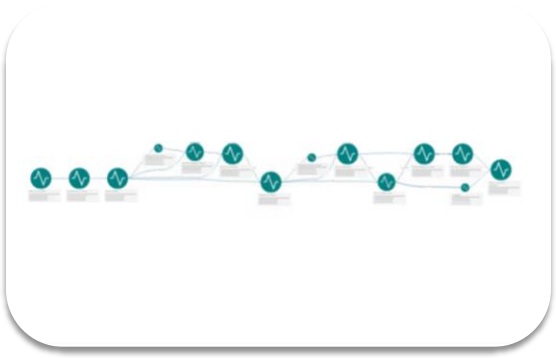
Global Presence



Promptness of Claim Settlement



Claim Processing Time



and many more

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