

You have to know what's really happening.

It's "change or die."

Your organization must embrace the need for continuous transformation. That's just business. To identify **what** must change, you must know what's really happening within your business. This becomes doubly critical when you choose to implement robotic process automation (RPA), since you obviously have to know how it's currently done by humans.

Discovering and documenting these findings and keeping them updated can be difficult — especially because the usual process discovery methods are mostly manual. They give you incomplete information that's quickly outdated. You can't reach transformational goals that way.

Fortunately, there is another path: with **DiscoveriQ™** from OpenConnect. *DiscoveriQ* enables you to discover, visualize, and analyze **from a business-process perspective**. As a result, both business and IT personnel on your innovation teams can:

- Move from limited, departmental-level views to an enterprise-wide grasp of end-to-end process execution.
- Quickly discover historical "as-is" processes **and** current practices.
- Identify your most commonly executed mission-critical processes.
- Quantify risk by exposing your most failure-prone and unacceptably variable business practices and activities.
- Create and maintain **accurate** documentation of your **real** business processes.
- More rapidly deploy new enterprise solutions while avoiding additional risk.

In addition, *DiscoveriQ* works with OpenConnect's *WorkiQ*® desktop analytics product to provide process discovery from many data sources, including even mainframes. And, if you implement RPA (such as through OpenConnect's *AutoiQ*™ RPA platform), *DiscoveriQ* and *WorkiQ* enable you to know how people do that work now — which is critical to your automation success.



DiscoveriQ™
by OpenConnect

How it works.

DiscoveriQ works with your business **without** disrupting it, using desktop-and network-based collectors (part of our *WorkiQ* workforce analytics product).

It's simple and quick. Your end users just work as usual, and *DiscoveriQ* automatically translates the resulting *WorkiQ*-produced data into diagrams, documentation, and an analytical understanding of your business processes. *DiscoveriQ* automatically handles process variations, including custom transactions and your unique workflows.

By helping you discover, visualize, document, and optimize business processes, *DiscoveriQ* speeds up process discovery and adds value to your investments in optimization. This improves communication between your business and IT units because they receive a common framework and assets ideal for each.

Because *DiscoveriQ* takes the pain out of your process discovery by automating it, you're free to perform updates as often as you wish. This will encourage keeping your process knowledge and data updated. As you move your workflow more in the direction of robotic process automation (RPA), that continual updating process will prove invaluable.

Step 1: Discover.

Thanks to *DiscoveriQ*, business process discovery is no longer painful and slow. In fact, it occurs automatically as workers go about their normal activities, while *DiscoveriQ* provides a comprehensive view of business process variation and practice.

Unlike modeling or other process-mining software, *DiscoveriQ* — thanks to the wealth of data gathered by the *WorkiQ* collectors — efficiently captures the true business process in detail and at scale.

Step 2: Visualize.

Next, using the data it's captured, *DiscoveriQ* **automatically** generates an advanced flow diagram of all business activities observed and the relationships between them. *DiscoveriQ* uses a Business Process Modeling Notation (BPMN)-style diagram to display variations in a business process, showing business process variants in an easily compared, especially informative visual manner.

DiscoveriQ lets you intuitively visualize and browse through your entire enterprise's process information, so analysts can quickly address key questions and focus on areas of concern. This can happen rapidly, in an easy-to-use graphical user interface.

DiscoveriQ never uses modeled processes; instead, the visualization is based on **real** processes captured from your people's **real** work, using the data from *WorkiQ*.

The typical enterprise has only short-sighted, compartmentalized knowledge of its true end-to-end business process. But now, with *DiscoveriQ*, you can easily unite these process segments into complex, multi-variant business processes. This enables analysis across your enterprise, including the **automatic generation of process documentation** that covers the linked end-to-end process. Whether the change you seek involves devoting more tasks to RPA, improving contributions by your human workforce, or a combination of above, this auto-generated documentation tremendously assists your efforts.

Step 3: Analyze.

DiscoveriQ performs in-depth analysis of your actual business processes in ways that were previously impossible. This gives your business analysts an easily understood view of every business process and variation across your enterprise. *DiscoveriQ* organizes information in a systematic, visual way, making it easy to analyze complex processes.

You also can easily combine transaction and process performance metrics with business process flows in *DiscoveriQ*, giving you unique insights. Armed with informative charting and in-context heat-map diagrams, analysts can easily spot exceptions, boundaries, outliers, and variations in actual business process performance.

A unique approach.

The information you glean from this analysis is invaluable for any strategic effort to automate those tasks which **can** be automated — because you can't effectively **automate** what people do unless you **know** what people do. That simple truth lies at the heart of OpenConnect's overall methodology for improving your workflows and cutting your costs.

DiscoveriQ brings efficiency, accuracy, and insight into your business processes, and it does so with a speed and cost-effectiveness that you just can't achieve through manual methods. *DiscoveriQ* maintains business process knowledge at the enterprise level with continuous discovery, **and** without disrupting your business. You gain the benefits of automatic process visualization and analytics — benefits from the multi-pronged discovery approach of using both *WorkiQ* and *DiscoveriQ*. And you have an enterprise-wide, ongoing view of your processes needed for maximum success in your journey to RPA.

See a live demo.

Seeing is believing. To arrange for a **live, online demo** — and to learn more about what deploying *WorkiQ* and *DiscoveriQ* can do for your workforce management — contact OpenConnect at sales@openconnect.com or **800.551.5881**. Visit us at openconnect.com.

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