



UNLOCK THE FULL POTENTIAL OF YOUR DATA

THE NEW GENERATION
OF PROCESS MINING



WHO ARE WE?



2015



16



+ 25
Clients



2M€
raised in seed



2 AI
Patents



WHAT OBSERVATION HAVE WE MADE?

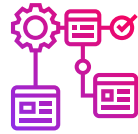


MILLIONS OF OPERATIONS

recorded in several
IT systems

managed by thousands
of employees

with **no detailed vision**



THOUSANDS OF PROCESSES

to organize & monitor all
operations

with **no real-time
control of compliance**



THOUSANDS OF REPORTS

involving fastidious
compilation of data

**not adapted for
managing operations**

**THE DAILY
MANAGEMENT OF
A GLOBAL
CORPORATION IS
VERY COMPLEX**

**YOU DO NOT HAVE
PERFORMANCE
INDICATORS FOR
YOUR PROCESSES**

WHY SHOULD YOU MANAGE YOUR PROCESSES?



Processes
**designed and
documented**



Processes
**implemented
in system**



Processes
**executed
in business**



COMPLIANCE – SECURITY – DISCOVERY – PRODUCTION

TO UNDERSTAND
HOW THEY
WORK

TO MAKE QUICK
& SMART
DECISIONS

WHAT DO WE DO ?



PROCESS

- Visualize your processes as they really are
- Get the health of your processes
- Get your process compliances at any time



For Operational people



CONTROL

- Get your customized PPI (*Process Performance Indicators*)
- Process overview 24/7
- Alert systems



For Management



PREDICTIVE

- Get the future behavior of your processes
- Build the best scenario



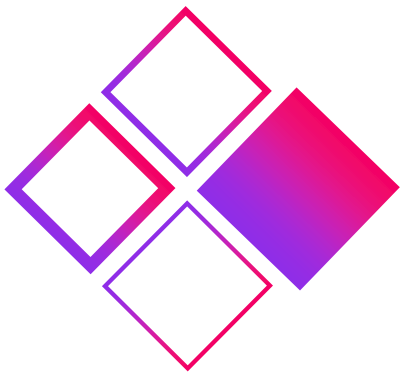
For Operational people



1 SOLUTION

=

3 GOALS



USE CASE 1

A RETAILER SAVES €540K IN 6 MONTHS

By reducing by 3 hours its order preparation

Revenue
+ \$20K

300,000
employees



"My job is simple I receive goods, I prepare the orders then I ship them. My trucks leave every day at noon and, except exceptional delivery, I deliver on time. However, 5% of my delivered shipments could be partial (incomplete) in rush time and I have to double the workforce"

-Head of Supply Chain



Livejourney showed the logistic process as it really happens in the warehouse and during the delivery. This was possible thanks to data coming from the WMS, WCS and the TMS. Then, **Livejourney** was able to find all deviations of the process (loops, bottlenecks, lead-times, etc.). Several corrective actions were identified, and more important deviations were anticipated from the beginning when **Livejourney** was implemented in real-time.



1

Supply Chain



1

year



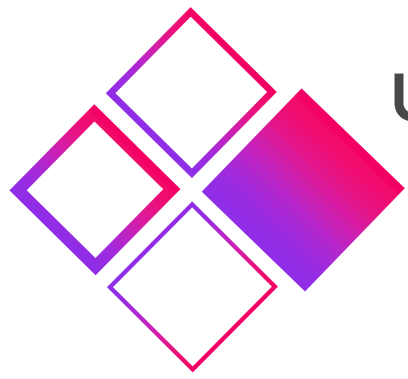
€300K

invested



+ €540K

Saved in 6 months



USE CASE 2

ENERGY COMPANY INCREASES BY 30% ITS PRODUCTIVITY

By saving time in the repair/maintenance process

Revenue
+ \$70B

200,000
employees



"Every year, and sometimes more, I have to stop completely my activity to check all materials. Every day of non-production is a huge loss, it could cost millions of euros. If I don't have the final GO, I can't restart the whole production. Hundreds of people could be impacted"

- Maintenance Director



Livejourney was able to map dynamically, **on a 6 months period**, all the maintenances orders that were planned and done. Every week we had a global overview on: Who did repair this? When? How many tasks and in which order? Did we have some "suspended" orders? Delayed? For how long? For which types of work? A specific machine? Did we have to repair a machine twice?
It's by going deep in its process analysis that we could track & improve the global process and increase productivity among all types of work by 30%.



1

site



6

months



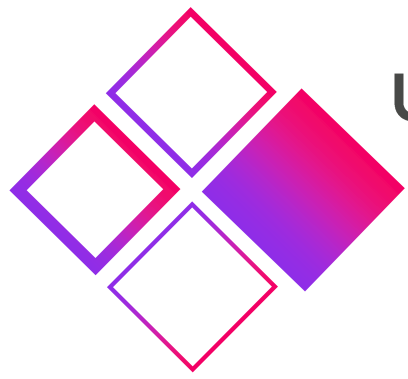
€100K

invested



+ 30%

gain in productivity



USE CASE 3

ONLINE BANK WINS 10 POINTS OF NPS

By increasing its compliance in the opening account process

Revenue
+ \$50M

500
employees



"Generally, opening an account for a new client is taking 5 days overall. Sometimes it could take longer, maybe 3 days more. But what I didn't really understand is how clients could be unsatisfied at the end of the process."

- Customer Experience Director



Immediately after being implemented in its opening process, **Livejourney** spotted several back and forth ("**the reworks**") between 2 different back-offices. More than the delay itself, it's the effort of the client that was much bigger than expected. **Livejourney** was able to quantify in hours the time lost every day and was able to provide with its alerting system a list of potential detractors.



3

Channels



6

months



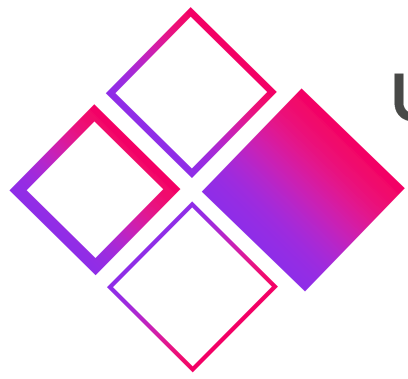
50K€

invested



+ 10 pts

NPS



USE CASE 4

A PHARMA COMPANY RELEASE \$300K IN CASH

By increasing its collections by 12%

Revenue
+ \$50B

80,000
employees



"The group deals with hundred of thousands of invoices per month, from hundreds of suppliers in many countries. Everything is tracked and recorded in our ERP system. Everything is centralized. We do monthly reporting, we monitor financial KPIs, we have a team dedicated to this process. I can't see what your solution can bring to us..."

- **Administrative & Financial Director**



Livejourney answers day after day very simple questions: Which invoices are late for payment? Where are they in the process? Why? Which product/country/supplier are impacted? For how much money?

Livejourney allows its client to monitor this flow in real-time, in a very simplistic way, and for operational managers. This to anticipate process inefficiencies (payment error, fraud, late payment, rework, loops, bottlenecks,..). The ROI is clear: speed for action!



1

country



6

months



\$50K

invested



+ \$300K

Cash flow in 6 months

TESTIMONIAL



Matthieu POITRIMOL
Ex-Partner Digital Transformation, TNP



We have been using Livejourney on different customer journeys for banks. The unique analysis of our processes helped us to improve the overall quality and customer satisfaction. More important, users could use it easily.



Jérôme VALLET,
Ex-Tech-Logistic Director, Veepee



Getting first outcome of Livejourney was really a punch! It showed not only the process's compliance but also the data quality. A great & efficient tool to audit your process data!



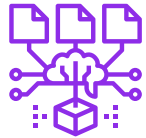
Denis FAYOLLE,
Project Owner, EDF



The maintenance process is analyzed by Livejourney everyday. All the teams, the work to be done, lead times are given in one single solution. It's a revolution in our work and a gain from day 1.



KEY DIFFERENTIATORS?

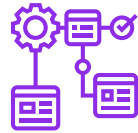


AI PATENTED

Designed for Predictive
process mining

developed with 2
University Professors

with **excellent
accuracy**



FOR ACTIONS

Automatic alerting
system

with **a Tower control
designed for
management with
customized PPIs**



SIMPLE & FUN

No coding

**A gaming design for
action and simplicity**

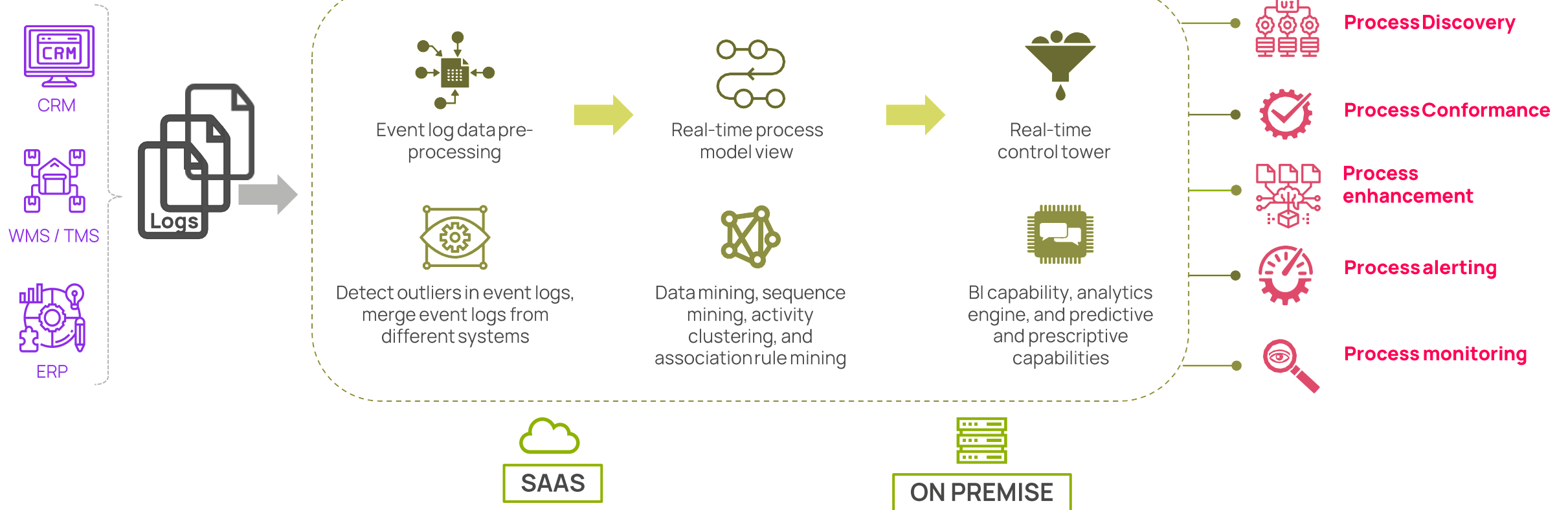
**A PROCESS
MINING SOLUTION
FOR EVERYONE
(ANALYST &
OPERATIONS)**

**ANY PROCESS
ANY DATA SOURCE
NO IT INTRUSION**

IMPLEMENTATION

Process Mining uses log data from **information systems** (ERP, CRM, etc.) to generate a dynamic & temporal mapping of processes (**digital twin**) in order to obtain key KPIs for process improvement.

Events logged across different information systems



A world map with a blue-to-purple gradient background. The map shows the outlines of the continents. Two callout boxes are present: one over the USA and one over France.

USA

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FRANCE

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