



How Apromore Process Intelligence Helps Build More Effective AI Agents at Scale

WHITEPAPER



In today's data-driven world, leveraging process intelligence is pivotal for companies aiming to deploy and scale AI agents effectively. Apromore enables organizations to bridge the gap between operational excellence and AI-driven solutions by delivering unparalleled visibility and optimization capabilities for business processes. Let's explore how Apromore helps achieve this transformative alignment.

The demand for agentic AI is surging as enterprises look to automate complex workflows and decision-making. [According to Deloitte, by 2025, 25% of companies using generative AI will launch agentic AI pilots](#) or proofs of concept, a number set to double by 2027. Meanwhile, [Gartner predicts that at least 15% of day-to-day work decisions will soon be made autonomously by AI agents](#), and a third of enterprise software applications will embed agentic AI capabilities. However, scaling these intelligent agents presents major challenges, including data inconsistencies, process inefficiencies, and integration hurdles. [Forrester warns that 75% of enterprises attempting to build AI agents independently will fail](#), often due to a lack of visibility into business processes.

This is where process intelligence becomes essential. Apromore's advanced insights help organizations design AI agents that truly understand and adapt to real-world workflows—eliminating inefficiencies, improving [compliance](#), and driving AI-driven automation at scale.

Here are five ways Apromore process intelligence delivers critical insights to enhance both the development and ongoing use of AI agents:

1 Understanding Process Behavior with Deep Insights

The starting point for any Agentic AI intervention is to understand the current business processes and the key friction points within. Apromore provides businesses with a comprehensive understanding of their real business processes by using transactional data as input, to enable businesses to:

- Identify areas of high friction such as bottlenecks, long waiting times and redundant activities.
- Analyze past performance to identify high operating costs, SLA breaches and their root causes.

Altogether, these friction points, cost overrun situations and SLA breaches constitute candidate places within a process for agentic automation.



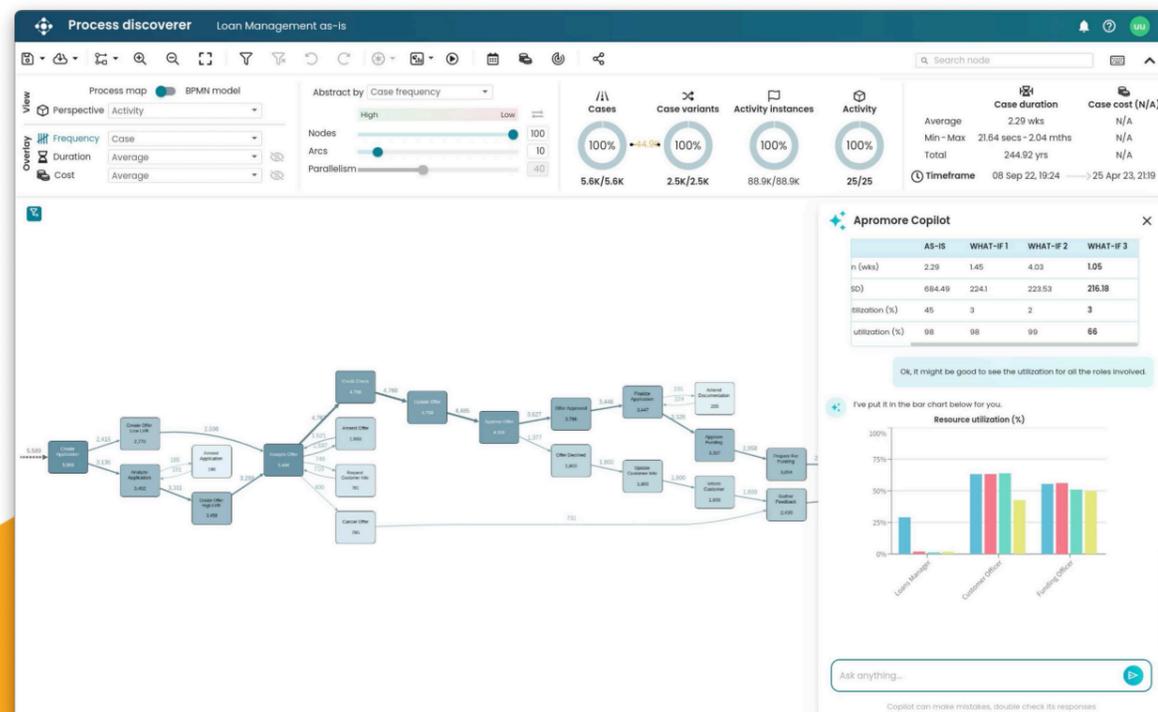
Assessing the Impact of Agentic Automation with Process Simulation

Apromore's simulation tools provide organizations with the capability to test agentic automation opportunities, both in user assisted and unassisted situations in a completely risk-free environment. This includes:

- **Simulating "what-if"** scenarios to evaluate the impact of AI agents on cost, time, resource utilization, and ultimately on an organization's ability to meet its KPI targets.
- **Understanding ripple-down effects** within an end-to-end business process, e.g. placing an agent to address a bottleneck in a certain place of the process may cause bottlenecks downstream in the process.
- **Benchmarking AI-driven process changes** against historical data for precise calibration.

These insights enable businesses to deploy AI agents that are not only effective but also tailored to specific operational needs.

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Training AI Agents with Actions using Task Mining

Once the tasks suitable for automation have been identified and the impact of automating them has been assessed via simulation, Apromore's task mining can be used to discover how these tasks are truly performed by users.

- **Apromore's task mining technology reveals how work really gets done:** Lightweight digital probes mine all the actions users take on their workstations to perform a task, mapping end-to-end user routines.
- **Simulation fine-tunes these routines:** Before agents are trained, simulation fine-tunes these user routines to ensure agents learn not just how to automate the task, but how to do it in the most efficient, optimized way possible.

The result? Smarter automation. Faster results. Maximum impact.

4

Real-Time Monitoring & Optimization

Once AI agents are operational, Apromore's real-time monitoring ensures the agents are aligned with process performance objectives. Features include:

- **Operational Monitoring:** Continuous tracking of AI-driven process interactions and their adherence with established KPIs.
- **Predictive Insights:** Leveraging predictive analytics to preemptively identify and address deviations or potential failures.
- **Feedback Loops:** Providing immediate root-cause analysis for refining AI agent behavior based on real-world outcomes.

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Building Scalable AI Solutions

With Apromore, scaling AI capabilities becomes streamlined. The platform's architecture supports the seamless integration of process intelligence into broader AI ecosystems:

- Linking risks, obligations, and controls directly to AI-driven workflows, ensuring compliance and accountability at scale.
- Facilitating collaboration between AI development teams and process owners, thanks to its intuitive, no-code interface.

By embedding process intelligence into every stage of AI deployment, Apromore empowers organizations to scale AI initiatives confidently and efficiently.

Case Studies

Fortune 500 Insurance Company (AMER)

Monitoring risk and compliance within their claims process

OUTCOME

Achieved a **46% reduction in regulatory violations**, enabling more accurate and compliant decision-making processes.

RELEVANCE

Demonstrates how process intelligence insights can optimize workflows, ensuring alignment with compliance checks and improvement interventions.

Automating Auto Claims Handling with Apromore

39% Reduction in processing time
46% Decrease in compliance violations

OVERVIEW
A Fortune 500 insurance provider with a \$14 billion market cap, 11,600 employees, and millions of customers, processing over 50 million auto claims worldwide, faced rising complaints due to delayed motor claims processing. The company aimed to boost efficiency while maintaining regulatory compliance.

Challenges
The client's key challenges in auto claims processing were:
- **Inefficient processing times:** Manual claims handling was leading to rework, bottlenecks, and prolonged turnaround times.
- **Lack of compliance:** The organization had missed violations that were being caught within the claims process.
- **Compliance violations:** The organization struggled to consistently meet regulatory timelines for claim resolution, leading to increased SLA violations and thus higher compliance risk.
- **Inconsistent customer experience:** Delays in processing negatively impacted customer satisfaction, leading to a large volume of customer complaints.

Solution
The client implemented Apromore's process intelligence platform with Compliance Center to optimize their auto claims process. By integrating state-of-the-art insights, predictive monitoring, and automated control testing, Apromore provided end-to-end visibility into the claims process and allowed the client to streamline operations effectively.

Process Discovery & Mapping: Apromore helped the client uncover inefficiencies by providing a comprehensive, real-time map of the entire claims handling process. Using event logs from the client's claims management system, the platform identified key bottlenecks, rework loops, and delays in the approval workflow.

Automation & Compliance Monitoring: The Compliance Center automatically assessed whether claims were compliant with procedural standards and temporal SLA criteria. Flagging violations in real-time, this allowed the client to monitor their claims closely, ensuring claims were processed within the required time frames, and meeting regulatory requirements.

Predictive Monitoring & Off Alerts: Apromore's predictive dashboard provided early warnings on claims likely to breach SLAs or face customer complaints. With machine learning models analyzing historical data, the platform predicted which claims were at risk of delayed resolution, allowing managers to intervene and address compliance violations.

Operational Reporting & Insights: The client was able to extract custom reports on compliance breaches, operational performance, and claims efficiency. The dashboards provided valuable insights into the compliance risk, root causes of delays, and the effectiveness of operational controls in place.

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Global 500 Banking Institution (APAC)

Enhancing home loan processes by removing bottlenecks and automating repetitive tasks.

OUTCOME

Loan origination has achieved **84% automation**, reducing errors and processing times.

RELEVANCE

Showcases how process data was used to identify bottlenecks and automation opportunities, overall leading to a transformed customer experience.

Global Bank's Digital Transformation with Apromore and Salesforce

40% New Customer Acquisition
84% Process Automation
25% Reduced Fraud Incidents

CLIENT
Industry: Banking and Financial Services
Geography: Global operations, headquarters in a major financial hub in APAC.
Customer Base: Over 10 million retail and business customers in 25+ markets.
Market Ranking: Top 50 global banks by market capitalization.

Challenges
The bank was experiencing:
- **Stagnant Market Share:** Due to the rise of competitors with more advanced digital banking platforms, the bank's decade-old legacy systems and complex IT landscape were unable to keep pace with evolving customer expectations.
- **Inefficient Processes:** Critical retail banking processes like account opening, customer onboarding, and loan origination were slow and error-prone.
- **Low Customer Satisfaction:** The slow issue resolution and repetitive manual tasks negatively impacted customer satisfaction.
- **Risk of Fraud:** The bank faced increased rates of fraud in customer-facing processes like account creation.

Solution
The bank needed time pressure to undergo a major digital transformation program, by building a new mobile banking experience aimed to improve customer experience and reduce IT costs. They partnered with Salesforce and Apromore, selecting Financial Service Cloud (FSC) to re-engineer some retail banking processes. Apromore's leading process mining approach accelerated the digital transformation effort by:
- **Discovering & analyzing the current state:** Apromore automatically mapped processes from legacy systems, identifying system constraints, process bottlenecks, as well as bottlenecks and other friction points, which helped uncover opportunities for automation and improvement before implementation.
- **Designing & enabling the new state:** Apromore helped design and validate optimized processes, mapping automation and enabling process transformation. Customers considered resource availability and system factors to ensure stability within Salesforce.
- **Monitoring the new current state:** After implementing the new processes in Salesforce, Apromore monitored their performance, comparing actual results with simulation expectations to drive continuous improvement. Apromore's predictive modeling performance and compliance levels, enabling early detection of potential fraud risk, leading to preventive mechanisms during account creation.

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Large Public-Sector Insurance Agency (EMEA)

Achieving transparency and traceability in procure-to-pay processes.

OUTCOME

End-to-end visibility was achieved, ensuring process compliance and enhancing customer satisfaction.

RELEVANCE

Highlights the role of process intelligence in enhancing traceability and supporting automated decision-making across complex processes.

INAIL's Digital Transformation Through Process Mining

20% Increase in business units and central, regional and local structures
15% Increase in operations: 15,3M+ insurance claims and 200K+ call center tickets processed yearly
Processes: over 350 core business processes
IT: ~1,500 servers hosting over 20 systems

OVERVIEW
Client: INAIL (Italy's National Institute for Insurance against Accidents at Work)
Industry: Insurance and Government Services
Geography: Italy
Employees: 100K+
Structure: ~200 business units and central, regional and local structures
Operations: 15,3M+ insurance claims and 200K+ call center tickets processed yearly
Processes: over 350 core business processes
IT: ~1,500 servers hosting over 20 systems

Challenges
INAIL faced several significant operational and technological challenges in modernizing its processes:
- **Outdated and Complex Processes:** INAIL's IT infrastructure was based on a number of legacy systems which gave rise to high-cost and complex business processes. For example, the procure-to-pay process, spanning across the entire Italian territory, drove multiple legacy systems, giving rise to a proliferation of tools, adding layers of complexity that made modernization difficult.
- **Lack of Process Visibility and Data Quality:** Without an accurate view of existing workflows, INAIL had limited operational insights into which areas needed improvement. The lack of visibility restricted the team's ability to engineer automation effectively, leading to inefficiencies and potential compliance issues.
- **Need for Governance and Real-Time Monitoring:** As part of its digital transformation program, INAIL required a governance framework to continuously monitor core processes and establish a "Process Control Board" to support real-time decision-making and proactive management. Further, the objective of the Process Control Board was to monitor the degree of digitization of the core processes.

Solution
INAIL partnered with Apromore and consulting firm I&T to apply process mining and streamline its operations:
- **Comprehensive Process Analysis:** Apromore's process mining capabilities were initially applied to INAIL's IT operations with the IT help desk and change management. Later, the initiative expanded to business operations, including procurement, customer handling, customer onboarding, HR processes, case management, and general administrative functions. This enabled the institute to automatically map real workflows, identify anomalies, and flag data by geography and time horizon to further understand complex and its root causes. This approach provided an accurate picture of INAIL's core processes, enabling a detailed understanding of bottlenecks and other inefficiencies, as well as compliance issues.

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Conclusion

Apromore's process intelligence capabilities has the potential to transform the way organizations scale AI. By providing the insights needed to identify concrete opportunities for embedding agentic AI into end-to-end business processes, estimate their impact on performance and compliance objectives, train AI agents effectively, and continuously monitor their effectiveness, Apromore ensures that businesses can harness the full potential of agentic automation in their operations.

For companies looking to build smarter, more impactful AI solutions, Apromore is the key to operational excellence and innovation at scale.



About Apromore

The Apromore™ platform is an easy-to-use, fast-to-deploy AI-driven process intelligence solution that enables business and technology teams to quickly visualize and analyze their business processes, and simulate proposed changes prior to implementation in order to measure impact and risk.

The result of over a decade of extensive research and innovation from leading universities, the Apromore platform includes no-code features and a simple UI that continuously delivers new insights into operational performance and compliance. For more information, visit <https://apromore.com/product>