A PROCESS MINING PERSPECTIVE · FROM AI CLAIMS TO MEASURABLE AI VALUE

The Process Intelligence Maturity Index for AI

TOCH CONSULTING

Process intelligence shows how your organisation really works — revealing where AI adds value, giving it context, and proving it delivers.

For operational AI: AI that works inside business processes, where cost, exceptions and cross-system flows matter.

How to score: score each row 1–5 by the furthest cell you can **show evidence for today**, not what's planned. Your profile is the five scores. **Your stage is your lowest row, and that row is your next move.** Stages describe capability, not a mandatory build order. Process mining is the foundation the whole index stands on, and the controller that connects every stage.

MATURITY · SCORE →		DATA FOUNDATION	THE CONTROLLER		
	STAGE 1 **AI CURIOUS**	STAGE 2 **AI READY** DIGITAL FOOTPRINT	STAGE 3 **AI TARGETED**	STAGE 4 **AI MEASURED**	STAGE 5 **AI ORCHESTRATED**
	No map, no starting point	Every transaction leaves a footprint — the foundation for targeted AI	The process becomes the blueprint for AI — and process mining becomes the controller	AI performance measured — through agent mining	A shared context layer (e.g. MCP) connects your AI platforms to process context, enterprise-wide
		Process mining rebuilds how work actually flows from timestamped transactions in systems like ERP and CRM — complemented by task mining where work happens off-system.	Process mining pinpoints where AI should act and sets the baseline it will be judged against — steering every AI decision.	Agent mining applies process mining to the AI agents' own activity logs — showing the routes they take, where they loop or fail, and what each run costs.	One such open standard, MCP (Model Context Protocol), lets AI platforms securely draw on business systems and data — here, live process intelligence.
PROCESS KNOWLEDGE How well do you know how work flows?	Processes known from workshops and maps — "how we think it works"	End-to-end process rebuilt from ERP, CRM and finance data; variants, delays and rework visible	**Direction:** value leaks costed and ranked; the exact steps where AI should act are named	Each agent's actual behaviour compared with its intended design, on every run	Live process context shared by people, systems and AI agents
AI ADOPTION Where and why AI is used	Pilots driven by vendor claims or enthusiasm; no clear place to start	AI considered only where process evidence shows a real, costed problem	First agents live at targeted process points, each with a baseline	Agent runs mined as processes: routes, loops, failures, hand-offs and cost per run	Multiple agents across processes, all drawing on the same governed process context
MEASUREMENT Can you prove the impact?	Dashboards report the number, not the cause	Process baseline set — cycle time, cost, rework, exceptions per case; root causes found in hours	Every AI use case has a process KPI, baseline, target and value agreed before go-live	**Measurement:** before/after evidence that each agent improved — or harmed — the business KPI, not just agent activity	Agents adjusted or retired continuously on live process data
DATA & ARCHITECTURE Does it fit together?	Data siloed system by system; AI tools bought in isolation	Event data (case, activity, timestamp) extracted and analysed where it lives — no copying, no new silo	Process intelligence sits alongside BI, data and automation; AI use cases draw on it	Agent execution logs captured and linked to the same business case IDs	**Context:** governed, permissioned access to process context for every AI platform, with an audit trail
PEOPLE & GOVERNANCE Who decides, and who is accountable?	Isolated champions; AI and its risks left to IT or the vendor	**Expertise:** process owners and senior experts interpret the data and choose the right questions	Human in the loop: process owners decide where AI acts, where people decide, and when to escalate	A named owner for every agent's outcomes, cost and errors	Every AI decision auditable; leaders manage process performance, not just monitor it
OUTCOME What the stage delivers	**A shortlist of processes where AI might help**	**The real process, its problems and their cost — from system data**	**Funded AI use cases, each with a KPI, baseline and value**	**Proof of what each agent did and whether the process improved**	**AI that scales across processes under one governed context**
EXIT TEST Can you show...? Prove it and you've reached the stage	? ...which processes matter most, and who owns them?	? ...how your priority process actually runs, and what its delays and rework cost?	? ...for every AI use case: the step, the KPI it moves, the baseline and the target?	? ...what each agent did on every case, and whether the KPI moved against baseline?	? ...that any AI you deploy works from the same governed context, every decision traceable?
SOUNDS LIKE YOU? What leaders say at each stage	*"We are overwhelmed with AI options."*	*"We've visualised, analysed and enhanced our processes — in preparation for AI."*	*"We know where AI should go, and why."*	*"We can prove what our agents did — and what it was worth."*	*"Whatever AI we use, it works from how the business actually runs."*

TRADITIONAL CAPTURE
Workshops and process maps — a snapshot with no data and no baseline for AI

PROCESS MINING — THE FOUNDATION EVERY STAGE BUILDS ON, AND THE CONTROLLER THAT STEERS IT — AT SPEED

DISCOVER	DIRECT	MEASURE	GOVERN
How does work really flow?	Where should AI intervene?	Is the AI actually delivering?	Feed process context to every AI agent

THE FOUNDATION & CONTROLLER
Process Mining

TRADITIONAL PROCESS CAPTURE
Workshops · interviews · process maps — valuable context, but on its own:

- × How people *believe* the process works
- × A snapshot, out of date once drawn
- × No £/€/$ value attached to the problems
- × AI agents built on it automate the assumption

→

DIGITAL FOOTPRINT · PROCESS MINING
Starts with your own company data — the transactions your systems already hold

- ✓ How the process *actually* runs
- ✓ Every case and variant, continuously
- ✓ Bottlenecks and trapped cash costed in £/€/$
- ✓ A baseline every AI agent is measured against

Started in the middle? AI agents without process mining = activity you can't measure. An MCP layer without stages 2–4 = connectivity without context. The answer is not another AI tool — it's the process foundation underneath. **AI doesn't need perfect conditions. It needs expertise, direction, measurement and context.**

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