

AI-driven process improvement

Combining process mining, automation and AI for real results

Sandeep Johal
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 **NANO BUSINESS**
TECHNOLOGY





Process Mining, Robotic Process Automation and AI

The digital symphony solving real problems – 3 use cases



1. Late Payment

Highly skilled staff expected to perform manual late fee payment



2. Contested Outcomes

Customers unhappy with the received services lodge a complaint expecting swift resolution



3. Fraud Detection

An intelligent method of using AI to detect nefarious at evading tax

Functionality

- Automation
- Human-in-the-loop orchestration
- Intelligent Document Processing (IDP)
- AI Fraud Detection
- Conversational AI (chatbot)
- Process & object-centric mining
- Predictive machine learning



01 Late Payment

Problem

High volume of late payments needing highly skilled staff to manage communication and collection

Solution Features

- Understand and measure the efficiency to trigger correct actions
- Explore different patterns behind on-time and delayed payments
- Identify unexpected paths and take timely actions





Late Payment Identification & Collection

AI, RPA and process mining working together to make late payments a thing of the past

THE PROBLEM

High volume of complex late payments requiring highly skilled staff to manage communication and collection

Ingest

RPA

- Read input
- Conduct validation
- Send notification



Transact

AI + RPA

- Request changes to payment via chat (AI)
- Validate request (AI)
- Make decision: straight-through or human in the loop (AI)



Remediate

Process Mining (PM) + RPA

- Collect and measure payment success (PM)
- Identify likely late payments (PM)
- Take timely actions (RPA)





02 Contested Outcomes

Problem

Customers unhappy with the received services lodge a complaint expecting swift resolution

Solution features

- Flexible interaction options (with and without authentication)
- Intelligent insights into unstructured communication
- Insights-based routing workflow and actions



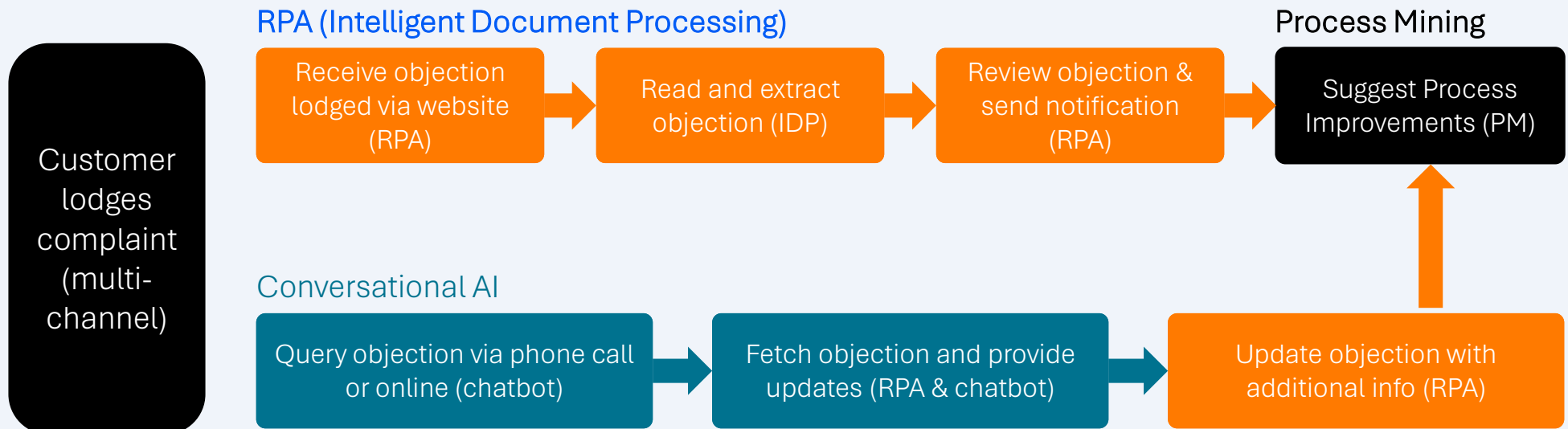
Objections & Complaints Resolution



AI, RPA and process mining working together to turn complaints into process improvements

THE PROBLEM

Customers unhappy with the received services lodge a complaint expecting swift & transparent resolution





03 Fraud Detection

Problem

Nefarious parties trying to evade tax

Solution features

- Tight integration with sophisticated AI models
- Back-end machine learning that fulfill fraud detection requirements especially with large data sets



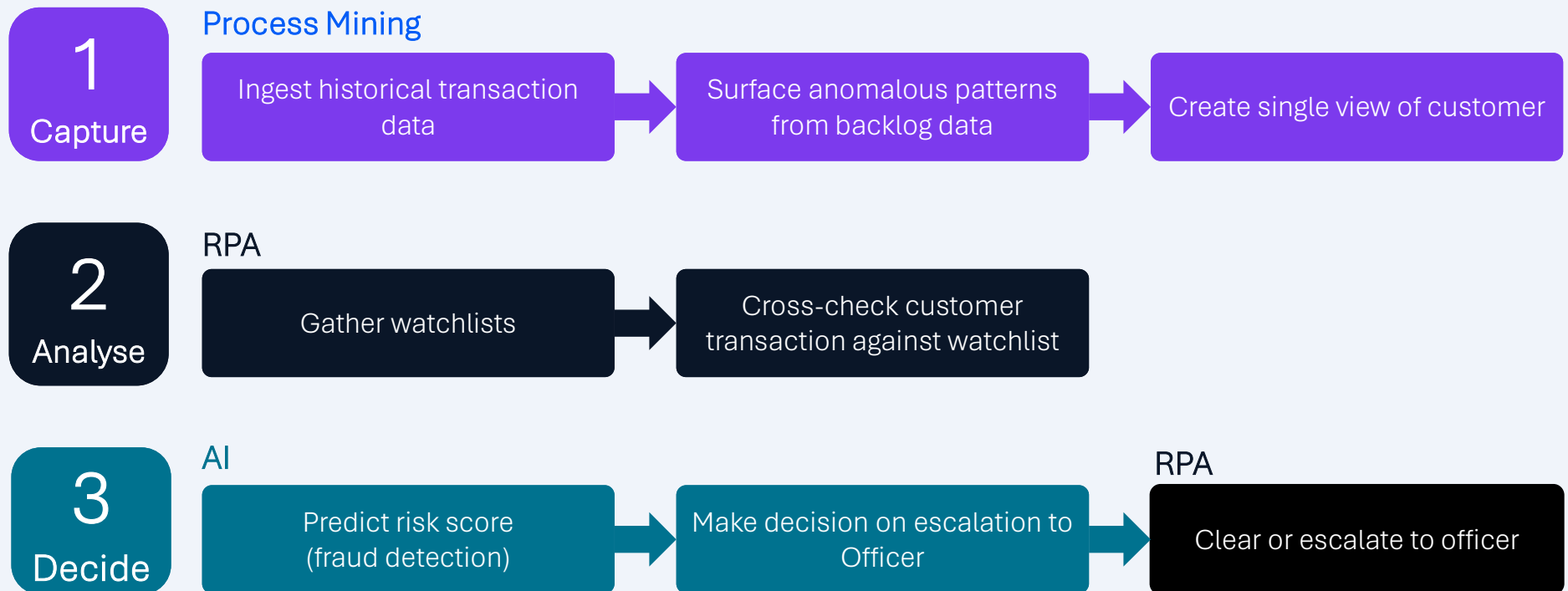


Fraud Detection Through Risk & Decisioing

AI, RPA and process mining working in concert to detect parties evading tax payment

THE PROBLEM

High volume fraudulent declarations of tax that are difficult to detect without specialised knowledge





Benefits Delivered Across Use Cases

One shared view of what each technology delivered across the three use cases.

	Process Mining	Robotic Process Automation	Artificial Intelligence
01 Late Payment	Measured collection efficiency and surfaced unexpected paths for timely action	Automated reading, validation and notification for straight-through processing.	Conversational agent resolved instalment requests and decisions via chat.
02 Contested Outcomes	Exposed bottlenecks in objection handling from unstructured communications.	Automated objection intake, extraction and status updates, freeing staff for complex cases.	Document understanding classified complaints. Chatbot gives 24/7 status updates.
03 Fraud Detection	Ingested tax and transaction data to surface anomalies and score fraud risk	Auto-gathered supporting records and cross-checked watchlists to flag high-risk cases.	ML and computer-vision models detected tax evasion across large datasets.



About Nano Business Technology



Process & Technology

Grounded in **business process management** to deliver positive digital transformation



Growing with our clients

In manufacturing, mining, medical, finance and government sectors



What we do

- System Procurement / Business Case
- Process Improvement
- System Implementation
- Continuous Improvement



Contact

Sandeep Johal

Director

Nano Business Technology



Sandeep.johal@nanobiz.tech



+61 475 954 764



www.nanobiz.tech