

# Celonis for Process Excellence



Adapt at the speed  
your customers need,  
with Celonis.

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**Contain  
costs**

**\$12M**

saved in customer service

**Uber**

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**Improve  
efficiency**

**700%**

increase in touchless orders

**L'ORÉAL**

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**Boost  
performance**

**12%**

improvement in on-time delivery

**Johnson & Johnson**

Process Excellence people have kept the business running optimally for years. But the pace of change in the world means the game has changed from one of optimization to one of adaptation. But adaptation is easier said than done, because there's a great disconnect at the heart of most enterprises.

Departments speak their own languages. Systems don't play well together. Processes are hard to see and harder to improve. All of which slows down process optimization, and pulls the parking brake on adaptation. You're missing a shared understanding of how the business runs. Here's where Celonis comes in.

# Meet Process Intelligence – the connective tissue of your enterprise

## Analyze

Get a living, breathing digital twin of your end-to-end processes. Totally system-agnostic and without bias.

## Improve

Discover where the value is hiding in your processes, and enable your teams and technology to capture it.

## Monitor

Share a common language for how your business is running, and make sure changes lead to improvements.

## See results in months by starting here:

### Accounts Payable

#### Reduce late payments

Proactively tackle payment blocks to prevent late payments and ensure on-time delivery

#### Minimize lost cash discounts

Flag and address payment blocks that prevent you from taking advantage of a discount

#### Spot payment term mismatches

Automatically scan for payment term mismatches and highlight optimal payment terms

### Accounts Receivable

#### Reduce late payments

Intelligently prioritize collections, improve dunning, and ensure on-time customer payments

#### Improve credit reviews

Streamline the credit review process with data-driven credit limit suggestions

#### Streamline disputes

Centralize the management of disputes, and make escalation and approval flows smoother

### Order Management

#### Decrease rework

Spot and fix upstream and downstream order errors such as wrong price to reduce cycle time

#### Accelerate processing

Find and remove delivery, credit and billing blocks so only necessary checks take place

#### Automate manual activities

Save time for high-value activities by automating tasks like delivery creation, customer communications, block removal and order entry

### Procurement

#### PR to PO automation

Detect discrepancies in PR fields by matching against the master data to reduce manual work in correcting data

#### Reduce free text orders

Identify PRs without catalog references and automatically link the catalog item

#### Decrease rework

Update outdated master data automatically based on employee inputs and actual procurement operations to ensure minimal errors in processes

Since starting their Celonis journey in 2016, car manufacturing titan BMW has used Process Intelligence to support data-driven, democratized digital transformation from the factory floor to the Finance department – giving them a competitive edge as they take on market disruption.

**“Almost every car that leaves BMW has been touched by Celonis.”**

Dr. Patrick Lechner  
Head of Process Mining  
BMW



Join the **1,350+** companies who are already finding and capturing the value hiding in their processes with Celonis.

Get in touch now