



# Celonis for Banking

Thrive on change with process intelligence.



Everywhere you look in Banking there's huge change happening. Banks are racing to meet higher-than-ever customer expectations, from minimal wait times to AI chatbots. There's increasing pressure to shift towards smart operations and embrace system modernization.

Meanwhile, the rise of fraud and financial crime is driving increased controls and regulatory requirements.

There's no denying it: the pace of change in Banking has rapidly accelerated. The question is how to keep up with it. **Enter Process Intelligence.**

**Trusted by 70% of the top 10 banks in EMEA and North America**



**Credit Application**

**50%**

Reduction in waiting time of credit approval\*

**Customer Service**

**34%**

Reduction in wait time for customers\*

**Regulatory Compliance**

**25k**

Hours saved from manual document reconciliation\*

\*Outcomes achieved by some of the biggest names in banking

**Meet Process Intelligence – the fastest lever for change in banking**

<p><b>Process analysis</b></p> <p>Visualize processes and root cause process performance.</p>	<p><b>Process management</b></p> <p>Model, distribute, and monitor processes, and track value.</p>	<p><b>Process improvement</b></p> <p>Automate and orchestrate processes.</p>
<p><b>AI development</b>    Build and deploy copilots, assistants, and agents.</p>		

# What Process Intelligence can do for your bank

## Provide faster digital banking experiences

Reduce waiting times for customers and deliver **consistently positive interactions and experiences**

- Reduce customer leakage
- Reduce manual touchpoints
- Reduce non-performing loans (NPL)
- Minimize incorrect deadlines

## Make operations and transactions smarter

Break down silos by consolidating systems and tools while **reducing manual work and improving cross-channel experiences**

- Minimize trade amendments
- Handle duplicate transactions
- Monitor T+1 settlement
- Balance resource allocation

## Adapt quickly to new risks and regulations

Ensure **regulatory compliance**, enhance **data traceability**, and assure **personal data protection** while tracking financial crime

- Reduce failed regulatory steps
- Reduce manual value adjustments
- Reduce recurring corrections
- Improve reporting timeliness

## Introducing a new way of working for banks

### Bridging the great disconnect

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.

As complexity compounds, emerging technologies get implemented blind, alerts fall through the cracks, and new opportunities for value creation go unnoticed.

### When processes work, banking works

With process intelligence, you can generate a living digital twin of your entire value chain, powered by AI.

For the first time, you'll see what's actually happening in your workflows — from Customer and Sales, to Operations, to Risk and Compliance— and adapt them in line with evolving demands and market conditions, while unearthing new opportunities for value creation.

So you're no longer resisting change — you're capitalizing on it.

**“Genuine, real-life processes should be visualized intuitively and transparently.”**

Peter Lacher, COO, PostFinance

### Join the ranks of the world's leading banks

Ready to take the next step? Whether you're looking to provide faster digital banking experiences, make operations and transactions smarter or increase responsiveness to risks and regulations, we've got you covered. Join the world-leading banks already securing big wins with process intelligence.

[Get in touch now](#)