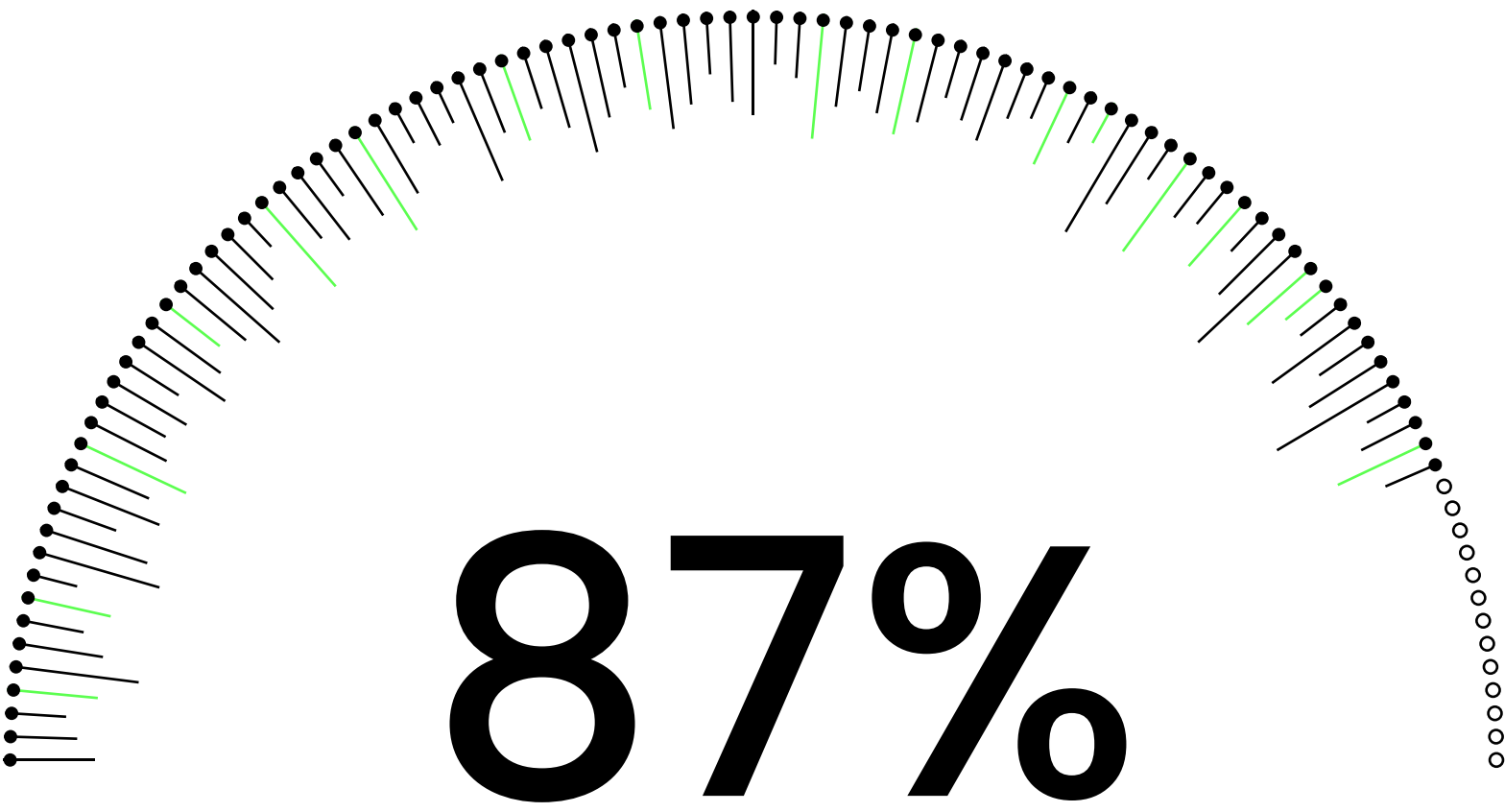


# Inside the Process Center of Excellence

The Process Center of Excellence has landed. It's an increasingly important strategic hub in organizations of all kinds. We surveyed 500+ process leaders for more insight. Here's what we learned.

## The Process CoE

87% of the process excellence professionals we spoke to are part of a Center of Excellence today, or soon will be.

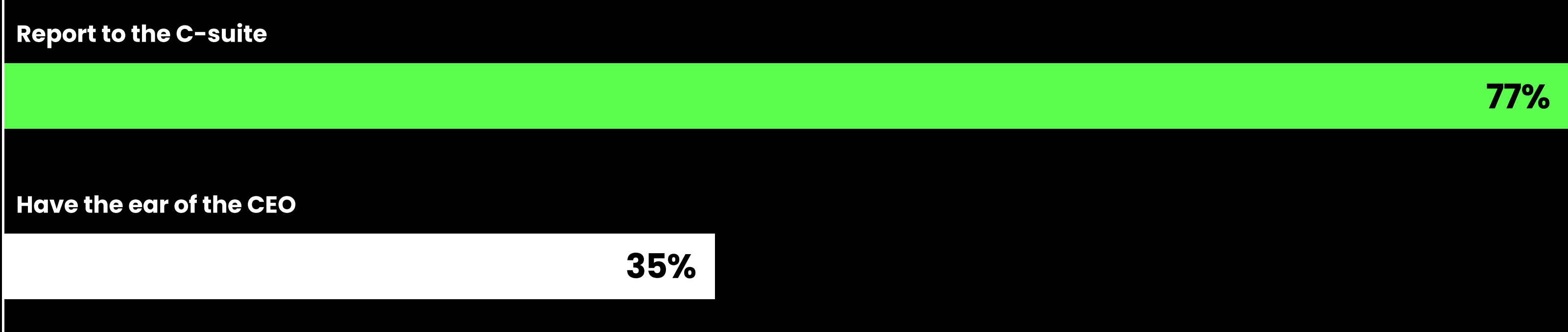


Take a deeper dive into the Process Center of Excellence to discover how it can be a catalyst, evangelist and enabler of process excellence in your organization.

**Watch this video** by Dr. Lars Reinkemeyer, VP Customer Transformation at Celonis.

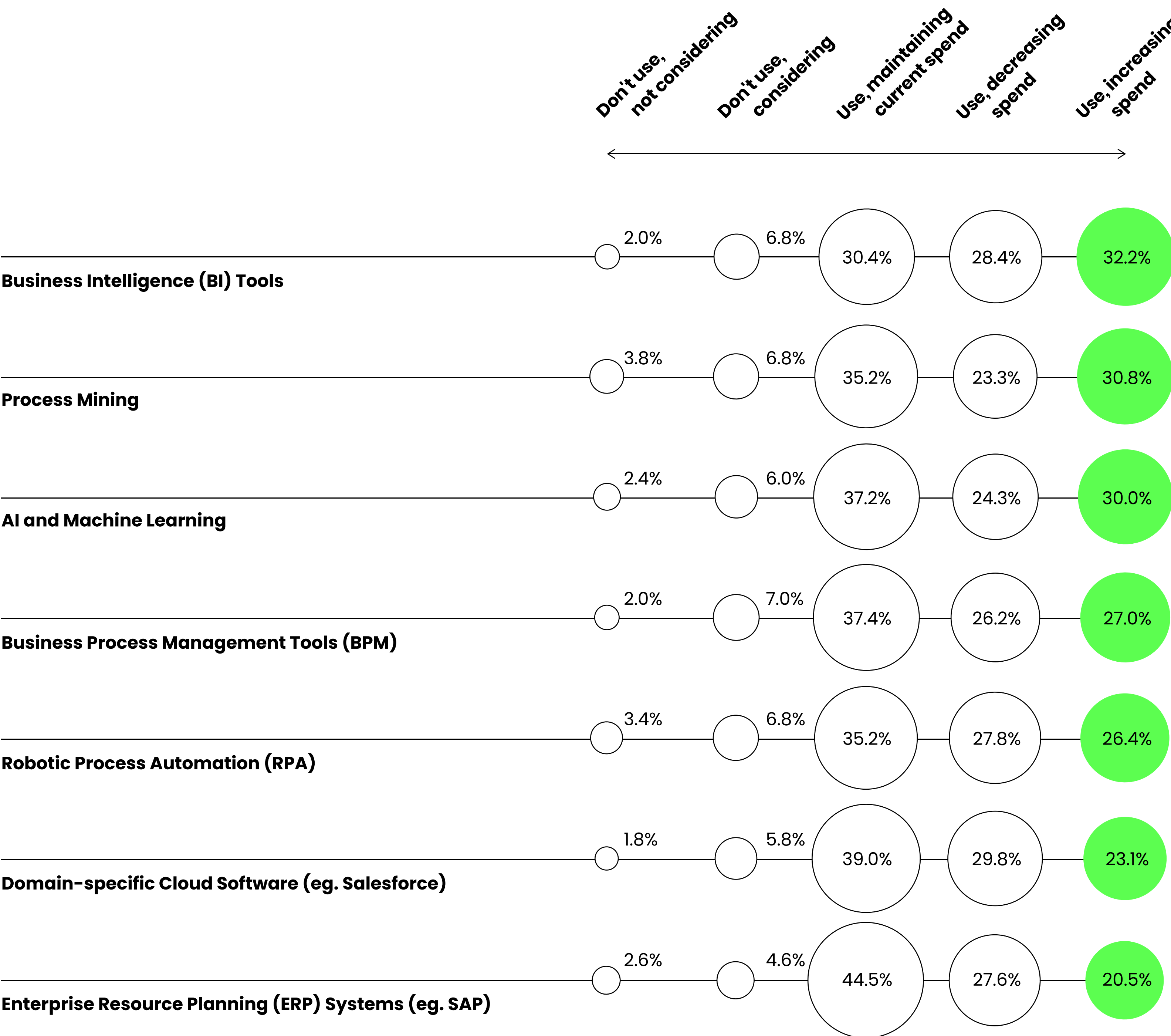
## Seat at the top table

77% of process leaders report to the C-suite, and 35% have the ear of the CEO. A direct line of report to the top is one of many signals that process excellence is now widely recognized as a strategic priority in business.



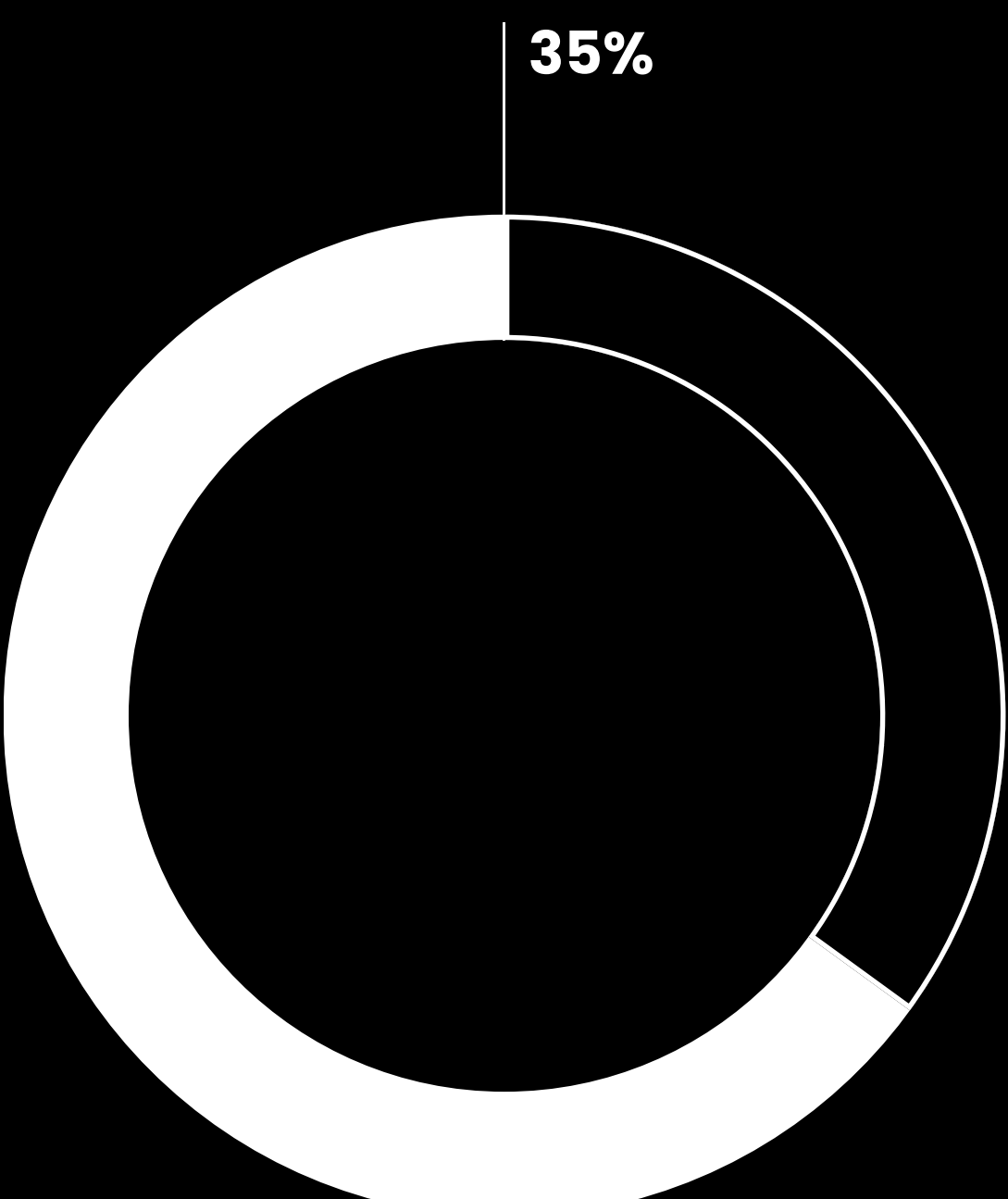
## Tech and tools

Process mining is the preferred tool for process discovery — but it's also gaining significant traction in process improvement. Note that process mining comes in above RPA, perhaps signalling a growing maturity among process leaders who recognize that automation on its own is no longer enough.

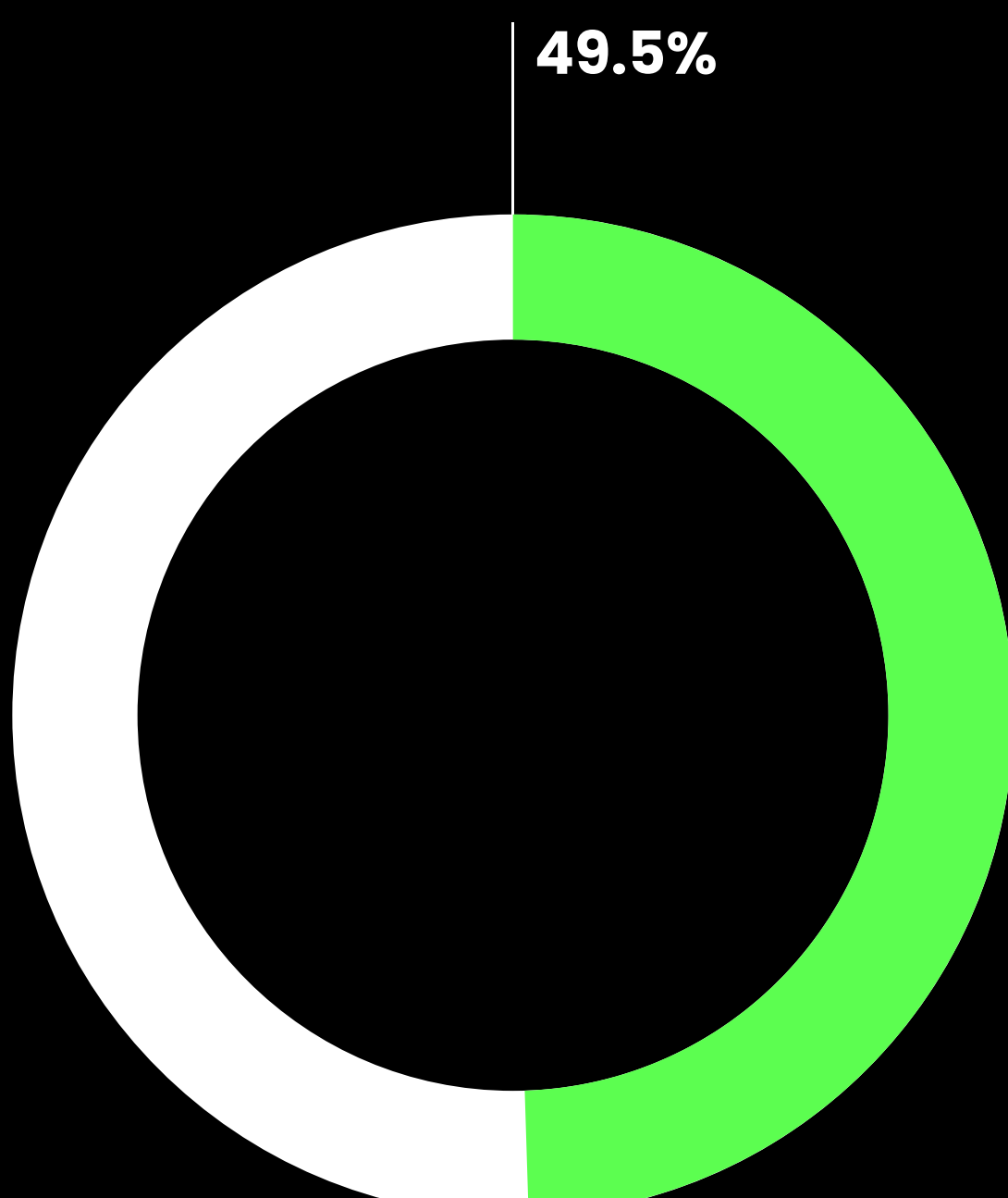


## Outcomes-first approach

Just 35% said their priority is to optimize every process step to achieve the best outcome. Almost half (49.5%) said they focus on designing processes that align to pre-existing IT system flows, or that are explicitly aimed at reducing cost.



Optimizing every process step to achieve the best outcome



Aligning to pre-existing IT system flows or to reduce cost