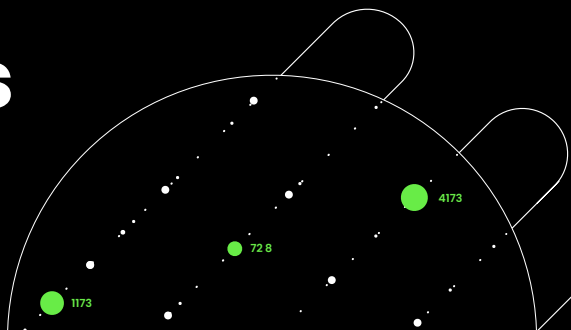


Shared Services

Bigger remit, bigger expectations.
Meet them, with Celonis.



This is what shared service success looks like with Celonis:

73% to

93%

Increased 'perfect PO'
rate in one year



€66M

Saved by Shared
Service Center



60%

Reduction in
past-due A/R



40%

Reduction in
cycle time



Shared Service Centers have never been more strategic and under more pressure to deliver.

You're up against it. But if you can achieve seamless, intelligent back-office processes then you free up resources to create value for the entire business.

That's never been more needed than now. With skyrocketing inflation, SSCs have a unique, even enviable, opportunity to control the company's cost exposure and boost purchasing power.

How? By identifying and achieving key efficiencies to reduce back office process costs and by consolidating spend and leveraging existing contracts. This is where process mining comes in. Celonis reveals and fixes the inefficiencies and breakdowns across your systems, processes, and people.

Because when you optimize core processes, a cumulative effect builds. You start to deliver world-class cost efficiencies, while taking on new processes, pioneering technology, and positioning yourself as the 'go-to' team for innovation. That puts you on the path to becoming a truly strategic partner to the business at large.

Suddenly anything is possible.

Take your SSC from cost center to innovation center

With Celonis you can:

01 Increase operating margins

Streamline and optimize processes to dramatically reduce costs and increase your margins.

02 Elevate your partnership with the business

Take on increasingly strategic processes — from sales and marketing to supply chain — to provide optimal quality at the lowest possible cost.

03 Pioneer new tech for the enterprise

Operate a center of excellence where the business comes to you for innovation.

How Celonis uses Process Mining to drive shared service success

Procurement

Make your POs perfect (right the first time round). Whether it's out-of-date master data leading to the wrong price or payment terms – or changes to quantity because the requisitioner needed an update (or anything else) – Celonis allows you to drill into the process and gain complete transparency into inefficiencies so you can trigger actions to reduce costs and drive productivity higher than ever.

Accounts Payable

Pay every invoice on time, every time, at minimal cost to the business. Use Celonis to find out why payments are being made at the wrong time, eliminate duplicate payments, and take targeted action to drive optimal payments based on your desired outcomes.

Order Management

Patience may be a virtue, but that doesn't mean you should expect your customers to wait around. Remove unnecessary credit checks slowing down deliveries and ensure the customers who always pay on time are not subjected to delays with Celonis.

Accounts Receivable

Whatever's causing customers to pay late, process mining can help. With Celonis you can see which customers are paying late and intelligently prioritize customers for follow-up to ensure that high risk invoices are dealt with accordingly to accelerate cash collection.

DTSE — Deutsche Telekom's Shared Service Center — used Celonis to optimize their Procure-to-Pay process. They achieved a cash discount rate of **96%** and created **€40M** in annual savings. Using Celonis' automation capabilities, the team reached a 90% paid on-time rate. They also reduced duplicate payments, saving an additional **€3M**. And with an improved touchless rate, and a **90%** right-first-time rate for purchase orders, DTSE unlocked additional tactical savings of **€12M**.



"I was astonished when I saw what Celonis could do for the very first time. Once we had everything set up, we had this 'Wow' moment. For the first time, we saw our processes as they really are and could directly point out inefficiencies."

Peter Tasev, SVP Procure-to-Pay, DTSE

Shared service transformation is essential. Start now.

It's no longer optional for organizations to redesign operating models and processes to thrive in a digital-first world. It's a must.

SSC leaders that nail cost reduction and create hubs that drive value and innovation will secure long-term success for their organizations.

It all begins with mastering the basics of standardized, streamlined core processes. And it's easier than you might think to get started.

[Find out more at Celonis.com](https://www.celonis.com)

