How 400 leaders are driving process optimization

83%

say they urgently need to understand their processes to find improvement opportunities

91%

think there's untapped value in their business processes

Leaders on teamwork, visibility, and change

88%

say their departments need to be more cross-functional than ever, operating in sync with other parts of the business

88%

say they need more process visibility than the rest of the business to drive improvement

47%

say they must become changemakers who actively drive innovation, transformation, and improvement

What they want from process optimization:

1 Improved productivity

2 Reduced costs

3 Better financial risk mitigation

4 Revenue growth
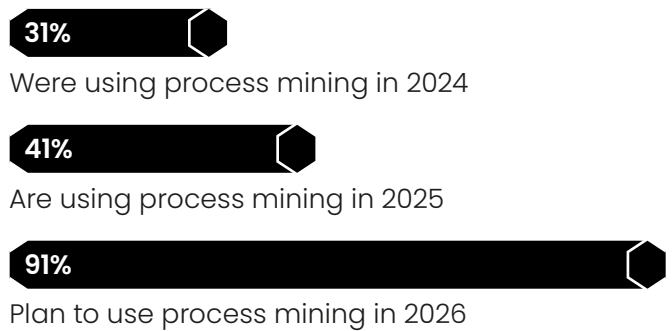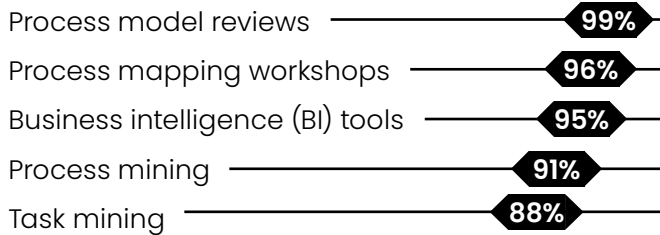
5 Improved collaboration with other departments

They believe their relationships with

- IT and Digital
- Inventory Management
- Procurement and Inbound Logistics

will benefit the most from improved processes.

Adoption of process visibility techniques is increasing rapidly

The vast majority plan to use the below
in the next 12 months:

Process model reviews	**99%**
Process mapping workshops	**96%**
Business intelligence (BI) tools	**95%**
Process mining	**91%**
Task mining	**88%**

31%
Were using process mining in 2024

41%
Are using process mining in 2025

91%
Plan to use process mining in 2026

Finance and Shared Services leaders know effective AI needs process insight

99% say their organizations are already using AI

90% say it's crucial AI knows how their business runs to be effectively deployed

72% think AI budgets will increase in the next 12 months

60% are concerned their processes may limit the benefit they can get from AI

Unlock endless opportunities with Celonis Process Intelligence

Read the full Finance and Shared Services report

For Finance and Shared Services, making the right decisions rests on knowing how the business runs. With Celonis Process Intelligence, you get a common language for understanding and improving how your business runs, connecting you to your processes, your teams to each other, and AI to your business.

Follow the money
When processes work, Finance and Shared Services can lead value creation

2025
Process Optimization Report
FINANCE AND SHARED SERVICES EDITION

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