



# Elevate your customer experience with maximum efficiency.

Meet Celonis for Order Management.

## This is what excellent order management performance looks like:

Right now, the company that keeps its promises keeps its customers.

But how do you keep your promises when you're faced with rapid swings in demand against a backdrop of unreliable inventory and ongoing labor shortages?

Start by connecting the dots of your people, processes, and technology, revealing and fixing the hidden inefficiencies in your operations that silently kill performance.

And meet **Celonis**.

**700%** **L'ORÉAL**  
Increase in touchless orders

"With Celonis, in 24 hours L'Oréal was able to see the problems in their sales order processes that they could only hypothesize before."

Megan Guzauskas  
Director, Customer Care Operations  
L'Oréal

## Celonis accelerates key order management initiatives

### Boost Customer Satisfaction

Identify the orders likely to be hit by supply chain issues, prioritize based on urgency and value, and then trigger actions to either expedite or manage customer expectations.

### Improve Productivity

Free your people from time-hungry tasks by automatically removing blocks, ingesting sales orders, and filling in missing data like pricing, weight or address.

### Drive Sustainability

The same inefficiencies that cost you on the bottom line cost you on the green line. Identify inefficiencies that lead to higher shipping emissions, cancellations, and returns, then fix them – in real time.

# How Celonis reveals and fixes hidden inefficiencies

## 01 Real-Time Data

We integrate data across all of your **transactional and analytical systems** – bringing data together at scale and in real time.

We make this fast and easy with more than **100 pre-built connectors** for the most frequently used systems. We also ingest data from anything from Excel sheets to real-time event data streams to render a **holistic view of your business processes**.

## 02 Process Intelligence

We apply **process mining** and **machine learning** to visualize what's really happening in your business and surface the digital truth.

It's an **x-ray for your processes** that reveals all the inefficiencies and their root causes. We apply **advanced algorithms**, coupled with **deep industry and process domain expertise**, to give you recommendations on what to fix and how.

## 03 Targeted Action

Based on prioritized recommendations, we trigger actions to orchestrate your systems and fix inefficiencies.

That ranges from automating **updates across your underlying systems** or alerting a process stakeholder of a roadblock that's happening in real time. Celonis **deploys the right people** at the right time to **fix inefficiencies** prioritized by impact.

## Here's how we help your team

### Global Process Owner, Order to Cash

Keep your finger on the pulse of critical metrics and identify key process inefficiencies impacting performance.

Use prebuilt, intelligent workflows and alerts to drive interventions at exactly the right point in time.

Leverage an end-to-end X-Ray to drive continuous improvement across the breadth of Order-to-Cash.

### Customer Service Lead

Act on a prioritized list of sales orders to ensure critical orders go out the door first.

Take advantage of intelligent suggestions to action delivery, credit or billing blocks.

Save time with streamlined processing that augments or automates updates to fields like the delivery date, quantity and price.

### Supply Chain Operations Manager

Proactively and intelligently handle orders with automated order bundling, splitting and route optimization.

Ensure material availability by keeping supplier lead time master data up-to-date.

Operate with full, real-time transparency over orders across regions and teams to drive better coordination across the supply chain.

**"We are able to achieve annual savings of double digit millions as a result of the worldwide application of process mining."**

Head of Process Mining at Siemens

**SIEMENS**

Siemens drove **14%** improvement in **On-Time-Delivery** and saved **\$15M** annually across the **supply chain**

## Join the ranks of the best performers

The future belongs to those who are ready to perform at their full potential.

Find out what Celonis can do for you, and join the Fortune 500 companies who are already achieving breakthrough results by mastering process excellence

[Get in touch now.](#)