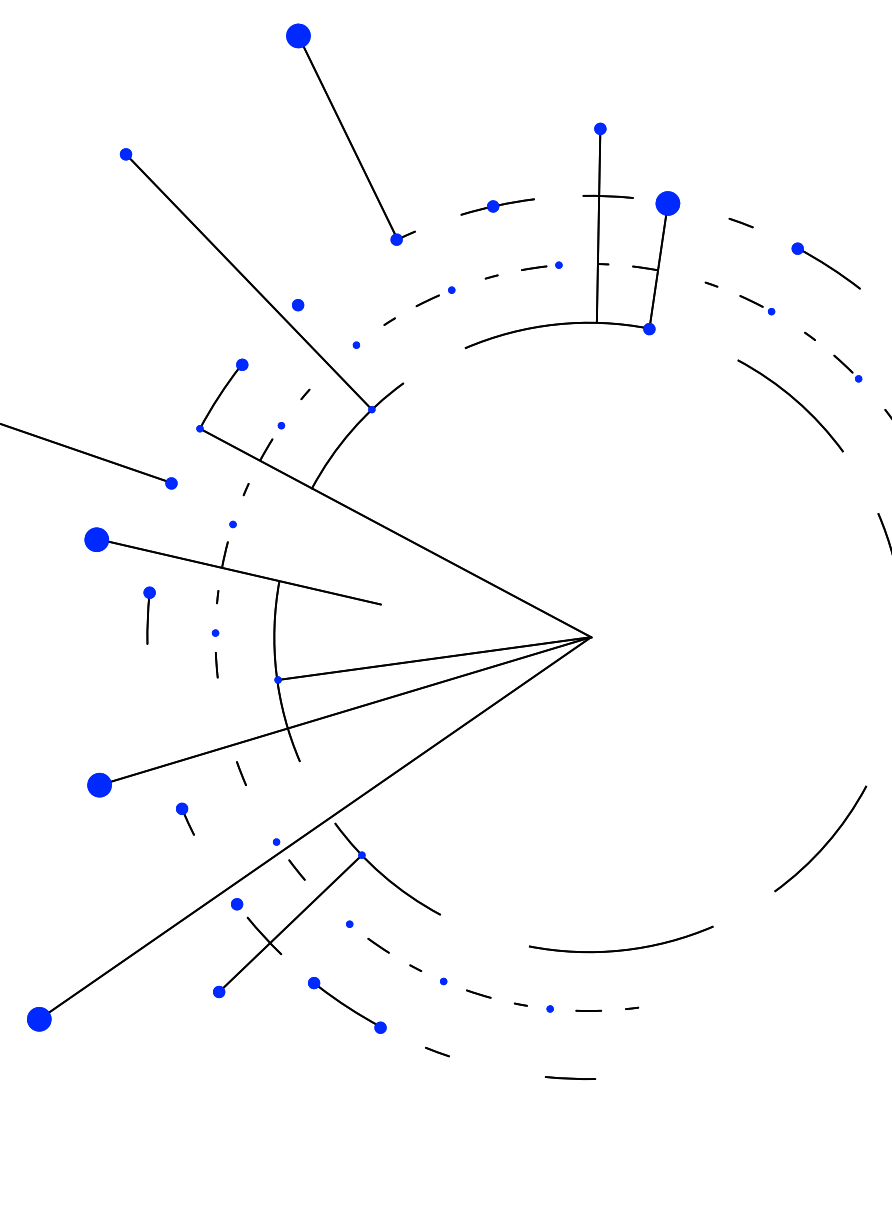


Accelerating Business Transformation with Process Mining Centers of Excellence (CoEs)



We gathered feedback from over 200 of our customers

We surveyed customers both with and without a CoE.

Some are at the beginning of their CoE journey (in set-up, or 1 process connected) and others are very mature (more than 5 processes connected).

We are happy to share these insights with you!

Customers are fully convinced:

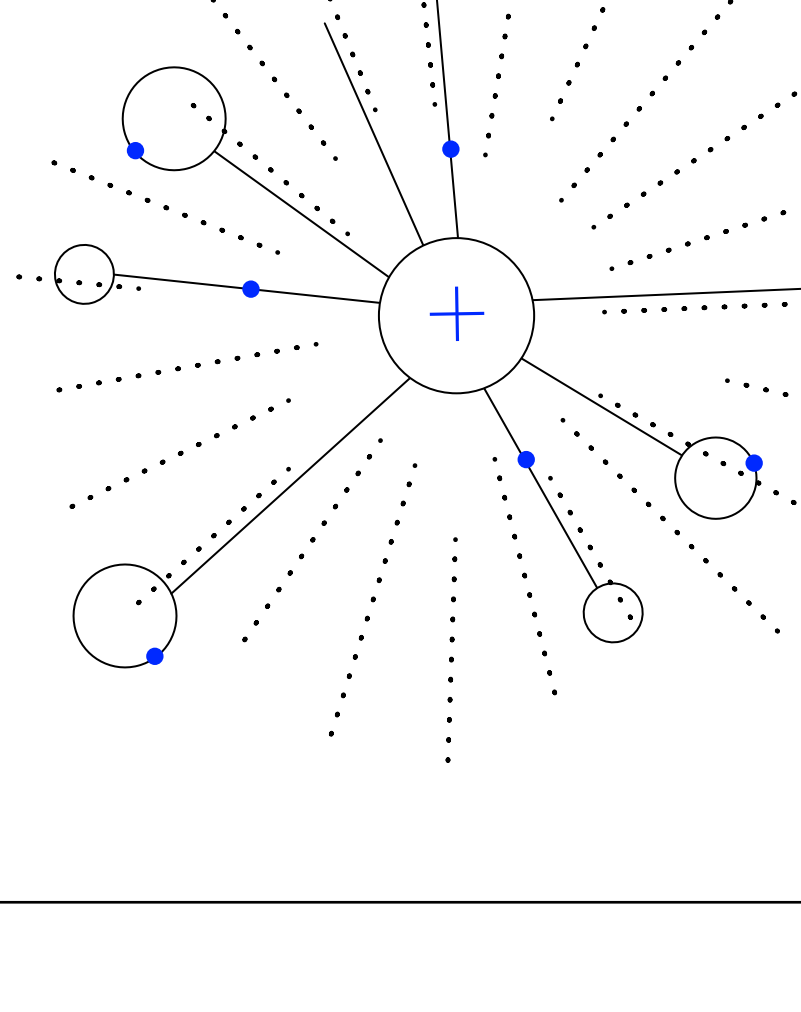
Is a CoE valuable?

100%

of customers agreed, even the ones with no CoE currently.

A CoE has a positive impact on total ROI

Customers with a CoE or dedicated team are almost **nine times** as likely to report positive ROI on their total investment.



The investment in a CoE pays off

85%

of our customers who connected five or more processes state that their CoE investment has paid off.



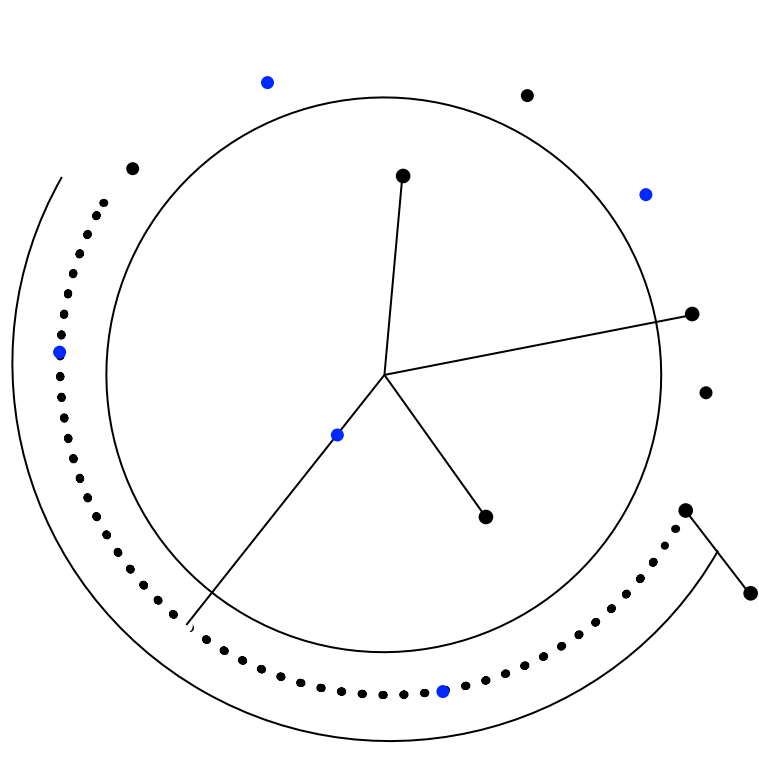
A CoE has a positive impact on important value categories

None of the respondents confirmed any negative impact on any value category.

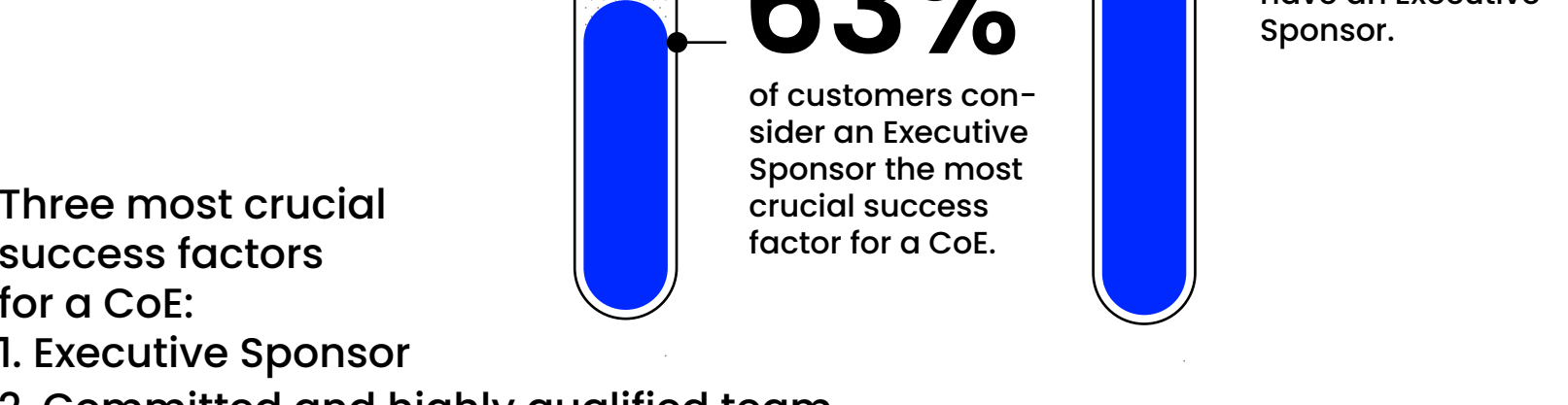
CoEs accelerate value creation

- “ A CoE drives adoption, ramping up benefits,,
- “ Our CoE has helped us find multiple millions of dollars in savings,,
- “ Our CoE has been a game changer, a massive accelerator of value,,
- “ You need a CoE that can showcase the value, as well as track and measure value creation,,

* Sample of quotes from our customers.



Having an Executive Sponsor is the most crucial success factor for a CoE



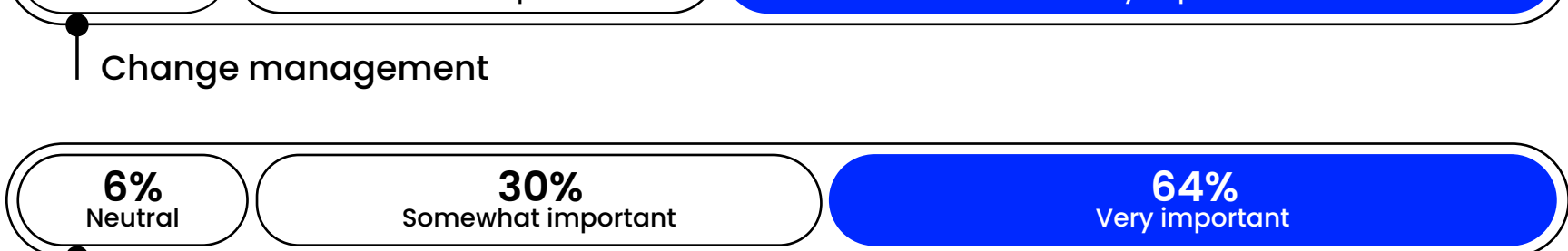
Three most crucial success factors for a CoE:

1. Executive Sponsor
2. Committed and highly qualified team
3. Business knowledge about the processes in focus

After not having a Executive Sponsor, the most common barriers to CoE success are lack of business buy-in and no strategic direction

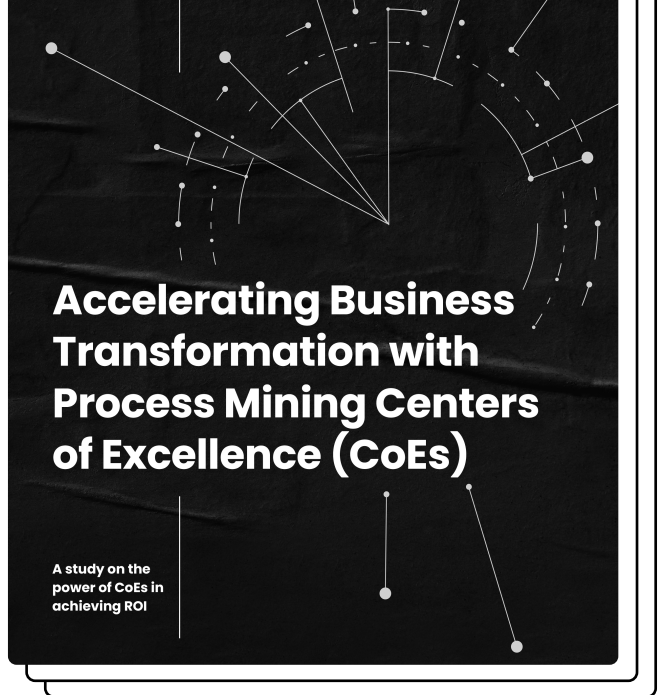
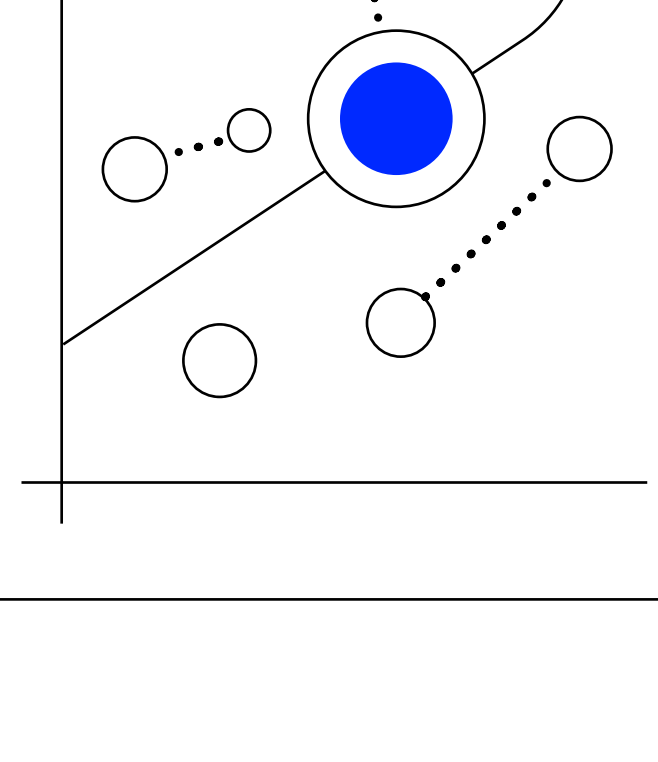
> 90% consider change management and an active community as important

Most customers recognise the importance of change management. And yet, very few CoEs are resourced with a change or transformation expert.



A CoE facilitates positive momentum

There is a positive correlation between CoEs that are well perceived by the business and ROI from the CoE.



Explore these insights

and so much more in the full study at

celonis.com/report/fraunhofer-study