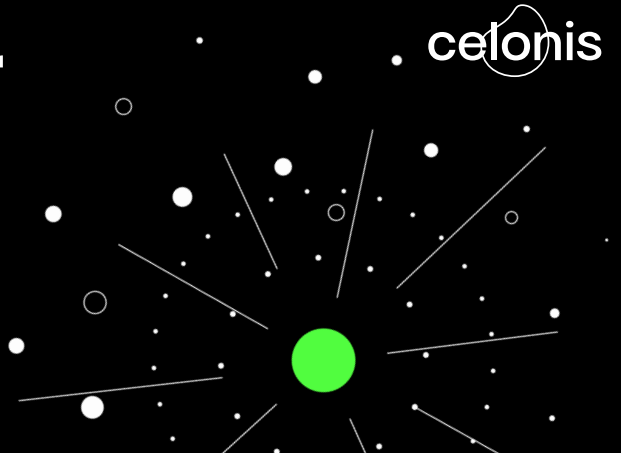


# Improve your customer satisfaction through Order Management

With Celonis.

celonis



## This is what optimal process execution looks like:

**700%**

increase in touchless orders

**\$15M**

saved through automation

**27%**

improvement in on time delivery

L'ORÉAL

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PERFORMANCE MATERIALS

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?

You start by connecting the dots of your people, processes, and technology, revealing and fixing the hidden inefficiencies silently killing your performance.

Enter **process mining**.

## What process mining can do for you

### Increase on time delivery

Remove order processing hurdles like credit or delivery blocks, then use real time data to intelligently handle orders – think splitting or bundling.

### 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.

### Boost your NPS score

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

### Drive sustainability

Discover the process inefficiencies that lead to higher 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 your transactional and analytical systems at scale in real time. To make this fast and easy, we have more than 100 pre-built connectors with the most frequently used systems. We offer a low-code, easy-to-use component to build your own data connectors for your home grown systems. We also ingest data from employee system interactions, from sales and finance documents, and from 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 processes 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 and machine learning, coupled with our 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 (within the same platform) to fix inefficiencies and orchestrate your systems. That may mean automating real-time actions across systems, as well as alerting and deploying the right people to remove inefficiencies.

## What does next-level business performance look like?

### On time delivery rate

The average company delivers just **42.8%** of its orders on time.

Top performers achieve a **91%** on time delivery rate.

### Touchless order rate

The average company has a **touchless order rate of 56%**.

Top performing organizations achieve a rate of **80%**.

### Customer satisfaction

The average company achieves **69%** customer satisfaction.

Top performers regularly exceed **90%** customer satisfaction.

**"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**  
*Ingenuity for life*

Siemens cut **10 million** manual activities from its Order-to-Cash process.

## 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.](#)

[celonis.com](https://celonis.com)