



Celonis Whitepaper

Frictionless
**Business Process
Outsourcing**





Don't just deliver processes. Deliver outcomes.

A new wave of Process Excellence has come to Business Process Outsourcing. BPO providers are expected to deliver more transparent, data-driven, and outcome-based business processes for your clients. With Process Mining technology, you can gain an unprecedented advantage and accelerate the processes you provide.

A New World for BPO Providers

Today, companies in every industry face **constant pressure to streamline operations and cut costs, while also having to drive growth and fundamentally transform for the digital world.** As critical partners in helping companies increase efficiency and optimize resources, Business Process Outsourcing firms (BPOs) are being asked to step up and **reimagine their models and services** to meet these needs.

At Celonis, we're working with some of the world's largest BPOs to empower process transformation like never before.



accenture

Capgemini

Cognizant

EXL

genpact

HCL

HEXWARE

Infosys

TATA
TATA CONSULTANCY SERVICES

Tech
Mahindra

WNS
Extending Your Enterprise

wipro



What's Holding BPOs Back?

Some BPOs have begun to rise to the challenge, increasing the breadth and depth of their services, and innovating beyond “non-core” and “back-office” functions. Analysts currently value the BPS industry at more than US\$175 billion. But BPO providers still face tremendous pressure, with **slow growth rates, shrinking margins, unpredictable ROI, and old-school approaches** to process discovery and mapping — with most initial assessments still taking 3 to 8 weeks.

The Forces Shaping the BPO Industry Today



Growing Client Needs & Expectations

BPO clients are more focused than ever on working in a data-driven way. They're demanding real-time data and ongoing improvements in the processes that they trust BPOs to execute. **Clients aren't just looking to cut costs anymore; they want BPOs to guarantee business outcomes.** And they're using tools like Process Mining to connect the impact of back-end process friction to the front-end customer experience, so expectations are higher than ever.



The Rise of Automation & AI

Outsourcing a process is no longer the only way to reduce associated costs. **Manual processes can now be offloaded to robots, which can cost 25% or less of the cost of a full-time outsourced employee.** For BPOs, technologies like RPA represent a massive threat... as well as a massive opportunity.

Three critical factors are driving a wave of change in Business Process Outsourcing.



Mandate for Innovation & Diversification

Together, these forces are driving a growing need for innovation and diversification in BPO business models. There are opportunities for **new industry service lines, agile digital services, outcome-based models, and bundled solutions that combine cutting-edge automation with traditional outsourcing.**

Celonis BPO Value Models

We've identified 5 models to help BPO providers harness the power of Process Mining to transform their services.



Digital BPO Transformation

Leverage best-in-class benchmarks from 2000+ global deployments of Celonis technology and our asset base of best practices and learnings to improve SLAs and KPIs across every BPO process. Accelerate digital transformation efforts and outcomes for end customers.



BPO Renewals

Modify services during renewal periods to fit evolving client needs using process benchmarking and KPI targeting. Rapidly define "as-is" and "to-be" processes to identify where services can be modified to achieve objectives.



EBITDA Optimization

Celonis implementation accelerates business impact and connects processes to target-based outcomes, which can help reduce costs per transaction by 10 to 20% for global BPO providers and shared services organizations. Celonis integration has helped major BPO providers to deliver more cost-out, by pinpointing and eliminating operational bottlenecks, and improving operational SLAs.



RPA for BPO

Robotic Process Automation (RPA) continues to emerge as a critical tool in digital transformation initiatives, but leading BPOs know that RPA must be deployed as a component of a holistic process excellence strategy. Process Mining technology supports an end-to-end, outcome-driven approach to process improvement, including process discovery, conformance, correction, workflows, intelligent actions, optimization for outcomes, and automation. Celonis empowers BPOs to implement RPA in a smarter way, with tools for identifying candidates for automation, measuring automation rates across processes, and monitoring the value of automation.



Rebadging

Drive Rebadging success across Project Management, Staff Transfer, and Knowledge Management. Pinpoint process silos, process variations, and other deviations. Identify critical resources and document tribal processes digitally. Accelerate Rebadging in a variety of lift-and-shift and transformation scenarios.



Digitize Transition

During the transition lifecycle, BPO providers spend 6-10 weeks on process discovery and due diligence, in order to ensure a successful "lift-and-shift" of client operations across geographics and processes. With Celonis, you can reduce transition timelines and effort by 20-35%, by automatically documenting "as-is" and "to-be" processes and digitizing the transition lifecycle end-to-end from planning to knowledge transfer to go-live.

+20–30%

**Process Optimization &
Productivity**

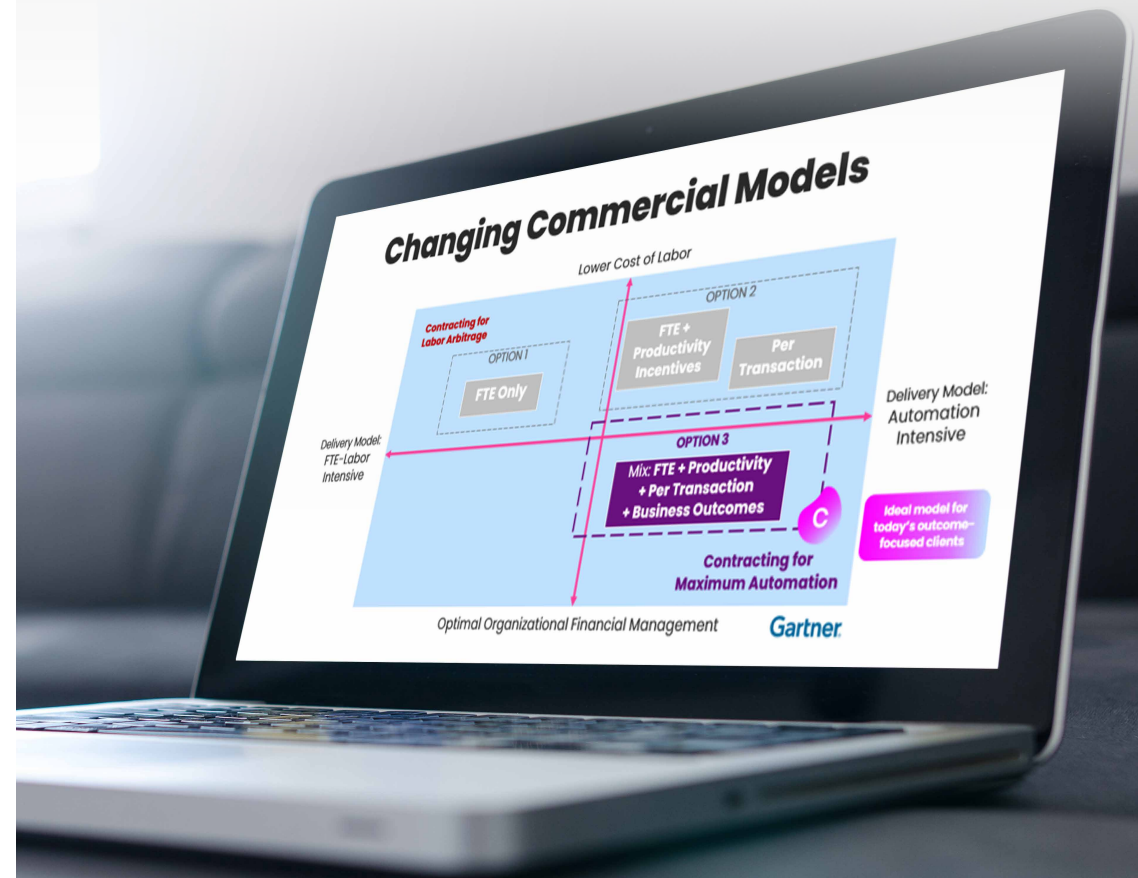
+10–15%

EBITDA Uplift

–15–20%

**Resources Spent on
Digital Transition**

**Celonis Gives You an Edge in
Today's Commercial Models**



How Does the Celonis IBC Work?

4 Steps to Frictionless Operations

Connect

Link the IBC to your ERP and other underlying source systems to get a real-life and real-time view into how your processes really run.

Discover

Identify process deviations and the root causes, and opportunities for process improvement.

Enhance

Use AI-powered tools to take action on your data-driven insights, and optimize your processes for the desired business outcome.

Monitor

Measure the impact of your process optimization strategies, and mobilize your employees to work collaboratively in ensuring ongoing success.





Best-in-Class Performance Across Use Cases

Celonis provides purpose-built solutions for driving business outcomes in departments and roles across the enterprise.

- Reduce invoice rework
- Increase one-touch POs
- Pay invoices exactly on time

Finance

- Harmonize S/4HANA Migration
- Improve data quality
- Consolidate ERP

IT

- Migrate to cloud-based SRM
- Capture more discounts
- Increase cash flow via DPO
- Shorten supplier onboarding

Procurement

- Identify RPA use cases
- Improve customer experience
- Increase 1st contact resolution
- Decrease incidents / CSR

Customer Service



Watch the Siemens success story

“Celonis has enabled us to take a process-first approach to RPA, allowing us to move from people wasting time on manual steps to fully digitized processes in our operations globally.”

Lars Reinkemeyer

Global Process Mining Lead & Vice
President of Business Intelligence
Siemens

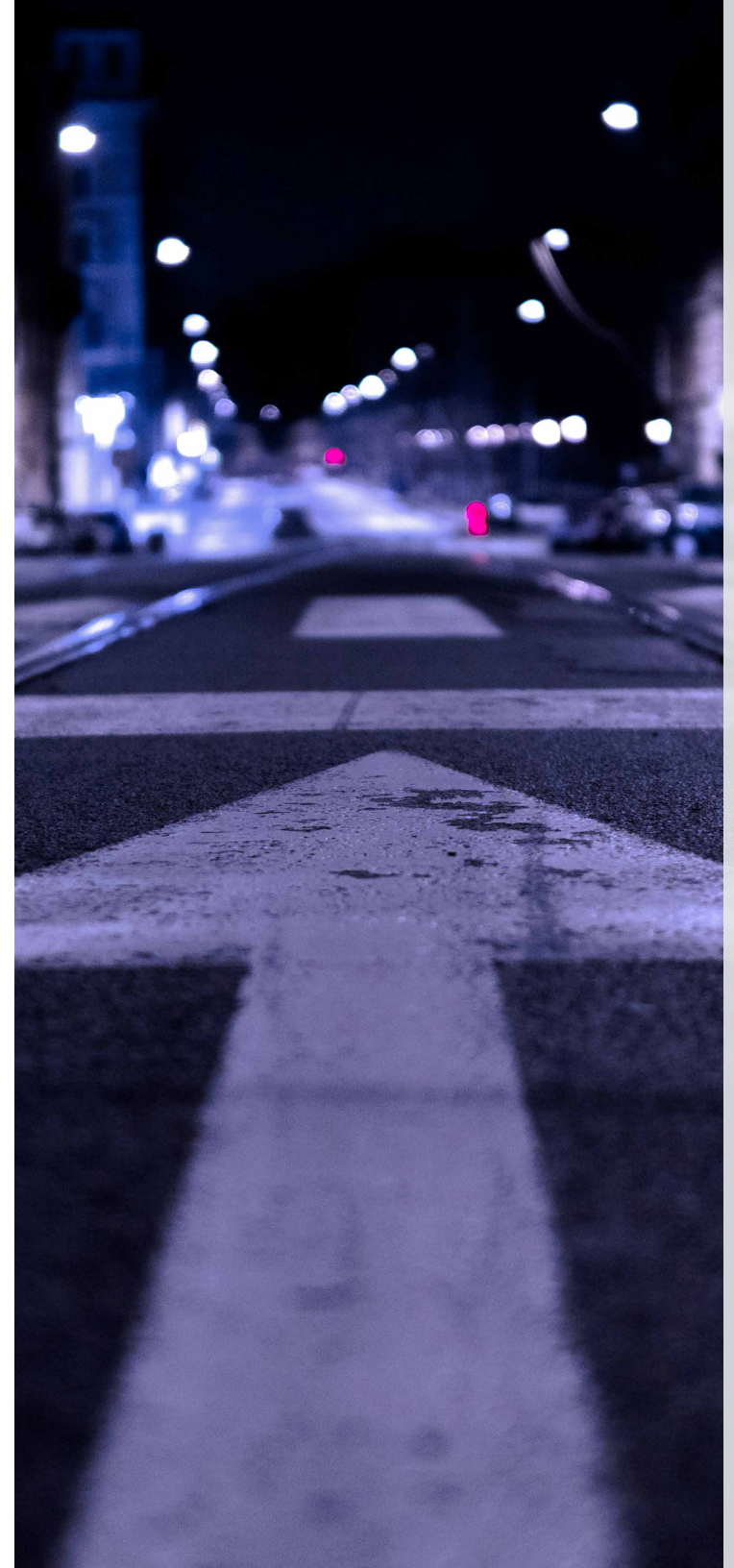


Read the Vodafone story

“Process Mining is about empowering decision makers with analytics that will eradicate gut-feeling decision-making and enable the data-driven organization of the future.”

Israel Expósito Peraza

Head of SCM Data Governance
& Analytics
Vodafone



Ready to Get Started with Celonis?

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