celonis

Maximize productivity.
Reduce operational costs.
Drive customer experience.

With Celonis.

This is what optimal process execution looks like

800%
Increase in
touchless orders

L'ORÉAL

$85M
Improvement in asset
utilization captured

COMCAST

30%
Faster case
resolution

DELLTechnologies

99% of success is good execution. And 100% of good execution lies in your processes.

But most companies are not executing their processes at full capacity. You only need to look at the performance of your core business processes to see it.

Why? Because processes are forced to run across a rigid and fragmented technology landscape. And the result is billions of dollars' worth of corporate inefficiencies.

To eliminate those inefficiencies, you need to find the gaps in your processes and fix them.

Enter **Process Mining**.

What Process Mining can do for you

INCREASE PRODUCTIVITY

Get complete visibility into your processes as they actually run. Find process gaps, understand why they're happening and quantify their impact on cycle time, rework rate, costs and more.

IMPROVE CONFORMANCE

Identify when and where you're getting process variations — such as invoices going back and forth in AP, or delays in ticket resolution in customer service — and why they're happening.

AUTOMATE WIDELY

Discover the best opportunities for automation and quantify and monitor their success after implementation to boost productivity and ensure your people can focus on high-value work.

DRIVE STRATEGIC INITIATIVES

Leverage process visibility for smooth audits, system migrations, M&A and more, driving initiatives that are on time, on budget and deliver quantifiable value to the business.

How Celonis uses Process Mining to drive outcomes

PROCESS MINING →

Extract transactional system data in real-time to get a living X-ray of your process as it really runs. Capture desktop data with Task Mining, adding context and clustering activities for complete visibility.

Benchmark regions, business units, buyers and requisitioners against each other to identify process patterns, gaps and best practices across your business.

Monitor your process conformance against best-practice models and identify inefficiencies, why they're happening and the impact they're having on the business.

EMS →

Based on machine learning and execution best-practices, Celonis suggests the best steps to eliminate the most impactful gaps and help maximize process performance.

Celonis takes action in a number of ways, both by automating real-time actions across systems, as well as deploying the right people to remove gaps when manual intervention is required.

Process Excellence is key to outcomes across the business

FINANCE

The median company's **touchless invoice rate is 27%**. Fully-optimized companies can achieve more than **85%**.

SUPPLY CHAIN

The average company is letting down customers with an **on-time delivery rate of only 42.8%**. Top performers are hitting **91%**.

CUSTOMER SERVICE

The average company achieves a **net promoter score of only 32**. Leading performers are hitting scores as high as **75.4**.

Uber

Uber saved **$20M** by improving customer service case handling time and saw a **29%** reduction in average handling time for rider authorization holds.

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"Celonis supports business execution at Uber by allowing us to look at processes all over the world and measure them in the same objective way. From there we can actually determine what our true performance levels are and work on improving them."

Don Williams,
Senior Program Manager of Global Process Excellence for Uber

Join the ranks of the best performers

The future belongs to those who are ready to maximize the capacity of their processes.

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.

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