celonis
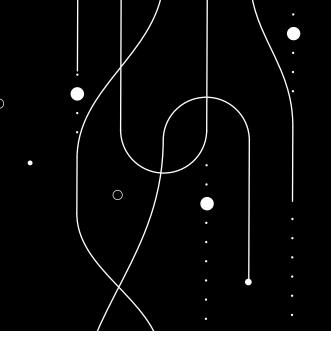
Ready to make your retail reset resilient?
Meet Celonis.

Here's what enduring competitive advantage looks like.

20%

reduction in order cancellations

GLOBUS

75%

reduction in maverick buying

zalando

€3.1M

in value realized and costs avoided

ALDI SÜD

Shifting customer expectations and the supply chain crisis have forced a continuous reset in retail. Everyone is innovating in every direction.

Creating omnichannel strategies to meet customers where they are, expanding partnerships and portfolios to create new products and offerings, and doubling down on ESG initiatives to address customer and employee expectations.

But there's a problem.

If your operations don't keep pace with your innovations, your competitive advantage is capped.

Here's where **Celonis** comes in.

What process mining can do for you

Improve customer satisfaction

Keep customers happy by reducing stockouts, eliminating errors that lead to returns and refunds, and managing their expectations better.

Maximize buying power

Buy better by strengthening your negotiation levers, ensuring your contracts are efficiently utilized, that supply meets demand, and boosting confidence in your suppliers.

Improve labor productivity

Remove rework and automate repetitive and non-value add tasks to ensure you're not sacrificing quality of work during a period of headcount restraints.

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 MRI 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.

How Celonis reveals and fixes hidden inefficiencies

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.

Introducing a new way of working for retail:

Improve customer satisfaction

Traditionally stockouts required manual inventory searching to look for alternatives

Now you can automatically identify what stock can be rerouted to meet demand

Maximize buying power

Traditionally you'd rely on the prices of your products to offset costs

Now you can aggregate purchasing to strengthen negotiation levers and ensure your contracts are efficiently utilized

Improve labor productivity

Traditionally you'd try to boost morale, keep meetings short, manage time well

Now you can directly impact productivity by automating repetitive and non-value add tasks

Albertsons Companies · asos · Carrefour · EDEKA · adidas · salomon

"Celonis laid a foundation for more transparent decisions. Celonis thinks the same way as we do. Celonis wants to offer solutions. And we also want to offer tailored solutions to our customers."

Florian Wieser
CFO, MediaMarktSaturn

MediaMarktSaturn
Retail Group

Join the ranks of the best retail 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 many retail companies that are already achieving breakthrough results by mastering process excellence.

Get in touch now.