
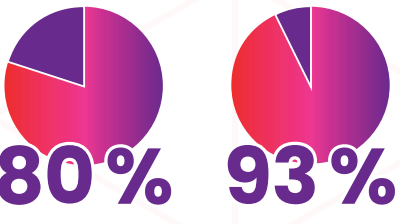


Why should financial service providers miss out on opportunities?

"Tense competition and persistently low interest rates increase cost pressure on financial institutions and insurance. In the digital age, these companies are faced with the challenge of offering their services cost-effectively."




Insurance



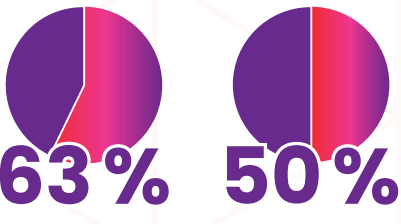
80% 93%

80% of insurance companies see negative signals for the development of the overall investment in the current interest rate environment. At the same time, 93% state that digitization can set positive impulses for process improvements.

(Source: Cofinpro AG, January 2020)



Banking



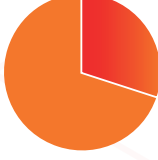
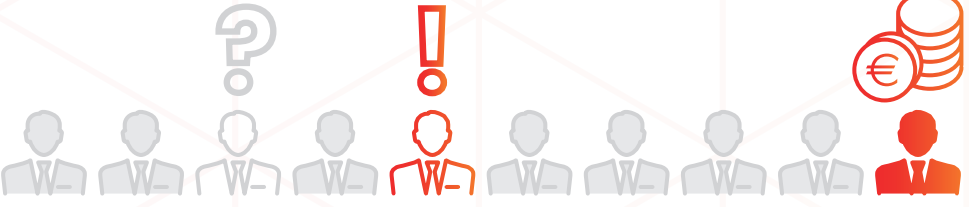
63% 50%

Banks consider efficiency improvement (63%) and process improvement (50%) to be major topics for 2020.

(Source: Cofinpro AG, January 2020)

Process Mining offers the solution modern businesses need to optimize outcomes, accelerate their performance, and stay competitive in a fast-moving, digital landscape. However, a study of budget managers in the insurance and financial services industry shows that only one in five has recognized the potential of Process Mining. Only every tenth company intends to increase investments in Process Mining. Every third leader doesn't know what Process Mining is.

(Source: Civey on behalf of Celonis, January 2020)




30%

Companies can reduce process costs by 30% by identifying opportunities to reduce process loops or manual activities.


(Source: Cofinpro AG, January 2020)

Budget managers who use Process Mining see the following as the technology's greatest advantages:


(Source: Civey on behalf of Celonis, January 2020)




Increased Productivity




Faster and more efficient collaboration



Less time spent on admin work




Transparency



Cost reduction


Celonis' Process Mining tool in action



Insurance

Within three months, a leading motor vehicle insurer could:


- Reduce their SLA rate from 29% to 17%, and significantly increase service speed
- Reduce processing time for damage reports from 26 days to 21




Banking

One of the largest European universal banks optimized their customer service processes by:

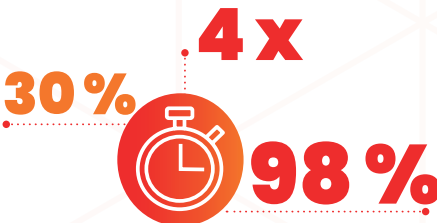
- Reducing lead time in the retail process by 30% within 6 months
- Processing credit applications 4 times faster
- Opening 98% of bank accounts on time



29% 17%



21 Days



30% 4x 98%



Full source: Celonis commissioned opinion research company Civey to interview 600 people between December 19th, 2019 and January 15th, 2020. The results are representative for budget managers in the banking/insurance/financial services sector.. The statistical error of the overall results is between 6.9 and 7.3 percent.

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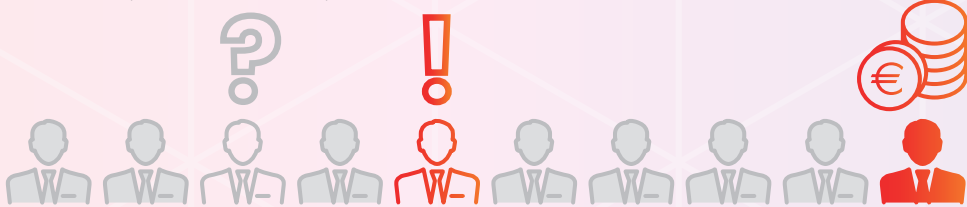
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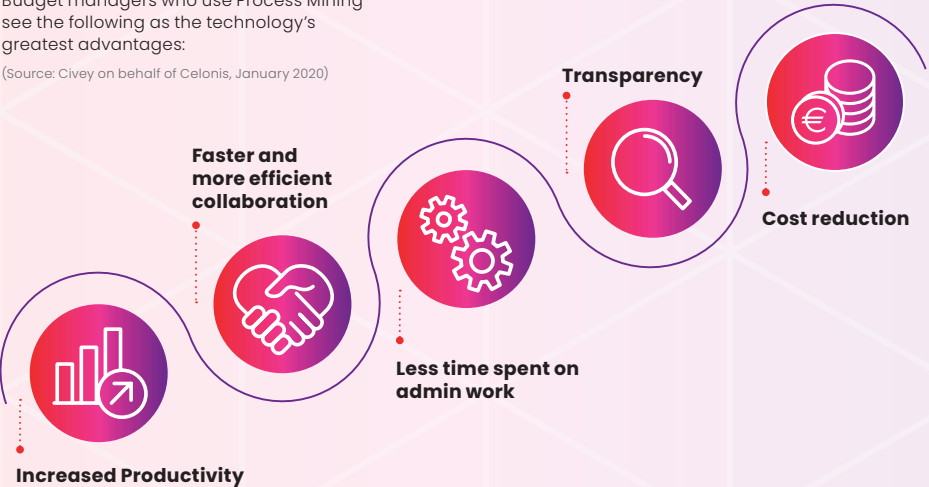
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