DRIVING REAL-WORLD BUSINESS IMPACTS FOR OUR CUSTOMERS

Meet Your Celonis Customer Value Architect

A Customer Value Architect (CVA) acts as an extension of your team to realize value, accelerate adoption and create a sustainable model for continuous improvement with Celonis.

CVA Brings...

1

Experience in process improvement and strategic transformations

2

Expertise in using Celonis to uncover inefficiencies and to quantify impact

3

Deep understanding of Celonis solution capabilities to bridge execution gaps

4

Access to our Process Intelligence Hub (CPIH) filled with KPI benchmarks and best practices

We Overcome Execution Challenges

We attack execution challenges following our Value Journey Methodology. This methodology is centered on three main objectives.

Frame Value

We frame value by utilizing Celonis process mining to uncover the most impactful execution gaps within your process and measure the current state against our inventory of KPI benchmarks to quantify improvement potential.

Realize Value

We then bring our expertise from thousands of deployments to solve for these execution gaps by proposing and executing solutions available in your Celonis Execution Management System and guiding your organization through the change.

Sustain Value

We establish a continuous improvement structure and enable users to leverage Celonis to scale their value realization efforts across new geographies, use cases, and processes.

Delivering Value

We have CVA experts with experience across finance, supply chain, product & services, sales & customer processes, and many more.

Customer Value Architect in Action

Industry: Energy

Process: Procurement

Opportunity: Increase working capital through payment term optimization.

Execution Gap

The CVA identified that this customer's DPO was low compared to their competitors in their industry. Utilizing Celonis, the CVA identified root causes behind the low DPO performance.

1) Multiple systems of record with no "one source of truth" for vendor payment terms.

2) AP analysts were purposely choosing the quickest payment term to avoid late payments.

Solution

Detect

Celonis payment term dashboard was developed to consolidate and highlight vendors with multiple payment terms prioritized by spend amount.

Correct

The team performed a contract review and uploaded ERP systems to correct payment terms on vendors responsible for 80% of spend.

Value Realized

$28M

Cash Flow Increase

17 Days

Increase in DPO