We turn processes into extraordinary experiences for everyone.

We’re pioneers in Process Mining who have turned this incredible technology into an enterprise-grade, cloud-based solution: The Intelligent Business Cloud.

Today, leaders from every industry use the Celonis Intelligent Business Cloud to discover, enhance, and monitor processes, so they can accelerate enterprise performance.
We're a global company headquartered in New York and Munich with offices around the world.

100+\% growth YoY

2000+ enterprise deployments

$100M+ in sales

700+ employees
"The market leader in process mining"

— Market Guide For Process Mining 2019

"Celonis created the idea of process mining, the act of automating the understanding and improvement of internal processes."

"But the (process mining) approach had little practical relevance until 2011, when Celonis, a Munich-based company, was founded... All of a sudden process mining is receiving increasing attention."
Superfluid Experiences

Which experiences are the most frictionless?
Operational Fluidity Drives Business Value

Customer Experience

4.6X

Stock market growth since 2000 for companies with best-in-class customer experience, compared to average

2019 Journal of Marketing reference on American Customer Satisfaction Index

Productivity & Automation

46%

Automation and task elimination can reduce costs by up to 46%

McKinsey 2018: New technology, new rules: Reimagining the modern finance workforce

Risk & Compliance

79%

CFOs are concerned about fraud risks from improper internal compliance

Source: PwC: Chief Financial Officers – Priorities in 2018
Operational Friction Gets in the Way

- Poor Customer Experience
- Compliance and Audit Risk
- Cost Overruns

- Your ERP
- Manual Processes
- Procure-to-Pay
- Order-to-Cash
- Customer Service
- Re-work and Legacy Work-arounds
- Poor System Integration
- SAP Ariba
- Customer Journey
- Hire-to-Retire
- Departmental Silos and Conflicting Master Data
- Lead-to-Close
turn friction into flow
Old Way: Process Mapping

Subjective, Partial
Lengthy, Costly
One-Time Understanding

New Way: Process Mining

Objective, Complete
Immediate, Self-Service
Continuously Enhancing
Introducing

The Celonis Intelligent Business Cloud
Deliver Impact by Accelerating Processes

Role-specific capabilities enable rapid adoption

Discover
- Visualize processes
- Understand root causes
- Prioritize on impact

Enhance
- Automate tasks
- Outcome optimizing actions
- Take actions in source systems

Collect
- To source systems
- Transform data to event logs
- Enable real-time connections

Monitor
- Track key metrics
- Benchmark continuously
- Process conformance
Deliver Impact by Accelerating Processes

Discover
- Visualize processes
- Understand root causes
- Prioritize on impact

Collect
- To source systems
- Transform data to event logs
- Enable real-time connections

Data engineer

Monitor
- Track key metrics
- Benchmark continuously
- Process conformance

Enhance
- Automate tasks
- Outcome optimizing actions
- Take action in source systems
Deliver Impact by Accelerating Processes

Discover
Visualize processes
Understand root causes
Prioritize on impact

Business Users
Enhance
Automate tasks
Outcome optimizing actions
Take action in source systems

Data Engineer
Collect
To source systems
Transform data to event logs
Enable real-time connections

Executives and Managers
Monitor
Track key metrics
Benchmark continuously
Process conformance

Analyst
Deliver Impact by Accelerating Processes

Discover
- Visualize processes
- Understand root causes
- Prioritize on impact

Collect
- To source systems
- Transform data to event logs
- Enable real-time connections

Enhance
- Automate tasks
- Outcome optimizing actions
- Take action in source systems

Monitor
- Track key metrics
- Benchmark continuously
- Process conformance

Executives and Managers
How It Works
Celonis Intelligent Business Cloud

DISCOVER
MONITOR
ENHANCE

Process Intelligence
Process Mining
Task Mining
Event Collection

Working Capital
On-Time Delivery
Customer Sat
Cash Discounts
Procurement Productivity
Order Automation
And more...

Actions
Pre-Built Content Accelerates Time-to-Value

Celonis Intelligent Business Cloud

- Working Capital
- On-Time Delivery
- Customer Sat
- Cash Discounts
- Procurement
- Productivity
- Order Automation
- And more...

Pre-built Role-based Content Based on 2000+ Deployments

- DATA ENGINEER
  - 33 Pre-built enterprise connectors for SAP, JD Edwards, Oracle, Microsoft, etc...
- Process and Task Mining
  - 37 Pre-built process mining specific data models; P2P, O2C, Service, AP etc...

- ANALYSTS
  - Discover
    - 422 Pre-built process analytics to identify root-causes to friction points
- BUSINESS USERS
  - Enhance
    - 84 skills to address root-causes
- Monitor
  - 21 Pre-built Executive Objectives
    - Partner provided best practice finance benchmarks and BPMN models
Operational Fluidity Creates Value

**Uber**
Customer Experience
Customer Service
Process 72M events a day to eliminate friction with customer calls

**SIEMENS**
Productivity
Financial Operations
Removing 10M manual steps in Order-to-Cash process

**vodafone**
Risk Mitigation
Purchasing Compliance
96% perfect PO (from 73%)
85% touchless invoices
20% faster process

---

**208M**
World-Class Customer Interactions

**$15M**
Leaner Operations

**96%**
Compliance Rate
Becoming a Superfluid Enterprise One Process at a Time

Uber
- Customer Experience
  - Customer Service
    - Process 57M events processed a day to eliminate friction with customer calls

SIEMENS
- Productivity
  - Financial Operations
    - Removing 10M manual steps in Order-to-Cash process

Vodafone
- Risk Mitigation
  - Purchasing Compliance
    - 96% perfect PO (from 73%)
    - 85% touchless invoices
    - 20% faster process

Other processes:
- Working Capital
- System Migration
- On-Time Delivery
- Production Throughput
- Ground Operations
- Healthcare Authorization
- Publishing Acceleration
- Compliance Reporting
Uber Delivers Stellar Customer Experiences Across Every Region

“We look at where we create moments that excite the customer, and how we can then replicate those across different processes and locations.”

Martin Rowlson
Head of Process Excellence, Uber

• Eliminated expensive investigations of cancellation refund requests
• Tracks and analyzes over 52 million customer tickets for 1.3 billion rides quarterly
• Increased customer satisfaction rating across all operating regions by decreasing ticket resolution times and benchmarking best practices

Industry
Travel & Transportation
Employees
22,000+
Processes
Customer Service

208M
World-Class Customer Interactions
Siemens Embraces Automation to Save Millions Each Year

“We are able to achieve annual savings of double-digit millions as a result of the worldwide application of process mining.”

Dr. Lars Reinkemeyer
Head of Process Mining, Siemens

• $10M saved annually by increasing automation rate by 24% and decreasing rework by 11%
• Tracking 90% of revenue flows and managing 50TB of data across 90% of operating countries
• Tracks 200,000 activities per day across 1,500 reporting units
Get in contact

Firstname Lastname
Role/Title
Email
Phone
Location

Join the Superfluid Enterprise
Appendix
Broad Range of Customer Success

Celonis…
the market leader in process mining
- Market Guide For Process Mining 2019
Gartner

[Logos of various companies]

100+% Growth
2,000+ Enterprise Deployments
200+ Partners in Ecosystem
30 Country Penetration
18+ Industry Coverage
700+ Employees
The Age of Disruption
“Celonis is my most inquired company in the last few months.”

Rob Kolpowitz, VP at Forrester, covering Digital Process Automation

2018–2019 Industry Analyst Coverage
Reports, Rankings, Blogs & Events
Operational Friction Gets in the Way

- Poor Customer Experience
- Cost Overruns
- Compliance and Audit Risk

Manual Processes

Customer Journey

Order-to-Cash

Customer Service

Procure-to-Pay

Lead-to-Close

Salesforce

SAP

Oracle

Hire-to-Retire

Poor System Integration

Departmental Silos and Conflicting Master Data

Re-work and Legacy Work-arounds
Frictionless Processes Create Financial Value

...across systems and departments

Engaged Customers

Reduced Operating Costs

Mitigated Risks
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Celonis’ mission

turn processes into extraordinary experiences for everyone