Welcome to the Superfluid Enterprise

Celonis Overview

Hi,
we're
Celonis.

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

Cross Industry Customer Success

Manufacturing

High Tech

Telco

Oil, Gas, & Energy

Consumer, Retail, Wholesale

Pharma & Chemicals

Financial Services & Insurance

Aerospace & Defense

Process Mining Momentum

Gartner

The market leader in process mining

– Market Guide For Process Mining 2019

TechCrunch

"Celonis created the idea of process mining,

The act of automating the understanding and improvement of internal processes."

Harvard Business Review

"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."

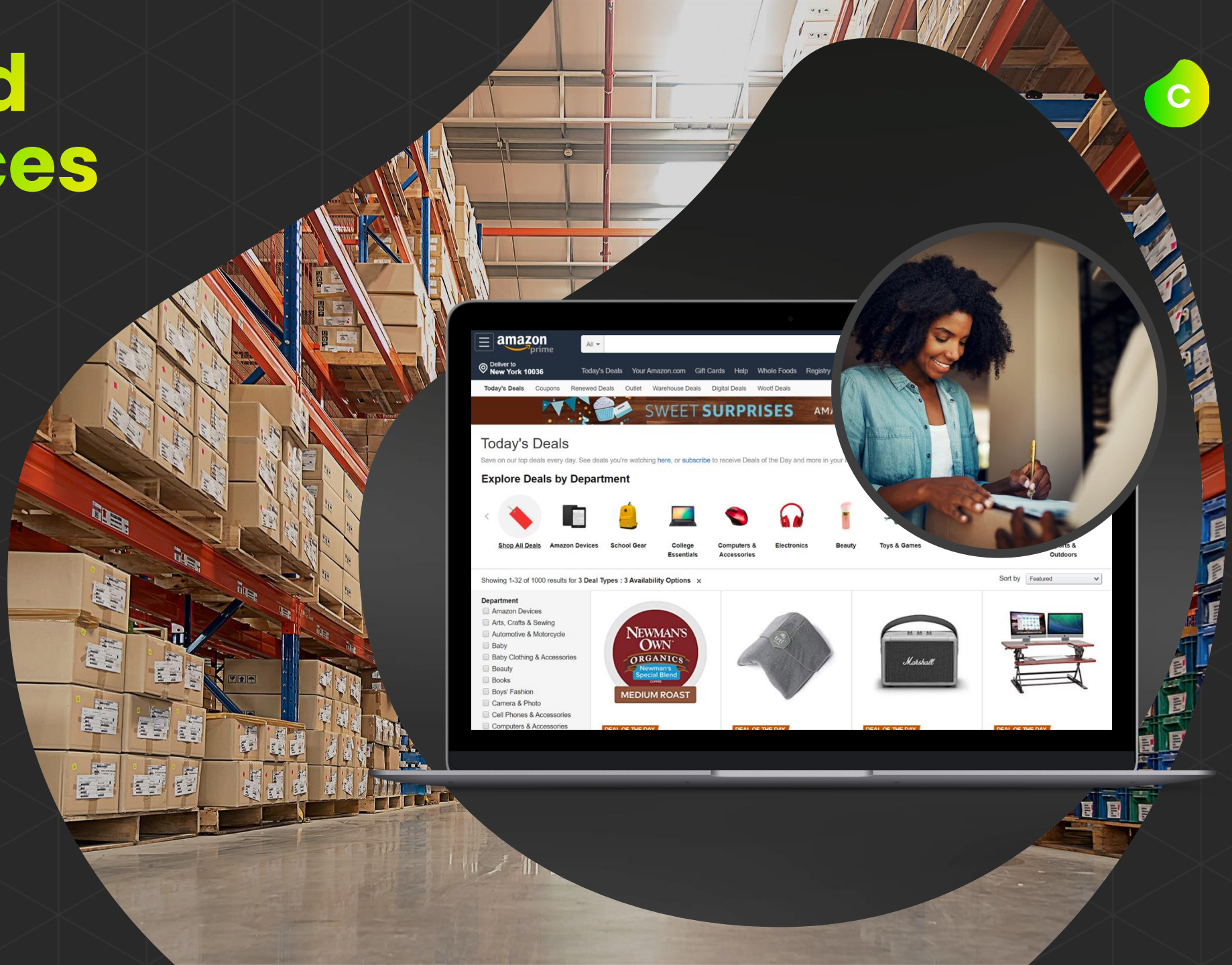
Superfluid Experiences

Google

Uber

amazon

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

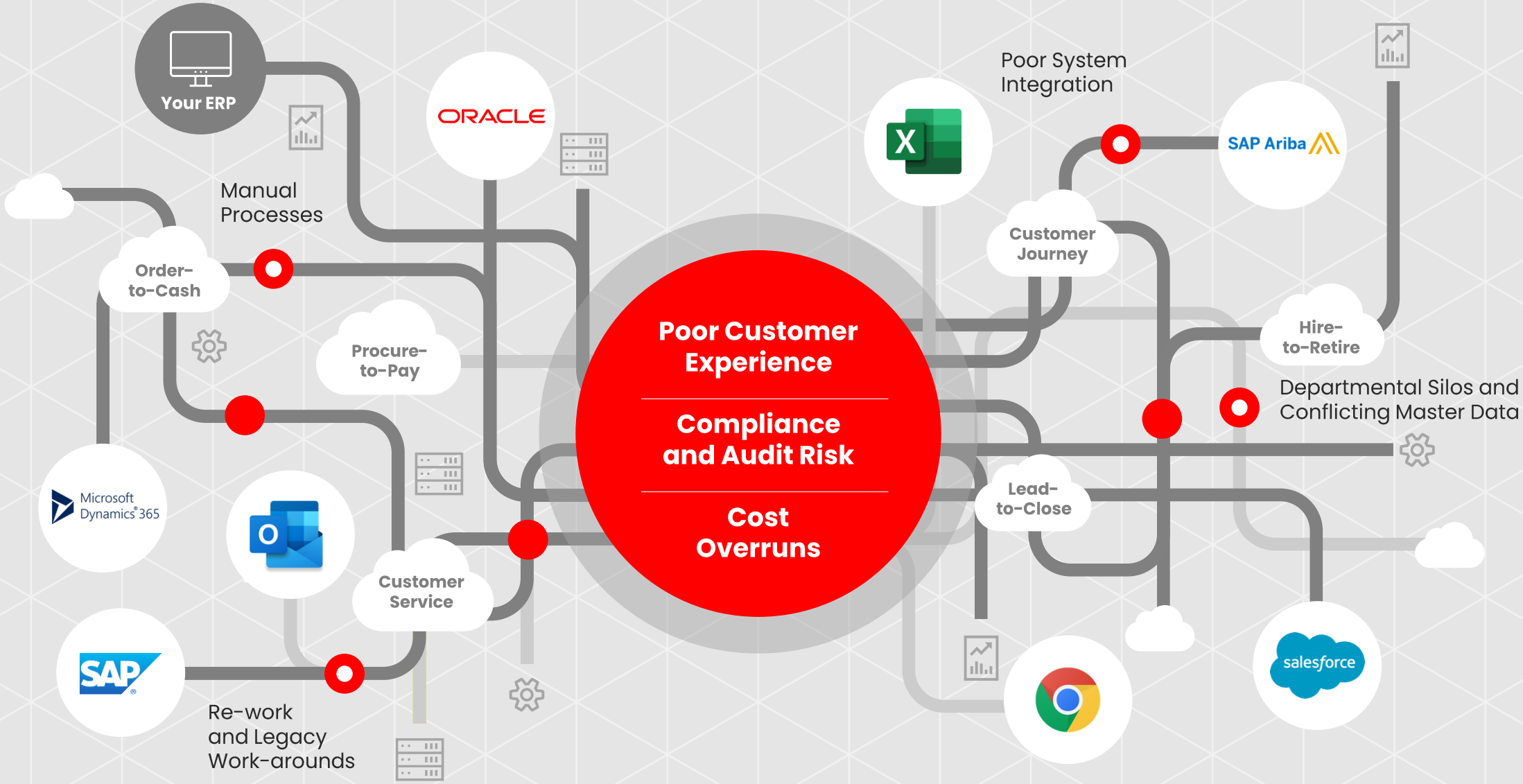
Risk & Compliance

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



Frictionless Processes

Business Data

Your ERP

SAP Ariba

Customer Journey

ORACLE

Microsoft Dynamics 365

Hire-to-Retire

Order-to-Cash

SAP

Procure-to-Pay

Customer Service

Lead-to-Close

salesforce

User Interaction Data

Optimize Outcomes

ENTERPRISE PERFORMANCE ACCELERATION

Drive Business Outcomes

Visualization of the actual processes

+

AI-powered root cause analysis & improvement

Engaged Customers

Reduced Operating Costs

Mitigated Risks

turn friction into flow

Old Way
Process Mapping

VS.

New Way
Process Mining

Subjective, Partial

Objective, Complete

Lengthy, Costly

Immediate, Self-Service

One-Time Understanding

Continuously Enhancing

Introducing

The Celonis Intelligent Business Cloud

Deliver Impact by Accelerating Processes

Analyst

Discover

Visualize processes

Understand root causes

Prioritize on impact

Business Users

Enhance

Automate tasks

Outcome optimizing actions

Take actions in source systems

Role-specific capabilities enable rapid adoption

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

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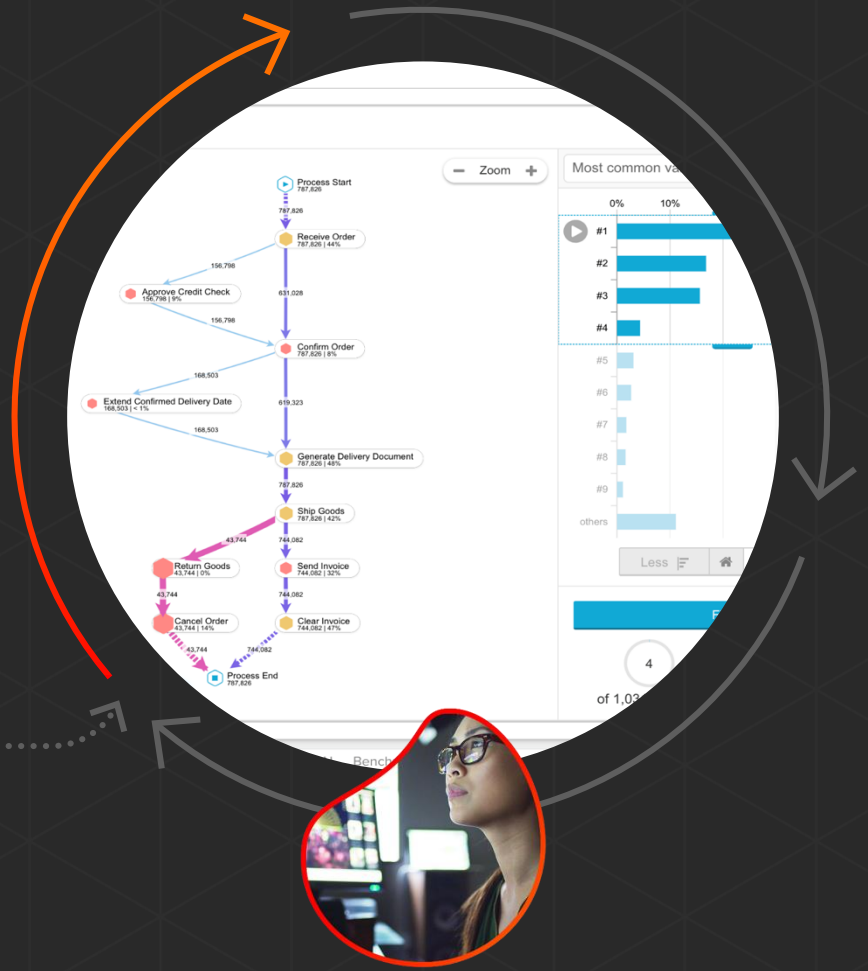

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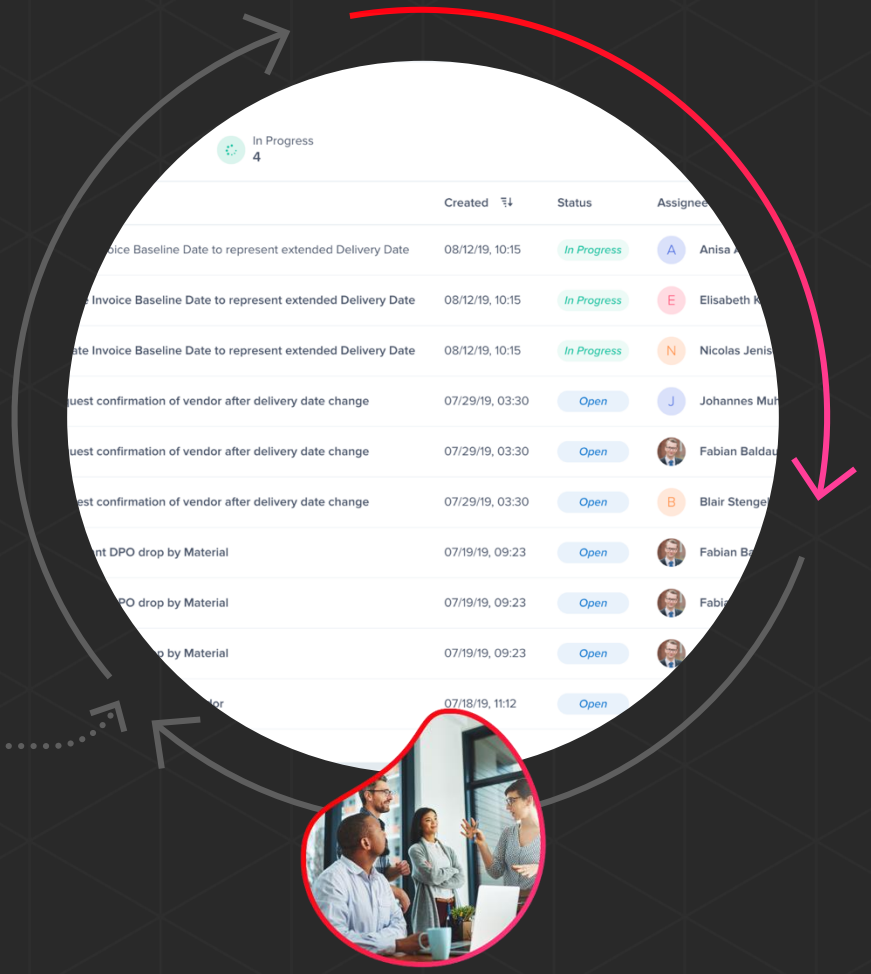

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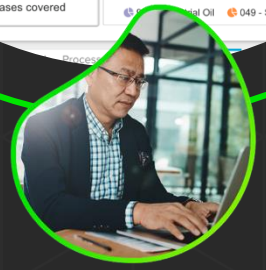

Executives and Managers

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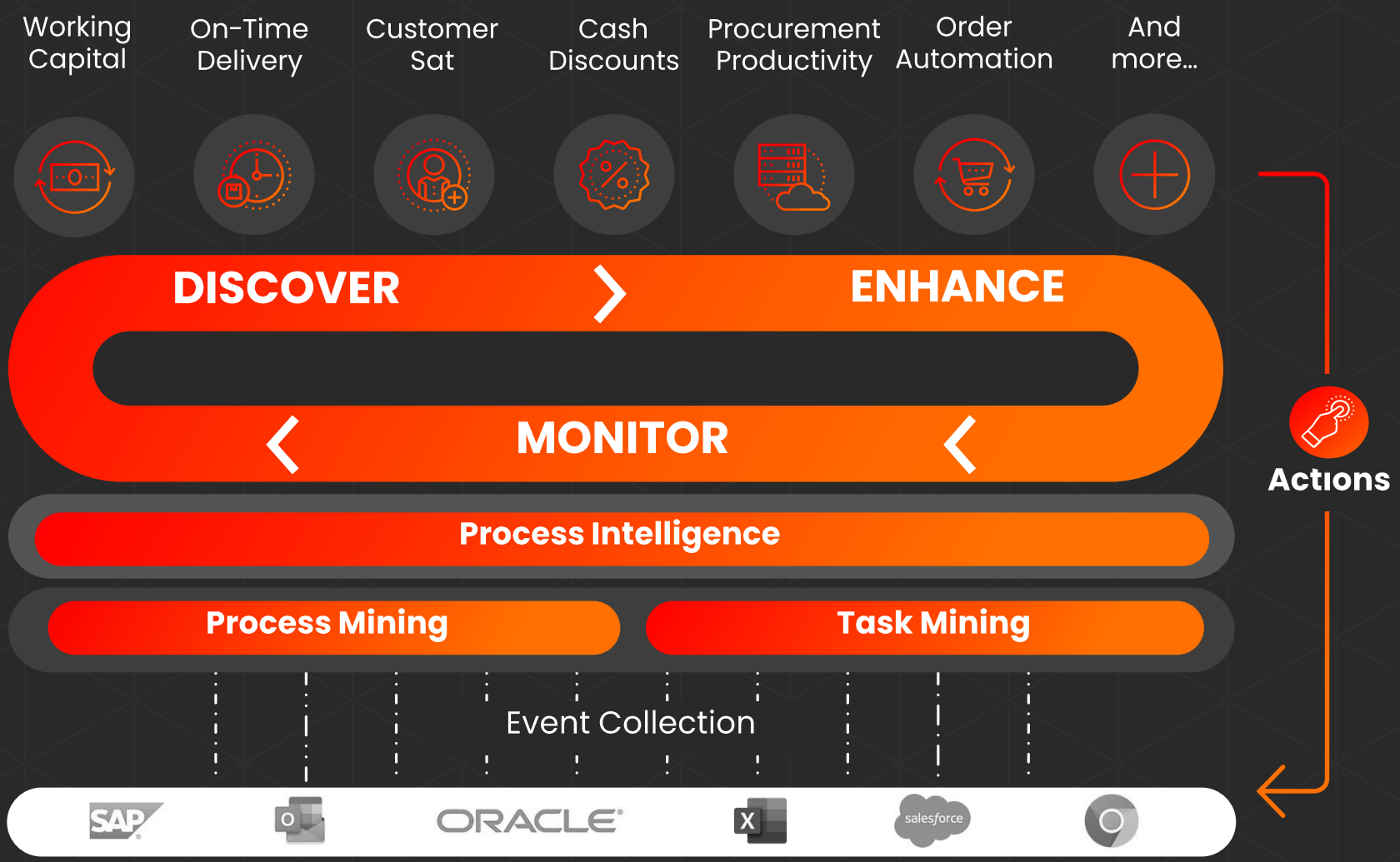
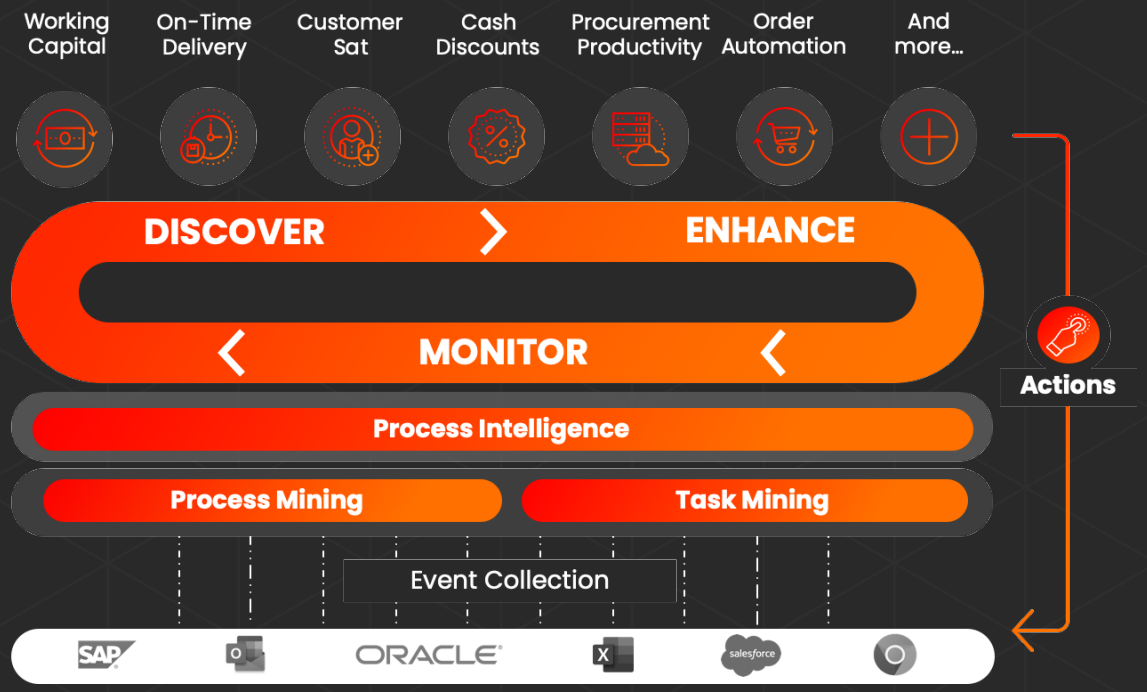
How It Works

Celonis Intelligent Business Cloud



Pre-Built Content Accelerates Time-to-Value

Celonis Intelligent Business Cloud



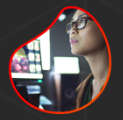
Pre-built Role-based Content Based on 2000+ Deployments

DATA ENGINEER

Process and Task Mining

33 Pre-built enterprise connectors for SAP, JDE, Oracle, Microsoft, etc...

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

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Purchasing Compliance
96% perfect PO (from 73%)
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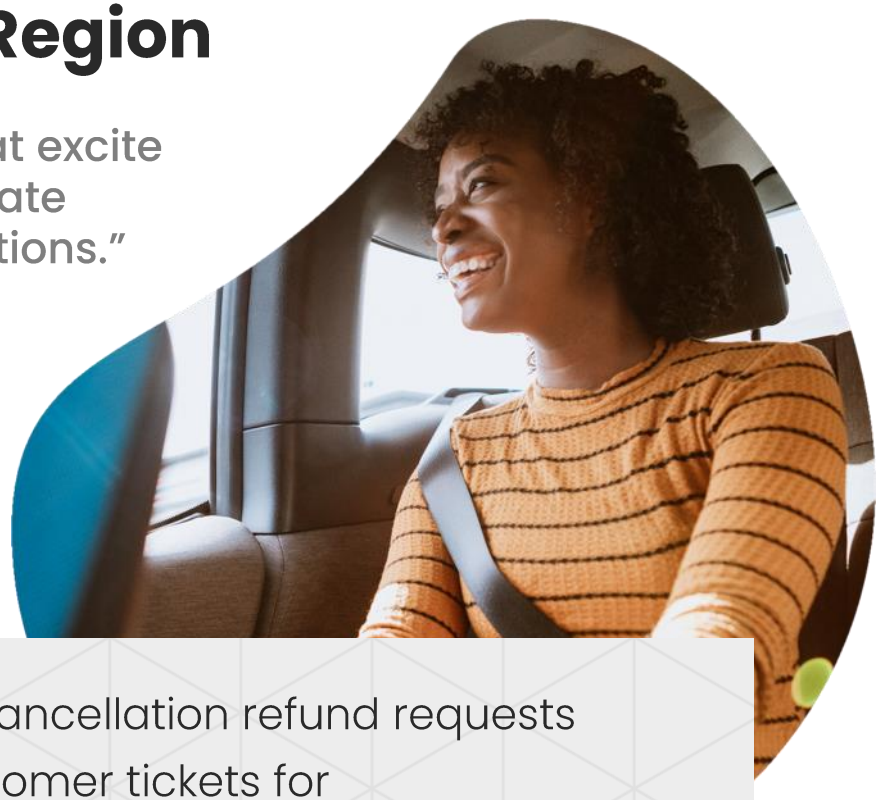
20% faster process

CHART	Schlumberger	ABB	BMW	Lufthansa	athenahealth	ELSEVIER	citi
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



Uber

Industry
Travel & Transportation

Employees
22,000+

Processes
Customer Service

- 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

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

SIEMENS

Industry
Energy
Healthcare & Hospitals

Employees
343,000+

Processes
Purchase-to-Pay
Warehouse Management
Order-to-Cash

- $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

10M

Fewer Manual Touches Each Year

Get in contact

celonis

Join the Superfluid Enterprise

Firstname Lastname

Role/Title

Email

Phone

Location

Join the Superfluid Movement

Thank You

Appendix

celonis

Broad Range of Customer Success

"Celonis... the market leader in process mining"

- Market Guide For Process Mining 2019

Gartner

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

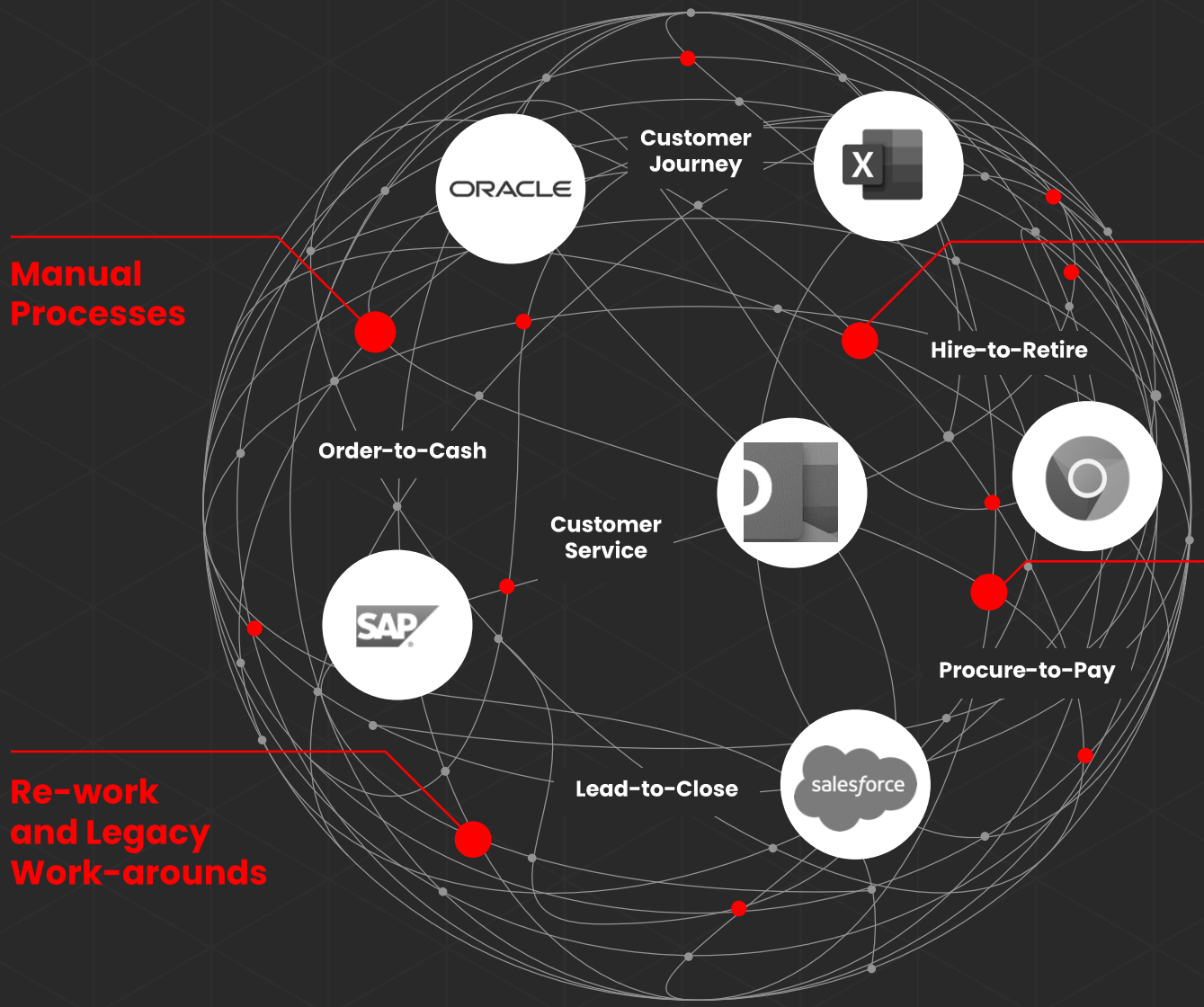
IDC
Gartner
451 Research
mwd advisors
EMA
HFS Research
BG The Bloor Group
constellation RESEARCH
Intellyx
R20
Everest Group
BARC
Ovum
FORRESTER

Operational Friction Gets in the Way

Poor Customer Experience

Cost Overruns

Compliance and Audit Risk



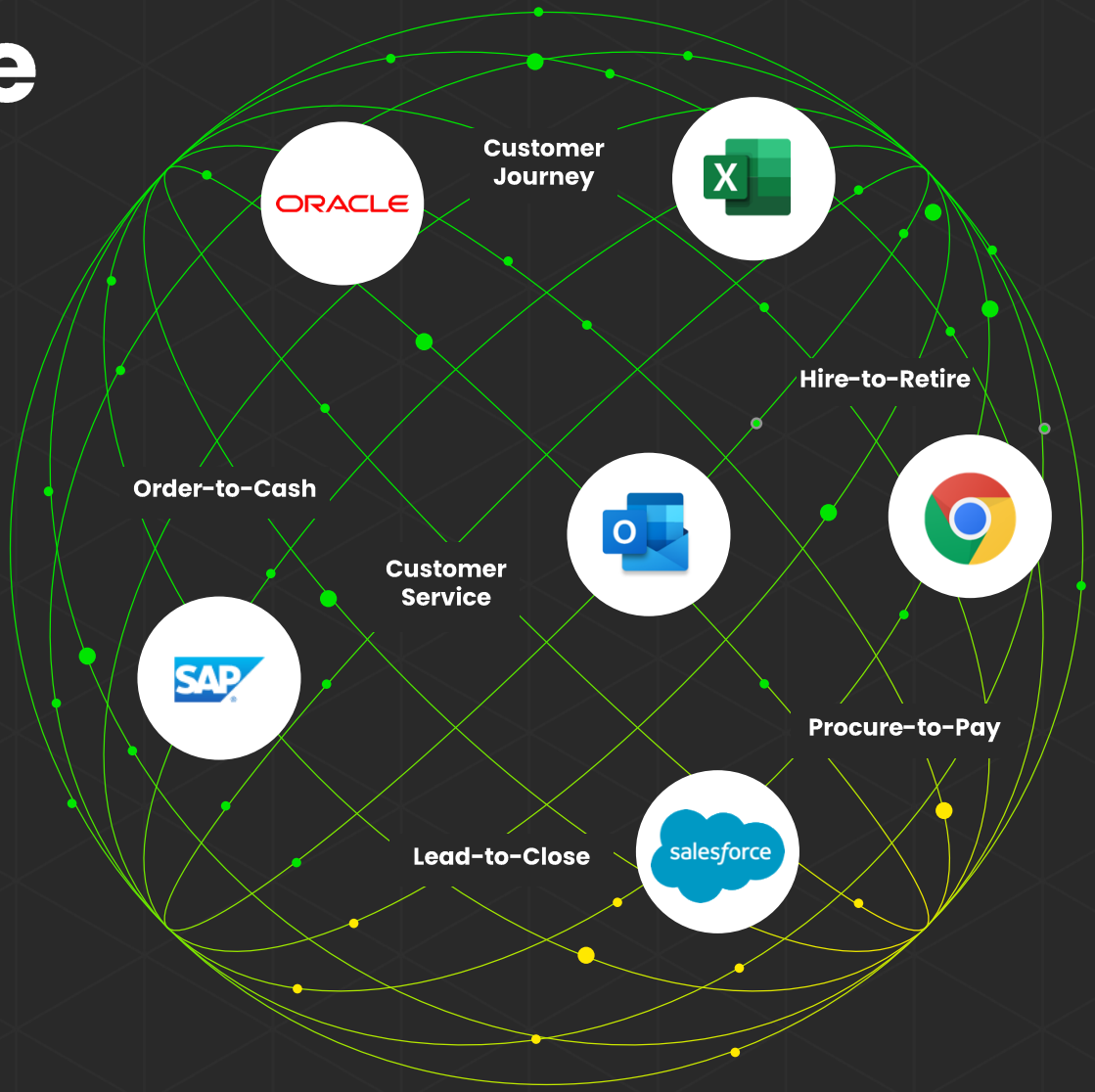
Frictionless Processes Create Financial Value

...across systems and departments

Engaged Customers

Reduced Operating Costs

Mitigated Risks



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Celonis' mission

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