

Process Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022

June 2022: Complimentary Abstract / Table of Contents



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This report is included in the following research program(s):

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- ▶ Human Resources Outsourcing
- ▶ Insurance Business Process
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- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
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Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

Function specific pyramid, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02

Primary sources of information

Annual RFIs, provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

Proprietary database on process mining capabilities of 19+ technology providers

Year-round tracking of 19+ process mining providers

Large repository of existing research in process mining

Executive-level relationships with buyers, providers, technology providers, and industry associations

Background of the research

Background of the research

Everest Group defines process mining as a type of analytics product that involves a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information primarily from event logs generated by enterprise systems (e.g., ERP, CRM, etc.). The technology provides a data-based approach to process optimization through numerous applications and use cases spanning industries and process areas. This has led to process mining being and continuing to be one of the fastest growing markets in the Intelligent Automation (IA) space. Adoption of process mining not only helps enterprises achieve traditional benefits such as cost savings and operational efficiency, but also opens avenues to target business/strategic outcomes such as top-line growth, accelerated digital transformation, enhanced customer experience, and sustainability. In order to support the enterprise objectives, products are rapidly evolving in the sophistication of their capabilities, features, and functionalities.

In this study, we assess process mining software products in the market that can analyze process-related information captured in event logs to discover process maps and are available independent of professional services.

In this study, we analyze the process mining technology landscape across various dimensions:

- Overview of process intelligence software products
- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 19 leading process mining technology providers
- Competitive landscape of the process mining technology provider market
- Key process mining technology trends
- Remarks on key strengths and limitations for each process mining technology provider

Scope of this report



Geography
Global



Technology providers
19 leading process mining
technology providers



Product
Process Mining

This report is based on multiple key sources of proprietary information

Proprietary database of 19 process mining technology providers

- The database tracks the following elements of each provider:
 - Process setup, data preparation, and integration
 - Process discovery, conformance, and monitoring features
 - Deployment and hosting options
 - Partnerships with service providers and other technology providers
 - Product-related training and support services
 - Availability and adoption of commercial model(s)
 - IT governance and security

Proprietary operational information database of technology providers (updated annually)

- The database tracks the following for each provider:
 - Revenue and number of FTEs
 - Number of clients
 - FTE split by different lines of business
 - Portfolio coverage in terms of industry, geography, process areas, and buyer size

Demonstrations and interactions with technology providers and other industry stakeholders

- Detailed demos for a comprehensive product view and executive-level discussions with process mining providers that cover:
 - Current state of the market
 - Vision and strategy
 - Annual performance and future outlook
 - Opportunities and challenges
 - Emerging areas of investment

Buyer reference interviews, ongoing buyer surveys, and interactions

- Interviews with technology providers' reference clients and enterprise process mining buyers to get the buyer perspective around:
 - Drivers and objectives for adopting process mining
 - Apprehensions and challenges
 - Assessment of providers' performance
 - Emerging priorities / buying criteria
 - Outcomes achieved
 - Lessons learnt and best practices adopted

Providers assessed¹

ABBYY

appian

apromore

celonis

datricks

EVERFLOW

IBM

iGrafX®

livejourney

mavim
change it

MPM
GLUE INSIDE
MEHRWERK
PROCESSMINING

mindzie

minit

PROCESS.
SCIENCE

QPR

SAP Signavio

software AG

UiPath™

upflux

¹ In this study, we have assessed providers' offerings / product capabilities as of December 2021. Analyses for Everflow, Logpickr, and Minit are based on their capabilities before their acquisition by Pegasystems, iGrafX, and Microsoft, respectively

The source of all content is Everest Group unless otherwise specified

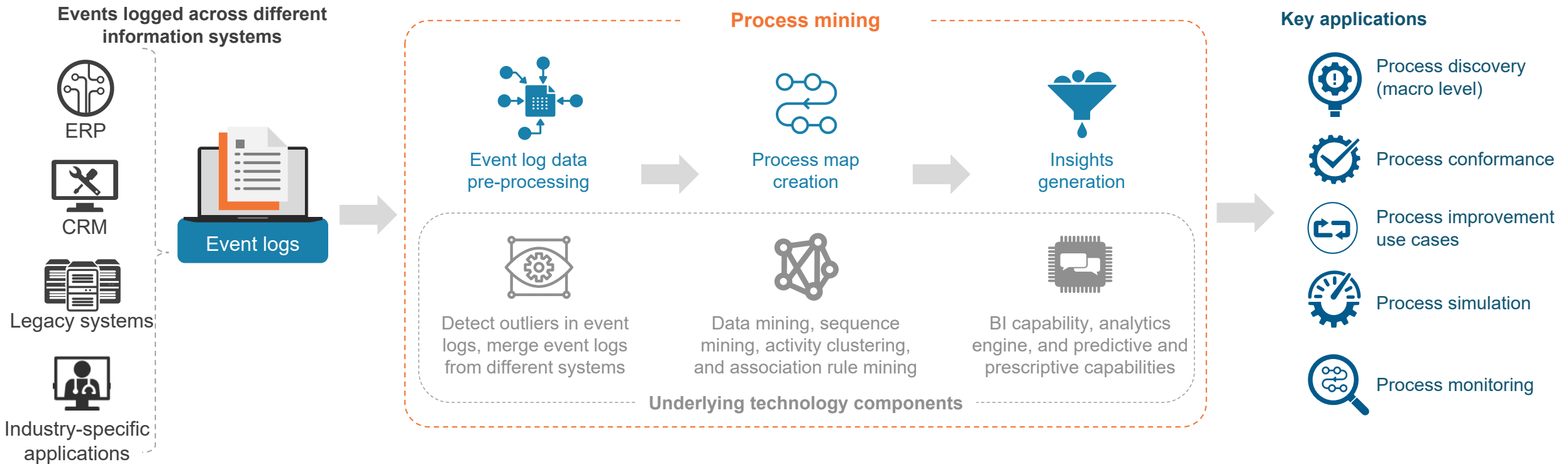
Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion

Understanding process mining

Process mining solutions leverage event log data to extract process insights

Process mining is any software product or solution that can:

- **Collect event log data from different information systems, such as ERP and CRM**, containing date, time, user, activity, etc., which are further analyzed
- **Generate** process maps capturing the different process variants, with the sequence of tasks/steps involved
- **Extract relevant business insights**, such as process discovery, root-cause analysis, process conformance checks, and process benchmarking



Overview and abbreviated summary of key messages

Everest Group defines process mining as a type of analytics product that involves a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information primarily from event logs generated by enterprise systems (e.g., ERP, CRM, etc.). The technology provides a data-based approach to process optimization through numerous applications and use cases spanning industries and process areas.

This report uses Everest Group's proprietary PEAK Matrix® to assess and evaluate process mining capabilities of independent technology providers across two key dimensions, market impact and vision & capability. It also includes competitive landscape, Everest Group's remarks on technology providers highlighting their key strengths & limitations, and process mining product capability trends and predictions.

Some of the findings in this report, among others, are:

Everest Group Process Mining Products PEAK Matrix 2022

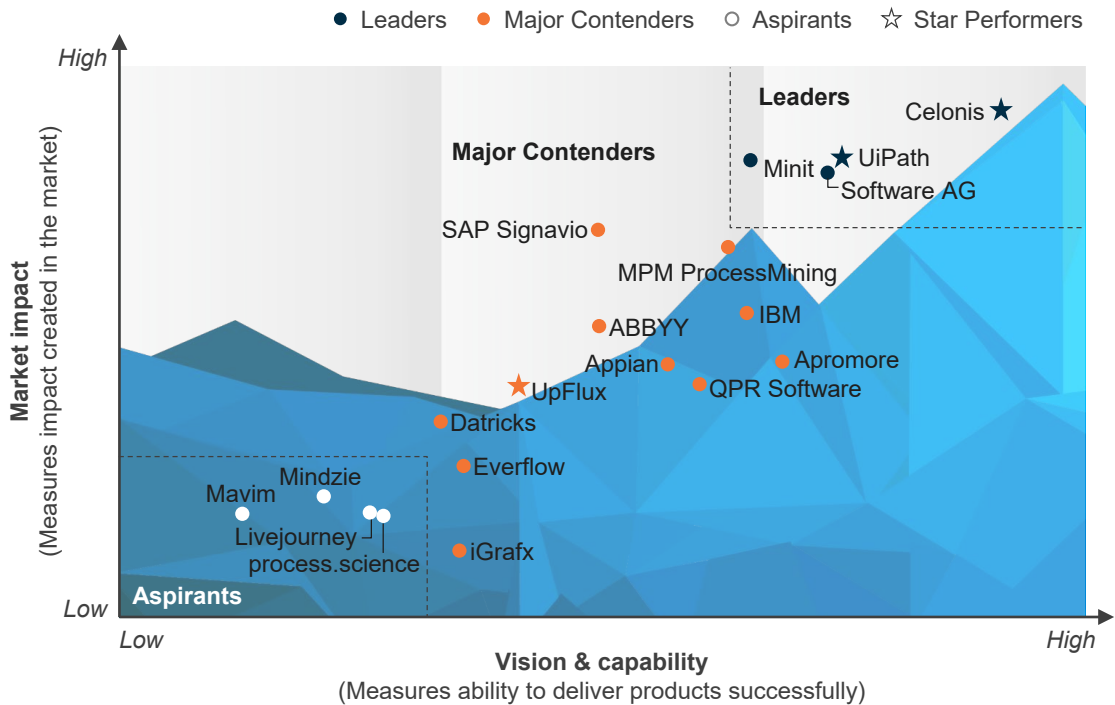
- Everest Group classifies process mining technology providers on the Everest Group Products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:
 - **Leaders:** Celonis, Minit, Software AG, and UiPath
 - **Major Contenders:** ABBYY, Appian, Apromore, Datricks, Everflow, IBM, iGrafx, MPM ProcessMining, QPR Software, SAP Signavio, and UpFlux
 - **Aspirants:** Livejourney, Mavim, Mindzie, and process.science
- Everest Group also identified three technology providers as the “2022 Process Mining Market Star Performers” – Celonis, UiPath, and UpFlux. This was based on the year-over-year movement of different technology providers on the PEAK Matrix

Insights on competitive landscape

- Celonis continues to dominate the market in terms of process mining software revenue and holds over 55% share of the market. The other top providers by process mining software market share include Minit, Software AG, and UiPath
- Mindzie has experienced the highest YoY growth in process mining software revenue. Minit is the other provider that has achieved over 200% YoY growth, indicating strong market demand for process mining technology
- Celonis has the largest client base, and Software AG holds the second spot in terms of number of process mining clients. ABBYY, Datricks, IBM, Mindzie, Minit, MPM ProcessMining, process.science, and UiPath have experienced over 100% YoY growth in the number of clients

This study offers five distinct chapters providing a deep dive into key aspects of process mining market; below are three charts to illustrate the depth of the report

Process Mining Products PEAK Matrix® Assessment 2022



Capability assessment

Illustrative example

Measure of capability: 🔄 Low ● High

Providers	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Process set-up and integration	Process intelligence	Implementation and support	Commercial and sales model	Overall
Provider 1	🔄	🔄	●	●	●	🔄	●	●	●	●
Provider 2	🔄	🔄	●	🔄	🔄	🔄	●	●	🔄	🔄
Provider 3	🔄	●	●	●	●	🔄	●	●	●	●
Provider 4	🔄	🔄	●	●	●	🔄	●	●	●	●
Provider 5	●	●	●	●	●	●	●	●	●	●
Provider 6	🔄	🔄	●	●	●	🔄	●	●	●	●
Provider 7	🔄	🔄	●	●	●	🔄	●	●	●	●
Provider 8	🔄	🔄	●	●	🔄	🔄	●	●	●	●

Everest Group's remarks on providers

Illustrative example

Measure of capability: 🔄 Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Process set-up and integration	Process intelligence	Implementation and support	Commercial and sales model	Overall
🔄	🔄	●	●	●	🔄	●	●	●	●

Strengths

- The platform offers built-in ETL capability and provides pre-built connectors for major enterprise applications such as SAP, Oracle, ServiceNow, Salesforce, and Microsoft Dynamics. Clients have also indicated ease of data preparation as one of its key strengths
- It has witnessed rapid growth in terms of revenue and acquisition of clients over the last couple of years

Limitations

- A majority of Technology provider 1's clients are based out of North America, and it has some presence in the UK and APAC, but is relatively less experienced in serving clients in other geographies
- It is relatively less experienced in serving small and midsize enterprises, as the majority of its clients are large enterprises (revenue > US\$5 billion)

1 Analyses for Everflow, Logpickr, and Minit are based on their capabilities before their acquisition by Pegasystems, iGrafx, and Microsoft, respectively
 Note: Star Performers are selected based on a relative comparison of providers' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Providers with the highest year-over-year improvement are designated as Star Performers. The Star Performer title does not reflect the overall market leadership position, which is designated through Leaders, Major Contenders, or Aspirants

Source: Everest Group (2022)

Research calendar

Service Optimization Technologies (SOT)

Published Planned Current release

Reports title	Release date
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2021	September 2021
Conversational AI – State of the Market Report 2021	October 2021
Stepping into the Era of Digital Workers – Robotic Process Automation (RPA) State of the Market Report 2022	December 2021
Intelligent Document Processing (IDP) Playbook 2021	June 2021
Process Mining Playbook 2021	June 2021
Intelligent Document Processing (IDP) in Healthcare	November 2021
Defining Attended RPA – What to Look for in an Enterprise-grade Attended RPA Solution?	March 2022
Intelligent Process Automation (IPA) – Solution Provider Landscape with PEAK Matrix® Assessment 2022	March 2022
Intelligent Process Automation (IPA) – Solution Provider Compendium 2022	May 2022
Intelligent Document Processing (IDP) – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	May 2022
Process Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	June 2022
Intelligent Process Automation (IPA) – State of the Market Report 2022	Q2 2022
Intelligent Document Processing (IDP) – State of the Market Report 2022	Q2 2022
Intelligent Document Processing (IDP) – Technology Provider Compendium 2022	Q2 2022
The Business Case for Process Mining – From Evaluation to Value Realization	Q2 2022
Task Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	Q3 2022

Note: [Click](#) to see a list of all of our published Service Optimization Technologies (SOT) reports



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