Everest Group®

Process Mining – Technology Provider Compendium 2022

July 2022: Complimentary Abstract / Table of Contents

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Our research offerings

This report is included in the following research program(s):
Service Optimization Technologies, Process Mining

- Application Services
- Banking and Financial Services Business Process
- Banking and Financial Services Information Technology
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- Clinical Development Technology
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- Contingent Workforce Management
- Conversational AI
- Customer Experience Management Services
- CX Excellence
- Cybersecurity
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- Digital Services
- Digital Workplace
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Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

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 (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. The adoption of process mining not only helps enterprises achieve traditional benefits such as cost savings and operational efficiency, it 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 that are available independent of professional services. The objective of this report is to provide key stakeholders with a snapshot of the process mining offerings and capabilities of technology providers. In this report, we feature detailed profiles of 19 leading process mining technology providers to assist process mining buyers in selecting providers that can best serve their needs. It also allows technology providers to compare their offerings, capabilities, strengths, and limitations with other providers in the marketplace.

Each technology provider profile covers the following details of providers vis-à-vis their process mining offerings and capabilities:

- Company overview
- Recent deals & announcements
- Market adoption & client portfolio mix
- Product overview & partnerships

- Product features & functionalities and key enhancements
- Measure of capabilities across PEAK Matrix® dimensions
- Key strengths & limitations for technology providers

Scope of this report

Geography
Global

Technology providers
19 leading process mining technology providers

Product
Process mining

Types of process intelligence solutions

Process intelligence solutions can either include or be grouped into two categories, depending on the nature of data leveraged and the scope of insights generated

Types of process intelligence

Focus of this research

Process mining

Process mining solutions capture process-related information from event logs generated by enterprise systems, such as ERP, CRM, and Supply Chain Management (SCM), to discover and analyze as-is processes; process mining is primarily carried out at a macro level.

Task mining

Task mining captures process-related information through UI activities[1] to provide insights into the tasks and activities involved in executing a process; it is primarily carried out at a micro level.

| Initial pilot | Early adoption | Industry adoption |
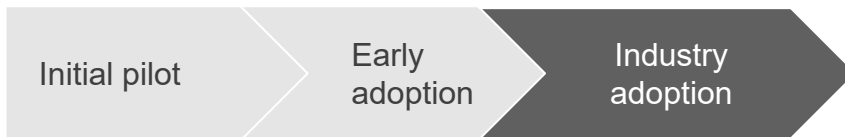
Current market adoption and maturity of these technologies

| Initial pilot | Early adoption | Industry adoption |
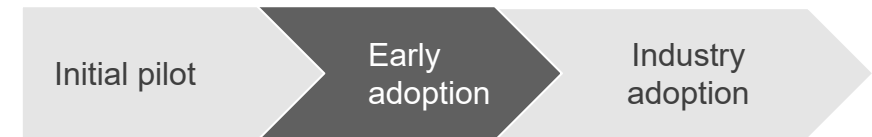
1   User actions and metadata, such as keystrokes, mouse clicks, activity screenshots, and application object IDs, are captured/recorded across desktops to create UI logs
Note: In this research, task mining is considered as a complementary capability for process mining solutions.

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 assessed[1]

Logos: ABBYY, appian, apromore, celonis, datricks, EVERFLOW, IBM, iGrafx, livejourney, mavim change it, MPM 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.

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This study provides detailed view of providers' process mining offerings & capabilities as well as key strengths and limitations; below are four charts to illustrate the depth of the report

Assessment of capability and market impact

Measure of capability: ◔ Low ● High

Providers	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Process setup 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										

Technology provider's overview

Company overview

XXX aims to enable its customers improve operational efficiency and agility by helping them analyze, monitor, and model business operations. Its offering includes xxxx for process mining, xxxx Metrics for performance management, designer for business process analysis, and architect for business design. The company holds several patents in the US for its process mining technology.

Key leaders
- XXX
- XXX

Headquarters: XXX
Key clients include: XXX
Website: www.companywebsite.com

Recent deals and announcements (not exhaustive)
- **Month Year:** XXX
- **Month Year:** XXX
- **Month Year:** XXX
- **Month Year:** XXX

Split of process mining revenue by buyer industry
- Hi-tech & telecom 25%
- Banking & capital markets 15%
- Healthcare & pharma 15%
- Manufacturing 12%
- Travel & logistics 10%
- Professional services 8%
- Others 15%

Split of process mining revenue by process areas
- Industry-specific 50%
- F&A and procurement 40%
- IT service management 5%
- Contact center 5%

Split of process mining revenue by buyer geography
- Continental Europe 80%
- UK 10%
- APAC 5%
- MEA (5%)

Split of process mining revenue by offerings
- Process mining product licenses 80%
- Professional services / others 20%

Product features and functionalities

Capability & offerings

Legend: ▢ Available ▢ In the roadmap ▢ Available via partner ▢ Not available

Process setup and data preparation
- Built-in ability to pre-process (prepare, clean, and transform) event logs data
- Ability to detect outliers in the event logs
- Ability to merge event logs from different information systems for a process model
- Ability to configure/modify case IDs, resources, and any specific attributes in event log data
- Ability to supplement event logs with data from IoT devices for discovering processes
- Ability to ingest data from event logs in near real time

Interoperability
- Pre-built connectors for SAP applications
- Pre-built connectors for Oracle applications
- Pre-built connectors for ServiceNow applications
- Pre-built connectors for Salesforce applications
- Pre-built connectors for Microsoft applications
- Support for Windows OS
- Support for Linux OS
- Support for Mac OS
- Online repository of pre-built packaged solutions for specific systems/processes
- Ability to access all platform functionalities through open APIs

Integration with complementary capabilities
- Task mining
- Robotic Process Automation (RPA)
- Business Intelligence (BI) / data visualization
- Extract Transform Load (ETL)
- Process orchestration
- Intelligent Document Processing (IDP)
- Conversational AI / chatbots

Process discovery
- Ability to create Business Process Modeling Notation (BPMN) 2.0 compliant process models
- Ability to display time/frequency for each process step
- Ability to display cost for each process step
- Ability to display resources consumed for each process step
- Ability to detect exceptions (failed transactions) in process
- Ability to detect anomalies / fraudulent transactions in a process
- Out-of-the-box dashboards to assess rework percentage for identified process loops
- Ability to merge two or more process models
- Ability to display all discovered process variants side-by-side
- Ability to discover organization-level relationships / social networks
- Ability to discover customer journey maps by mining customer interactions (through websites)
- Ability to display all interconnected processes spanning multiple departments in a single graph

Everest Group's remarks on technology providers

Measure of capability: ◔ Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Process setup and integration	Process intelligence	Implementation and support	Commercial and sales model	Overall

Strengths
- Provider 1 has a vision to help enterprises become more agile and efficient in their operations by providing software solutions for process modeling, performance management, and process mining
- It leverages AI-based clustering to offer key process discovery features such as variant analysis to identify optimal process variant, anomaly detection, decision rule extraction, multi-level process mining, and organization-level relationship mining

Limitations
- The majority of provider 1's clientele is from Continental Europe, and its presence in other key geographies such as North America and APAC is relatively low
- Its client portfolio is skewed toward midsize and large enterprise segments with revenue greater than US$1 billion. It has relatively lower experience of serving enterprises in the SMB segment

Research calendar
Service Optimization Technologies (SOT)

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
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
The Business Case for Process Mining – From Evaluation to Value Realization	June 2022
Intelligent Document Processing (IDP) – Technology Provider Compendium 2022	June 2022
Intelligent Process Automation (IPA) – State of the Market Report 2022	June 2022
Process Mining – Technology Provider Compendium 2022	**July 2022**
Intelligent Document Processing (IDP) – State of the Market Report 2022	Q3 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 SOT reports.

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