

# Take an Analytical Approach to Improve Processes – Process Mining State of the Market Report 2022

September 2022: Complimentary Abstract / Table of Contents



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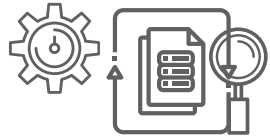
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## Background of the research

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. 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 investigate the state of the process mining market and focus on:



Overview of process intelligence



Process mining market overview



Buyer insights



Process mining solution characteristics



Process mining product capabilities and trends



Process mining provider landscape



Outlook for 2022-23

## Overview and abbreviated summary of key messages (page 1 of 2)

This research provides process mining buyers, software providers, and third-party enablers (service providers and system integrators) a detailed view of the process mining market and analyzes it across dimensions, including market size and adoption trends, solution characteristics, product capabilities and trends, provider landscape, and outlook for 2022-23.

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

### Overview of process intelligence

- 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
- Process mining helps discover, standardize, optimize, simulate, and monitor processes. It also aims to provide fact-based insights from processes and transform insights into actions

### Process mining market overview

- The global process mining software grew at 75-80% YoY and reached US\$580-600 million in 2021
- Propelled by strong growth in adoption, North America has become the largest adopter of process mining
- Manufacturing, BFSI, and healthcare are the leading adopters of process mining solutions; hi-tech and telecom experienced the highest YoY growth

### Buyer insights

- Average overall driver satisfaction with the operational impact of process mining is moderately high; however, there is scope for improvement in the satisfaction with regards to its strategic impact
- Buyers acknowledge ease of product use as a key strength; however, they expect providers to offer advanced analytics capabilities and provide better data preparation capability

### Process mining solution characteristics

- Continental Europe continues to account for ~60% of the total FTEs hired by process mining technology providers; North America is growing at a high rate as providers look to expand their presence in the region
- Low upfront investments and greater flexibility to scale deployments are driving the shift from perpetual licensing to subscription-based licensing. User-based licensing is offered by the largest number of providers in the market

## Overview and abbreviated summary of key messages (page 2 of 2)

### Process mining product capabilities and trends

- Process mining technology continues to evolve with a host of new and native capabilities and enhancements to help enterprises achieve greater business value
- These latest developments in process mining solutions are expected to help enterprises expand the scope of process mining, derive quick actionable insights for process enhancement, and accelerate automation initiatives

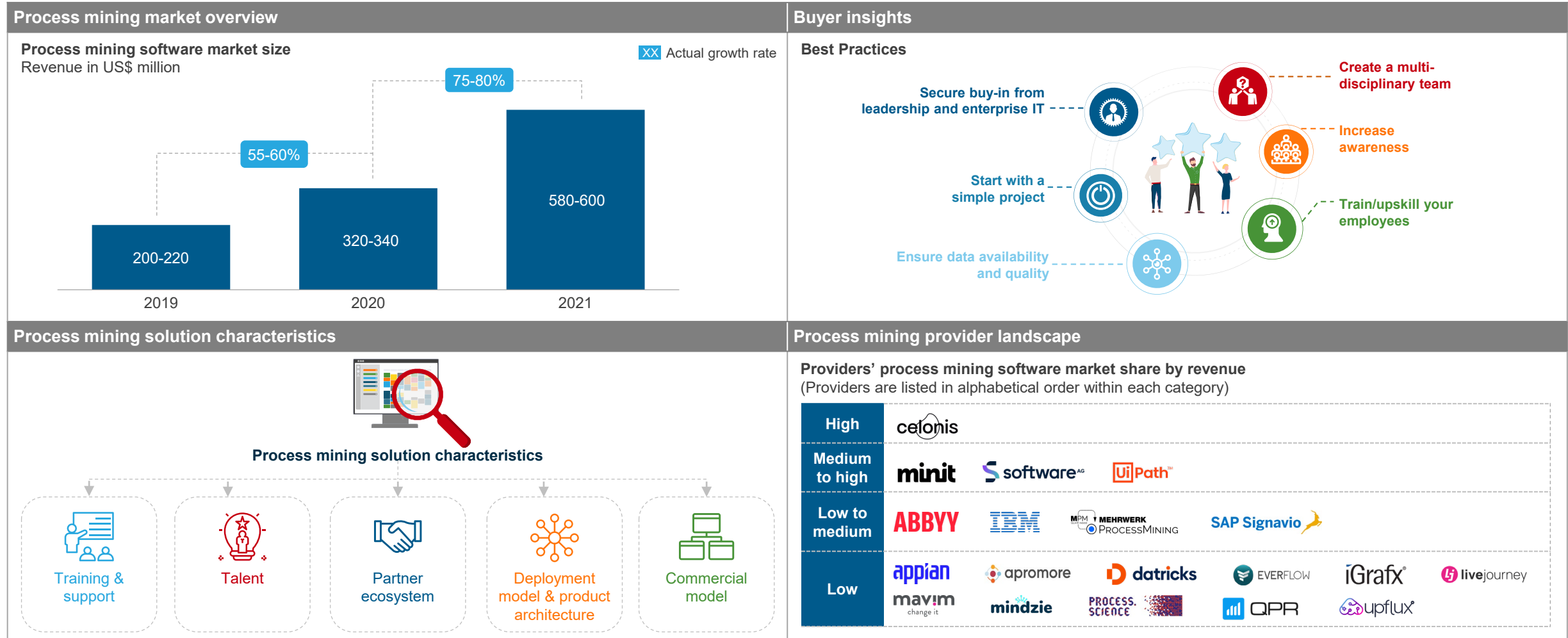
### Process mining provider landscape

- Celonis, Minit, Software AG, and UiPath are the top providers in terms of process mining software revenue; Mindzie & Minit have achieved over 200% YoY growth
- Celonis has the largest client base and Software AG holds the second spot in terms of the number of process mining clients

### Outlook for 2022-23

- Accelerated adoption of process solutions is expected in industries such as healthcare, BFSI, and telecom as the need to ensure compliance and accelerate automation continues to evolve
- Process mining providers are expected to expand the breadth of pre-built function-, process-, and technology-specific packaged solutions to enable quick deployment and faster RoI

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





# 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
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 Document Processing (IDP) – Technology Provider Compendium 2022	June 2022
The Business Case for Process Mining – From Evaluation to Value Realization	June 2022
Intelligent Document Processing (IDP) – State of the Market Report 2022	July 2022
Task Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	August 2022
<b>Take an Analytical Approach to Improve Processes – Process Mining State of the Market Report 2022</b>	<b>September 2022</b>
Conversational AI – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	Q3 2022
Task Mining – Technology Provider Compendium 2022	Q3 2022

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



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