

# Process Mining – Technology Provider Compendium 2023

July 2023: Complimentary Abstract / Table of Contents



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## Service Optimization Technologies, Process Mining

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- ▶ Pricing Analytics as a Service
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- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
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- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

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## Background of the research

Everest Group defines process mining as a type of software product that analyzes process-related information primarily from event logs generated by enterprise systems (ERP, CRM, etc.) to offer a fact-based approach to discover, monitor, and optimize as-is processes. The technology provides a data-based approach to process optimization through numerous applications and use cases spanning industries and process areas. Process mining's numerous benefits have spurred its adoption among enterprises, and this has led to process mining continuing to be one of the fastest growing markets in the Intelligent Automation (IA) space. Process mining has played a key role in helping organizations not only achieve benefits such as cost savings and greater operational efficiencies and quality but has also opened avenues to target business/strategic outcomes such as top-line growth, accelerated digital transformation, enhanced customer experience, and sustainability.

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 present detailed profiles of 18 leading process mining technology providers featured on the [Process Mining Products PEAK Matrix® Assessment 2023](#). This report assists 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**  
18 leading process mining  
technology providers



**Product**  
Process mining

## Overview and abbreviated summary of key messages

This report features detailed profiles of 18 leading process mining technology providers to assist process mining buyers in selecting providers that can serve their needs. It allows technology providers to compare their offerings, capabilities, strengths, and limitations with other providers in the marketplace.

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

### Process Mining Products PEAK Matrix® Assessment 2023

The 2023 process mining products PEAK Matrix® positioning is as follows:

- Leaders: Celonis, Microsoft, SAP Signavio, Software AG, and UiPath
- Contenders: ABBYY, Appian, Apromore, Cyclone Robotics, Datricks, IBM, mindzie, mpmX, QPR Software, and UpFlux
- Aspirants: FUTUROOT, process.science, and QAD

### Profiles of process mining Leaders, Major Contenders, and Aspirants

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

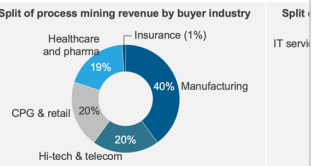
- Company overview
- Recent deals and announcements
- Market adoption and client portfolio mix
- Product overview and partnerships
- Product features & functionalities and key enhancements
- Measure of capabilities across PEAK Matrix® dimensions
- Key strengths & limitations for technology providers

# The process mining compendium report has over 18 provider profiles; attached below are the charts to illustrate the depth of the report

## Provider 1 profile (page 1 of 7) Overview

**Company overview**  
Provider 1 leverages process mining and AI technologies to automatically identify risks, create transparency, accuracy, and efficiency in end-to-end automation, covering everything from process discovery to use cases ranging from risk mitigation and compliance to IPO financial digital transformation. Provider 1's AI technology provides full visibility into decision-making and compliance acceleration for its customers.

**Headquarters:** XYZ  
**Key leaders:**  
• XYZ  
• XYZ



Note: Operational and product-offering-related information as of December 2022, collected as part of Everest Group's proprietary and confidential research.

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## Provider 1 profile (page 3 of 7) Capabilities

### Capability & offerings

Capability & offerings	Details
<b>Process set-up and data preparation</b>	Built-in ability to pre-process (prep and transform) event logs data Ability to supplement event logs with IoT devices for discovering process
<b>Interoperability</b>	Pre-built connectors for SAP applications Pre-built connectors for Microsoft Dynamics Online public repository of pre-built solutions for specific systems/processes
<b>Integration with complementary capabilities</b>	Robotic Process Automation (RPA) Conversational AI / Chatbots
<b>Process discovery</b>	Ability to create BPMN 2.0-compatible models Ability to detect anomalies / fraudulent transactions in a process Ability to discover organization-level relationships / social networks Availability of an indicator to display process complexity of a discovered process

Note: Capability information as of December 2022, collected as part of Everest Group's proprietary and confidential research.

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## Provider 1 profile (page 4 of 7) Capabilities

### Capability & offerings

Capability & offerings	Details
<b>Conformance checking</b>	Ability to define the target process through a built-in process modeler Ability to perform gap analysis to identify desirable deviances/violations
<b>Process monitoring and reporting</b>	Ability to create customized dashboards on user requirements Ability to monitor processes in near real-time against the defined KPIs Ability to create custom metrics to optimize process variant
<b>Process enhancement</b>	Ability to automatically send notifications for post KPI breaches Ability to define scenarios and run simulations (what-if analysis / scorecards)
<b>Product architecture and hosting options</b>	On-premise (central server or virtualized) Supports multi-tenant deployments
<b>Security and compliance</b>	Availability of pre-built algorithms and connectors to encrypt/decrypt event logs Availability of role-based access to data

Note: Capability information as of December 2022, collected as part of Everest Group's proprietary and confidential research.

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## Provider 1 profile (page 6 of 7) Everest Group assessment – Major Contender



### Strengths

- Provider 1 envisions digitizing process discovery, insights, and integration of process mining and AI in near real-time. The core processes and supporting CFOs and finance leaders to transform management, and compliance use cases
- It has experienced higher growth than the market average in the North American region, where the adoption of process mining is high
- Provider 1 offers the ability to import data from all key file types near real-time, enabling quick processing and updating insights to leverage the data for near real-time insights
- It offers pre-built connectors for leading enterprise applications like ServiceNow, with the functionality to support Microsoft Dynamics
- The platform can detect exceptions that enable enterprises to failed transactions, and segregation of duties
- The platform leverages its proprietary AI-based anomaly detection alerts to enhance enterprises' ability to manage and optimize processes

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## Provider 1 profile (page 7 of 7) Everest Group assessment – Major Contender



### Limitations

- Provider 1 clients are based out of North America, MEA, and LATAM. It has limited presence in other major geographies such as Continental Europe, the UK, and APAC
- While it has experience of serving clients in industries such as telecom, manufacturing, and CPG & retail, its experience with enterprises in industries such as banking & capital markets, government & public sector, professional services, and travel & logistics is limited
- Provider 1 currently does not offer pre-built connectors for Microsoft Dynamics and custom industry-/function-specific applications. Clients also indicated the scope to improve integration with non-SAP applications such as Oracle, ServiceNow, and Salesforce
- It lacks the functionality to group activities into clusters for decision-making based on a hierarchy that can help decide the focus areas and their overall impact. However, this feature is planned for future releases and is part of the platform's roadmap
- The platform currently does not have a built-in process modeler to design the reference model. It also lacks the ability to import reference process models in BPMN 2.0 format
- Provider 1 currently does not have an NLP-based conversational interface for users to provide questions or commands to the process mining tool and derive the required insights
- It lacks functionalities related to process enhancement, such as the ability to calculate automation rate to help prioritize identified tasks for automation pipeline and define scenarios to conduct simulation/what-if analysis. Clients also expect Provider 1 to offer simulation analysis and improve its ability to identify processes for automation
- Provider 1 value proposition of the solution is not very strong for enterprises looking to integrate process mining with other best-of-breed IA technologies/solutions such as task mining, RPA, conversational AI, and IDP, due to a lack of technology partners. Clients have also indicated the scope to enhance the integration of the platform with other complementary technologies
- Provider 1 does not provide an online training portal and has relatively few training partners, limiting the accessibility of product training for its clients. It also lacks an embedded help tool feature in its platform and a community version of the product
- While it offers a hybrid of process- and user-based pricing model, it lacks other common models such as user-based and event log volume-based pricing. Introducing such constructs would provide greater flexibility to enterprises and more options to choose from as per their requirements
- Clients highlighted the scope to improve data transformation capabilities, process monitoring and reporting, and conformance checking

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# 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 2023	October 2022
Enterprise Automation Playbook	November 2022
The Importance of Process Optimization in System Transformation	November 2022
Process Orchestration – Technology Provider Landscape with Products PEAK Matrix® Assessment 2023	November 2022
The Evolution of Process Mining: Game-changing Innovations and Future Outlook	November 2022
Process Orchestration – Technology Provider Compendium 2023	December 2022
The Rise of Smart Digital Workers – Robotic Process Automation (RPA) State of the Market Report 2023	January 2023
Unlocking the Power of Hybrid Workforce – Process Orchestration State of the Market 2023	February 2023
Intelligent Automation – How Much is Your Dollar Worth?	March 2023
Intelligent Process Automation (IPA) PEAK Matrix® Assessment 2023	April 2023
Process Mining Products PEAK Matrix® Assessment 2023	June 2023
<b>Process Mining – Technology Provider Compendium 2023</b>	<b>July 2023</b>
Process Mining – State of the Market 2023	Q3 2023
Task Mining Products PEAK Matrix® Assessment 2023	Q3 2023
Task Mining – State of the Market 2023	Q3 2023

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





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