

Continuous Process Improvement in Action – Process Mining State of the Market 2023

July 2023: Complimentary Abstract / Table of Contents



Our research offerings

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

[Service Optimization Technologies, Process Mining](#)

- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Services Executive Insights™
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ 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)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

[Learn more about our custom research capabilities](#)

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

For more information on this and other research published by Everest Group, please contact us:

Amardeep Modi, Vice President

Harpreet Makan, Practice Director

Veer Kapadia, Senior Analyst

Santhosh Kumar, Senior Analyst

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Background of the research	8
• How to read this document	9
2. Summary of key messages	10
3. Overview of process intelligence	15
• Introduction to process intelligence	16
• Types of process intelligence solutions	17
• Understanding process mining	18
• Applications and benefits of process mining solutions	19
• Business objectives of different buyer stakeholder groups	22
• Process mining use cases	23
4. Process mining market overview	25
• Process mining software market size and growth by revenue	26
• Adoption by buyer geography	27
• Adoption by buyer industry	28
• Adoption by buyer process/function	29
• Number of clients and adoption by buyer size	30
5. Buyer insights	31
• Buyer satisfaction – adoption drivers and product capabilities	32
• Key strengths and areas of improvement	35

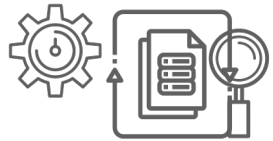
Contents

• Key barriers to adoption	36
• Best practices	37
6. Process mining solution characteristics	38
• Elements of solution characteristics	39
– Training and support	40
– Talent	41
– Partner ecosystem	43
– Deployment model and product architecture	46
– Commercial model	48
7. Process mining product capabilities and trends	50
8. Process mining provider landscape	60
• Market share and growth by license revenue	61
• Market share and growth by number of clients	62
• Providers with the largest share of process mining software revenue in the top industry verticals	63
• Providers with the largest share of process mining software revenue in major geographies	64
• Providers with the largest share of process mining software revenue across buyer segments	65
9. Outlook for 2023-24	66
10. Appendix	69
• Glossary	70
• Research calendar	73

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 order to support the enterprise objectives, process mining products are rapidly evolving in the sophistication of their capabilities and with an expanding set of 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 2023-24

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 2023-24.

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 50-55% YoY and reached US\$900-920 million in 2022
- North America and Continental Europe continue to be the leading adopters of process mining solutions
- Manufacturing, BFSI, and CPG and retail industries are the leading adopters of process mining solutions; CPG & retail experienced the highest YoY growth

Buyer insights

- Optimizing operations and improving process governance and compliance are the most important factors driving the adoption and buyers also expressed high satisfaction with these factors
- Process monitoring, process enhancement, and integration with complementary capabilities have a high degree of differentiation among process mining providers

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

Process mining solution characteristics

- Providers are increasingly using online training portals to offer product training in addition to classroom training and embedded help tools to aid users
- Continental Europe continues to account for over 50% of the total FTEs of providers; APAC, North America, and the UK are growing at a higher rate as providers expand their presence in these regions

Process mining product capabilities and trends

- To help enterprises achieve greater business value, process mining technology continues to evolve with a host of new and native capabilities across several dimensions
- 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

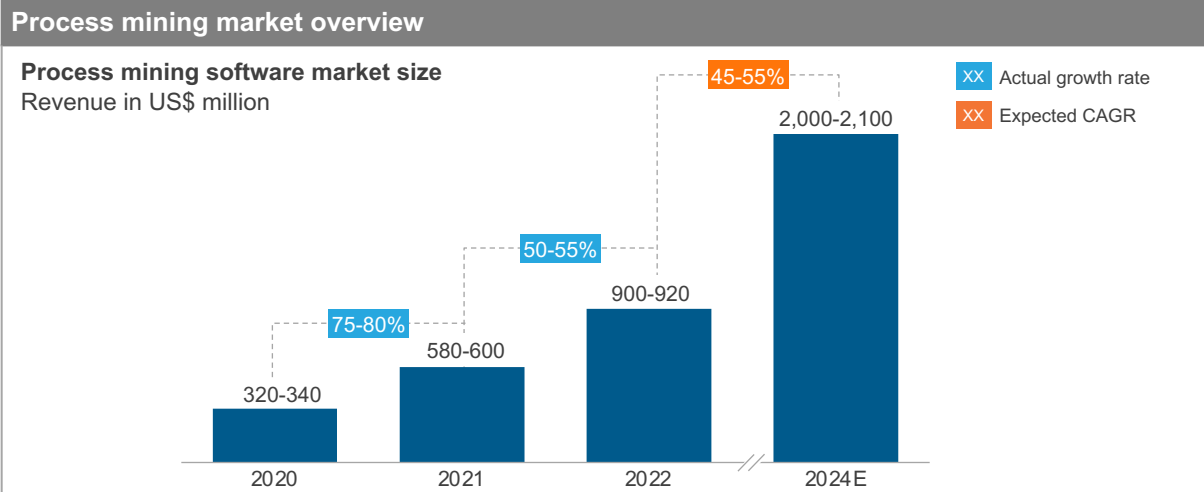
Process mining provider landscape

- Celonis, Microsoft, SAP Signavio, Software AG, and UiPath are the top providers in terms of process mining software revenue; Apromore and SAP Signavio achieved strong YoY growth
- Celonis has the largest client base followed by Software AG; Cyclone Robotics experienced strong YoY growth in its client base

Outlook for 2023-24

- The current macroeconomic factors such as the rising interest rates and inflation will lead to an increase in adoption from industries such as banking and financial services, manufacturing, healthcare and pharma, and CPG and retail to optimize costs and improve efficiency
- Process mining providers are expected to further increase their focus on evangelizing the technology through various events, workshops, and thought leadership initiatives to create awareness and share best practices with enterprises

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



Best practices

- Get buy-in from the leadership and enterprise IT**
Secure buy-in from the executive/senior leadership for process mining initiatives and from the enterprise IT teams for ensuring data security and compliance.
- Collaborate with business units and CoEs**
Foster close partnerships with business units, process excellence teams, and automation CoEs, to ensure that process mining initiatives are in line with the broader transformation initiatives.
- Start with a simple project**
Begin with a structured process that has few steps and requires minimal data preparation. Secure initial results quickly to build trust and expedite adoption.
- Increase awareness**
Spread awareness about process mining technology and its advantages to address transparency issues and share success stories.
- Ensure data availability and quality**
Inform key stakeholders about the advantages of logging data in enterprise systems. Leverage pre-built connectors and ETL tools to convert data into suitable formats.
- Train/Upskill your employees**
Collaborate with technology providers or their training partners and leverage in-house experts to train employees on using the platform and develop a hypothesis-driven mindset.

Process mining solution characteristics

- Training & support
- Talent
- Partner ecosystem
- Deployment model & product architecture
- Commercial model

Process mining provider landscape

Providers by number of process mining clients

(Providers are listed in alphabetical order within each category)

Number of Clients	Providers
>=1000	celonis, software®
500-1000	Microsoft, SAP Signavio
100-500	ABBYY, appian, apromore, mpmX, QPR, UiPath™
<100	CYCLONE, datricks, FUTURCOT, IBM, mindzie, PROCESS SCIENCE, QAD, UpFlux

Research calendar

Service Optimization Technologies (SOT)

Published Planned Current release

Reports title	Release date
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
Continuous Process Improvement in Action – Process Mining State of the Market 2023	July 2023
Task Mining Products PEAK Matrix® Assessment 2023	Q3 2023
Task Mining – State of the Market 2023	Q3 2023
Conversational AI Products PEAK Matrix® Assessment 2023	Q3 2023
Robotic Process Automation (RPA) Products PEAK Matrix® Assessment 2023	Q3 2023

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



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

Stay connected

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-647-557-3475

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.

Website
everestgrp.com

Social Media
 @EverestGroup
 @Everest Group
 @Everest Group
 @Everest Group

Blog
everestgrp.com/blog

NOTICE AND DISCLAIMERS

IMPORTANT INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY AND IN ITS ENTIRETY. THROUGH YOUR ACCESS, YOU AGREE TO EVEREST GROUP'S TERMS OF USE.

Everest Group's Terms of Use, available at www.everestgrp.com/terms-of-use/, is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.