



Process Mining – Technology Provider Compendium 2024

July 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Service Optimization Technologies



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

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- ▶ Application Services
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- ▶ Insurance Technology (InsurTech)
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- ▶ Life Sciences Business Process
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- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG IT Services
- ▶ 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
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Contents

4	Introduction and overview	68	Microsoft
5	Introduction	74	mindzie
6	Summary	80	mpmX
7	Background of the research	86	process.science
8	Provider profiles	91	Proxverse
9	ABBYY	97	QAD
15	Appian	102	QPR
21	Apromore	107	SAP Signavio
27	Celonis	113	Software AG
33	Cyclone Robotics	119	UiPath
38	Decisions	125	UpFlux
44	FUTUROOT	130	Appendix
50	IBM	131	Glossary
56	iGrafx	134	Research calendar
62	inverbis		

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

Amardeep Modi, Vice President

Santhosh Kumar, Practice Director

Harpreet Makan, Practice Director

Niveditha Arjun, Senior Analyst

Upshant Saini, Senior Analyst

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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.

In order to support enterprise objectives, process mining products are rapidly evolving in the sophistication of their capabilities and come with an expanding set of features and functionalities. Therefore, it is imperative for organizations to select the right enterprise-grade process mining solution to realize the expected benefits. In this study, we assess process mining software products that can analyze process-related information captured in event logs to discover process maps and are available independent of professional services.

Each provider profile provides a comprehensive picture of its product overview, company overview, recent deals and announcements, and market adoption. The assessment is based on Everest Group's annual RFI process for the calendar year 2023, which involved interactions with 21 leading process mining technology providers. Among them, 16 participated in the RFI process, while 5 did not.

This report includes the profiles of the following 21 leading technology providers: ABBYY, Appian, Apromore, Celonis, Cyclone Robotics, Decisions, FUTUROOT, IBM, iGrafx, inverbis, Microsoft, mindzie, mpmX, process.science, Proxverse, QAD, QPR, SAP Signavio, Software AG, UiPath, and UpFlux.

Scope of this report

Geography: Global

Industry: Process mining

Overview and abbreviated summary of key messages

This report features detailed profiles of 21 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 and capabilities with other providers in the marketplace.

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

[Profiles of process mining providers](#)

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 capabilities and key enhancements

The process mining compendium report has over 21 provider profiles; attached below are the charts to illustrate the depth of the report

Process Mining – Technology Provider Compendium 2024 | 1

Provider 1 profile (page 1 of 6)

Overview

Company overview
 Provider 1 is an intelligent automation company that uses purpose-built AI. They are tailored to meet the needs of various industries. Its range of capabilities includes process mining, AI, and Machine Learning (ML), all designed to increase productivity and gain insights from data. In XYZ, Provider 1 strengthened its IA offerings. The company serves industries such as transportation and logistics, healthcare, government, and financial services.

Headquarters: XYZ

Key leaders:

- XYZ
- XYZ
- XYZ

Split of process mining revenue by buyer industry

Note: Operational and product-offering-related information as of Source: Everest Group (2024)

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Process Mining – Technology Provider Compendium 2024 | 2

Provider 1 profile (page 2 of 6)

Overview

Product overview
 Provider 1 XYZ is an AI-powered process mining software that helps organizations create an interactive digital twin, allowing users to visualize and analyze their processes. It can identify bottlenecks and inefficiencies in the process flow, providing real-time insights and recommendations. The software also includes capabilities for process discovery with exception and loop detection. The software can perform conformance checks to ensure that processes are followed correctly. With the ability to monitor process performance, XYZ also utilizes statistical and machine learning capabilities, alerting users of potential risks and providing task-level insights.

Version number: XYZ

Process mining revenue mix by buyer size

1 Buyer size is defined as large (>US\$5 billion in revenue), midsize (US\$1 billion to US\$5 billion in revenue), and small (<US\$1 billion in revenue).
 2 Includes FTEs in product development, support services (pre-sales, training, and implementation), and consulting services.
 Note: Operational and product-offering-related information as of Source: Everest Group (2024)

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Process Mining – Technology Provider Compendium 2024 | 3

Provider 1 profile (page 3 of 6)

Capabilities and offerings

Process set-up and data preparation

- Built-in ability to pre-process (prepare, clean, and transform) event logs data
- Ability to supplement event logs with data from various devices for discovering processes
- Availability of a pre-built library for instant data processing

Interoperability

- Pre-built connectors for SAP applications
- Pre-built connectors for Microsoft applications
- Support for Mac OS

Integration with complementary capabilities

- Task mining
- Intelligent Document Processing (IDP)

Process discovery

- Ability to create BPMN 2.0-compliant process models
- Ability to merge two or more process models
- Ability to generate detailed process documentation for discovered processes

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Process Mining – Technology Provider Compendium 2024 | 4

Provider 1 profile (page 4 of 6)

Capabilities and offerings

Process conformance

- Ability to define the target process workflow through a built-in process modeler
- Ability to perform root cause analysis to identify causes of process path deviations

Process monitoring and reporting

- Ability to create customized dashboards based on user requirements
- Ability to estimate lead time and predict delays based on near real-time process information
- Ability to export dashboards and insights via presentation tools such as PDF and PPT

Process enhancement

- Ability to automatically send notifications to users post KPI breaches
- Ability to define scenarios and run multiple simulations (what-if analysis / scenario testing)
- Ability to identify processes for automation

Product architecture and hosting options

- On-premise (central server or virtual machine)
- Supports multi-tenant deployments

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Process Mining – Technology Provider Compendium 2024 | 5

Provider 1 profile (page 5 of 6)

Capabilities and offerings

Security and compliance

- Integration with an active directory to store and manage passwords, audit logs, etc.
- Compliant with Federal Risk and Authorization Management Program (FedRAMP)
- Availability of CDN and DDoS attack protector security providers

Product training and support

- Training and certification by providers
- Online self-paced training modules
- PDF manual for the product

Commercial models

- Perpetual licensing
- Event logs volume-based / case-based / server capacity-based licensing
- Hybrid of event logs volume-based and process-based licensing

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Process Mining – Technology Provider Compendium 2024 | 6

Provider 1 profile (page 6 of 6)

Key enhancements

Key areas of enhancements in the latest product releases (as of December 2023)

- Process set-up and data preparation
 - Made minor enhancements to repository
- Process discovery
 - Made minor improvements to metrics, dashboards, and analytical modules
- Process conformance
 - Made minor enhancements to protocol and query analysis and automation
- Process monitoring and reporting
 - Added operational management dashboards that can combine metrics and components of XYZ Analysis into one single area for operational users
- Process enhancement
 - Enhanced simulation capabilities with the feature allow to experiment with process performance by altering the number of transactions initiated per unit of time, varying processing times, or available resources. It also allows to create multiple scenarios to find the most suitable approach, compare results, and proceed with solution implementation in real processes
- Integration with complementary capabilities
 - Launched public Application Programming Interface (API) as a data source for pulling data in and pushing data out of XYZ
 - Introduced OpenID Connect authentication, allowing users to seamlessly connect using existing credentials

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Research calendar

Service Optimization Technologies

	Published	Current release	Planned
Reports title	Release date		
Intelligent Document Processing (IDP), Banking IDP, and Insurance IDP Products PEAK Matrix® Assessments 2024			March 2024
Intelligent Process Automation (IPA) Solutions PEAK Matrix® Assessment 2024			April 2024
Intelligent Document Processing (IDP) – Provider Compendium 2024			May 2024
Intelligent Process Automation (IPA) Solutions – Provider Compendium 2024			May 2024
Process Mining Products PEAK Matrix® Assessment 2024			June 2024
Intelligent Document Processing (IDP) State of the Market 2024			June 2024
Process Mining – Technology Provider Compendium 2024			July 2024
Process Mining State of the Market 2024			Q3 2024
Digital Interaction Intelligence Products PEAK Matrix® Assessments 2024			Q3 2024
Process Orchestration Products PEAK Matrix® Assessment 2024			Q3 2024
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2024			Q3 2024
Building Tomorrow's Business: The Strategic Role of Process Orchestration in Intelligent Automation			Q3 2024
The Business Case for Digital Interaction Intelligence			Q3 2024
Intelligent Automation Platform (IAP) – Technology Provider Landscape with PEAK Matrix® Assessment 2024			Q4 2024
Digital Interaction Intelligence (DII) Playbook			Q4 2024

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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
+1-214-451-3000

Website
everestgrp.com

Blog
everestgrp.com/blog

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