



Process Mining State of the Market 2024

August 2024: Complimentary Abstract / Table of Contents

State of the Market Report
Service Optimization Technologies



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- ▶ Life Sciences Business Process
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- ▶ 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
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- ▶ 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
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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.

In this report, 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 2024-25

Scope of this report

Geography: Global

Industry: Process mining

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 2024-25.

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 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 market grew at 35-40% YoY and reached US\$1200-1220 million in 2023
- North America and Continental Europe continue to dominate process mining adoption, while Middle East & Africa (MEA) and Latin America (LATAM) emerge as the fastest-growing regions
- The manufacturing and Banking, Financial Services, and Insurance (BFSI) sectors lead in process mining adoption, while the travel and logistics and government and public sectors experience the highest growth rates

Buyer insights

- Improving operational efficiency and productivity continues to be the key driver of process mining adoption among buyers
- Data preparation and integration, product training, and integration with Robotic Process Automation (RPA) and other critical systems 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, Software AG, SAP Signavio, and UiPath are the top providers in terms of software revenue; inverbis, mindzie, and QAD achieved strong YoY growth
- Celonis has the largest client base, followed by Software AG; UiPath experienced strong YoY growth in its client base

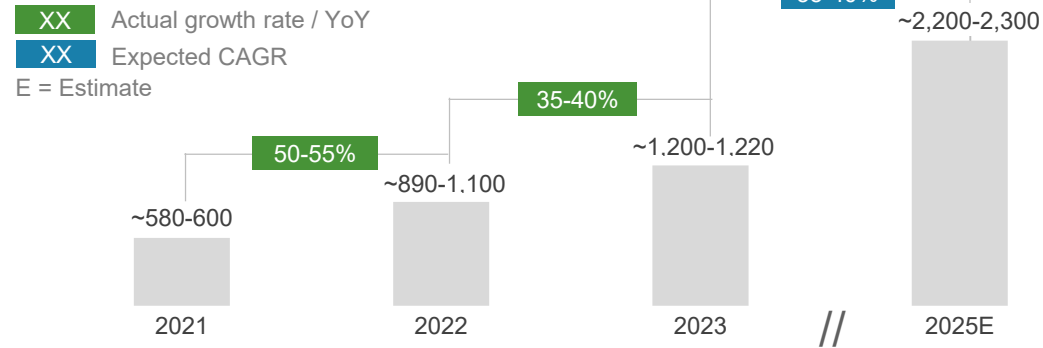
Outlook for 2024-25

- The current macroeconomic factors such as the rising interest rates and inflation will lead to an increase in adoption from industries such as government and public sector, BFSI, travel and logistics, and hi-tech and telecom
- Integration of process mining with generative AI tools and Large language models (LLMs) is expected to become increasingly popular. Providers are also expected to release copilots / chat interfaces to provide users with a guided approach to process mining, allowing them to pose questions in the form of natural language prompts

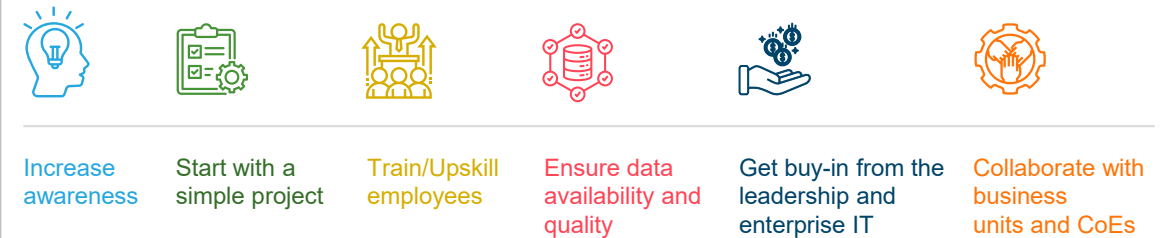
This study offers seven distinct chapters providing a deep dive into key aspects of the process mining market; below are four charts to illustrate the depth of the report

Process mining market overview

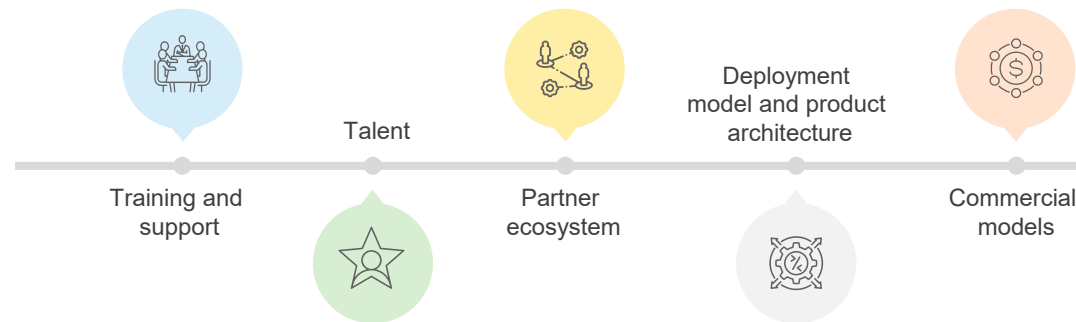
Process mining independent technology providers' market size
Revenue in US\$ million



Best practices



Process mining solution characteristics



Process mining provider landscape

Providers by number of process mining clients
(Providers are listed in alphabetical order within each category)

>=1,000	celonis, software
500-1,000	Microsoft, SAP, Signavio, UiPath
100-500	ABBYY, appian, apromore, IBM, mpmx, PROCESS SCIENCE, QPR
<100	CYCLONE, DECISIONS, FUTURCOOT, iGrafx, inverbis, mindzie, PROVERSE, QAD, UpFlux

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
Building Tomorrow's Business: The Strategic Role of Process Orchestration in Intelligent Automation			July 2024
Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024			August 2024
Process Mining State of the Market 2024			August 2024
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2024			Q3 2024
The Business Case for Digital Interaction Intelligence			Q3 2024
Process Orchestration Products PEAK Matrix® Assessment 2024			Q4 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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