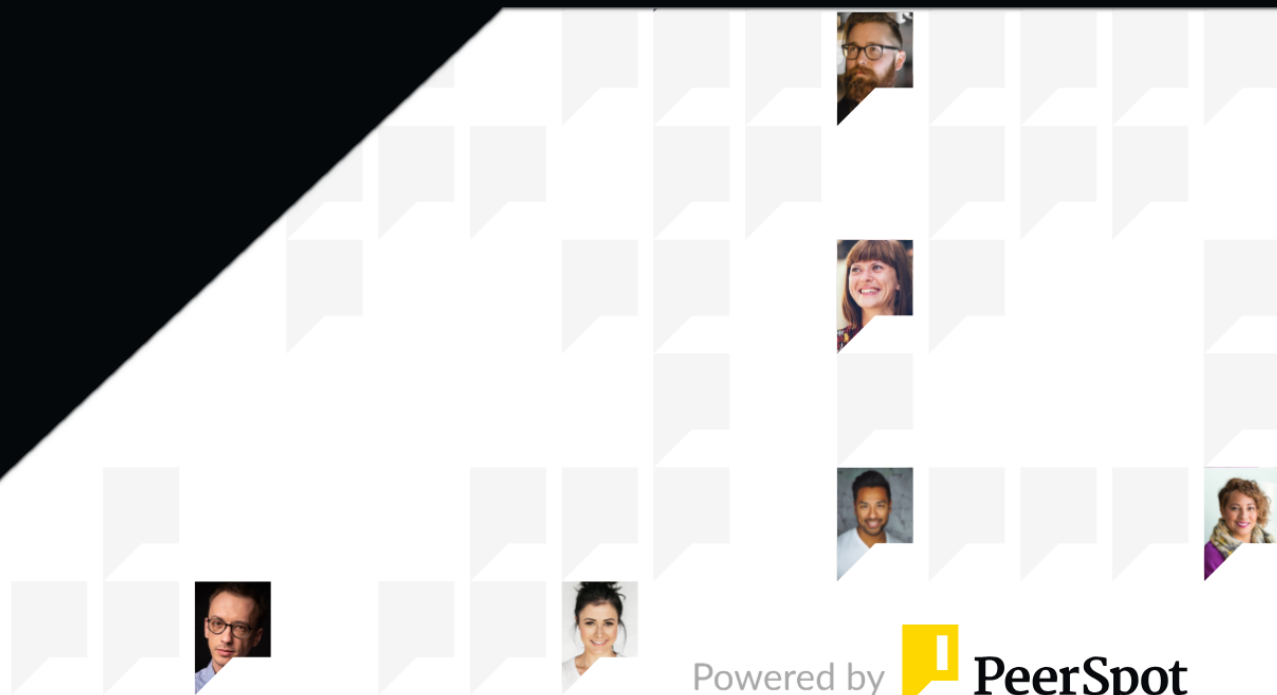


aws marketplace

Celonis

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 8

Other Solutions Considered..... 9 - 11

ROI..... 12 - 14

Use Case..... 15 - 18

Setup..... 19 - 22

Customer Service and Support..... 23 - 25

Other Advice..... 26 - 28

Trends..... 29 - 30

About PeerSpot..... 31 - 32

Product Recap



Celonis

Celonis Recap

Celonis is the global leader in execution management. Powered by its process mining core, Celonis has evolved from its beginnings as a Process Mining company into an execution management pioneer, enabling companies to unlock execution capacity and perform at full potential. Celonis offers advanced technology in data execution, combining real-time process data, the intelligence to make sense of that data, and the execution capacity to take immediate, decisive action. Celonis' Execution Management System makes data work for its customers by identifying inefficiencies and weaving interconnected processes together – thereby eliminating billions in corporate inefficiencies, empowering better business decisions and triggering the right actions automatically. Celonis is headquartered in Munich, Germany and New York City, USA and has 15 offices worldwide.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “It provides a visualization of the process itself, giving a very good synthesis of performance and helping me find improvements.”



Attila Aranyos

Head of Commercial Excellence at Sartorius AG

- ✓ “It's the first solution that combines business competence and capabilities with technological capabilities.”



Antonio Cardone

Senior Development Manager at Lutech

- ✓ “In my Celonis experience, it is easy to use and has higher AI capabilities.”



Raj Jaysing

Associate Manager at Adani Enterprises Ltd

- ✓ “Celonis assists me in optimizing processes, reducing throughput times, and identifying automation opportunities.”



Nikhil-More

Senior Application Developer at Fujitsu



“We like the process mining capabilities.”



Cunezt Ugur

Robotic Process Automation Leader at Borusan Holding



“Celonis is intuitive, powerful, and user-friendly.”



Paolo Facoetti

Senior Data Scientist & Data Professional at p4i



“The most valuable features of Celonis are its graphical interpretation and pre-built connectors with industry platforms like SAP or Oracle.”



Uday Nath

Testing Engineer at Tata Consultancy

What users had to say about valuable features:

“The most effective feature of Celonis is its capacity to analyze processes and uncover optimization opportunities through its visualizations of process variances..”

Gavin Beckett

Intelligent Automation Solution Architect at Digiblu

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“Celonis is intuitive, powerful, and user-friendly. Machine learning and predictive functionalities are key features. The tool's ability to handle real-time data processing is also valuable..”

Paolo Facoetti

Senior Data Scientist & Data Professional at p4i

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I find Celonis valuable for process visualization and analysis. It allows me to create various analyses and views, providing a clear picture of current processes. This enables me to identify improvement areas and process optimization opportunities. Celonis is also beneficial for its built-in apps that streamline tasks from legacy applications, facilitating daily operations and improving efficiency.

Nikhil-More

Senior Application Developer at Fujitsu

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“In my Celonis experience, it is easy to use and has higher AI capabilities. The AI capabilities allow me to reduce the timeline for process modeling.

Overall, process modeling is streamlined due to these capabilities..”

Raj Jaysing

Associate Manager at Adani Enterprises Ltd

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“This tool allows me to discover value before discussing technology. It's the first solution that combines business competence and capabilities with technological capabilities. With Celonis, I discuss processes and root causes, analyzing the bottleneck resource process. There is an app centered around a data-driven approach. I can create the model and, in a data-driven way, map processes using technology that supports people in investigative activities by finding root causes where processes falter. Celonis emphasizes that these goals aim to generate cost optimization..”

Antonio Cardone

Senior Development Manager at Lutech

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“It provides a visualization of the process itself, giving a very good synthesis of performance and helping me find improvements. For example, if the product is credited to be available two weeks from now for shipment, and Celonis scans the whole SAP and says it is available a few days earlier, then I can ship it out, making the customer happier. Or if some lead times are very slow, I can determine whether it is due to slow manufacturing, a warehouse problem, or other issues, providing very good insights into the process.

We have complex end-to-end processes, and it makes sense of them easily. I have many visual dashboards that provide insights, enabling execution steps and problem-solving..”

Attila Aranyos

Head of Commercial Excellence at Sartorius AG

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Other Solutions Considered

“At the moment, I'm working with Celonis, yet Signavio is also coming into the picture in the future, which I have no idea about yet. I want to learn more about it..”

Attila Aranyos

Head of Commercial Excellence at Sartorius AG

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“Celonis is extremely innovative compared to other tools. The data pipeline needs to be improved, but I would rate Celonis a ten out of ten for innovation. .”

Shaif Tazir

Senior Manager - Consulting at Ernst & Young

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“The primary focus was automating some of the banking sector's processes. Finding multiple processes that could be merged or streamlined to create smoother processes helped us decide to move forward with the technology. My decision was primarily based on targeting processes for optimization..”

Shrikrishna Kashid

Senior Technical Service Engineer Expert at Fujitsu

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“We recommend Celonis, UiPath, Blue Prism, and Automation Anywhere to our customers and leave the final decision to them based on their research and needs..”

Uday Nath

Testing Engineer at Tata Consultancy

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“We do not restrict to one vendor but present multiple options to our customers, including UiPath, Blue Prism, and Automation Anywhere. We recommend Celonis based on its market leadership, pricing benefits, and cloud availability..”

Uday Nath

Testing Engineer at Tata Consultancy

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“I was trying out Tableau before. I worked with it for three to four months. But Celonis is the first tool I worked with separately.

I also tested UiPath. But Celonis is better from a development perspective. Celonis is very compatible with the developer side because of the transformations that UiPath is doing; we have to download and do the necessary transformations in Visual Studio, and then we should upload it and test it in a test environment. I have seen that it's not that compatible compared to Celonis.

In Celonis, we have a custom building of KPIs and all, but in UiPath, we have only some metrics and aggregated functions we can use. We cannot customize the metrics like we can in Celonis.

Also, in Celonis, it's obvious how we can design our dashboard however we like, but in UiPath, we cannot do that. We can only adjust the VPN lens, which is not as good as what I feel. When it comes to extraction, it supports only a few things. They have only a few templates I have, where the service provides a hundred plus ads, which you cannot directly inject your data.

But in Celonis, you have the option to do that. When it comes to data science, you need a separate license for UiPath, which is another added cost. So, UiPath is, of course, is different from Celonis in various aspects..”

SuchitraBathula

Software Engineer at YASH Technologies

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ROI

Real user quotes about their ROI:

“In our organization, we measure two KPIs, which are time-to-value and time-for-value and these factors are used to calculate the ROI. There is definitely an ROI for Celonis due to the extremely innovative methodology and premise. .”

Shaif Tazir

Senior Manager - Consulting at Ernst & Young

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“I did quite an in-depth review of the use cases I deployed and the outcomes. In my opinion, there's a positive return on investment. Each project contributes differently; some bring customer satisfaction improvements, some reduce inventory levels, and some reduce operational costs. However, it's very hard to assign just one number..”

Attila Aranyos

Head of Commercial Excellence at Sartorius AG

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“The ROI depends on how fast you are able to find process anomalies and business cases that benefit the enterprise WRT Cost, Labor productivity, and employee efficiency. For O2C alone, we found automation opportunities for 7000 hours, making the ROI recovered within 9 to 11 months. .”

Nilesh Pawar

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Director - Cloud Architecture at a computer software company with 10,001+ employees

“Whenever I learn something, until I see any return on that investment, I would not invest in it. I have a serious plan of investing more time and resources in Celonis. I have found Celonis has a lot of new additions and it would be able to capture the markets very soon. The way the process improvements or process excellence is being looked at and the next progressive step for automation, I believe Celonis would play a vital role..”

ZavedAhmed

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Senior Business Associate at Tech Mahindra

“I think we got a return on our investment. We have not done any formal calculation of our ROI, but one of our use cases was really where we found large processing efficiency through Celonis. It indicated a very high rate in one country, and we ran the improved initiative there. Now, we see a reduction there. Orders are getting faster, clients are happier, and we can also redeploy the resources to process something else..”

Evgeniy Koltsov

Global digital manager at a pharma/biotech company with 10,001+ employees

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“We have seen an ROI. We are spending less time gathering and analyzing the data, actually, not just analyzing or putting together any contracting dashboards and tables whatsoever. So, calculating the KPI. It's very useful in this research.

I would rate this return on investment seventy percent, where one is zero percent, and ten is a hundred percent return on investment..”

Andrei Lupu

Continuous Improvement&Automation manager at Carrier

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Use Case

“In general, I benefit more from cost optimization, revenue increase, or, in other cases, customer satisfaction because it's better to work with this kind of streamlining that supports people during the workday..”

Antonio Cardone

Senior Development Manager at Lutech

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“Celonis includes some machine learning and predictive functionalities, and it helps us with real-time data processing. We use Celonis as a consultancy firm for different clients, customers, and projects, and the requirement for real-time processing varies depending on the case..”

Paolo Facoetti

Senior Data Scientist & Data Professional at p4i

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I use Celonis for process analysis. It helps me visualize processes through algorithms, identify variations, and analyze throughput times between activities. Once I identify the processes and variations, Celonis assists me in optimizing processes, reducing throughput times, and identifying automation opportunities. Celonis also offers built-in apps for shifting from legacy applications to Celonis for daily operations, including financial operations.

Nikhil-More

Senior Application Developer at Fujitsu

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“I work with Celonis at the moment, and my team is moving to S4HANA, which also somehow includes the Signavio solution. We probably use it for many tasks, such as monitoring lead times, looking for products that are available in stock earlier than predicted, checking incomplete orders, and doing some automation. For example, if a product should be there and isn't, I write back some reason codes into the system, creating some action paths as well. It's mostly for order processing..”

Attila Aranyos

Head of Commercial Excellence at Sartorius AG

[Read full review](#) 

“The most common use case for Celonis involves its ERP applications, notably for SAP and Oracle, particularly for procure-to-pay and order-to-cash processes.

Clients use Celonis to process mined data created on SAP or Oracle and gain insights into process executions..”

Gavin Beckett

Intelligent Automation Solution Architect at Digiblu

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“I am calling from PeerSpot, a review website for enterprise technical tools, to ask for feedback. We will make an article on our website from this feedback and publish it so other people who are considering using the tools can have a better understanding of what the tool is about and what they should expect. I have experience with some BPM tools, which are business process management tools, not mining tools.

I would like to list the tools I have tried before describing my experience with Celonis. First, I tried Celonis CPM (Celonis Process Management). Then I had SAP Signavio Process Manager, followed by GBTec BIC, and the fourth one is Prime BPM.

GBTec is the company name, and BIC is the tool name. All four tools mentioned are with respect to BPM.

Celonis is available on the PeerSpot website in the process mining category, not the BPM category. The BPM category on PeerSpot is not properly defined, as there are some issues with categorization..”

Raj Jaysing

Associate Manager at Adani Enterprises Ltd

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup of Celonis is relatively straightforward. The setup process is crucial, and with good quality data, Celonis is an easy product to use..”

Gavin Beckett

Intelligent Automation Solution Architect at Digiblu

[Read full review](#) 

“At the moment, I don't have an answer since I have just started a profile value project with Celonis. In this case, this kind of phase doesn't require implementing technical elements. I have access to a preconfigured platform..”

Antonio Cardone

Senior Development Manager at Lutech

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“It takes just a couple of days, yet to use it well, it's important to know what I want to use it for and the best way of setting it up. Change management is hard, however, the tool is really great..”

Attila Aranyos

[Read full review](#) 

Head of Commercial Excellence at Sartorius AG

“Celonis is simple to use, but OCPM requires a deeper understanding from the business. It can be a bit complicated to use. Overall, the platform is very intuitive. It has aided us in coding and building views in one and a half to two months, making it very user-friendly for us..”

Zaved Ahmed

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Bussiness Analyist at a retailer with 10,001+ employees

“For standard procedures, it's easily deployable. However, we do need technical support from Celonis experts for the deployment process.

After that, we need people who'll design the specific use cases to be implemented in Celonis, and then the team who'll use it for process improvement.

So, there are various stakeholders involved. Overall, while deployment is possible, it does require some support from Celonis.

For the initial data cleansing part, I'd rate my experience with Celonis itself a three out of ten, with ten being easy because we have to pre-setup. We need to cleanse the existing data, and that's a challenge.

However, for the initial setup of Celonis Search, I would rate my experience a seven out of ten, with ten being easy. .”

Venkat Sivaprakash

Global Buisness Services at Accenture

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“Celonis' initial setup process is very simple, especially if POCs and POVs are implemented using manual data. But the implementation of Celonis for data engineering aspects and transformations can be extremely complicated due to excessive technicalities. Our organization uses the cloud version of the product. To deploy Celonis at our organization, we begin with data analysis and try to identify the sources. Then, process connectors are used to integrate the sources. The aforementioned steps are implemented based on the two-way quality environment. The data is downloaded directly on Celonis as per the client's requirement and timespan, after which the extraction phase arrives, where we implement the transformation using the selective tables, activity tables, and case tables. As part of the aforementioned step, varying support dimensions from sources like SAP are used and the data job is created. Once the data job runs, the activity and case table are loaded with data, post which the data jobs can be explored on varying process explorers. Then based on the overall KPIs the deployment process of Celonis is completed. If the Starter Kit is being used, then data validation needs to be implemented in addition to the aforementioned processes. The deployment process of Celonis has three phases: the first is the analysis phase, followed by the build phase, and the value training phase. The deployment duration majorly depends on the sources; for instance, if you have SAP as a source and the standard modules have been scoped out, it would take a month for analysis, two months for design and another two months for value creation, so it takes five to six months overall to deploy Celonis for standard sources like SAP or Oracle, but for custom-built solutions it can take one or two extra months. .”

Shaif Tazir

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Senior Manager - Consulting at Ernst & Young

Customer Service and Support

I find customer service to be responsive and they usually address issues promptly. However, they aren't always able to solve problems, which can be a limitation for me.

Nikhil-More

Senior Application Developer at Fujitsu

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“The support is perfect. We are getting free consultancy from Celonis itself, and they are providing us with a value engineer. We also have a great e-learning platform available..”

Cuneyt Ugur

Robotic Process Automation Leader at Borusan Holding

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“I rate technical support a six out of ten. It depends on the value of the contract. If I have a large contract, Celonis supports the partner with architect solutions or other technical profiles. However, if I have a small contract for a minor client, the partner works alone..”

AntonioCardone

Senior Development Manager at Lutech

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“We primarily reached out to Celonis when encountering issues or when we needed to activate specific features that we were entitled to but were not enabled by default. In these cases, we contacted Celonis technical or customer support for assistance..”

Zaved Ahmed

Business Analyst at a retailer with 10,001+ employees

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“Since we could not proceed further, I cannot comment on the technical support, but the marketing part was excellent.

I haven't tried to contact Celonis technical support to ask them questions regarding the issue..”

Raj Jaysing

Associate Manager at Adani Enterprises Ltd

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“My company connects daily with Celonis' technical support team. Celonis' technical support team is very supportive, and our company can reach out directly to the support team if we have any queries.

Within a day or two, the technical support team of Celonis solves our company's issues.

I rate Celonis' technical support team a seven out of ten..”

Gouthami Viikurthi

Works

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Other Advice

My overall rating for Celonis is six to seven out of ten, considering the areas of improvement, complexity, and high pricing. However, I would definitely recommend Celonis to others since it is the market leader in process mining.

Nikhil-More

Senior Application Developer at Fujitsu

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“I recommend Celonis. That said, it's not suitable for small or medium enterprises due to its high cost. It is best suited for large enterprises.

I'd rate the solution nine out of ten..”

Paolo Facoetti

Senior Data Scientist & Data Professional at p4i

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“Celonis is recommended due to its proficient ease of use, rapid insight discovery, ability to execute on insights, and effective impact measurement.

I'd rate the solution eight out of ten..”

Gavin Beckett

Intelligent Automation Solution Architect at Digiblu

[Read full review](#) 

“My company is a consulting company, similar to Accenture or PWC. At the moment, I would give the solution an eight out of ten. Celonis is a good idea to change the way processes are considered in a company. It may not be perfect yet, however, it's the best way if the organization wants to approach processes with a data-driven approach. .”

AntonioCardone

Senior Development Manager at Lutech

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“Overall, I would highly recommend Celonis to other organizations because it has been the top leader in this area. The sales and support teams are very helpful, making it an advantageous choice compared to competitors.

I'd rate the solution nine out of ten..”

Uday Nath

Testing Engineer at Tata Consultancy

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“I tried four tools including CPM (Celonis Process Management), as Celonis has their own BPM tool. I recently procured CPM.

For the analysis part, I would rate Celonis four out of five because it generates a detailed Excel report when I enter the activity-wise cost, time, and value. It provides a complete overview of the per event cost and the total cost, allowing me to simulate processes. When I streamline a process, I work on multiple scenarios such as reducing time and cost while modeling multiple charts. It shows how much time I've reduced and how much value I've saved.

We didn't make a deal with them due to the cybersecurity issues. For the India market, I would not recommend Celonis, but for markets outside India, I would recommend it.

Overall, I am satisfied with Celonis; it's just unfortunately not compatible with the policies of India. I would rate Celonis eight out of ten..”

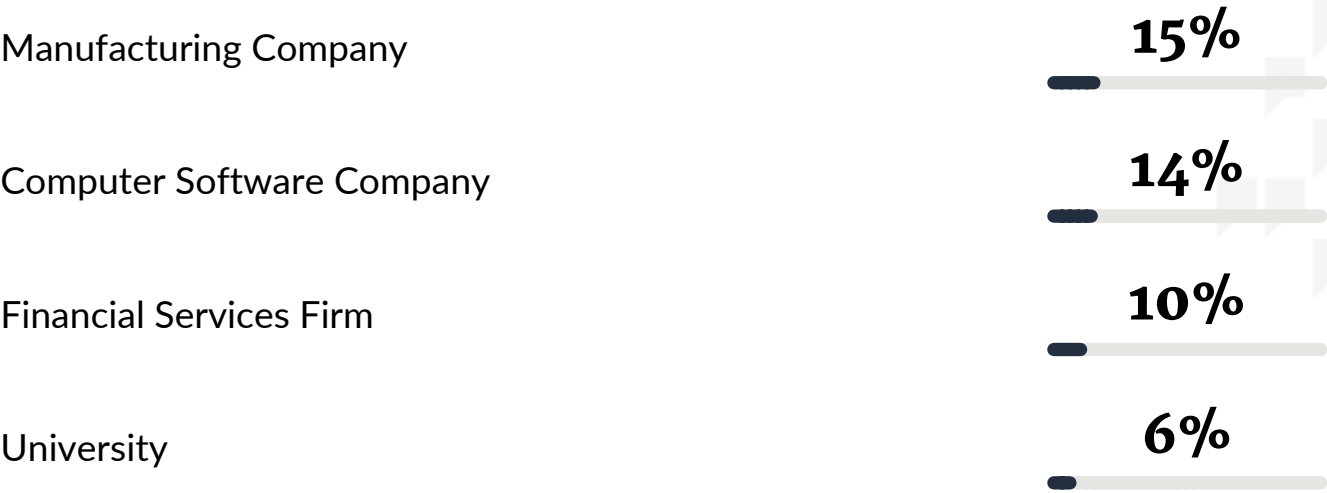
Raj Jaysing

Associate Manager at Adani Enterprises Ltd

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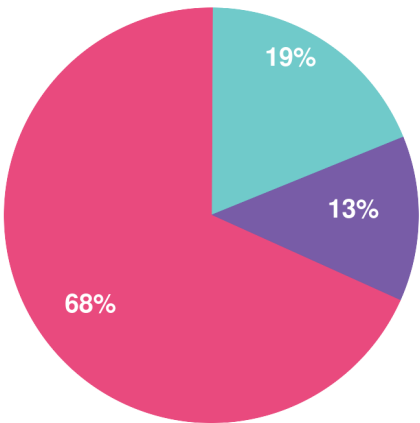
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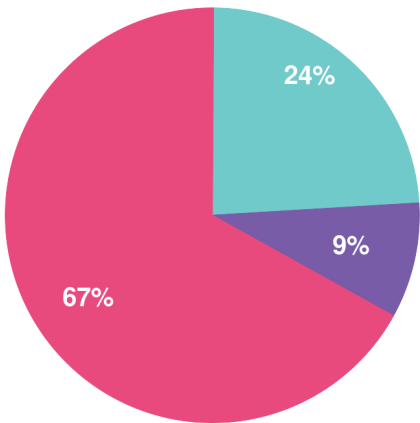


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944