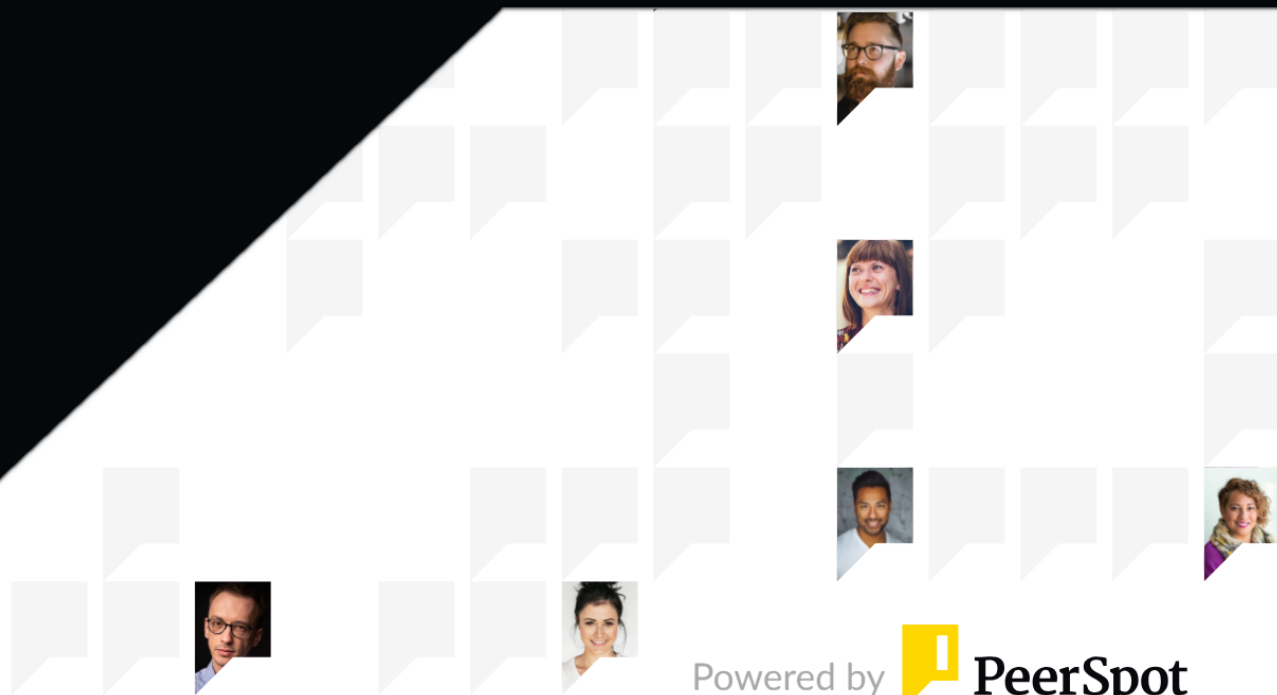




Camunda

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



Camunda

Camunda Recap

Camunda is the enterprise platform for agentic orchestration, enabling organizations to coordinate AI agents, people, and systems across complex, end-to-end business processes. With built-in governance, auditability, and human oversight, Camunda gives enterprises the control they need to move AI from pilots to production — safely and at scale. Trusted by over 700 organizations worldwide, including 9 of top 10 US banks, Camunda helps enterprises boost operational efficiency, accelerate time-to-value, and deliver better customer experiences. For more information visit camunda.com.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Camunda's support for BPMN 2.0 is a great advantage because it allows us to have a common language to discuss technology and business in the same perspective.”



Cristiano Gomes

Owner at a tech services company with 1-10 employees

- ✓ “I have seen a return on investment where we have fewer resources in development because of Camunda, which saves us approximately 15% in development resources.”



Dana Bieck

Manager at a outsourcing company with 1,001-5,000 employees

- ✓ “In my opinion, the best features of Camunda are found in Cawemo, where we are forced to describe and specify what we are doing, enabling us to automate our processes.”



Torsten Jedicke

Transformation Manager at Vodafone



“The amazing thing for me was how easy it was to deploy new processes and changes in the process models, which was super easy, super efficient, and super quick.”



Nicolas Barz

Freelance Consultant at a media company with self employed



“The best features of Camunda are the design time and run time aspects, as you can visualize the whole process and then integrate your network SMEs or allow business design and developers to collaborate on the workflow.”



Ajit Dani

Principal Solutions Architect at BT - British Telecom



“I see improvements with Camunda mainly in quality and service, as the best return on investment is less work for internal teams and enhanced value for end customers, allowing less experienced personnel to effectively work with Camunda and understand their responsibilities, alleviating dependence on specific knowledgeable employees.”



Antoine Chami

Product Owner/Manager at RS2i



“EC2 makes scaling horizontally incredibly easy, especially when working under the ECS service.”



FABIO NAGAO

Chief Technology Officer at Looplex SA

What users had to say about valuable features:

“The biggest difference between Camunda and Bonita might be that Camunda is simpler and more flexible for setting, though we are at the beginning and need to experiment..”

Mohamed Guermazi

Technical Director / Project Manager at I-way

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“I appreciate how seamlessly Camunda can be integrated into other systems, making integration very straightforward.

“Another feature I value is the intuitiveness of BPMN that allows you to create your UI without needing a developer, which is very helpful.

“Overall, business processing with Camunda is not very complex. However, you need to think it through and know your processes, as the tool itself is very usable..”

Dana Bieck

[Read full review](#) 

Manager at a outsourcing company with 1,001-5,000 employees

“The best features in Camunda that come to mind are the incredible development of the functionalities. When we started the project, we were beginning with brand new Camunda 8. It was all very new and fresh. During the course of the project, which took two years plus, Camunda just improved and added very useful features that made my life much easier. I am impressed with the speed of the development and the quality of the development. The other thing that stands out completely is the customer support. If you run into an issue either on your own because you made a mistake in the modeling, they are very quick to help and very helpful. The customer support is outstanding.

In my project, the deployment of Camunda was all cloud-based. I assume it was AWS. For German companies, it is always very important that it is a German cloud provider..”

Nicolas Barz

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Freelance Consultant at a media company with self employed

“In my opinion, the best features of Camunda are found in Cawemo, where we are forced to describe and specify what we are doing, enabling us to automate our processes. This is the most important thing, as we need to document what the business requires and make it zero touch. It is the magic.

“Regarding orchestrating complex end-to-end business processes, we use Camunda especially for complex cases but also for simple ones. If we have sub-processes, we leverage Camunda to manage the complexity, including DMN decisions.

“The coexistence that Camunda allows is important because we are connected, using it as an orchestrator for domain controllers and various automation platforms, both legacy and new, ensuring we are independent and can operate across domains..”

Torsten Jedicke

Transformation Manager at Vodafone

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“In my opinion, the best features of Camunda include the data scientist side where we have Optimize that can help us analyze the processes and see where the heat map is, which is useful in everyday business to know regarding the volumes and workflows that are taking more time than expected.

The overall solution with Camunda is very convenient regarding the connectors with Salesforce, Workday, and other tools, which helps expedite projects and achieve good returns on investment, meaning that under six or nine months, you can implement a project. For example, we started a project in January and delivered it in May, something traditional development cannot provide.

I see improvements with Camunda mainly in quality and service. I feel the best return on investment is less work for internal teams and enhanced value for end customers, allowing less experienced personnel to effectively work with Camunda and understand their responsibilities, alleviating dependence on specific knowledgeable employees..”

Antoine Chami

Product Owner/Manager at RS2i

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“Camunda's support for BPMN 2.0 is a great advantage because it allows us to have a common language to discuss technology and business in the same perspective. This capability used to allow us to anticipate issues and discussions with the business and product teams.

“Since they are basically a fork from Activiti, which was a lightweight architecture that would allow us to run the process in a way we used to call the process API or a headless process. There was no need to deploy and run heavy and large tools and frameworks and middlewares, allowing us to embed the process engine inside our Java applications. That was another advantage, and it worked fairly well with cloud environments. The limitation they have with transactional databases that ultimately they were able to get rid of when they launched Zeebe was not really an issue for us. We did not have the scale and transaction volume that would make a need for such a high throughput environment. The standard or original Camunda deployment with a transactional database was more than enough for our use cases.

“The learning curve for understanding how it works and deploying the first processes, especially for those people who have a background in Java, seemed to be a really fast-paced adoption for us. When we compared with other process automation tools such as Pega and IBM BPM, Camunda seemed a better approach for us..”

CristianoGomes

Owner at a tech services company with 1-10 employees

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Other Solutions Considered

“We previously used Bizagi but switched to Camunda due to its superior BPMN and DMN modeling capabilities and better integration with other applications..”

RicardoRodriguez1

President and Senior Researcher at Instituto Andino de Sistemas - IAS

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“I cannot comment on how Camunda compares to other solutions or vendors such as Appian, Bizagi, or Pega at this time since I have not had as much experience with those vendors..”

Dana Bieck

Manager at a outsourcing company with 1,001-5,000 employees

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“Comparing Camunda to vendors such as Pega or Bizagi is challenging. I find Camunda to be particularly trendy, with many coming projects and a strong sales team, positioning it to boom in 2025 and 2026. Other tools do not share the same dynamic, which is why I consider Camunda agile..”

Antoine Chami

Product Owner/Manager at RS2i

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“When comparing Camunda with other solutions such as Appian, Pega, and Bizagi, we conducted an assessment and have different solutions across various businesses and countries. For us, Camunda is the best choice as it fits more generically, connecting business and technical teams effectively..”

Torsten Jedicke

Transformation Manager at Vodafone

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“When comparing Camunda with other solutions, my experience with other vendors is mainly with Signavio, which was bought by SAP. I think we seem to have a bit of lag after being acquired by SAP. They have slowed down their development or have focused on features that are not really useful to me. While Signavio got worse and worse, Camunda got better and better. The speed of development and being cutting edge with technology has always impressed me. I would love to have more opportunities to find clients that want to build Camunda projects with me..”

Nicolas Barz

Freelance Consultant at a media company with self employed

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“When we compare Camunda with other solutions such as Pega and Bizagi, we evaluated alternatives five to six years ago. Within our organization, there were other workflow engines in use. The benefit of Camunda for us at that point was that we started with the community edition, and there was an Open Network Orchestration Platform, which was an open source project for doing network orchestration that had a Camunda engine embedded as part of their framework. This is how we became aware of Camunda, and because of the ONAP aspect, we could literally plug and play a lot of code from the ONAP foundation into what we had to implement. We started with open source and then moved to the enterprise license. It is easy to start up, conduct your POCs, and get it into production, which is a differentiator for us against the other BPMN engines we have seen..”

Ajit Dani

Principal Solutions Architect at BT - British Telecom

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ROI

Real user quotes about their ROI:

“I have seen a return on investment where we have fewer resources in development because of Camunda. This saves us approximately 15% in development resources..”

Dana Bieck

Manager at a outsourcing company with 1,001-5,000 employees

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“Hosting services on Fargate reduces our processing costs since we don't need to keep virtual machines running for workloads anymore. This results in cost reductions..”

FABIO NAGAO

Chief Technology Officer at Looplex SA

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“As for the return on investment, we work cross-functionally within different silos and processes, with outcomes varying widely. It can range from a one-time job not yielding good business cases to cases we repeat thousands of times, which generates significant value..”

Torsten Jedicke

Transformation Manager at Vodafone

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“Regarding pricing for Camunda, I believe it is cheap when considering the cost of the volumes, but planning constraints are crucial. Regulatory changes or implementation needs should not take years to resolve, as the value is not just the license cost per number of cases run in the workflow, but how you achieve service enhancement for your company..”

Antoine Chami

Product Owner/Manager at RS2i

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“For my big project, those were not long-running processes, but I think Camunda should manage that very well because their whole suite enables that, especially to look at every instance of the process and see where that is within the process, what stage it is at, and which actions are still pending. You can see all of that, so that is basically not an issue. It is working very well..”

Nicolas Barz

Freelance Consultant at a media company with self employed

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“ROI is influenced by the quality and usage. While the pricing structure is crucial, making an error in the planning can lead to substantial expenses. However, based on the feedback from our customers, they express satisfaction with Camunda. They assert that it provides extensive coverage and is more cost-effective compared to other business process systems..”

Alexey Nakonechnyy

Co-owner/ Deputy CEO at Integrity

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Use Case

“Camunda is focused on workflow automation and decision automation. We are using this in networks and for change management, assurance automation, and for cybersecurity automation..”

Torsten Jedicke

Transformation Manager at Vodafone

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“Our primary use of ECS is to host all our services in the cloud. We work in the legal sector, and our workloads are often deployed on Fargate containers or Azure containers to abstract the hardware..”

FABIO NAGAO

Chief Technology Officer at Looplex SA

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“Our common use case for Camunda is working on seeing how we can replace Bonita with it for some projects.

We are trying to replace Bonita, especially because the reporting in Camunda seems to be more developed than Bonita's tools..”

Mohamed Guerhazi

Technical Director / Project Manager at I-way

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“Camunda can be used in various workflow scenarios, such as policy administration systems, onboarding, account management in telecom, insurance products, policy issuance, claims management, and loan management.

It is also suitable for customer service center activities where customers' accounts are created. Camunda can manage any workflow that requires customer interaction with the system. It is a competitor to other BPM solutions like Pega..”

VenkatarajuNandam

Technical and Solution Architect at Freelance

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“My clients' use cases involve automating processes like BPM and agentic orchestration. I wish I could find a client that wants to do agentic orchestration. When I first used Camunda, I started by modeling BPMN and DMN models. I did a very big project for a client where we effectively automated their whole accounting within the purchasing software as an add-on. The benefit of using Camunda was having a visualization of how the accounting rules and regulations were implemented. From my background as a German tax consultant, I understand accountancy rules, and therefore was able to use Camunda to build all of that myself within the framework of BPMN and DMN. .”

Nicolas Barz

Freelance Consultant at a media company with self employed

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“We leverage Camunda for two different use cases in Santander Brazil. I used and we used to have an orchestration flow for processing new credit approvals. Once the customer requested a new credit on the Santander mobile app, they received the confirmation instantly, online, but asynchronously, we had several updates and documentation to prepare in order to make back-office processes complete. The customer received the instant confirmation, but we used to have a long-running process with several steps running in parallel and asynchronously, and those steps were orchestrated through Camunda. That was one use case, basically API orchestration in an asynchronous process with no human interaction.

“We leveraged Camunda for the back-office processes for Santander Esfera, which is a loyalty program from Santander in Brazil. It is mainly a marketplace where customers can use loyalty points to redeem products. The order management process for that marketplace used to run through Camunda as well, leveraging APIs and in some cases, handling exceptions and human interaction..”

CristianoGomes

[Read full review](#) 

Owner at a tech services company with 1-10 employees

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.

“Overall, deploying Camunda is not complex. Our admins know how to manage version 7, and while they are learning about version 8, I think they have only needed to make some optimizations and that in general, deployment is not a big deal..”

Torsten Jedicke

Transformation Manager at Vodafone

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“The initial setup was guided by the professor's guidelines and involved installing several programs and agreeing on a Java version. After setup approval and training, we encountered some issues that were addressed with help from the professor..”

Edy-Robert Tudosie

RPA Developer at Deutsche Bank

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“Initially, installation was challenging, but recent improvements have made it much easier. Following the Camunda website's instructions, we completed the setup in less than an hour..”

RicardoRodriguez1

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President and Senior Researcher at Instituto Andino de Sistemas - IAS

“Setting up ECS is simple, although there are some tricks involved. I usually have to define private and public networks and bind all related services. It's easy but not super straightforward. I had to repeat the process two or three times before I could teach others how to configure it..”

FABIO NAGAO

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Chief Technology Officer at Looplex SA

“It is easy to deploy Camunda 7. Camunda 8 is a bit more challenging, but the support we receive as part of the enterprise license helps us work around the problems we are facing. Camunda 7 is definitely straightforward, which is what we are currently running, and we are making progress with Camunda 8. It is obviously a different model of installation and how the services have been split, but with support, I think it is pretty straightforward..”

Ajit Dani

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Principal Solutions Architect at BT - British Telecom

“Regarding deployment in Camunda, I would say it felt really simple. As I mentioned, I am not the tech person, so it was a colleague that set all that up. The outcome of that project was that the person I worked with was working for a smaller software development company. After the project, he joined Camunda to set up a separate offering within Camunda to integrate it with an SAP background, and that made it pretty easy to deploy. The amazing thing for me was how easy it was to deploy new processes and changes in the process models. That was super easy, super efficient, and super quick. If you can change the content of your solution by amending one or two BPMN models, deploying those BPMN models to production, and then the new process, the content of the software has been changed by someone not a developer within a matter of minutes, that is very impressive..”

Nicolas Barz

Freelance Consultant at a media company with self employed

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Customer Service and Support

“I didn't need the technical support. I haven't needed to for Modeler. It's simple. But if I were to use their automation engine, I'm sure I would need support..”

Juan Pablo Barragán

Owner and Principal at Odoo Concept

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“From one to ten, I would rate the technical support for Camunda a nine. The support is excellent, but communication barriers may arise for French customers due to the need for English during technical issues..”

Antoine Chami

Product Owner/Manager at RS2i

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“Camunda's community is medium-sized, offering reasonable support. However, they provide better support for the enterprise edition. There was not a large community in the early years..”

VenkatarajuNandam

Technical and Solution Architect at Freelance

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“We now have an enterprise contract because of the increasing volume in production. We want to ensure we have good enough SLAs, so we probably bought the enterprise support. .”

Peter Broucke

Enterprise Architect at Proximus

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“The support for Camunda is great. The team is very responsive. They really understand deeply and in detailed fashion the solution. Any issue you have, they answer back right away. For the support, they made a great job. On a scale of 1 to 10, I would rate them a 10 for support..”

CristianoGomes

Owner at a tech services company with 1-10 employees

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“The AWS Support is incredible. They always invite us for meetings to showcase new solutions. I have a very good relationship with AWS, Microsoft, and GCP for support. AWS provides the best support, followed by Microsoft, and then Google..”

FABIO NAGAO

Chief Technology Officer at Looplex SA

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Other Advice

“I expect that a few hundred users are using the solution currently, and we aim for that number to increase. I would recommend Camunda to other users because we consistently suggest it to different businesses within our organization and across various countries, promoting the exchange of solutions. I would rate this review an eight overall..”

Torsten Jedicke

Transformation Manager at Vodafone

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“I have not personally implemented an AI agent in Camunda, but what I have seen in their demos and how they are able to demo that live on stage is very impressive. I would love to have a project where a client is willing to use the agentic AI and help them set that up and build that out. Also, the process OS, that is the new thing they are doing. I would love to be involved in a project about that, but I myself have no proper use case for that as a freelance consultant on my own.

I have been recommending Camunda since the first time I have used it, so I would always recommend it. Unfortunately, some of my clients do not have the budget or the strategic potential to use it. Mostly, it is a budget constraint, especially at the moment with many companies just not willing to spend. I rate this review overall as a ten out of ten..”

Nicolas Barz

Freelance Consultant at a media company with self employed

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“Camunda is anonymous, or at least that is what I have found, which is perfect for those who require that level of privacy.

“I currently only use AI or the AI agents in Camunda at a test level.

“Camunda is enterprise-level and has approximately 10,000 users.

“I would absolutely recommend Camunda. I think that a proof of concept is an excellent idea. It is also crucial to ensure you have all your stakeholders on board and do not exclude anyone because there are cross-use possibilities throughout the entire process with Camunda. Making sure everybody understands what it can do greatly ensures the success of the project you implement later. I would rate this review overall at a 9..”

Dana Bieck

Manager at a outsourcing company with 1,001-5,000 employees

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“We do not use AI agents broadly, but when implementing them, they help us analyze cases and understand customer intent through some first-step analysis, with the last decision remaining human. Engaging users remains difficult, since a workflow tool is already a revolution and AI adds complexity in understanding its decision-making process.

With Camunda, it is very easy to observe and control processes during runtime. Implementing transversal processes requires company-level engagement, but once established, transformation becomes straightforward. The challenge lies in human engagement and internal communication to convey forthcoming changes. However, Camunda offers smooth and visually appealing tools that are comprehensible and well-presented compared to other solutions.

I would recommend implementing Camunda, advising to work with a partner, as it fosters an easier acceptance of change among internal teams when an external company navigates the transition. Regarding communication, having a contractor to lead the changes simplifies the process. I give this review a rating of 10..”

Antoine Chami

Product Owner/Manager at RS2i

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“We purchased the license for Camunda. It was not simple, and at the end of the day, it is an expensive tool. I think for enterprises, it pays itself pretty well, but for startups and teams that are trying to make some tests and understand if the tool is the best solution for their specific scenarios, the pricing model right now is a concern.

“I could not even purchase a version straight from their portal. I had to contact sales and then fill out a form, a representative team in Brazil received the form but did not get in touch. It is not really self-service, and I would prefer to have something where you can just put your credit card and use the tool as you want.

That lack of transparency is an issue for us right now.

“When we compared Camunda to other options for running back-office processes at Santander Brazil, those credit processes have very large profit margins. So any tool running on those processes would be of good return. When compared to Pega and IBM, we made the bet for the cost of development. With IBM specifically, we had the license already because we had other tools and contracts. But the development was not as straightforward, and the running infrastructure costs for running and setting up the tool was not cheap. It was more expensive than running the process embedded in our Java applications, the way we did with Camunda. For the total cost of ownership, Camunda seemed to be the best option, but it is not cheap.

“I would rate Camunda a 7 out of 10. It is a great tool with great support, though licensing is not so good, and evolution-wise, they are not investing as much as they should. I do not think Zeebe is a no-brainer evolution for Camunda as the two products are very different..”

CristianoGomes

Owner at a tech services company with 1-10 employees

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“Our impressions of Camunda for orchestrating complex end-to-end business processes indicate that while my use case is not complex, I know other parts of our organization use it for more complex processes, so it is definitely capable of orchestrating complex processes.

“We do not use the AI aspects of Camunda because we have our own AI framework.

“The number of users who use Camunda directly is less than ten because we do not expose the cockpit or any of the Camunda apps directly to the end user. We have our own portal or UI from which the journeys are driven, so approximately ten users use it.

“I would recommend Camunda. The approach we took was to pick the simplest use case, implement it, and learn while implementing, then think about more complex scenarios. On the enterprise support side, we used it more to review our models. Our development team writes the Java delegates and the actual code behind it, but the main benefits we see are reviewing the BPMNs and the use of external tasks versus other best practices. That is what I would definitely recommend people leverage if they are deciding to go ahead with Camunda as their workflow engine.

“Camunda handles long running processes that run for days, weeks, or months. We have processes that run for months, and ultimately it depends on your implementation, but it is more than capable of handling long running processes and we do not see any issues.

“I would rate this review a nine out of ten..”

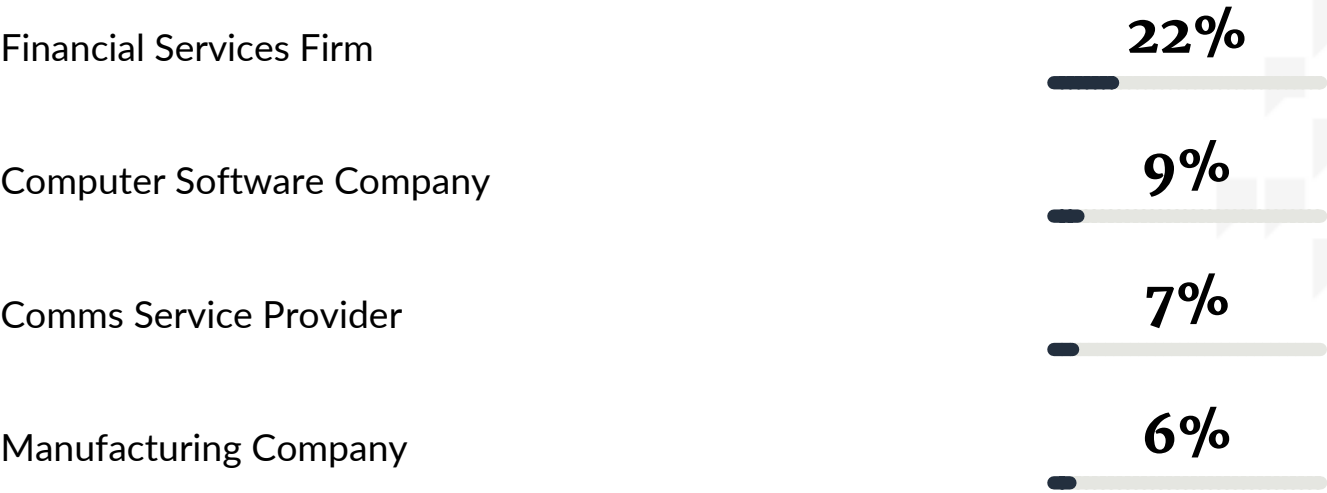
Ajit Dani

Principal Solutions Architect at BT - British Telecom

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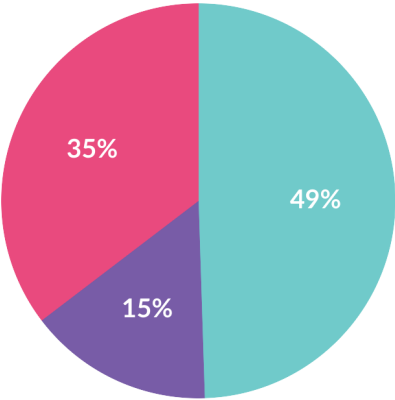
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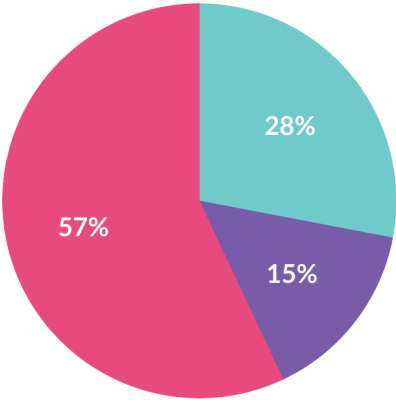


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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