



Celonis

Reviews, tips, and advice from real users



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Product Recap



Celonis Recap

Celonis empowers businesses with process mining, offering automation and AI features that visualize processes, identify bottlenecks, and optimize operations. With seamless integration and user-friendly tools, Celonis adds significant value to businesses aiming for operational efficiency.

Celonis is a leading tool for process mining and optimization, seamlessly connecting with SAP and Oracle systems through pre-built connectors. Its capabilities include visualizing processes, identifying inefficiencies, and optimizing workflows with comprehensive dashboards and action flows. While Celonis scores high on functionality, integration with Microsoft, Azure connectivity, and an improved pricing model are areas for improvement. Training resources and an intuitive interface are essential for users managing frequent updates and complex programming needs. With robust process analysis and automation features, Celonis enhances decision-making and resource allocation.

What key features does Celonis offer?

- **Process Mining:** Visualizes and analyzes business processes to identify inefficiencies.
- **Automation:** Enables streamlined, automated workflows for improved productivity.
- **AI Capabilities:** Enhances process optimization and decision-making with advanced AI.
- **Integration:** Offers pre-built connectors for seamless integration with SAP and Oracle.
- **Dashboards:** Provides comprehensive views of operations to monitor performance.

What benefits or ROI should reviewers look for?

- **Operational Efficiency:** Identifies and resolves bottlenecks, improving workflows.
- **Resource Optimization:** Enables better allocation and utilization of resources.
- **Informed Decisions:** Data-driven insights support strategic decision-making.
- **Cost Management:** Streamlines processes, reducing operational costs.

In finance, procurement, and supply chain, Celonis is utilized to monitor and optimize entire business processes, analyzing data from systems like SAP and Oracle to uncover inefficiencies. Organizations leverage its process analysis and automation triggers for improved performance and resource allocation.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Regarding the measurable bottom-line value, I captured nearly 1.2 million in annualized early payment discounts, reduced duplicate, erroneous invoice payments by approximately 800 to 900 thousand USD, and automated exception handling cut manual process touchpoints by approximately 30 to 40%, saving approximately 15,000 to 20,000 operational labor hours annually.”



Prateek Rao

PARTNER & MANAGING DIRECTOR at a financial services firm with 5,001-10,000 employees

- ✓ “Celonis is a great tool and is clearly the leader in process mining.”



Ebin_Abraham

Data Engineer at Baker Hughes

- ✓ “Celonis has positively impacted my organization as it holds a Titanium partnership with Celonis.”



GulshanMishra

Management Data Engineer & Governance Senior Analyst at a tech vendor with 10,001+ employees



“After implementing this Action Flow, our normal ServiceNow ticketing has been reduced by 70 percent, and vendors are utilizing the Action Flow extensively.”



Praveen Bansal

Senior Business Intelligence Analyst at a manufacturing company with 10,001+ employees



“Celonis is a very good tool, and as for alternatives, it is the best actually in the market.”



Verified user

Data Engineer at a pharma/biotech company with 10,001+ employees



“I have seen a positive impact of Celonis in my organization, as I receive many testimonials from clients mentioning that process mining has genuinely helped, especially through Celonis.”



Verified user

Process Mining Consultant at a tech vendor with 10,001+ employees



“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

What users had to say about valuable features:

“The best features Celonis offers are its advanced tools in the current market, including Action Flows which allow you to automate any process to send information or trigger anything in your SAP. Celonis is also user-friendly for clients, and you have a live connection to your data, refreshed on a daily basis for the latest information from SAP to Celonis.

I have seen a positive impact of Celonis in my organization, as I receive many testimonials from clients mentioning that process mining has genuinely helped, especially through Celonis. For instance, I sent daily reports on SLA breach cases, showing how many were breaching SLA each day, allowing clients to take quick action and improve their process efficiency. I also helped automate certain processes, which saved them money, and it enables clients to identify and change areas needing improvement in their processes..”

Verified user

Process Mining Consultant at a tech vendor with 10,001+ employees

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“Action Workflows backed by PQL and views are the best features in Celonis. The reason for preferring Action Flows backed by PQL and views is that Celonis provides insights into targeted tasks that can be acted upon today. They set up the infrastructure for control API write-backs when ready with RPA integration.

“Currently, write-back capability to the source system is not available. The source systems being used are SAP and Oracle in most use cases. Action Flow is helping to trigger emails, but in the future, there is a desire to write back to the source system itself. Action Flow is excellent for current requirements.

“The integration with SAP is good, but the integration with the Microsoft environment needs more capability. The combination of time saved and improved efficiency makes these features valuable..”

Ebin_Abraham

Data Engineer at Baker Hughes

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“The best feature of Celonis in my experience is the process optimization and the process explorer, a 3D process mining tool that allows us to explore how the processes work as per the as-is processes, comparing them and finding inefficiencies while figuring out how to make them more efficient.

“There are other features as well, including action flow and the visualization tools of Celonis, which provide a very clear understanding of things. The action flow makes it more useful when it comes to process automation, either from another tool or within Celonis. Apart from that, there is a machine learning workbench integrated in a few use cases where Celonis could not process the data by itself, requiring help from machine learning using Python. From there, we can really customize the things and process the solution.

“This cost saving is a very good example we have seen realized in the last few months due to the application of the duplicate checker, leading to a significant amount of cost saving. It is more money saved, but I cannot give the exact figure right now. It was realized as more than 50% compared to the last frequency or last time..”

Verified user

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Data Engineer at a pharma/biotech company with 10,001+ employees

“The standout feature of Celonis is definitely the Process Intelligence Graph, which creates a living digital twin across multiple systems and provides the operational context needed for effective AI and automation. I also rely heavily on Action Flows and Studio for triggered automation and real-time process conformance monitoring.

“Studio allows me to build customized, role-specific views and dashboards where operators can monitor process health in real-time. Action Flows then act as our operational layer, automatically triggering notifications, updating records, and routing exceptions directly back into our ERP systems without manual intervention.

“I would also mention the pre-built connector ecosystem and Transformation Center, which are important for us as they allow rapid data ingestion across disparate systems and continuous benchmarking against key performance indicators.

“Celonis has significantly reduced our process cycle times and eliminated operational friction across core workflows such as P2P and O2C. It has delivered measurable bottom-line value by capturing early payment discounts. It has cut manual rework and given our leadership a data-driven ability..”

Prateek Rao

PARTNER & MANAGING DIRECTOR at a financial services firm with 5,001-10,000 employees

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“One of the valuable features is Action Flow. Another feature I appreciate is the Simulation Report that Celonis provides, which allows me to identify and predict future analysis. Celonis has also moved into Views, which is very interactive for business users, and these are the features I appreciate the most.

With Action Flow, I addressed an issue where vendors were not receiving real-time status updates on their invoices. I created an Action Flow that provides vendors with real-time status information on their current invoices sent to our company. After implementing this Action Flow, our normal ServiceNow ticketing has been reduced by 70 percent, and vendors are utilizing the Action Flow extensively.

Regarding the Simulation Report, I used it to show the business what would happen if we changed some automation rates in the process, added more FTEs, or removed FTEs. I demonstrated to the business that if they changed these parameters by a certain number, they would see projected outcomes. Through this simulation, we identified that our cycle time was reduced by two days in one of the AR processes. Additionally, our invoices became prioritized, and the number of duplicate invoices was drastically reduced because we check for duplicates before posting and remove any duplicates. There have been many other savings, including P&L savings and cost reductions during the implementation of Celonis use cases..”

Praveen Bansal

Senior Business Intelligence Analyst at a manufacturing company with 10,001+ employees

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“The best features Celonis offers, in my opinion, include Object-Centric Process Mining and Annotation Builder. Object-Centric Process Mining provides a depth of understanding of every object, while Annotation Builder allows for customization of free text columns. For example, if a resolution is provided but later the IT team finds it incorrect, Annotation Builder can be used to suggest the correct category or product name.

“In Object-Centric Process Mining, I first create objects, which can be anything from products, invoices, categories, customers, or billing. After that, I identify the event log, which should consist of activities, such as creating purchase orders or purchase requisitions. Once I identify the objects and events, I define the relationships between them, which can be one-to-one, one-to-many, or many-to-many. The benefit of Object-Centric Process Mining is that I gain a detailed view of every object. If I want to see the detail level for any particular object, I can do that. In case-centric process mining, however, I can only choose one case ID and see all the details related to that case ID, which is a more restricted view compared to the 3D layer of view available in Object-Centric Process Mining.

“Celonis has positively impacted my organization as it holds a Titanium partnership with Celonis. Whenever I find myself stuck, I can directly connect with Celonis team, which offers many resources. For example, in my company, if I am not familiar with the data connectivity part, there is a dedicated team that can handle those tasks. Even when it comes to value realization, the Business Value Architect can take care of those needs..”

GulshanMishra

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Management Data Engineer & Governance Senior Analyst at a tech vendor with 10,001+ employees

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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“I have not used a different solution before Celonis, as I started my career with Celonis and have not had the chance to work with any other software. There were no evaluations of other options before choosing Celonis; my organization has been using Celonis from the start..”

Verified user

Process Mining Consultant at a tech vendor with 10,001+ employees

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“Celonis is a very good tool, and as for alternatives, it is the best actually in the market. People should always go for it and try it, as I am not aware of any other solution that excels in process mining expertise..”

Verified user

Data Engineer at a pharma/biotech company with 10,001+ employees

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“UiPath Process Mining and Microsoft Process Mining were evaluated as alternative solutions.

“Celonis was found to be a very expensive tool compared to other options. Other tools are currently being explored as alternatives..”

Ebin_Abraham

Data Engineer at Baker Hughes

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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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“Celonis has been in the organization for three to four years, but the tool has not been fully utilized until this year. The plan is to use Celonis to the maximum this year.

“UiPath Process Mining and Microsoft Process Mining were explored, and some gaps were identified in those tools. Celonis is a good solution and is clearly the leader in process mining..”

Ebin_Abraham

Data Engineer at Baker Hughes

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ROI

Real user quotes about their ROI:

“I have seen a return on investment, especially in time saved for my clients; in the incident management process, the average cycle time for handling tickets was over ninety-eight hours, but after identifying root causes, such as tickets being held due to wrong group allocation, the cycle time reduced to approximately thirty-eight hours..”

Verified user

Process Mining Consultant at a tech vendor with 10,001+ employees

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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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“Regarding the measurable bottom-line value, I captured nearly 1.2 million in annualized early payment discounts. I reduced duplicate, erroneous invoice payments by approximately 800 to 900 thousand USD. Additionally, automated exception handling cut manual process touchpoints by approximately 30 to 40%, saving approximately 15,000 to 20,000 operational labor hours annually..”

Prateek Rao

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PARTNER & MANAGING DIRECTOR at a financial services firm with 5,001-10,000 employees

“In terms of return on investment, for money-saving KPIs, I would point to the importance of on-time delivery in the Order-to-Cash process. Other KPIs I focus on include investigating root causes, such as rework cases for late deliveries and identifying vendors that do not make payments on time. By analyzing these KPIs, clients can identify root causes and enhance their revenue generation..”

GulshanMishra

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Management Data Engineer & Governance Senior Analyst at a tech vendor with 10,001+ employees

“Regarding time saved and cost saved, we have seen improvements. However, in the initial year, it takes time before seeing a return on investment. After implementing the process successfully and deploying the use cases, then a return on investment becomes visible. In the first couple of years, I would not expect a return on investment because the initial setup will take more than a year if the process requires significant customization..”

Praveen Bansal

[Read full review](#) 

Senior Business Intelligence Analyst at a manufacturing company with 10,001+ employees

“One use case alone, the material movement project, proved an impact of 32 million dollars. Another use case called buy analysis resulted in an impact of approximately 200,000 dollars. Asset management also delivered a great ROI.

“Full ROI has not been reached yet because the organization is concentrating more on process mining from this year onwards. However, it is hoped that the ROI goal will be achieved by the end of this year. An exact figure is not available at this time..”

Ebin_Abraham

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Data Engineer at Baker Hughes

Use Case

“I currently work as a data engineer as well as a developer in Celonis, which is my main use case for the platform.

“For example, I work on the travel and expense project for the company using Celonis, where we track this data, what is going on, data sphere, and to see how the process flow is actually working in order to optimize that process, identifying where it takes more time and making it more efficient. These are the areas or goals in the process.

“There is another example as well where we use Celonis in the duplicate checker application, which helps us identify whether a particular document is being duplicated or not, taking a few parameters into consideration..”

Verified user

Data Engineer at a pharma/biotech company with 10,001+ employees

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“Celonis is used for process mining in material movement, tracking, buy analysis, well control tower, and asset management. Celonis is especially valuable for identifying bottlenecks and routing inefficiencies in these live use cases.

“One project involved material movement where Celonis was used to map material flow and spot bottlenecks and routing efficiencies. The data came from Databricks, where all cleansing and processing was completed before the data reached Celonis. This project achieved a proven impact of approximately 32 million dollars.

“Several additional use cases have been implemented, and Celonis demonstrated great impact by identifying bottlenecks. As a result, automation was implemented to improve the overall process..”

Ebin_Abraham

Data Engineer at Baker Hughes

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“I have more than four years of experience with Celonis process mining and more than one year of experience with Signavio.

I have created numerous use cases around Accounts Receivable, Accounts Payable, and Purchase to Pay. These are the three main processes I have worked on, with a primary focus on the AP side.

One of the challenges we identified was that invoices were not being posted in SAP. To address this, I created an invoice prioritization use case in Celonis where we prioritize all invoices according to vendor type and other ranking criteria. This became one of my major use cases. The second significant use case I developed was a duplicate checker that I customized according to our company's specific needs, which resulted in substantial savings.

Another process I worked on involved the HTR side, where we identified the hiring procedure for candidates. We discovered that the process contained numerous steps and was taking more than two weeks to complete. Through Celonis, I identified an issue where there was no communication between two interviews, and this became another use case I successfully identified..”

Praveen Bansal

Senior Business Intelligence Analyst at a manufacturing company with 10,001+ employees

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“Recently, I worked on blocked invoices for one of my clients where I was able to identify the types of blocks occurring in their accounts payable process. I showed them why the blocks were happening and where they were occurring in the process.

My main use cases with Celonis include automation, where I assess how much automation rate my clients currently have and where they can improve their processes to reduce full-time equivalent requirements and save cycle time. I also identify where rework is happening, why it occurs, and how to reduce it, providing these insights to my clients.

Regarding Action Flows, I have used several modules for different use cases, including sending daily reports to my clients for tickets where service level agreement breaches are occurring. I used data from the incident management process to check how many tickets were breaching SLA daily, writing filters for specific categories reaching certain time points to indicate SLA breaches. Regarding live data connections, Celonis allows connections to various sources like SAP and Amazon, and even supports custom extractors for building data connections.

In terms of specific outcomes with Celonis, I focused on identifying root causes for high-priority tickets that should be resolved in twenty-four hours. In my client's case, many tickets were breaching SLA due to misallocation to the wrong group, which I helped identify, leading to changes in their ticketing process..”

Verified user[Read full review](#) 

Process Mining Consultant at a tech vendor with 10,001+ employees

“I primarily use Celonis for end-to-end process mining across our order-to-cash and procure-to-pay cycles. It helps us uncover operational bottlenecks and eliminate manual work in our ERP systems.

“In our procure-to-pay process, Celonis uncovered that 30% of the invoices had pricing discrepancies against the purchase orders, which caused prolonged manual approval holds. I implemented Celonis's Action Engine to automatically update the PO line items, and that cut our invoice cycle by approximately 40% and captured approximately 1.2 million dollars in early payment discounts.

“Beyond the core P2P and O2C, I rely on Celonis's Process Intelligence Graph to monitor cross-system audit compliance and track on-time delivery metrics in real-time. It serves as our single source of truth.

“I deployed Celonis in a public cloud SaaS hosted on AWS and Azure, but it functions effectively as a hybrid architecture. The analytical engine and platform side reside in the cloud, while lightweight on-premise clients connect securely behind corporate firewalls to extract data directly from local private cloud legacy ERP systems..”

Prateek Rao

PARTNER & MANAGING DIRECTOR at a financial services firm with 5,001-10,000 employees

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“My name is Gulshan Mishra, and I currently work for a private company where I hold 4.5 years of experience in Celonis Process Mining. I did multiple projects including Order-to-Cash process, Purchase-to-Pay process, and Accounts Payable process. I have also worked on new functionalities of Celonis, including Object-Centric Process Mining, Action Flows, Process Simulation, and AI-related functionalities such as Agent AI, Agent C, Copilot, Annotation Builder, and others.

“My total and relevant experience is 4.5 years, entirely focused on Celonis Process Mining since I started my journey in the IT industry. My main use cases for Celonis involve working on different scenarios, with most being business process-related and some being custom processes as well. The specific use cases depend on the client and the processes where I have worked, though I have majorly focused on business processes as well as custom processes.

“Specific examples of business processes I have worked on using Celonis include the Order-to-Cash process and Purchase-to-Pay process. In those processes, my first step with Celonis was establishing connectivity and extracting the data. I extracted relevant tables and columns, and when required, I pseudonymized those columns and performed Vertica SQL transformation using case activity table creation. After that, I identified bottlenecks as well as automation-related tasks.

“Regarding my main use cases for Celonis, whenever working on any business processes or custom processes, I ensure to first create a wireframe to understand how to proceed with dashboard creation and what KPIs are required for building those business processes. I identify the pinpoint areas where root causes are happening and determine what solutions can be implemented. These findings can be presented to the client. By identifying these areas through data analysis and connecting with stakeholders to highlight pinpoint areas or root causes, I can indicate that working on those areas will generate more revenue..”

GulshanMishra

Management Data Engineer & Governance Senior Analyst at a tech vendor with 10,001+ employees

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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

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“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

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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 Analyst at a retailer with 10,001+ employees

“The initial setup was perfectly fine. We connected Celonis with SAP and Snowflake, and the integration was not difficult to implement or connect. The integration between Celonis and other systems is very good..”

Praveen Bansal

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Senior Business Intelligence Analyst at a manufacturing company with 10,001+ employees

“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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“I would describe the customer support from Celonis as quite good. So far, I have not had many reasons to complain. We have a direct channel with senior management as a partner..”

Prateek Rao

PARTNER & MANAGING DIRECTOR at a financial services firm with 5,001-10,000 employees

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“I have interacted with customer support, but I would characterize it as a mixed response. Sometimes I get the work done, but other times I do not get much clarity on the support from the team..”

Verified user

Data Engineer at a pharma/biotech company with 10,001+ employees

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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..”

Antonio Cardone

Senior Development Manager at Lutech

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“I have experienced lags in response times from customer service. We are not always receiving responses on time. I remember a particular use case where I raised requests to Celonis, and it took more than two weeks to receive a response. This was the worst experience I have had with Celonis until now..”

Praveen Bansal

Senior Business Intelligence Analyst at a manufacturing company 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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Other Advice

“Celonis is deployed as a private cloud solution on [Amazon Web Services \(AWS\)](#). Celonis is a great tool and is clearly the leader in process mining. The key is making full use of the tool, though it can be difficult to get resources for implementation. Overall, Celonis is a good solution worth pursuing. The overall review rating for this product is a 6 out of 10..”

Ebin_Abraham

Data Engineer at Baker Hughes

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“My advice for others looking into using Celonis is to become familiar with SQL functionality as well as the ETL concept—extract, transform, load. A basic understanding of data warehousing is also essential. Although Celonis is not overly complicated, understanding the basic level of SQL, data warehousing, and ETL is beneficial. Only a familiarity with the UI is required for effective utilization. I would rate my overall experience with Celonis as an eight..”

GulshanMishra

Management Data Engineer & Governance Senior Analyst at a tech vendor with 10,001+ employees

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“I would rate Celonis an eight point five on a scale of one to ten because there is definitely room for improvement. I chose eight point five specifically because, as I mentioned, the documentation can be enhanced, and there are other areas for improvement I previously covered. My advice for those looking into using Celonis is to check pricing beforehand, as certain features will incur additional charges. It

is important to understand what clients need from Celonis, whether it is Action Flows, Action Views, or the process view, as there are more options in the market besides Celonis. My overall rating for this product is eight point five..”

Verified user

Process Mining Consultant at a tech vendor with 10,001+ employees

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“I did not choose any other options before selecting Celonis.

“We are just a customer or partner for this vendor, with no additional business relationship.

“Celonis is a very all-rounder tool, although it sometimes lacks the proficiency that it requires or should extend, but overall, it is a really good solution. I gave this review a rating of seven..”

Verified user

Data Engineer at a pharma/biotech company with 10,001+ employees

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“It will take some time to become comfortable with process mining using Celonis because completing the training alone does not provide real-time usage experience. There are many error-handling scenarios that take more time when starting work on real-time projects. I would say it is neither very difficult nor very easy.

First, you need to determine which process you need to mine. Otherwise, you will lose your money and not receive a return on investment. If your company knows which process to mine first, you will get your investment back as soon as possible. Otherwise, it will take time to see a return on investment.

I am a customer of Celonis. Celonis is faster compared to any BI tool. Customization is possible with Celonis. Since my process has already been customized, I have used Celonis extensively for customization according to our usage requirements.

I have given this review a rating of nine..”

Praveen Bansal

Senior Business Intelligence Analyst at a manufacturing company with 10,001+ employees

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“I would rate Celonis an 8 out of 10.

“I gave it an 8 since it delivers powerful process mining and measurable ROI, with minor deductions only for initial setup complexity and the PQL learning curve.

“Regarding Celonis's AI capabilities, I find it has strong enterprise-grade governance that ensures customer data is never used to train third-party foundation models without consent while maintaining strict role-based access control. Its Process Intelligence Graph acts as a deterministic guardrail that grounds AI and agentic workflows in verified operational data, minimizing hallucinations and enforcing compliance.

“I think the accuracy and reliability of Celonis's outputs are exceptionally high because the outputs are grounded in deterministic event logs rather than probabilistic data, and the Process Intelligence Graph rather than raw generative speculation minimizes hallucinations. The confidence scores on recommended actions give teams the transparency needed to safely automate these end-to-end decisions.

“My advice to others looking into using Celonis would be simple: start with one high-impact, well-understood process to prove measurable ROI. Ensure strong cross-functional alignment between IT for data pipelines and business operations for change management from day one. I rate this product an 8 out of 10..”

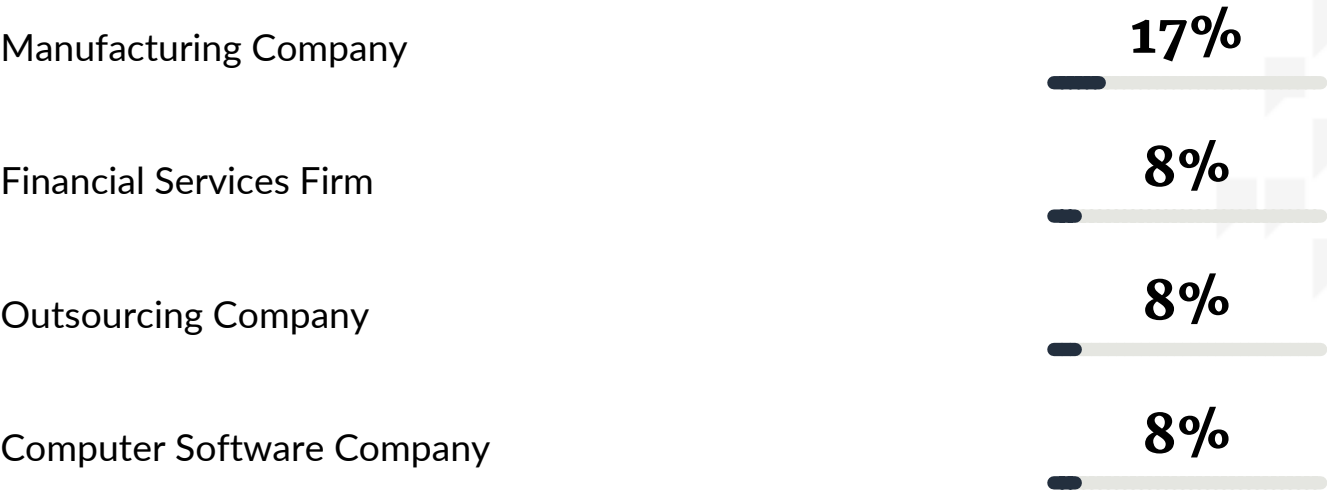
Prateek Rao

PARTNER & MANAGING DIRECTOR at a financial services firm with 5,001- ...

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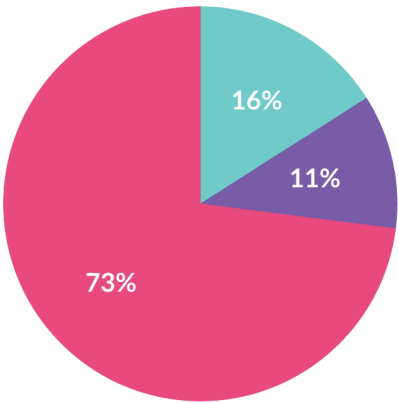
Top Industries

by visitors reading reviews

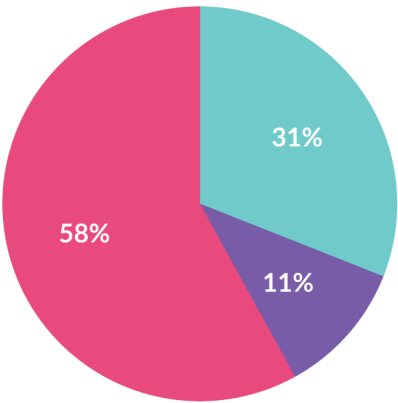


Company Size

by reviewers



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 Large Enterprise  Midsized Enterprise  Small Business

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