



Maximize productivity.
Reduce operational costs.
Drive customer experience.

With the **Execution Management System** by Celonis



This is what you get when you maximize your execution capacity.

\$85M

improvement in asset utilization captured

\$20M

saved by speeding up customer service ticket resolutions

\$80M

saved across Procure-to-Pay process



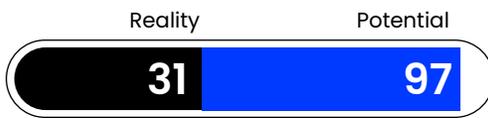
Uber



Every company operates at a certain execution capacity – the level of performance it can achieve with the available time and resources.

The **Celonis Execution Management System (EMS)** lets companies maximize that capacity by eliminating the execution gaps in their systems to **achieve breakthrough performance.**

Impact these Process Excellence KPIs in weeks not months



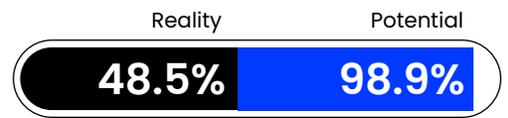
Customer Service:

The average company achieves a **net promoter score of only 31**. Leading performers are hitting scores as high as **97**.



Finance & Administration:

The median company's **touchless invoice rate is 27%**. Fully-optimized companies can achieve more than **85%**.



Supply & Delivery:

The average company is letting down customers with an **on-time delivery rate of only 48.5%**. Best performers are hitting **98.9%**.

Source: Celonis, The State of Business Execution Benchmarks Report 2021



What the EMS does



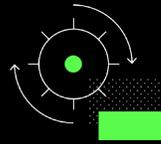
Visualize your processes in real time

See your process as it really runs and all the deviations that are happening along the way — such as invoices going back and forth in your AP process or delays in ticket resolution in customer service operations.



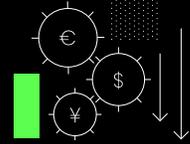
Detect execution gaps automatically and fix them

Critical gaps and inefficiencies are surfaced in real-time, alongside the recommended next-best-actions to tackle them — so you can fix issues before they impact KPIs.



Automate what can be automated

Automated approvals, conflict resolutions, and self-service options boost productivity and ensure your people can concentrate on high-value work.



Reduce operational costs

Cut down rework and manual changes for faster, more accurate — and ultimately cheaper — processes.

How it does it

Measure

The Celonis EMS leverages Process Mining technology to extract data in real-time from source systems and measure capacity. It identifies and visualizes execution gaps — like manual rework and increased cycle times — that limit your execution capacity.

Know

The EMS knows the right course of action to eliminate the most impactful execution gaps. Based on machine learning and best-practices, it suggests the best steps — such as updating master data — to help maximize execution capacity.

Act

The EMS takes action in a number of ways. It automates real-time actions across systems — such as paying an invoice or escalating a service ticket — as well as deploys the right people to remove gaps — highlighting a pattern of non-compliant behavior, for example.



“Celonis supports business execution at Uber by allowing us to look at processes all over the world and measure them in the same objective way. From there we can actually determine what our true performance levels are and work on improving them.”

Don Williams,
Senior Program Manager of Global Process Excellence for Uber

Join the ranks of the best performers

The future belongs to those who are ready to maximize their capacity to execute. Find out what the Celonis EMS can do for you and join the Fortune 500 companies who are already achieving breakthrough results in Process Excellence.

Get in touch now.

