

# SIEMENS THE WORLD'S LARGEST PROCESS MINING USER



**100%**  
Process  
Transparency



**800**  
Process  
Mining  
Users



**23 TB+**  
SAP HANA  
Infrastructure



**>70**  
ERP  
Systems  
globally

With over 343,000 employees worldwide and 71.9 bn € revenue in 2014, SIEMENS is a global player in the industry, energy, healthcare and infrastructure sector. Across all its divisions, Siemens strives to continuously drive efficiency and quality of its processes and products - digitalization and innovation are at the top of the corporate agenda.

### Reconstruct and visualize processes automatically at the touch of a button.

In an effort to standardize and accelerate the ways in which the company gets relevant insights into the performance of its global processes, SIEMENS introduced the so-called ProcessDash service in 2013. The idea behind it: Achieving full transparency across as-is processes and uncovering the full potential for process optimization.

ProcessDASH empowers SIEMENS with the greatest possible transparency across all its operations. It gives business users scalable insight into how the real process is executed at any point in time and allows them to streamline it quickly and accurately. The application

that delivers these insights and cuts through the company's large amount of Big Data is Celonis Process Mining (CPM), a new analytics technology which reconstructs and visualizes IT-driven processes live and end-to-end. It enables business users to analyze and explore processes and their many variants as they happen: find bottlenecks, compliance violations, inefficiencies, and monitor process performance. Not only with high accuracy, but also really fast: Celonis Process Mining operates on one of the largest SAP HANA In-Memory database installations in the world. More than 70 SAP ERP systems are simultaneously connected to SIEMENS' global HANA landscape and can be accessed on the fly.

### More than 800 CPM users in just one year.

SIEMENS regularly hosts a so-called ProcessDash fair, a large in-house event at which project teams report insights, share best practices and discuss new approaches, all based on Process Mining. "SIEMENS' Process Mining user community has already grown to more than 800 users in just one year", says Dr. Lars Reinkemeyer, who

is in charge of the ProcessDash platform. With new initiatives and projects coming up, he predicts even further growth of and development within the community.

### Lots of use cases demonstrating the value of Process Mining.

At the 2015 ProcessDash fair, most cases revolved around what practical questions and insights the CPM analyses had delivered over the last months in SIEMENS' global sales, procurement, logistics and finance processes. Analyses showed e.g. how the delivery performance across different countries and units could be improved by looking for deviations in process variants. Or how process automation could be further increased, why there had been need for manual intervention and how this was prevented in the future. Other use cases demonstrated how the reasons for rework activities, such as price changes, could easily be tracked by drilling down into such patterns. Another case showed how SIEMENS' Supply Chain Management could be greatly improved through an in-depth analysis of the process complexity and the

throughput times. And it is was explained, how Process Mining helped to identify and optimize ordering channels by moving from paper to electronic ordering.



### A SIEMENS success story that is gaining more and more momentum.

The project teams were quite enthusiastic when talking about what they have achieved with the help of ProcessDash. When asked about the greatest benefit of Celonis' solution, they agreed: Its drill-down capability allowing to find process weaknesses and provide factual evidence has already made it an indispensable tool.

"With Celonis' Process Mining technology, we can see for the first time how all processes are executed in reality. If we have questions, we now can get the answers in seconds instead of days or weeks. As such I'd call it an amazing technical innovation that will definitely shape how businesses operate in the future", says Reinkemeyer. He adds, "Within SIEMENS its success story is gaining more and more momentum and the results have already received a lot of traction. More projects are to be rolled out in the near future. By 2016, so he says, we will surely hit one thousand active CPM users".

# celonis

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