



Process Mining Products PEAK Matrix[®] Assessment 2024

June 2024: Executive Summary



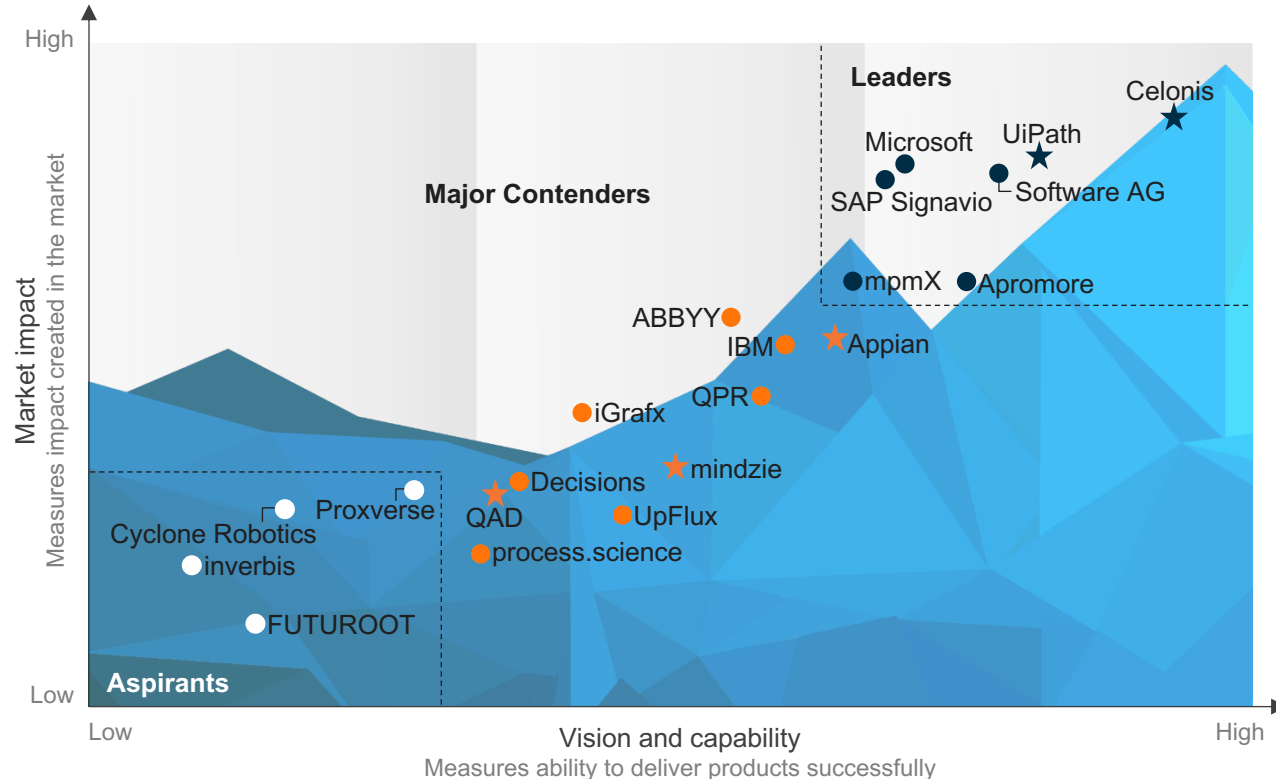
Service Optimization Technologies



Everest Group Process Mining Products PEAK Matrix® Assessment 2024

Everest Group Process Mining Products PEAK Matrix® Assessment 2024¹

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers



Leaders

Apromore, Celonis, Microsoft, mpmX, SAP Signavio, Software AG, and UiPath are the Leaders on Everest Group's **Process Mining Products PEAK Matrix® Assessment 2024** based on their market impact and vision & capability.



Everest Group also identified the following providers as the **Star Performers: Appian, Celonis, mindzie, QAD, and UiPath**. This recognition is based on these providers' relative year-over-year movement on the PEAK Matrix®.

Methodology

The PEAK Matrix® is a framework to assess providers' relative market success and overall capability. Providers are positioned on the PEAK Matrix® based on an evaluation across two key dimensions:

- Market impact measured by the market success, portfolio mix, and value delivered
- Vision & capability measured by vision and strategy, process set-up and integration, process intelligence, implementation and support, and commercial model

¹ Assessments for Cyclone Robotics, IBM, iGrafx, Microsoft, and process.science exclude provider inputs and are based on Everest Group's proprietary database, ongoing coverage of these providers, their public disclosures, and Everest Group's interactions with buyers. For these companies, Everest Group's data for assessment may not be complete

















































































Note: Star Performers are selected based on a relative comparison of providers' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Providers with the highest year-over-year (YoY) improvement are designated as Star Performers.

The Star Performer title does not reflect the overall market leadership position, which is designated through Leaders, Major Contenders, or Aspirants

Source: Everest Group (2024)

















































































Summary dashboard | market impact and vision & capability assessment of providers for Process Mining Products 2024 (page 1 of 3)

Measure of capability:  Low  High

Providers	Market impact				Vision and capability					
	Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Process set-up and integration	Process intelligence	Implementation and support	Commercial model	Overall
ABBYY										
Appian										
Apromore										
Celonis										
Cyclone robotics										
Decisions										
FUTUROOT										
IBM										



















































Summary dashboard | market impact and vision & capability assessment of providers for Process Mining Products 2024 (page 2 of 3)

Measure of capability:  Low  High

Providers	Market impact				Vision and capability					
	Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Process set-up and integration	Process intelligence	Implementation and support	Commercial model	Overall
iGrafx										
Inverbis										
Microsoft										
Mindzie										
mpmX										
Process.Science										
Proxverse										
QAD										

Summary dashboard | market impact and vision & capability assessment of providers for Process Mining Products 2024 (page 3 of 3)

Measure of capability:  Low  High

Providers	Market impact				Vision and capability					
	Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Process set-up and integration	Process intelligence	Implementation and support	Commercial model	Overall
QPR										
SAP Signavio										
Software AG										
UiPath										
UpFlux										

Additional information



“The process mining software market continues to grow at a steady pace, despite the challenging macroeconomic conditions. Enterprises are increasingly turning to next-generation technologies such as process mining to enhance operational efficiency, strengthen process governance, and elevate customer experience. Generative AI is helping drive the next wave of innovations in the process mining space, unlocking new opportunities for enterprises to harness the power of data-driven decision-making. The provider landscape continues to evolve, and enterprises need to navigate it effectively to achieve superior business outcomes.”

Amardeep Modi, Vice President

- Authors
- Amardeep Modi, Vice President
 - Santhosh Kumar, Practice Director
 - Harpreet Makan, Practice Director
 - Niveditha Arjun, Senior Analyst
 - Upshant Saini, Senior Analyst

More details on the full report

In the 91-page report, **Process Mining Products PEAK Matrix® Assessment 2024**, 21 process mining providers are categorized into Leaders, Major Contenders, Aspirants, and Star Performers. This report is available for purchase on our [website](#).



Capability assessment Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and strategy	Vision and capability					Overall
	Market success	Portfolio mix	Value delivered	Overall		Process setup and integration	Process intelligence	Implementation and support	Commercial model	Overall	
Provider 1	●	●	●	●	○	○	○	○	○	○	○
Provider 2	○	○	○	○	○	○	○	○	○	○	○
Provider 3	○	○	○	○	○	○	○	○	○	○	○
Provider 4	○	○	○	○	○	○	○	○	○	○	○
Provider 5	○	○	○	○	○	○	○	○	○	○	○
Provider 6	○	○	○	○	○	○	○	○	○	○	○

Everest Group's remarks on providers Illustrative example

Measure of capability: ○ Low ● High

Market impact				Vision and capability					Overall
Market success	Portfolio mix	Value delivered	Overall	Process setup and integration	Process intelligence	Implementation and support	Commercial model	Overall	
Strengths <ul style="list-style-type: none"> Provider 1 offers a process intelligence tool that allows users to control processes in near real-time. It offers process and task mining in a single platform to provide enhanced process visibility It offers an intuitive ETL tool that allows users to perform transformations in the cloud to load data. It also has in-house connectors to enterprise systems such as SAP and ServiceNow 				Limitations <ul style="list-style-type: none"> Provider 1's focus geographies are North America, followed by the UK and APAC. It has limited presence in LATAM and no presence in MEA and Continental Europe Its focus industries are BFSI, hi-tech and telecom, and government and public sector. However, it does not have experience of serving clients in sectors such as manufacturing and travel and logistics 					

Other SOT offerings

Publications

- Intelligent Document Processing (IDP), Banking IDP, and Insurance IDP Products PEAK Matrix® Assessments 2024
- Intelligent Process Automation (IPA) Solutions PEAK Matrix® Assessment 2024
- Intelligent Document Processing (IDP) – Provider Compendium 2024

Custom Services

- Provider tracking, competitive intelligence, capability assessments, and benchmarking
- Account intelligence
- Digital strategy formulation

Our research offerings

This report is included in the following research program(s):

Service Optimization Technologies, Process Mining

- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Cyber Threat Detection and Response
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Crime and Compliance Operations
- ▶ Financial Services Technology (FinTech)
- ▶ Forces & Foresight
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG IT Services
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

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