



Accelerate process excellence and reduce risk

Process Intelligence with KPMG and Celonis



Together, KPMG and Celonis can help your organization increase efficiency, speed, agility and quality, while helping you reduce cost as well as improve risk management, compliance, customer experience and working capital.

Technological innovations and growing regulatory demands give rise to new uncertainties and increase the overall level of complexity of business processes. This, in turn, often results in rising costs, hidden operational inefficiencies and errors, or might even lead to deliberate acts of noncompliance—all of which can bring reputational damage and/or financial loss to an organization. Powered by our combined capabilities, KPMG and Celonis are providing a process mining solution that helps enable customers to achieve process excellence by drawing data from underlying systems, identifying inefficiencies, and providing the knowledge, actions, and automation to reduce friction in business processes.

Together, we bring a differentiated and innovative approach to addressing client pain points associated with continuously changing processes, risks, and technologies to help achieve the desired outcomes for customers, employees, and regulators.



Harnessing the power of process intelligence

Process intelligence helps enable enterprises to boost their bottom line by aligning, enhancing, and transforming operations to improve execution and business outcomes, allowing users to take action to dynamically improve business processes and to achieve desired business outcomes. Celonis technology unifies data from your IT systems, such as Oracle, Workday, SAP and ServiceNow and reconstructs the real “as-is” state of the business processes supported by those systems. Celonis senses friction points, their root causes, and their impact, using AI and benchmarks from

Celonis’ 2000+ implementations. Finally, the system acts, either by automatically taking intelligent action back in the transactional systems or by recommending a next-best-action to an employee in the process.



How transparent are your processes?

- Can you easily identify how to save costs?
- Do you experience delays in delivering goods and services to customers?
- Do you know which areas have the highest risk?
- Do you have full insight into how your people spend their time?
- Can you effectively identify your automation areas?
- Are you confident that your processes meet compliance requirements?
- Do you fully understand how data moves through your organization?
- Where are your processes deviating from the standards?
- When are your processes not being followed?
- Why is your cash not being collected on time?
- How can your vendor delays be reduced?

Potential use cases include:

- ✓ Operational Excellence
- ✓ ERP Implementation
- ✓ Internal Audit/Compliance
- ✓ Shared Service Centers
- ✓ Outsourcing
- ✓ Process or Controls Automation
- ✓ Business Process Management
- ✓ Merger and Acquisitions
- ✓ Tax
- ✓ Forensic Services
- ✓ Finance Transformation
- ✓ Supply Chain optimization



Data-driven approach

Process mining can be used to analyze and enhance a broad range of processes from back office and mid-office to customer-facing processes.

The KPMG alliance with Celonis allows us to utilize the Celonis software which understands a company's processes, senses friction and takes action to remove the barriers that prevent them from achieving their full execution potential.



Key views of the Celonis software include:

Process Discovery allows for a multi-dimensional view over your real processes to identify deviations with root causes.

Conformance check enables you to compare your expected process to the actual process.

Benchmarking can be performed over various dimensions (entities, vendors, etc.) or industry KPIs to standardize or enhance processes.

Time analysis depicts the throughput time between activities allowing you to streamline your processes and reduce cost.

Organizational behavior analyzes user interaction throughout the process to identify bottlenecks or segregation of duty conflicts.

Process monitoring dashboards allow for rapid insights and continuous monitoring of key performance indicators.

Action Engine allows automation of actions based upon process friction signals and process prediction.



Potential benefits of using KPMG Intelligent Technology

KPMG has one of the largest teams of data scientists and consultants specialized in process intelligence and has strong experience in process intelligence projects in a variety of domains. KPMG can assist in various areas within your business, ranging from logistics and production, through accounting and finance, to IT services and HR. KPMG provides a multidisciplinary and integrated approach, which includes cross-industry experience, as well as internal audit, business processes, compliance, and data and analytics.

The KPMG and Celonis alliance bring the following potential benefits to your organization, such as:

- Enhance compliance and controls through continuous audit and monitoring, while reducing risk and opportunities for fraud
- Underpin business transformation through cloud
- Improve customer experience by reducing errors and time to resolution
- Improve end-to-end process lifecycle by reducing cycle times
- Improve decision-making through process transparency
- Enhance quality by reducing process inefficiencies, bottlenecks, and rework
- Provide visibility into data integrity, system access and processes during new system implementations
- Establish and manage objectives and KPIs for process-based performance
- Increase trust and confidence in the process and data
- Monitor and manage process automation efforts



Connected. Powered. Trusted.

KPMG consulting teams bring an industry-led, customer-centric approach to enterprise-wide transformation that aligns the front, middle, and back offices for efficiency, agility and profitable growth. The solutions, frameworks, accelerators, and tools in our “Connected. Powered. Trusted.” portfolio are designed and engineered to support continuing innovation and sustainable high performance in a fast moving digital world.

KPMG Connected Enterprise

Connected Enterprise is a customer-centric, enterprise-wide approach to digital transformation that focuses all enterprise functions, processes, and relationships on a single purpose, harnessing the power and potential of customers to fuel profitable and sustainable growth.

KPMG Powered Enterprise

Powered Enterprise is the KPMG outcome-driven functional transformation approach that combines deep functional knowledge, tested delivery capability, and leading technologies to drive sustainable change, rising performance, and lasting value.

KPMG Trusted Enterprise

KPMG enterprise-wide risk solutions deliver on the customer promise of safe, secure, and consistent interactions, enabling our clients to inspire stakeholder trust.



Contact us

Todd V. Babione

Principal, Advisory

T: 614-249-1957

E: toddbabione@kpmg.com

Marnell Kleynhans

Director, Advisory

T: 267-256-8404

E: marnellkleynhans@kpmg.com

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

kpmg.com/socialmedia



The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2020 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization. NDP123314-1A

November 2020