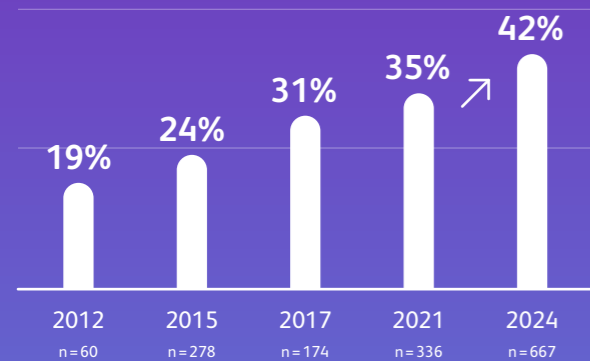


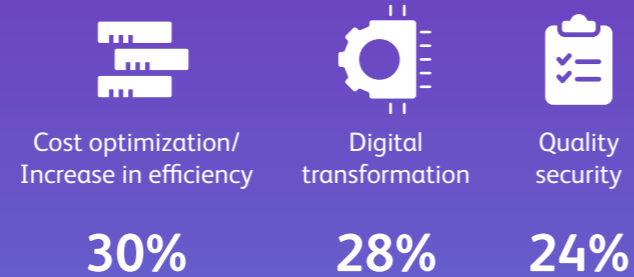
Process excellence through competence development and digital tools

Current market situation

Percentage of organizations that consider process management as very important has risen again.



Increased efficiency and digital transformation continue to be the biggest drivers for process management.

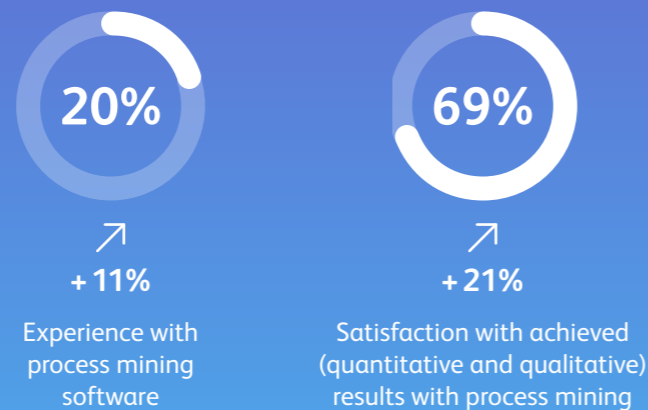


Only two thirds of participants regularly measure the benefits of process management – the differences between countries are high.



Country	Percentage
France	77%
Switzerland	71%
Austria	66%
Germany	53%

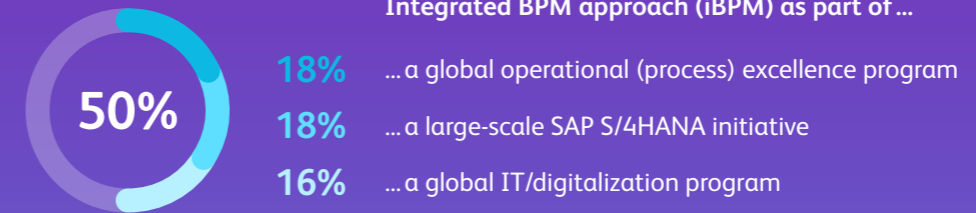
The operational use of process mining increased – due to better data availability successes can be recorded more quickly.



Market trends

Integrated BPM

Every second introduction of process management is integrated in a major transformation project.



Artificial intelligence

The use of AI is currently still low. However, more than half of the participants assume that AI technology will be in use by 2027.



Environmental sustainability

Process management can contribute to reducing the ecological footprint.



The online survey was conducted between November and December 2023 among clients of BearingPoint and BPM&O as well as participants in an Innofact panel. The surveys on the previous studies are based on a comparable methodology.

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