

Grid[®] Report for Process Mining

Fall 2022



Process Mining Software

Contenders									Leaders	Market Presence
Niche									High Performers	

Satisfaction

G2 Grid[®] Scoring

(Process Mining Software continues on next page)

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Process Mining Software (continued)

Process Mining Software Definition

Process mining solutions monitor event logs to recognize how business and IT processes are performed by a company's employees. Process mining software provides visibility into current processes and the vulnerabilities or gaps within those processes. From there, it enables users to create data-driven improvements based on how these processes are actually conducted. These tools deliver conformance checking to ensure processes are carried out properly and alert users as to where in the process steps are being missed or skipped, down to the exact employee. With the assistance of [machine learning](#), some process mining software may provide proactive, actionable insights to assist in data-driven decision-making and process improvement.

Process mining solutions can help operations professionals recognize how business processes are carried out in practice, not just how they are carried out in theory. By having a better understanding of how employees or IT systems are performing, IT project managers and operations teams can develop and automate necessary workflows. If a company is using [business process management](#) software, process mining can provide insight into the performance of prebuilt workflows. In additions, users can discover areas where they may be able to automate such processes with the help of [robotic process automation](#) software.

Many process mining tools can integrate with a variety of software and are built to fit into a company's existing IT architecture. Such solutions include [ERP systems](#), [CRM](#) software, and [supply chain suites](#), among many others.

To qualify for inclusion in the Process Mining category, a product must:

- ▶ Track event logs to discover actual business processes
- ▶ Perform conformance checks to identify inconsistencies or abnormalities in business processes
- ▶ Provide organizational insights into which employees are deviating from the norm
- ▶ Integrate with existing business software and IT infrastructure

Process Mining Grid® Scoring Description

Products shown on the Grid® for Process Mining have received a minimum of 10 reviews/ratings in data gathered by August 30, 2022. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- ▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [UiPath RPA | Robotic Process Automation](#), [IBM Process Mining](#), and [Celonis](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [Apromore](#), and [mysmartautomation](#)
- ▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: [Nintex Promapp®](#), [UiPath Process Mining](#), and [Pega Platform](#)
- ▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [QPR ProcessAnalyzer](#), and [ARIS Process Mining](#)

Grid® Scores for Process Mining Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

Leaders

	# of Reviews	Satisfaction	Market Presence	G2 Score
UiPath RPA	111	94	80	87
IBM Process Mining	170	88	85	86
Celonis	175	75	95	85

High Performers

Apromore	10	63	13	38
mysmartautomation	18	69	5	37

Contenders

Nintex Promapp®	122	45	53	49
UiPath Process Mining	42	36	58	47
Pega Platform	15	27	59	43

Niche

QPR ProcessAnalyzer	12	35	28	31
ARIS Process Mining	11	14	45	29

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

Grid® Methodology

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Process Mining category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for Process Mining | Fall 2022 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through August 30, 2022. To view the Process Mining Grid® with the most recent data, please visit the [Process Mining](#) page.

Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

- ▶ Customer satisfaction with end user-focused product attributes based on user reviews
- ▶ Popularity and statistical significance based on the number of reviews received by G2
- ▶ Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)
- ▶ Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- ▶ Customers' satisfaction with administration-specific product attributes based on user reviews
- ▶ Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

Note: The customer satisfaction score is normalized for each Grid®, meaning the scores are relative.

(Grid® Methodology continues on next page)

** Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

Grid® Methodology (continued)

Market Presence

The Market Presence score is affected by the following (in order of importance):

- ▶ Market presence is a combination of 15 metrics from G2’s reviews, publicly available information, and third-party sources
- ▶ Both the software sellers and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than seller metrics

Criteria	Measured For		Metrics
	Product	Seller	
Number of Employees	✓	✓	Employee Count (based on social networks and public sources)
Reviews	✓		Review Count (weighted by recency)
Web Presence	✓	✓	
Social Presence	✓	✓	
Growth	✓	✓	Employee Growth, Web Presence Growth
Seller Age		✓	
Employee Satisfaction and Engagement		✓	

- ▶ Each input is normalized by category and segment. This means that scores are relative to other products in the category/segment and may change from segment to segment
- ▶ The scores are then scaled from 0-100

Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Grid® have passed through G2’s categorization methodology and meet G2’s category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

(Grid® Methodology continues on next page)

Grid® Methodology (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through August 30, 2022. The ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

Grid® Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [Process Mining category](#).

Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.



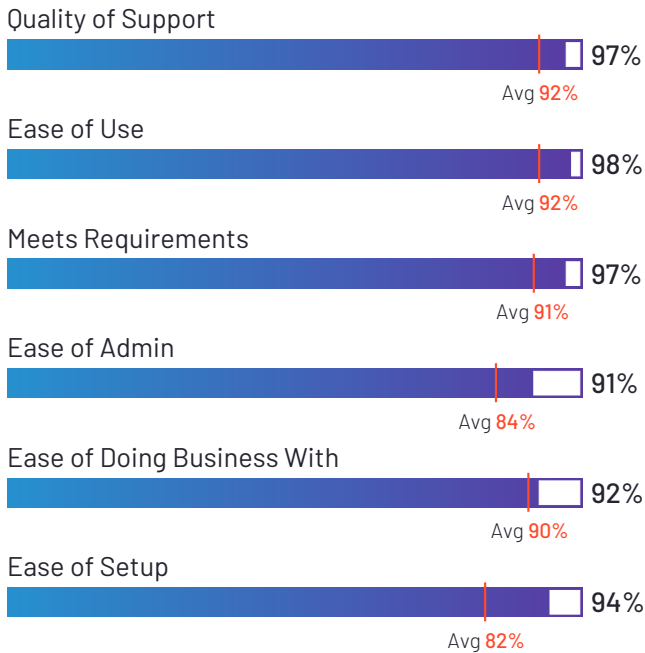
UiPath RPA | Robotic Process Automation

4.6 ★★★★★ (5,835)

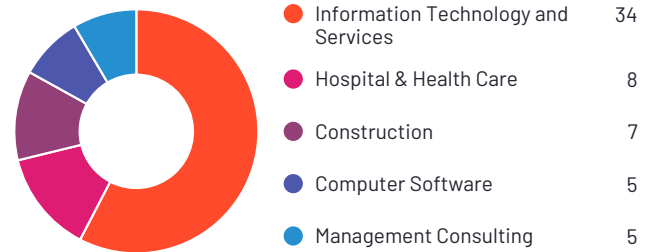


UiPath RPA | Robotic Process Automation has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. UiPath RPA received the highest Satisfaction score among products in Process Mining. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend UiPath RPA at a rate of 97%. UiPath RPA is also in the SAP Store, Robotic Process Automation (RPA), Low-Code Development Platforms, and Automation Testing categories.

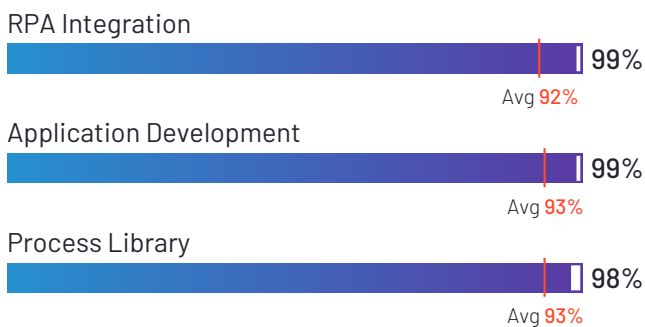
Satisfaction Ratings



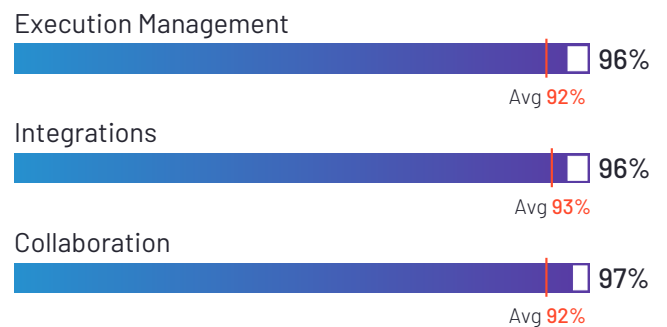
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
UiPath



HQ Location
New York, NY



Year Founded
2005



Employees (Listed On LinkedIn)
4,526



Company Website
www.uipath.com



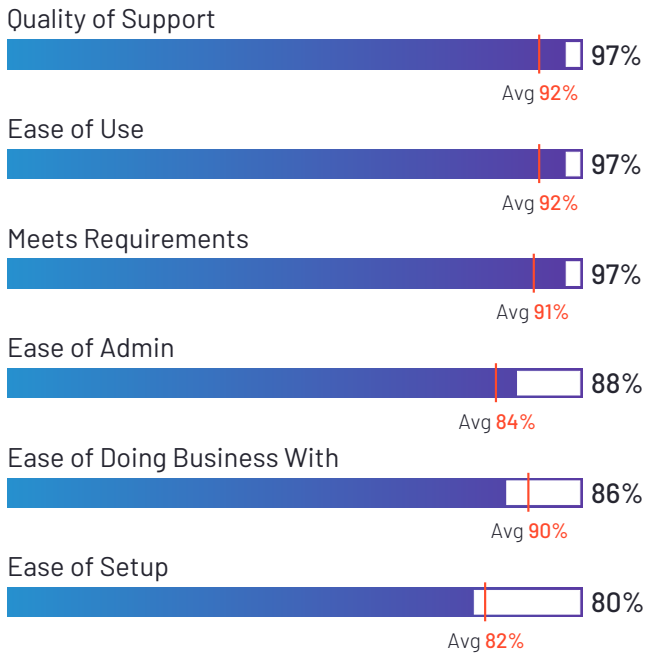
IBM Process Mining

4.7 ★★★★★ (173)

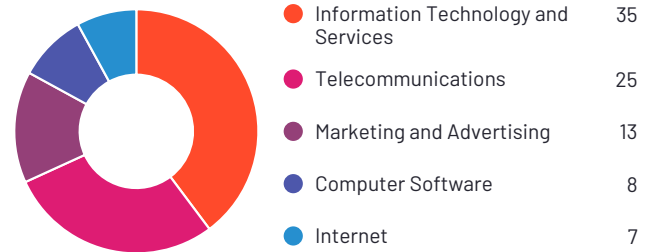


IBM Process Mining has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 97% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend IBM Process Mining at a rate of 94%.

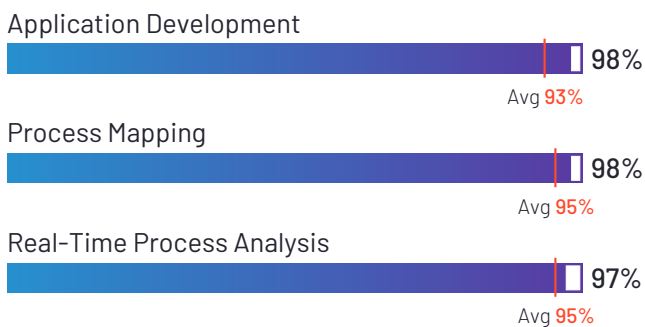
Satisfaction Ratings



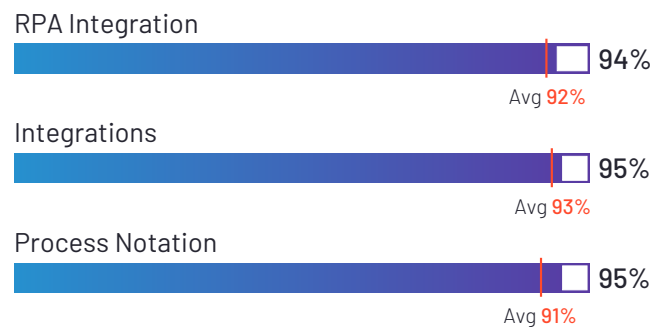
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
IBM



HQ Location
Armonk, NY



Year Founded
1911



Total Revenue
\$73,621 (USD MM)



Employees (Listed On LinkedIn)
531,710



Company Website
www.ibm.com



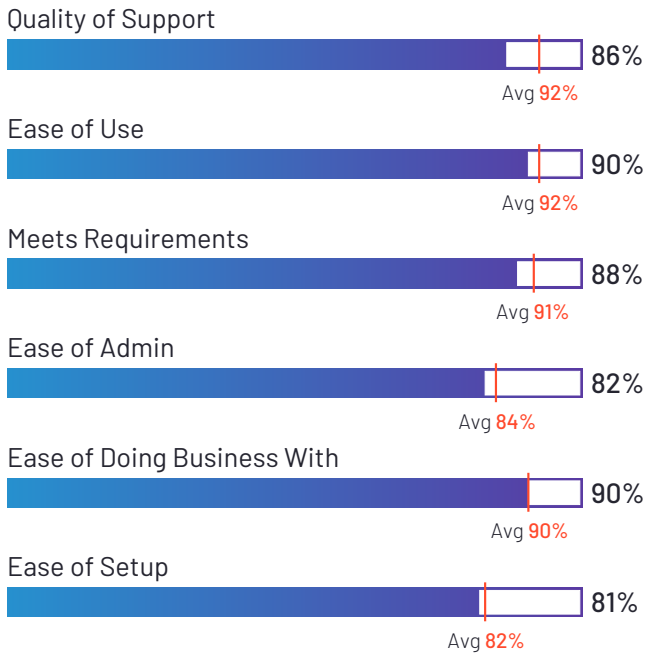
Celonis

4.6 ★★★★★ (208)

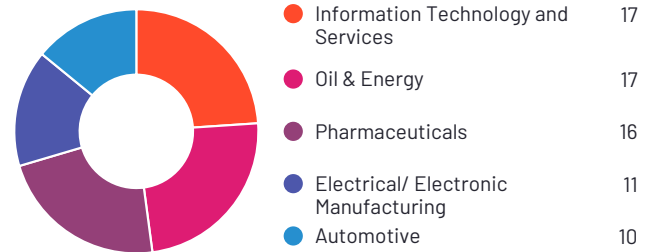


Celonis has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Celonis has the largest Market Presence among products in Process Mining. 97% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Celonis at a rate of 92%. Celonis is also in the ServiceNow Store Apps, Sales Analytics, AP Automation, Accounts Receivable Automation, Financial Analysis, and SAP Store categories.

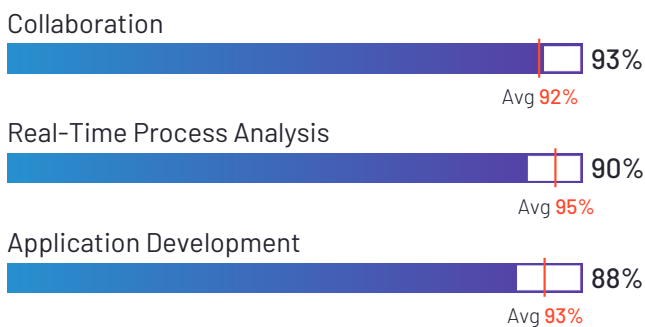
Satisfaction Ratings



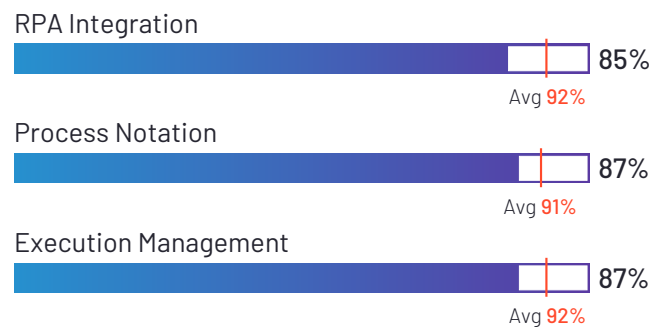
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Celonis



HQ Location
New York City, New York



Year Founded
2011



Employees (Listed On LinkedIn)
2,851



Company Website
celonis.com



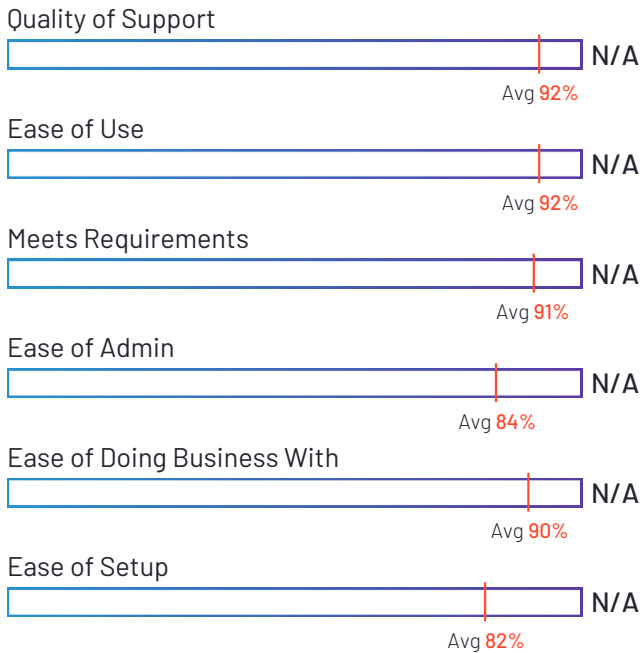
Apromore

4.8 ★★★★★ (12)

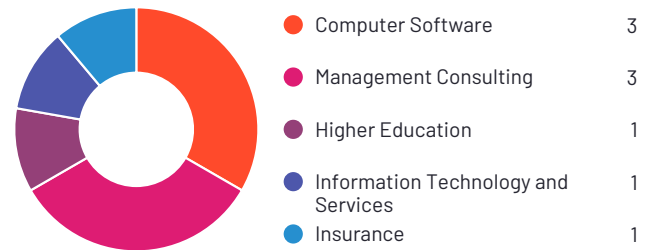


Apromore has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Apromore at a rate of 96%.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Apromore



HQ Location
Melbourne, Victoria



Year Founded
2019



Employees (Listed On LinkedIn)
32



Company Website
apromore.com



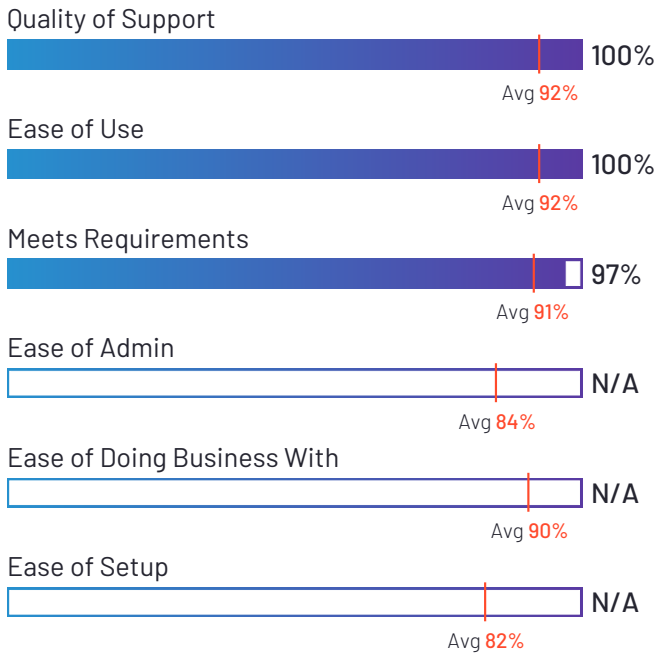
mysmartautomation

4.9 ★★★★★ (25)

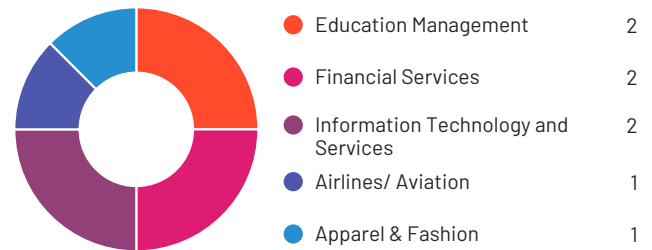


mysmartautomation has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend mysmartautomation at a rate of 97%. mysmartautomation is also in the Robotic Process Automation (RPA) category.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Humans 4 Help



HQ Location
Puteaux ,
Ile-de-France



Year Founded
2017



Employees (Listed On LinkedIn)
53



Company Website
humans4help.com

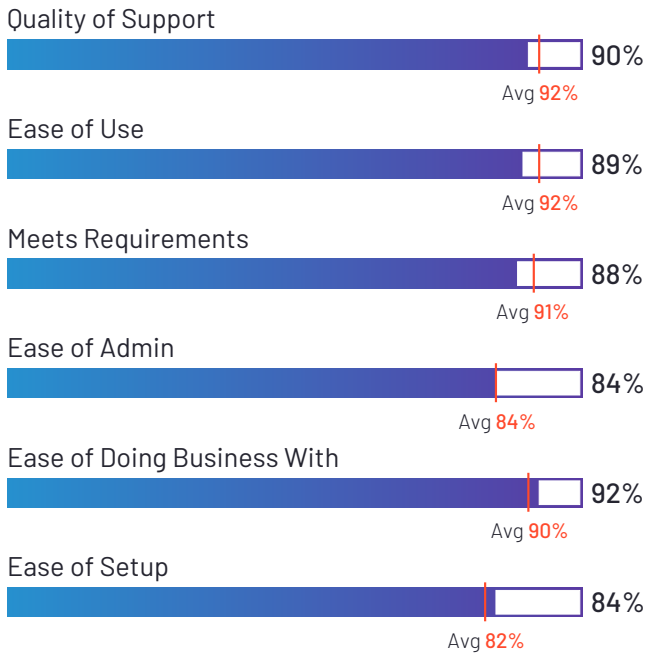


Nintex Promapp®

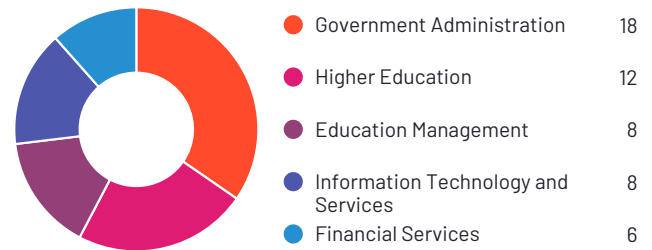
4.4 ★★★★★ (128)

Nintex Promapp® has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 95% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Nintex Promapp® at a rate of 88%. Nintex Promapp® is also in the Business Process Management category.

Satisfaction Ratings



Top Industries Represented



Ownership
Nintex



HQ Location
Bellevue, WA



Year Founded
2006



Employees (Listed On LinkedIn)
987



Company Website
www.nintex.com

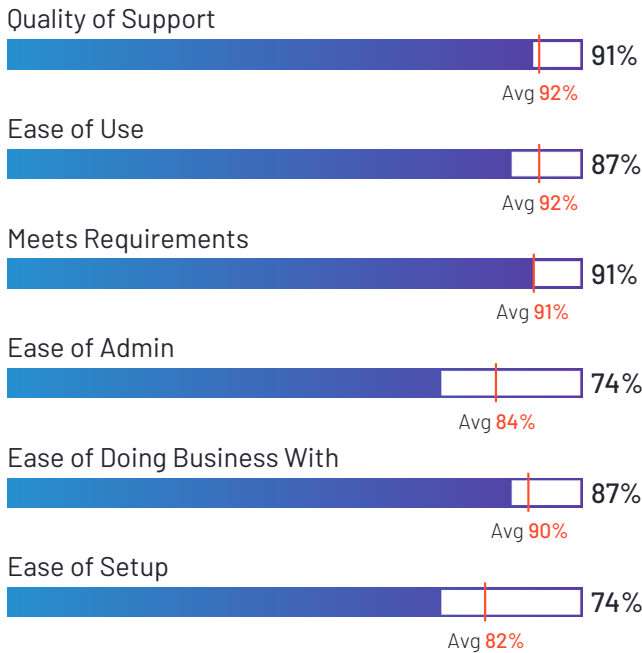


UiPath Process Mining

4.6 ★★★★★ (52)

UiPath Process Mining has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 95% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend UiPath Process Mining at a rate of 91%.

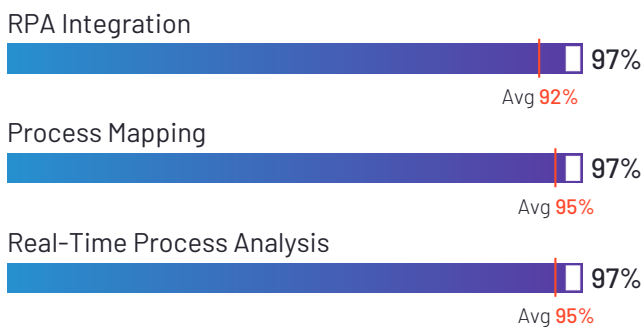
Satisfaction Ratings



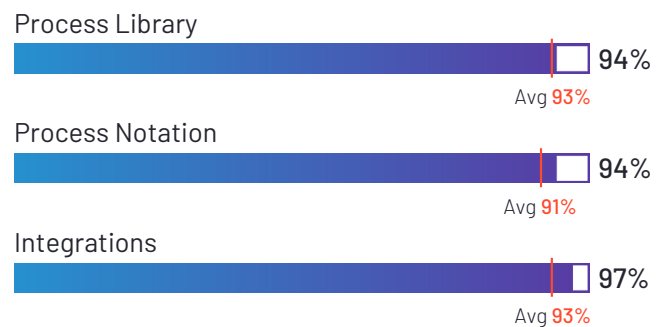
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
UiPath



HQ Location
New York, NY



Year Founded
2005



Employees (Listed On LinkedIn)
4,526



Company Website
www.uipath.com

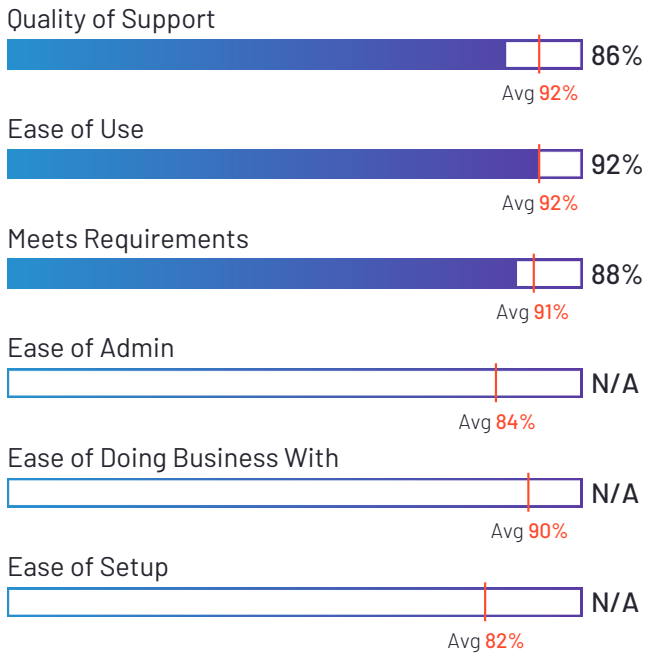


Pega Platform

4.2 ★★★★★ (255)

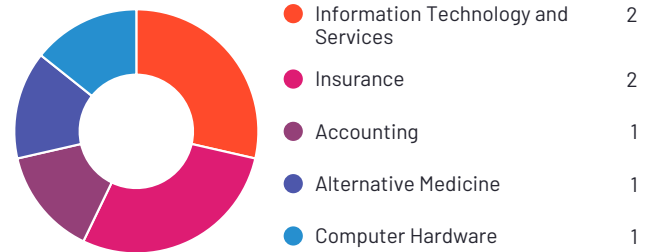
Pega Platform has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 47% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Pega Platform at a rate of 71%. Pega Platform is also in the Application Development Platforms, Warranty Management, Workplace Innovation Platforms, Customer Journey Analytics, Robotic Process Automation (RPA), Low-Code Development Platforms, Business Process Management, Field Service Management, Digital Process Automation (DPA), Workflow Management, and Bot Platforms categories.

Satisfaction Ratings



*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Ownership
Pegasystems



HQ Location
Cambridge, MA



Year Founded
1983



Total Revenue
\$1,018 (USD MM)



Employees (Listed On LinkedIn)
6,058



Company Website
www.pega.com

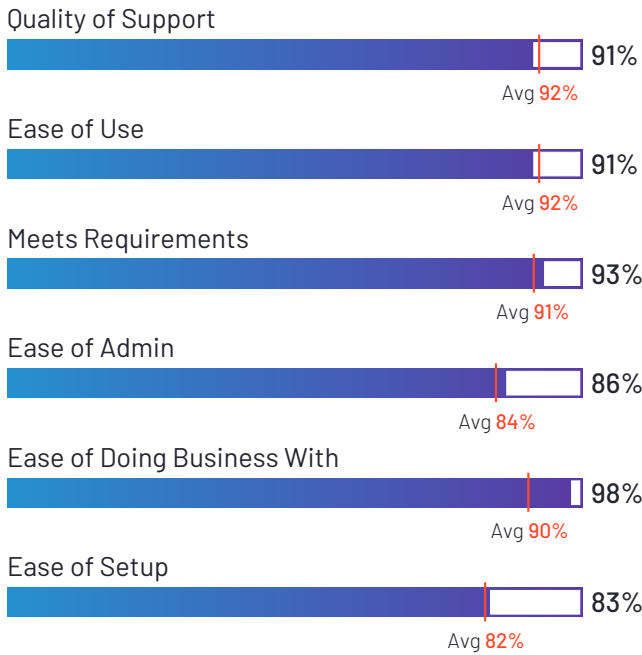


QPR ProcessAnalyzer

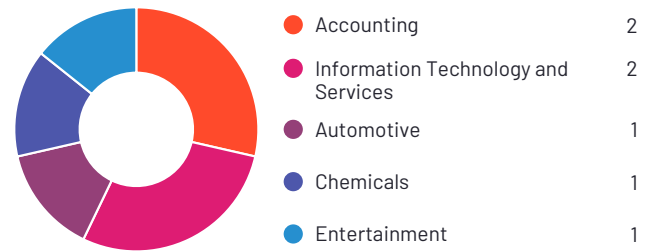
4.5 ★★★★★ (17)

QPR ProcessAnalyzer has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend QPR ProcessAnalyzer at a rate of 91%.

Satisfaction Ratings



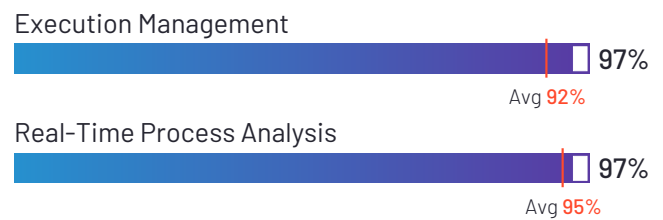
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
QPR Software



HQ Location
Helsinki, FI



Year Founded
1991



Employees (Listed On LinkedIn)
127



Company Website
www.qpr.com

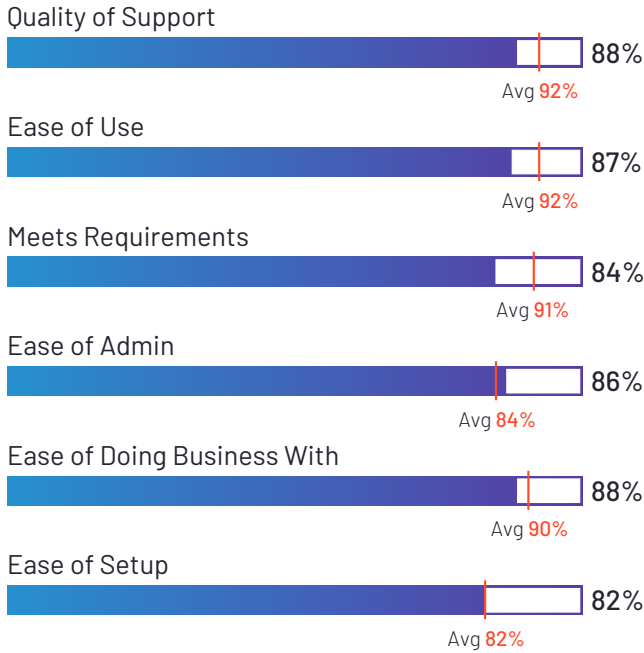


ARIS Process Mining

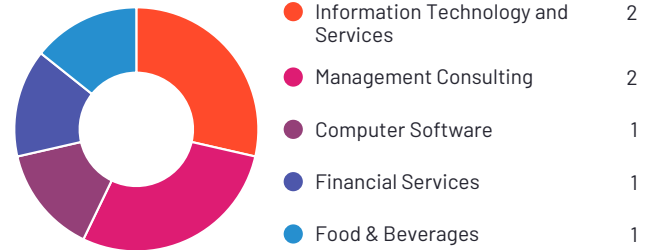
4.1 ★★★★★ (15)

ARIS Process Mining has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend ARIS Process Mining at a rate of 83%.

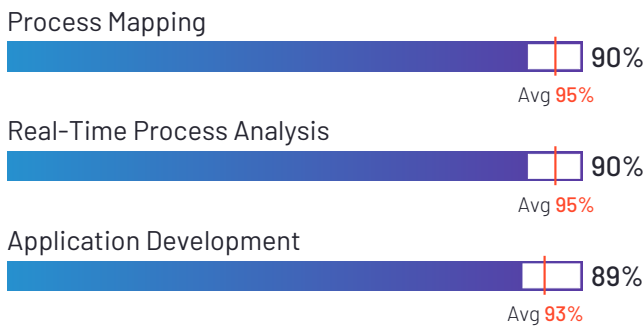
Satisfaction Ratings



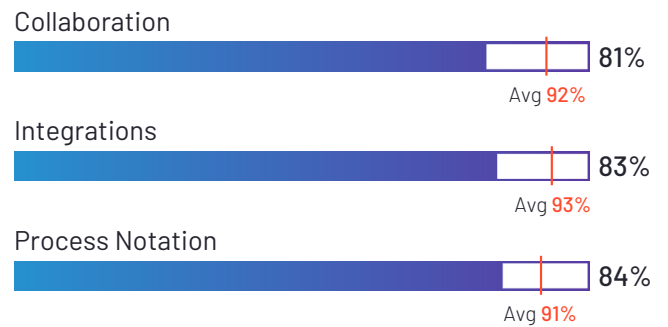
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Software AG



HQ Location
Darmstadt, Hessen



Total Revenue
\$975 (USD MM)



Employees (Listed On LinkedIn)
3,931



Company Website
softwareag.com



Satisfaction Ratings for Process Mining

G2 reviewers rated software sellers' ability to satisfy their needs as shown in the table below.

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
UiPath RPA	97%	100%	97%	91%	92%	97%	94%	98%	90
IBM Process Mining	94%	98%	97%	88%	86%	97%	80%	97%	91
Celonis	92%	93%	88%	82%	90%	86%	81%	90%	76
Apromore	96%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	90
mymartautomation	97%	N/A	97%	N/A	N/A	100%	N/A	100%	88
Nintex Promapp®	88%	89%	88%	84%	92%	90%	84%	89%	59
UiPath Process Mining	91%	95%	91%	74%	87%	91%	74%	87%	78
Pega Platform	71%	83%	88%	N/A	N/A	86%	N/A	92%	-20
QPR ProcessAnalyzer	91%	100%	93%	86%	98%	91%	83%	91%	75
ARIS Process Mining	83%	100%	84%	86%	88%	88%	82%	87%	36
Average	90%	95%	91%	84%	90%	92%	82%	92%	66

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100

Feature Comparison for Process Mining

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Process Management

	Process Library	Integrations	Execution Management
UiPath RPA	98%	96%	96%
IBM Process Mining	97%	95%	96%
Celonis	88%	88%	87%
Apromore	N/A	N/A	N/A
mymartautomation	N/A	N/A	N/A
Nintex Promapp®	N/A	N/A	N/A
UiPath Process Mining	94%	97%	N/A
Pega Platform	N/A	N/A	N/A
QPR ProcessAnalyzer	N/A	100%	97%
ARIS Process Mining	86%	83%	86%
Average	93%	93%	92%

(Feature Comparison for Process Mining continues on next page)

*N/A is displayed when fewer than five responses were received for the question.

**A blank box indicates that a seller has selected that they do not offer that feature.

Feature Comparison for Process Mining (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Process Analysis

	Real-Time Process Analysis	Process Notation	Process Mapping
UiPath RPA	98%	97%	98%
IBM Process Mining	97%	95%	98%
Celonis	90%	87%	88%
Apromore	N/A	N/A	N/A
mymartautomation	N/A	N/A	N/A
Nintex Promapp®	N/A	N/A	N/A
UiPath Process Mining	97%	94%	97%
Pega Platform	N/A	N/A	N/A
QPR ProcessAnalyzer	97%	N/A	97%
ARIS Process Mining	90%	84%	90%
Average	95%	91%	95%

(Feature Comparison for Process Mining continues on next page)

*N/A is displayed when fewer than five responses were received for the question.

**A blank box indicates that a seller has selected that they do not offer that feature.

Feature Comparison for Process Mining (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Automation

	RPA Integration
UiPath RPA	99%
IBM Process Mining	94%
Celonis	85%
Apromore	N/A
mymartautomation	N/A
Nintex Promapp®	N/A
UiPath Process Mining	97%
Pega Platform	N/A
QPR ProcessAnalyzer	N/A
ARIS Process Mining	86%
Average	92%

*N/A is displayed when fewer than five responses were received for the question.

**A blank box indicates that a seller has selected that they do not offer that feature.

Additional Data for Process Mining

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
UiPath RPA	54%	29%	17%
IBM Process Mining	41%	42%	16%
Celonis	15%	13%	72%
Apromore	30%	50%	20%
mymartautomation	28%	72%	0%
Nintex Promapp®	8%	51%	41%
UiPath Process Mining	38%	19%	43%
Pega Platform	33%	13%	53%
QPR ProcessAnalyzer	42%	8%	50%
ARIS Process Mining	18%	18%	64%
Average	31%	32%	38%

(Additional Data for Process Mining continues on next page)

*N/A is displayed when data is not publicly available.

Additional Data for Process Mining (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

Implementation

	Deployment		Implementation Method			
	Cloud	On-Premises	In-House Team	Seller Services Team	Third-Party Consultant	Don't know
UiPath RPA	50%	50%	54%	15%	8%	23%
IBM Process Mining	80%	20%	40%	20%	40%	0%
Celonis	63%	37%	39%	30%	19%	12%
Apromore	N/A	N/A	N/A	N/A	N/A	N/A
mymartautomation	N/A	N/A	N/A	N/A	N/A	N/A
Nintex Promapp®	77%	23%	77%	21%	0%	2%
UiPath Process Mining	40%	60%	58%	17%	8%	17%
Pega Platform	N/A	N/A	N/A	N/A	N/A	N/A
QPR ProcessAnalyzer	60%	40%	40%	40%	20%	0%
ARIS Process Mining	57%	43%	43%	14%	0%	43%

(Additional Data for Process Mining continues on next page)

*N/A is displayed when data is not publicly available.

Additional Data for Process Mining (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating
UiPath RPA	UiPath	2005	N/A	4,526	311,465	95,153	4.2
IBM Process Mining	IBM	1911	\$73,621	531,710	14,296,858	696,414	4.1
Celonis	Celonis	2011	N/A	2,851	141,233	17,894	4.4
Apromore	Apromore	2019	N/A	32	3,540	695	N/A
mymartautomation	Humans 4 Help	2017	N/A	53	6,355	88	N/A
Nintex Promapp®	Nintex	2006	N/A	987	33,139	8,554	4.5
UiPath Process Mining	UiPath	2005	N/A	4,526	311,465	95,153	4.2
Pega Platform	Pegasystems	1983	\$1,018	6,058	285,372	47,546	3.9
QPR ProcessAnalyzer	QPR Software	1991	N/A	127	3,263	989	3.0
ARIS Process Mining	Software AG		\$975	3,931	153,158	34,461	4.5

*N/A is displayed when data is not publicly available.