Celonis

Process Intelligence Platform Service Definition

G-Cloud 15 Celonis Ltd
Process Intelligence Platform
Service Definition

Table of contents

1 Introduction

1.1 Document structure

Supporting you to understand the scope, functionality, security, pricing and management of our services, this document outlines the services provided by Celonis Ltd under the Crown Commercial Service (CCS) G-Cloud 15 Framework. It is designed to help public sector buyers understand the functionality, security, pricing and management of our services, and provide clarity on how to engage with us through the framework.
The document is divided into three core sections:

- **Service description:** Provides an overview of our services, including key features, benefits, delivery approach and assurance measures such as security, data protection and compliance with relevant standards
- **Operational delivery and framework alignment:** Details how our services are delivered under the G-Cloud 15 framework, including onboarding, service management, change control, service levels and alignment with G-Cloud contractual and operational requirements
- **Supplier information:** Summarises our company background, mission, relevant experience and how to procure our services through G-Cloud

Each section is designed to enable buyers to quickly locate information relevant to their stage of the procurement lifecycle, from initial service evaluation through to contract award and service delivery.

1.2 How to use this document

From initial service evaluation through to contract award and ongoing delivery management, this document is designed to support buyers throughout every stage of their G-Cloud procurement process, including:

- **Early-stage evaluation:** Section 2 (Service description) outlines our service scope, delivery methodology and key benefits to help buyers assess alignment with organisational needs
- **Due diligence and contract preparation:** Section 3 (G-Cloud alignment information) guides onboarding, service levels, data management, support arrangements and exit procedures
- **Data protection and compliance assurance:** Section 4 (Security and data governance) explains our information security framework, data handling standards and business continuity measures
- **Supplier verification:** Section 5 (Supplier information) presents background information about Celonis, alongside relevant accreditations and available procurement routes

2 Service description

2.1 About our service

Drawing on **15 years** of experience, we are a process intelligence provider that equips businesses with real-time visibility and actionable insights to optimise operations, improve efficiency and drive measurable value across the organisation. Ensuring compliance, we hold certifications, including:

- ISO/IEC 27001
- ISO/IEC 27001 SoA
- ISO/IEC 27701
- ISO 9001
- SOC 1
- SOC 2
- TISAX
- CyberGRX
- CSA STAR
- HIPAA
- Cyber Essentials
- VPAT

With an increasing emphasis on operational efficiency and process transparency, **Celonis Process Intelligence Platform** uses process intelligence to reveal hidden value in complex business operations. The Celonis platform uses process mining technology to capture an MRI of a company's business operation. By mining data across disconnected systems, we provide a unified view of end-to-end processes. Combined with our specialised process knowledge from 1000's of implementations, this process data constitutes the **Celonis Process Intelligence Graph**. This empowers teams with insights and automation to eliminate inefficiencies, unlock working capital, boost productivity and drive performance.

Understanding operational inefficiencies is difficult, especially as companies run critical processes (such as product shipping and employee payroll) across hundreds of disconnected systems. This creates complexity and inefficiencies. To identify inefficiencies and improve operational performance, government (local and central) and public sector organisations (such as the NHS) require unified process visibility, data-driven insights and automation across complex, disconnected systems. Celonis Process Intelligence Platform services include:

- Simplifying processes and bridging gaps between disconnected systems
- Uncovering untapped value within individual steps, end-to-end workflows and at process intersections
- Improving operations efficiency and reducing wasted effort
- Maximising overall organisational performance

Use of the Celonis Process Intelligence Platform allows organisations to gain transparency into inefficiencies, drive efficiency and cost savings, and make faster, data-driven decisions through AI-powered insights. This, in turn, enables improved service delivery, optimised resource use and accelerated mission outcomes.

Platform architecture

Our platform consists of a secure, open and scalable data foundation (Data Core and Process Intelligence Graph) as shown in Figure 2.1.1. This enables data extraction, transformation and loading from secure systems, applications, data warehouses and task data. Our Build Experience provides comprehensive capabilities for composing AI-driven operations, which are assembled into Composable Solutions. The Composable Solutions are AI-driven use cases across industries and departments, developed by Celonis, partners and customers.

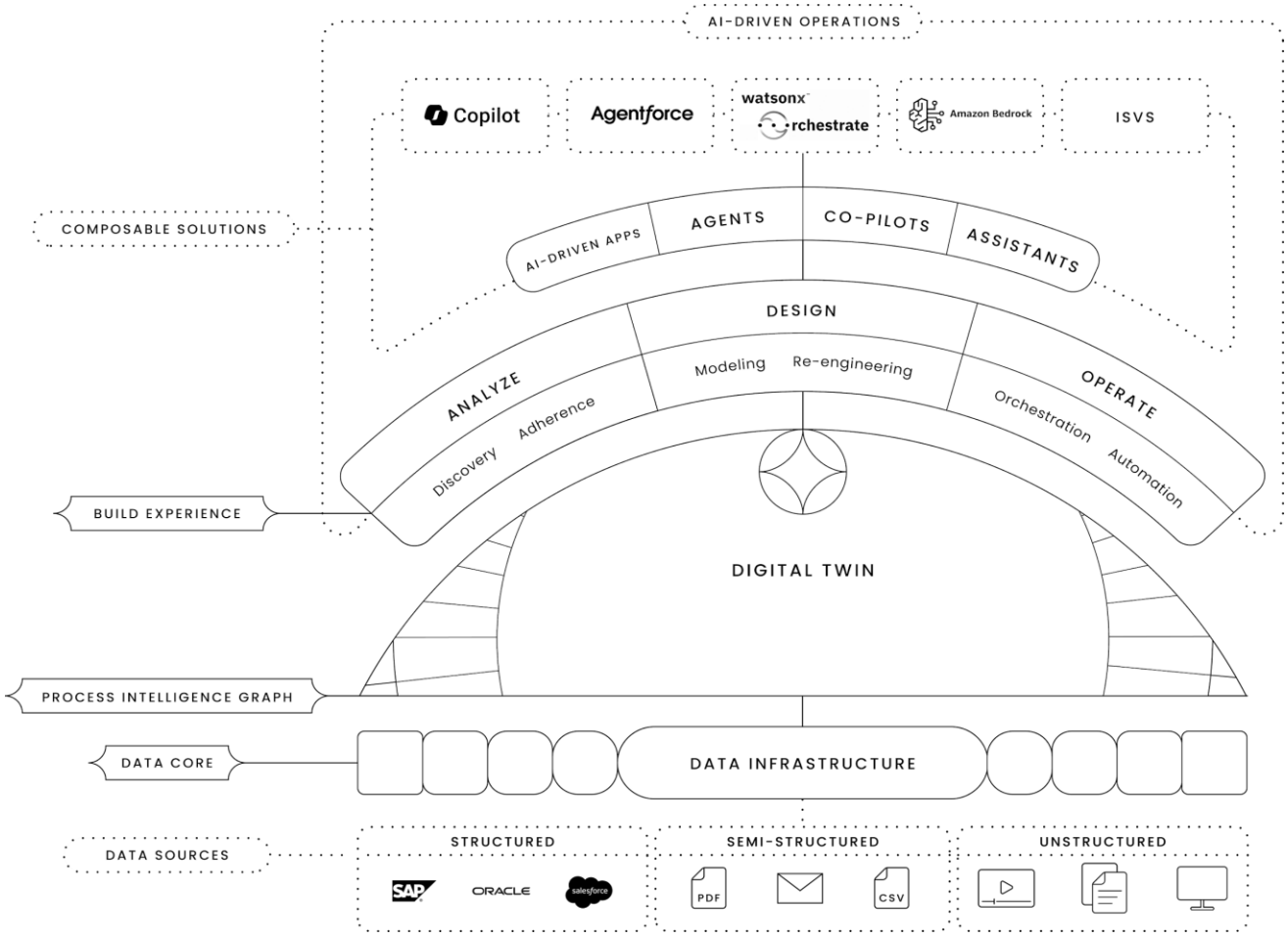

Figure 2.1.1: Overview of our Celonis Process Intelligence Platform

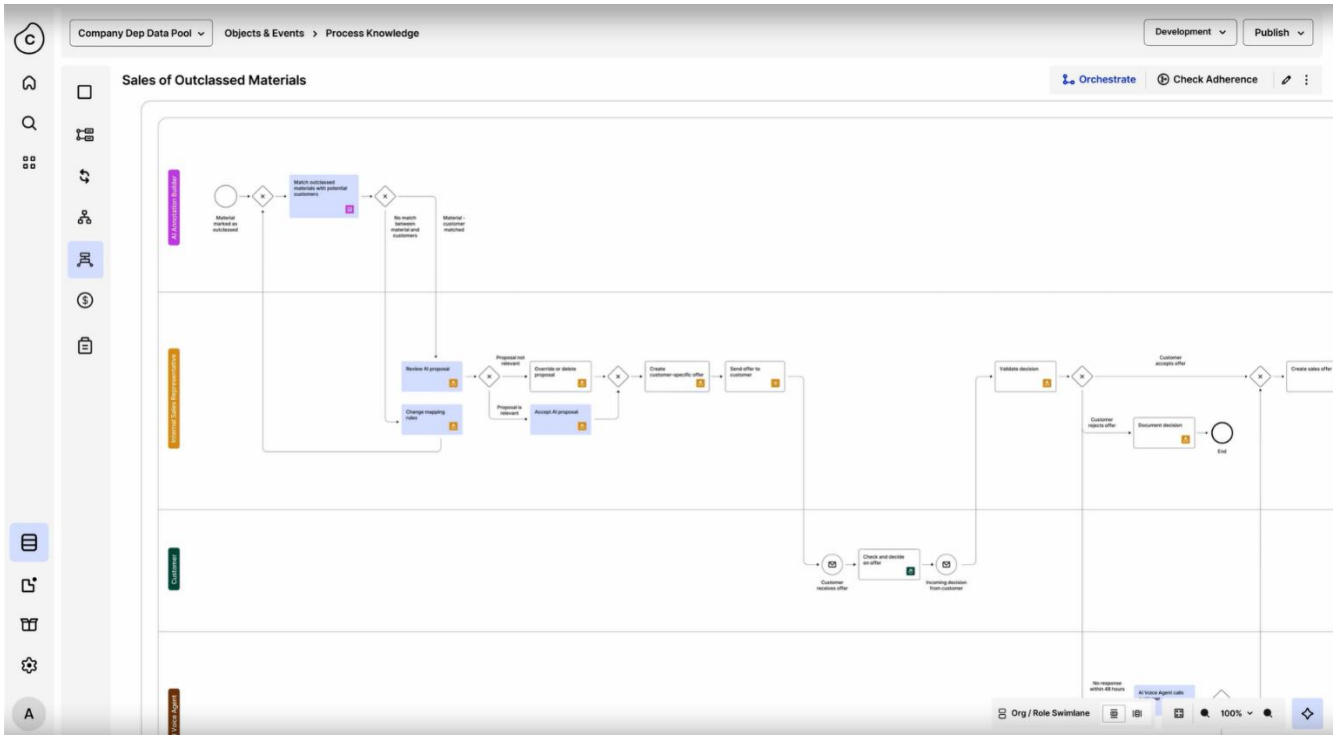

Figure 2.1.2: Celonis Process Intelligence Platform

2.2 Delivery framework

With the experience of over **3,000** implementations for **1,400** customers across over **15** industries, we have crafted our proprietary Value Methodology to identify, realise and sustain process improvement initiatives. We have a team of over **400** Value Engineers (VEs) supporting our customers with realising tangible business value with Celonis.

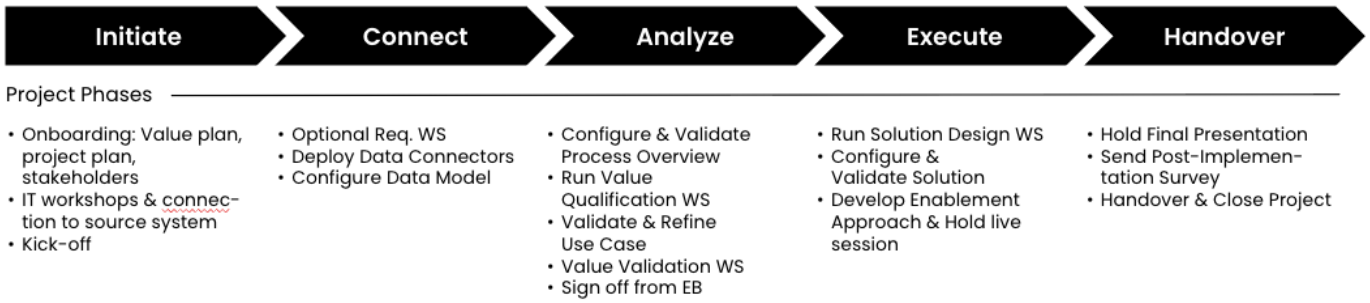

Figure 2.2.1: Our implementation methodology

2.3 Service features and benefits

The Celonis Process Intelligence Platform provides process visibility and operational alignment, enabling teams to work from a shared understanding and drive measurable performance. The service features and benefits include:

- Data integration and pre-built connectors unify information across disconnected systems, providing a single, trusted view that improves transparency and accountability in identifying inefficiencies and ensuring compliance
- The Process Intelligence Graph (PI Graph) visualises how processes actually run, enabling faster, more informed decision-making through AI-driven insights and dashboards
- Object-Centric Process Mining (OCPM) reveals inefficiencies and bottlenecks across end-to-end processes, creating opportunities for performance improvement by unlocking working capital
- Task Mining identifies repetitive manual work, enabling automation that increases workforce productivity
- End-to-end process intelligence delivers complete visibility across departments, improving efficiency and accountability by enabling the delivery of critical services and organisational priorities
- Marketplace and pre-built applications accelerate deployment and shorten time to value
- Enterprise-ready platform ensures scalability, security and governance for large and complex organisations
- Studio and views with low-code app building empower teams to create tailored insights and solutions without heavy IT effort
- Process analysis and visualisation enable continuous monitoring, compliance and risk reduction through automated monitoring
- Orchestration engine and action flows automate and coordinate workflows across systems, driving cost savings and consistent execution

2.4 Service scope

Providing flexibility for clients, Celonis Process Intelligence Platform has the following deployment options and configuration characteristics:

Service type

Celonis is a distributed microservices platform, with its cloud-native services deployed in Kubernetes. Our Kubernetes architecture allows application replication and load balancing across the Celonis Platform, enabling horizontal scaling across all services. These infrastructure choices let us add more nodes to all areas of the Celonis Platform without downtime, ensuring availability, scalability and performance for our customers.

Each service has its own logical database, further reducing the risk of a single point of failure. We roll out new versions gradually, practising 0 downtime deployments for our services. This lets us easily and elastically handle platform load for large-scale deployments.

Add-on or extension

The platform is a stand-alone service

Cloud deployment model

Public or private cloud deployment

Multi-cloud support

Celonis operates multi-tenant deployments of the product. The account is owned by Celonis and offers our customers separate tenants. The Celonis SaaS multi-tenant deployments are available on the following cloud infrastructures:

- **AWS:** Europe (Germany, Switzerland), North America (US and Canada), Australia, India, Brazil
- **Azure:** Europe (Germany, Netherlands), UK, North America (US), Japan
- **GCP:** Limited availability in North America (US and Canada)

2.4.1 Service constraints

The constraints of our platform are limited to:

Maintenance windows

Scheduled maintenance may be required. Providing users with sufficient notice, the time of the scheduled maintenance will be posted on the my.celonis portal at least **48 hours** before. Additionally, updates to the SaaS infrastructure will be uploaded approximately 4 times per year, which may result in brief service interruptions. The duration of any maintenance varies by the change required but is typically limited to a few minutes.

2.4.2 System requirements

To access Celonis Process Intelligence Platform, we only require:

- Internet connection
- A modern web browser (developed and tested on the latest 2 subversions of Chrome, Firefox, Microsoft Edge and Safari)
- User authentication
- Secure user email

2.5 User support

Aiming to resolve any issues efficiently, Celonis provides support to all our platform users.

2.5.1 Support details

Users can contact our Support Team through phone, email and online support. Our help desk operating hours are between 9 am and 5 pm, Monday to Friday. For all support requests received within our operating hours, we will aim to respond within **4 hours.** For any issues logged as critical, for example, where use of the platform is not possible, we will respond within **2 hours** during operating hours. All customers will be provided a **VE** who will also be contactable by phone and email during operating hours.

For an additional fee, we can provide users with our Premium Support service. This includes **24/7** support for critical and severe technical issues.

2.5.2 Accessibility and usability

The Celonis Platform demonstrates a strong commitment to digital inclusion, and its accessibility has been rigorously evaluated by an external auditor against the international standard Web Content Accessibility Guidelines (WCAG) 2.2 Level AA and Revised Section 508 requirements. This conformance is documented in an official Accessibility Conformance Report (ACR) (based on VPAT® Version 2.5Rev). The testing scope focused on critical user scenarios typically encountered by the Admin, Analyst and Member roles. Celonis is committed to leveraging the findings from this evaluation to drive continuous improvement and eliminate remaining barriers.

2.6 How users work with our service

2.6.1 Browsers

The platform is available through modern standard-compliant web browsers. We support the latest 2 versions of:

- Microsoft Edge
- Firefox
- Chrome
- Safari

2.6.2 Desktop application

A dedicated desktop application is not required.

2.6.3 Mobile

The Celonis platform can be accessed through the web browser of a mobile device and supports the same functionality across devices. Celonis does not provide a mobile App. We ensure consistent usability across desktops, laptops and mobile devices through adaptive layouts and components optimised for different screen sizes and device types.

2.6.4 Service interface

Celonis provides a simple and intuitive service interface to give companies a unified view of how their business processes truly operate. To achieve this, the Celonis Process Intelligence Platform uses advanced process mining technology to create a complete, data-driven understanding of an organisation's operations.

Through the service interface, Celonis connects to nearly any data source using native extractors, APIs or ELT tools. Once the data is loaded, Celonis builds a digital twin of business processes, mapping objects, events and relationships. Users can then analyse their processes using dashboards, KPIs and AI-driven insights to uncover inefficiencies, bottlenecks and root causes.

2.6.5 API

Celonis is offered with a set of documented REST APIs to interact with various areas of the platform:

- **Process Intelligence API:** Allows customers to access Celonis process intelligence information and embed actionable intelligence into third-party platforms where they can leverage Celonis Intelligence insights
- **Standard Data Ingestion API:** Via this API, data can be pushed into Celonis
- **Audit Log API:** Enables querying of Celonis audit logs externally
- **Platform Adoption API:** Allows querying usage statistics externally
- **SCIM API:** Allows managing groups and users through integration with Identity Providers
- **Data Job Execution API:** Enables execution of ETL job within Celonis using an external scheduler

2.6.6 Accessibility and usability

Celonis is committed to designing and delivering world-class enterprise software that is accessible to all users. Our service interfaces are designed in accordance with accessibility standards, including WCAG 2.2 AA. To review the accessibility of our platform, we conduct internal testing and collect feedback from users.

2.6.7 Customisation

Matching the specific business requirements of buyers, we:

- Provide a platform that fits unique business environments and processes by providing industry-specific reference architectures and solutions
- Enable full customisation of Apps, dashboards, KPIs, workflows and automations. Guiding our customers, we will recommend best practices for maintainability and stability
- Support tailored data integration by providing pre-built connectors, customisable extractors and flexible ingestion models for various source systems
- Enable customers to reflect their own business logic and priorities within the platform by allowing adjustments to KPI definitions, calculations and views
- Deliver the most relevant metrics and insights for each customer by allowing the extension and individual customisation of dashboards and analytics
- Facilitate platform implementation through Celonis Professional Services or our certified partners
- Provide all customers with a dedicated VE who will work alongside the customer and Celonis Project Team to drive measurable business value and accelerate adoption. Celonis VEs act as an extension of the customer's internal team

Customisation is performed through our in-platform configuration and extension capabilities, including Celonis Studio. Allowing Analysts to create process intelligence applications, Celonis Studio is our no-code/low-code development environment. Celonis Studio provides maximum flexibility for advanced process calculations through the Celonis Process Query Language (PQL) and 30+ data visualisation options. These can be easily placed and rearranged with an enhanced drag-and-drop editing experience. All dashboards are published to business users, with full version control included.

2.6.8 Service levels and availability

The following Service Level Agreements (SLAs) will apply to the service under the G-Cloud framework:

- Scheduled downtime communicated **48 hours** before the event
- **99.5%** uptime, excluding all downtimes outlined within our SLA factsheet

These metrics are continuously monitored, with reviews conducted monthly. Any breach of these SLAs triggers internal escalation to our Technical Escalation Team, and corrective actions are put in place.

3 G-Cloud alignment information

3.1 Section introduction

To support our users, we take a collaborative approach to onboarding, training, live operations, support, and offboarding. Ensuring our users get the most out of our platform, we:

- Assign each customer a **dedicated VE,** aiding users in identifying valuable process insights and sharing use cases, business knowledge and best practices
- Provide all users with a comprehensive knowledge base by offering access to the **Celonis Cloud Help Portal**
- Enable users to access the **Celonis Academy,** offering online and in-person training, over **300** courses and modular training tracks
- Provide added value by organising regular user group meetings and co-innovation projects

3.2 Onboarding and offboarding processes

3.2.1 Onboarding

Delivering customer success before, during and after each implementation, we have developed a refined, repeatable, multi-stage deployment methodology. This includes:

- **Technical implementation (2 weeks):** This phase includes project kick-off, requirements gathering, connection to source systems and creation of data models. Key activities include:
    - Process discovery
    - Pain point identification
    - Use case definition
    - End-user mapping
    - Technical requirements definition
- **Business value creation (4 weeks):** Focused on analysing data, generating insights and delivering early value. This phase includes:
    - Iterative technical development
    - Data validation within the Celonis Process Intelligence Platform
    - Targeted end-user training
    - Identification of improvement opportunities and areas of business value

Supporting users through our onboarding process, implementation can be delivered with the guidance of our Implementation Team or through our accredited consulting partners, as shown in **Figures 3.2.1.1 and 3.2.1.2.** Enabling customers to maximise the value of our onboarding process, we recommend involving key individuals from the customer's organisation, including:

- **IT Teams:** System Administrators, Network Administrations, System Experts and IT Business Partners/Liaisons
- **Business Teams:** Executive Sponsor, Project Manager and Business Process Experts

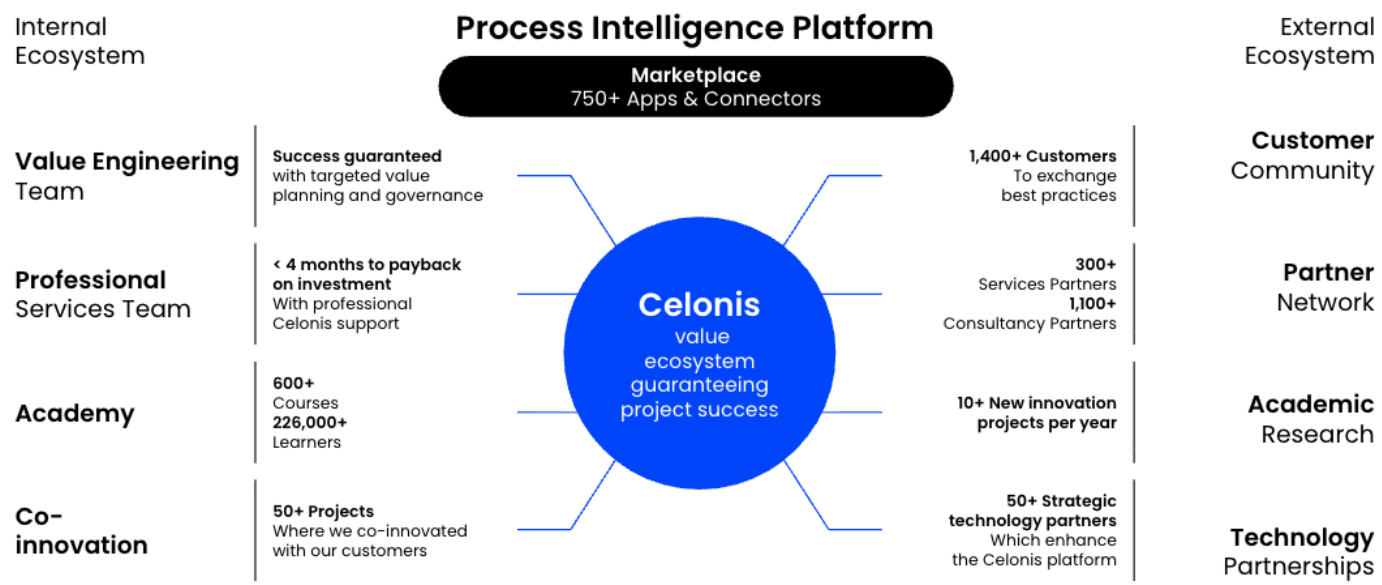

Figure 3.2.1.1: Our Celonis Ecosystem

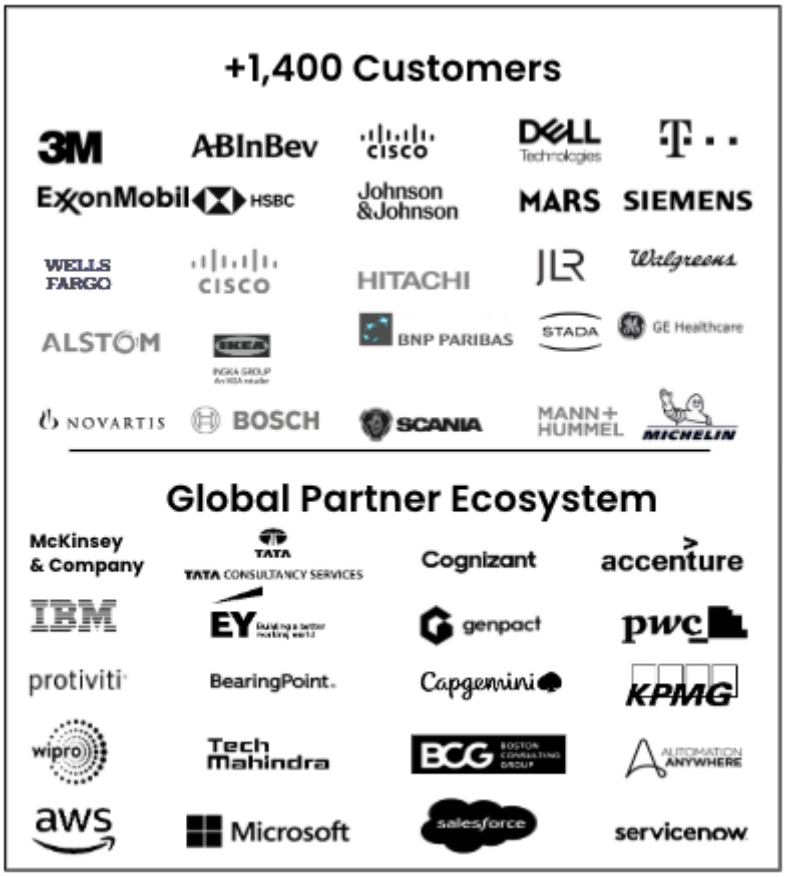

Figure 3.2.1.2: Our customers and global partner ecosystem

3.2.2 Offboarding

To ensure a smooth transition after delivery, every engagement concludes with a structured offboarding phase. Off-boarding support will be provided within the subscription price, which includes access to the portal's data export functionality.

In line with our ISO 27001 accreditation and our Disposal and Destruction Policy, any personal data can be deleted upon request or after contract termination. As set out within our Data Processing Agreement, customers retain full ownership of their data and act as data controllers. This includes determining the scope, purpose and manner in which their data is processed.

3.3 Data

3.3.1 Data importing and exporting

Manual data uploads are supported through the ability to import files in formats such as CSV, XLSX, XES, JSON, and Parquet, and users can also upload and integrate Excel files into the data model.

Customers can export their data during the subscription term or up to 30 days after the subscription has ended. This includes:

- Process calculations, visualisations and operational data in formats such as .xlsx, .csv, .bpmn, and PDF
- Filtered visualisations of data

The export functionality can be performed either on demand or automated using Action Flows. Action Flows also enable the sharing of exported data and KPIs through various communication channels, including MS Teams, Google Drive Suite, SharePoint, and Slack. Additionally, exports can be scheduled or sent to designated recipients, and programmatic export is possible through the Celonis Platform API and pycelonis library.

3.3.2 Analytics

Supporting operational oversight, Celonis Process Intelligence Platform provides users with service usage metrics, including:

- How often users log into the Celonis team
- How often each of the Studio apps in the Celonis team is opened by business users
- How often each of your published Studio packages is opened by Analysts

Aiding buyers in understanding the usage of our platform, these metrics can be viewed in real time within the platform.

3.3.3 Independence of resource

Celonis is a distributed microservices platform, with its cloud-native services deployed in Kubernetes. Our Kubernetes architecture allows application replication and load balancing across the Celonis Platform, enabling horizontal scaling across all services. These infrastructure choices let us add more nodes to all areas of the Celonis Platform without downtime, ensuring availability, scalability and performance for our customers.

Each service has its own logical database, further reducing the risk of a single point of failure. We roll out new versions gradually, practising 0 downtime deployments for our services. This lets us easily and elastically handle platform load for large-scale deployments.

3.3.4 Public sector networks

Celonis Process Intelligence Platform does not connect to public sector networks.

3.3.5 Data-in-transit protection

Ensuring confidentiality and integrity, all data in transit is protected using **TLS 1.2 or higher** and data in rest is protected using **AES-256.** Evidencing the suitability of our approach, our practices align with our ISO 27001, ISO 27701 and SOC Type 2 accreditations.

3.3.6 Asset protection

All data is stored and processed in the cloud using cloud services, with the Celonis platform provided as a SaaS solution. Providing choice to our customers, they can choose and approve the cloud service provider, such as Microsoft Azure or AWS.

Our Cloud Service providers comply with recognised security standards and requirements, including ISO 27001:2013, and maintain robust technical hosting practices. Both AWS and Microsoft Azure hold certifications for relevant industry standards, ISO/IEC 27001:2013, 27017:2015, 27018:2014, 9001:2015 and SOC 1 and 2. Audits for these standards are conducted in accordance with SSAE 16 and the ISAE 3402. Their Data Centres comply with ISO/IEC 27018:2014, and customers can choose the location of their data. All scoped data is backed up and can be restored across multiple availability zones within the cloud provider's infrastructure.

To enhance security, customer data is never stored on local end-user devices and is only accessed through the cloud provider's workspace or our platform front end.

Following industry best practice and in line with our Disposal and Destruction Policy, we sanitise media and data once it is no longer in use. Backups are destroyed following industry standards and advanced techniques for data destruction.

3.4 Availability and resilience

3.4.1 Guaranteed availability

Celonis Process Intelligence Platform provides a **99.5%** uptime Service Level Agreement (SLA). This excludes all downtimes outlined within our SLA factsheet, including:

- Overall internet congestion, slowdown or unavailability
- Unavailability of generic internet services, such as DNS servers
- Virus or hacker attacks
- Force majeure events
- Actions or inactions of the customer or third parties beyond our control
- A result of customer equipment or third-party computer hardware, software, or network infrastructure not within our control

Celonis's service is designed for resilience using a highly available, cloud-based architecture hosted by leading Infrastructure-as-a-Service providers, including AWS and Microsoft Azure.

In addition, Celonis maintains daily backups of application and analytics data with a 30-day retention period, enabling point-in-time recovery. The Recovery Point Objective (RPO) is **24 hours** for file systems and **3 hours** for the application database. The Recovery Time Objective (RTO) is **8 hours** for both. Backup restoration is used in daily operations and tested regularly to ensure these objectives are met. Celonis maintains formal Disaster Recovery and Business Continuity Plans, which are tested and reviewed to ensure continued service availability and data protection.

Resilience measures include automated infrastructure monitoring, secure off-site back-up storage, and operational processes designed to ensure continuity of service. These controls support recovery from incidents while maintaining data integrity and security.

Scheduled maintenance may be required. Providing users with sufficient notice, the time of the scheduled maintenance will be posted on the my.celonis portal at least **48 hours** before. Additionally, updates to the SaaS infrastructure will be uploaded approximately 4 times per year, which may result in brief service interruptions. The duration of any maintenance varies by the change required but is typically limited to a few minutes. Maintenance is generally scheduled outside business hours, depending on the hosting region. Customers can subscribe to notifications via email, Slack, Teams, and other channels to stay informed of both planned and unplanned events.

3.5 Governance

Protecting the data of our customers, we operate in line with our ISO 9001, ISO 27001, Cyber Essentials and SOC2 Type 2 accreditations. Supporting continuous improvement and consistent quality, we review performance data, customer feedback and audit findings monthly.

3.6 Security

Celonis maintains a formal information security governance framework aligned with our ISO/IEC 27001 accreditations. Security responsibilities are defined at executive and operational levels, supported by documented policies, regular audits, risk assessments and continuous improvement processes. Our policies cover access control, data protection, incident response, vulnerability management and business continuity.

Compliance with our security policies is maintained through technical controls, mandatory annual training, internal reviews and external certification. Ensuring our approach remains aligned with evolving threats and regulations, all security governance arrangements are reviewed by our Security Engineering and Security Operations Team annually or more frequently as required.

3.6.1 Operational security

Configuration and change management

Celonis tracks service components throughout their lifecycle using formal configuration and change management processes. All changes are tested in a staging environment, and the Application Security Team performs internal security assessments before new product releases. All internally identified confirmed high-security vulnerabilities are remediated before promotion to production. Customers are notified in advance of planned changes where service impact is expected. Providing transparency, for standard updates, release notes are posted monthly on our portal and users can subscribe to fortnightly emails summarising the latest features and improvements.

Vulnerability management

Protecting against emerging threats, Celonis conducts continuous security scans, regular internal and external penetration testing and automated infrastructure patching. Any vulnerabilities identified are prioritised based upon risk and severity, with patches deployed promptly. Threat intelligence is sourced from industry best practices, security partners, including Cure53, and monitoring tools.

Security monitoring of the hosting environment is performed through a SIEM solution, which ingests log sources from applications, web servers and databases. Alerts generated by the SIEM solution are forwarded in real time to the Security Operations Centre (SOC) Team, who investigate, contain and remediate potential compromises.

Incident response procedures

Celonis maintains documented incident response procedures for common security and operational events. Customers report incidents through support channels, including phone, email and through the VE. Celonis investigates, mitigates, and communicates incidents in a timely manner, providing updates and post-incident information where appropriate.

3.6.2 Staff security

All staff with access to our systems or customer data undergo background screening that meets BS7858:2019. Access to the platform is governed by the principles of least privilege and separation of duties, with mandatory 2-factor authentication and activity logging.

3.6.3 Secure development

Our platform is developed following our secure Value Methodology framework. Validating the effectiveness of our controls, our Security Operations Team conduct regular internal assessments, including penetration tests and secure development audits.

3.6.4 Identity and authentication

User access is controlled through strong authentication options, including 2-factor authentication, identity federation with existing providers such as Google Apps, and username and password.

3.7 Auditing

Audit logs capture all significant user and system actions. Buyers can access real-time audit information through our Support Team. Our audit data is stored for up to 12 months.

3.7.1 Performance monitoring and metrics

Delivering a high-quality and consistent service, we will implement a performance management framework. This will include:

- Establishing Key Performance Indicators (KPIs)
- Monitoring our performance
- Fostering continuous improvement
- Producing reports

3.7.2 Compliance and quality management

Maintaining professional service delivery, Celonis operates under an integrated management system accredited to ISO 9001 and 27001 standards. Our Cyber Essentials certification aligned processes ensure consistent quality, security and continual improvement.

Identifying opportunities for service enhancement, we complete monthly reviews of performance metrics, customer feedback and audit results. Oversight is provided by the Governance and Compliance Team, reporting to the board-level Quality and Security Committee.

3.8 Backup, restore & disaster recovery

Ensuring data integrity and service continuity, Celonis implements daily backups of applications and analytics data with a 30-day retention period, enabling point-in-time recovery. The Recovery Point Objective (RPO) is 24 hours for file systems and 3 hours for the application database. The Recovery Time Objective (RTO) is 8 hours for both. Backup restoration is used in daily operations and tested regularly to ensure these objectives are met. Celonis maintains formal Disaster Recovery and Business Continuity Plans, which are tested and reviewed to ensure continued service availability and data protection. Post-incident reviews capture lessons learned and feed into continual improvement, maintaining alignment with G-Cloud requirements and ISO standards.

3.9 Training

Provided at no additional cost, we will provide training to all users through **Celonis Academy**, our award-winning, on-demand learning platform. This provides users with access to online courses, webinars and videos, including:

- **Online** and **in-person** training for customers, partners, academics and the public
- **24/7 free access** to over **300** courses and microlearnings
- **13** training tracks in up to **6** languages. Designed to enable customers to achieve their targeted business goals, our training tracks are modular collections of selected courses structured into 5 categories, including:
    - Daily business
    - Process improvement
    - Leadership
    - IT/Data engineering
    - Asset building
- **Instructor-led training**. The advantages of our instructor-led training include:
    - **Unique data models:** With customers able to choose between training data or their own live data
    - **Training guidance:** Our Trainer will deliver personalised and interactive training
    - **Dynamic training structure:** Allowing a tailored experience, customers can select which topics to cover
    - **Multilingual:** Supporting users in a range of locations, we can deliver this training in 7 languages, including English, German, Japanese and Chinese

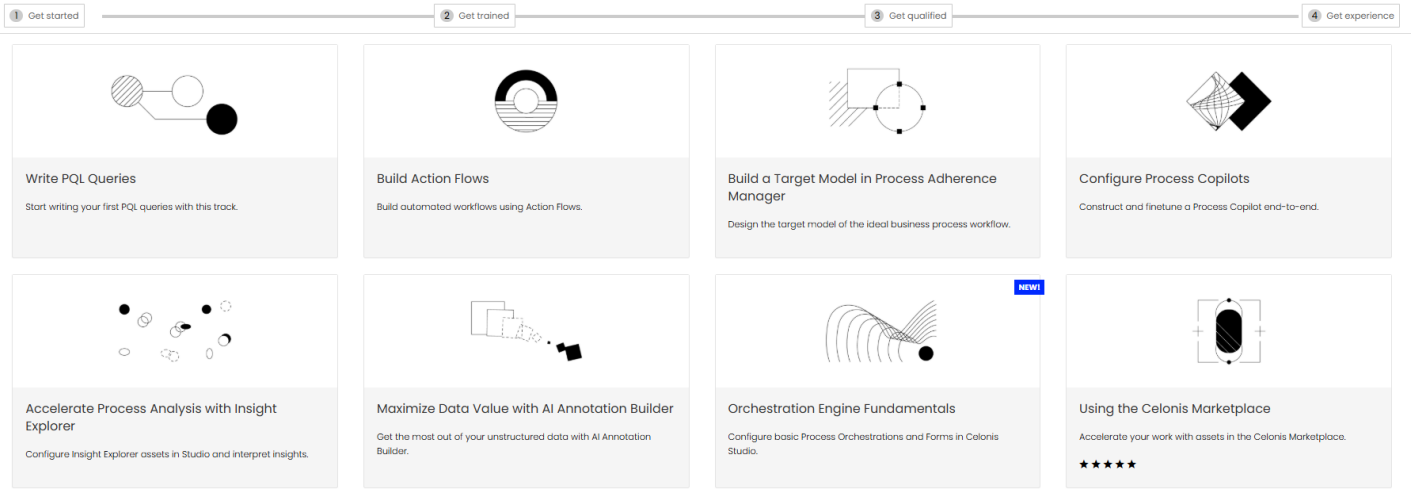

Figure 3.9.1: Celonis Academy

3.10 Service pricing

Celonis Process Intelligence Platform is available as an annual subscription model. Full details of our pricing are provided within our Pricing File.

Allowing customers to test our platform for free before committing, we provide users with the Celonis Free Plan. This trial allows customers to test basic process mining and app-building features with restricted data volumes.

3.11 Invoicing process

Our standard invoicing cycle is annual with 30 days net payment terms. Celonis supports various billing methods to align with customers' internal procurement methods. While we typically issue invoices through our Enterprise Resource Planning (ERP) system, we can integrate with third-party portals such as Coupa and Ariba.

3.12 Termination terms

Termination is governed by the G-Cloud 15 Call-Off Terms and Conditions. The minimum contract term is 12 months. Buyers may terminate the contract in accordance with these terms by providing written notice 30 days prior to renewal.

4 Security and data governance

4.1 Data protection and encryption

Protecting citizen and organisational data and ensuring regulatory compliance, we encrypt all information in transit and at rest using Transport Layer Security (TLS) 1.2+ and Advanced Encryption Standard (AES)-256 encryption, validated by independent audits. Preventing unauthorised system-to-system access, internal communications encrypt traffic, route through secure gateways, and enforce network segmentation and firewall policies.

Reducing insider risk, we enforce least privilege, separation of duties, and multi-factor authentication (by email) while logging and reviewing all administrative actions. Maintaining operational resilience, continuous monitoring detects anomalies in real time, automated patching addresses vulnerabilities, and annual penetration testing validates security posture. Supporting regulatory reporting, we manage cryptographic keys securely by restricting access. Keys are rotated regularly, using AWS KMS for automatic rotation or manually as needed. All key activity is recorded in audit logs.

4.2 Data at rest, storage locations, and physical security

Protecting citizen data and supporting compliance, we store information in buyer-approved UK or European Economic Area (EEA) datacentres with high availability and tested disaster recovery capabilities. Safeguarding against unauthorised access, our facilities use:

- AES-256 encryption
- Logical tenant separation, with each customer having a fully isolated tenant, with separate data and analytics
- Role-based access
- 24/7 monitoring
- Biometric controls
- CCTV

Environmental protections

Full backups of the application database and the Celonis Process Intelligence Platform are performed daily. Backup data is encrypted using best-in-class encryption methods and strategies. 30 generations/versions are stored in the same country as the original data.

Backups are destroyed following industry standards and advanced techniques for data destruction.

Celonis plans and performs business continuity and disaster recovery testing at least once per year. During the testing preparation, the test plans are defined, including the scope definition, testing approach (reviews, simulation, switch to the alternative), and testing criteria. The outcome of the business continuity/disaster recovery plans testing is reported to the Celonis management for review and further guidance, if applicable.

4.3 Data sanitisation and disposal

Minimising post-subscription risk, we securely delete customer data using cryptographic erasure, secure overwrite, or degaussing, making it irrecoverable. Ensuring auditability, we destroy end-of-life hardware via accredited third-party or compliant in-house processes, providing certificates of destruction.

Customer data is retained only as long as necessary for performing the agreement and is deleted once the Subscription Term has ended. Customer Data is available for export or download in .txt or .csv format during the Subscription Term and up to 30 days after the subscription has ended.

Maintaining regulatory alignment, all sanitisation and disposal activities follow ISO 27001 and National Cyber Security Centre (NCSC) guidance.

4.4 Security testing and assurance

Ensuring platform resilience and regulatory compliance, we conduct annual penetration testing covering infrastructure, applications, APIs, and cloud configurations. Reducing operational and security risk, we use continuous vulnerability scanning, automated patching, and configuration compliance checks to detect and remediate threats promptly.

Prioritising remediation and protecting citizen data, we assess risk findings by severity and business impact, addressing them according to defined Service Level Agreements (SLAs). For critical issues, triage is completed within 3 business days, with remediation completed within 15 business days. Providing verified assurance, independent audits including ISO 27001, ISO 27701, SOC 1 Type 2, and SOC 2 Type 2 confirm effective governance, processes, and controls. For example, our last ISO 27001 audit was conducted in May 2025, with reports available on our website. Enhancing operational governance, we perform annual internal reviews, risk assessments, and control testing to identify and mitigate emerging threats.

4.5 Incident and protective monitoring management

For rapid threat detection, a centralised Security Information and Event Management (SIEM) ingests logs from all environments and forwards alerts to the Security Operations Centre (SOC) for immediate investigation. Reducing service disruption, we classify incidents, escalate appropriately, and notify customers according to defined ISO 27035-aligned timelines. Supporting transparency and regulatory reporting, post-incident reports include root cause analysis, remediation actions, and lessons learned. Preventing recurrence, we deploy automated alerts, anomaly detection, and threat intelligence feeds to strengthen proactive controls.

4.6 Configuration and change management

Reducing operational and security risk, all configuration changes follow an Infrastructure Library (ITIL)-aligned process, including impact assessment, approval, testing, controlled deployment, and rollback procedures. Ensuring auditability, we track configuration items in a CMDB with version control, lifecycle management, and traceability from deployment to decommission. Supporting operational continuity, major changes undergo CAB review, staging environment testing, and advanced customer notification through release notes.

4.7 Information security management and certifications

To provide assurance and public sector confidence, we operate an Integrated Management System certified to:

- ISO/IEC 27001 for information security
- ISO/IEC 27701 for privacy management
- ISO 9001 for quality management

We also maintain SOC 1 Type 2 and SOC 2 Type 2 reports, providing audited assurance of its security, confidentiality and availability controls.

Security governance is overseen at board level, with clearly defined roles and responsibilities supported by annual audits, mandatory security training for all personnel, risk assessments and continuous-improvement processes.

4.8 Secure development and cryptography

Reducing software vulnerabilities and protecting citizen data, our Celonis Platform follows a secure Value Methodology incorporating threat modelling, code review, secure coding standards aligned with the Open Web Application Security Project (OWASP), and automated security testing. Ensuring build integrity, we monitor dependencies, scan for vulnerabilities, and enforce remediation before deployment.

Celonis conducts regular security assessments, including vulnerability scanning, penetration testing, and code reviews, to identify and remediate vulnerabilities. Vulnerability and penetration tests are integral parts of our application programming security measures, incorporating both automated tools and human verification. Celonis conducts both internal and external penetration testing at least twice annually, with external tests performed by independent third-party providers using grey or white-box approaches, and internal tests conducted by the Celonis Security Operations Team. Source code reviews and internal security assessments are performed before new product releases, and a stringent vulnerability management process ensures timely remediation of identified issues. All vulnerabilities are triaged and remediated based on priority, and findings from penetration tests are documented and tracked to remediation using a ticketing system.

Protecting confidentiality and supporting compliance, modern cryptographic protocols secure all data in transit and at rest, while key management enforces access controls, rotation, and audit logging. Future-proofing security, Celonis aligns cryptographic practices with NCSC post-quantum guidance and monitors emerging encryption standards for readiness.

Maintaining traceability, all development and release activities are fully logged, version-controlled, and auditable from code commit to production deployment.

4.9 Identity and access management

Ensuring only authorised access, multi-factor authentication (MFA), Single Sign-On (SSO)/Security Assertion Markup Language (SAML) federation, and granular role-based permissions protect platform users. To maintain accountability and compliance, we log and monitor all administrative actions and generate alerts for unusual activity. Supporting operational oversight, customers retain control over user provisioning, permissions, and delegated administration to manage access governance securely.

5 Supplier information

This section introduces the supplier and provides background information, relevant experience and practical details on how buyers can procure services through the G-Cloud 15 framework.

5.1 About us

We are a global leader in Process Intelligence, founded in 2011 as a spin-off from the Technical University of Munich. Today, the company operates from 22 offices worldwide, including the UK, and supports organisations across central government, healthcare, local authorities and other public-sector bodies. Combining more than a decade of research, development and enterprise delivery expertise, Celonis brings extensive experience in solving complex operational challenges across diverse public-sector environments.

Our core offer is the Celonis Process Intelligence Platform: an end-to-end SaaS solution that unifies process mining, task mining, automation, orchestration and AI. At its heart is the Process Intelligence Graph, a digital twin of an organisation's operations that enables users to understand how processes truly run, where value is lost and how performance can be improved.

We operate a mature, enterprise-ready service model supported by internationally recognised standards, including ISO/IEC 27001, ISO/IEC 27701 and ISO 9001, and maintain SOC 1 Type 2 and SOC 2 Type 2 reports. These provide independent assurance over security, availability, confidentiality and quality. Ensuring resilience and peace of mind, all platform capabilities are backed by resilient AWS and Azure cloud infrastructure, 24/7 monitoring and robust business-continuity arrangements.

Driving long-term success and shared value, we work in close partnership with every customer. Our dedicated VEs support client teams throughout the lifecycle, helping identify value opportunities, guide adoption and embed sustainable process-improvement capability. Our user-centred approach is reinforced by the Celonis Academy, offering more than 300 free online courses, multilingual instructor-led training and modular learning tracks to ensure long-term capability across technical and operational user groups.

Our delivery is underpinned by a clear mission: to make processes work effectively for people, organisations and the planet. For the UK public sector, this means improving the quality and accessibility of services for citizens, supporting strong stewardship and value for money and enabling efficient, sustainable day-to-day operations.

5.2 Relevant experience and testimonials

Delivering measurable improvements in finance, operations, and citizen outcomes, we have a strong track record of supporting public sector organisations internationally.

A notable example is the State of Oklahoma, which used the Celonis platform to audit more than **$4.5bn** in state spending within 12 weeks, reducing procurement cycle times from 110 to 46 days and saving approximately **$11m** in outsourcing costs. The state achieved a 200× increase in audit coverage and improved compliance across 122 agencies.

In the UK, an NHS Trust used Celonis to:

- Reduce its outpatient waiting list by 5,300 patients in eight weeks
- Avoid 1,800 weekly appointment cancellations
- Realise estimated annual savings of £2.8m

These improvements enabled the Trust to achieve its first sustained reduction in backlog since before the COVID-19 pandemic.

Beyond these examples, we support more than **1,350 customers globally** across healthcare, central government, local government, policing, education, transport, finance and critical national infrastructure. Public-sector clients consistently highlight improved transparency, faster decision-making, reduced operational risk and accelerated delivery of transformation outcomes.

5.3 How to buy

Celonis Process Intelligence Platform can be procured directly through the Crown Commercial Service (CCS) G-Cloud 15 Digital Marketplace under Lot 2b.

To purchase the service, buyers can simply locate the Celonis listing on the Digital Marketplace and follow the standard G-Cloud call-off procedure. Once selected, Celonis will work with the buyer to:

- Agree a detailed Statement of Work (SOW) covering scope, deliverables, timelines and pricing
- Establish a Call-Off Contract under G-Cloud 15 terms and conditions
- Receive a Purchase Order to confirm commencement

All engagements follow CCS procurement requirements, ensuring transparency, value for money and full compliance with public-sector commercial standards.

For pre-procurement discussions, demonstrations or technical clarification, Celonis can be contacted through the details provided in the Digital Marketplace listing.