Business Process Management (BPM) Software Category

WINTER 2024
Customer Success Report

Business Process Management (BPM) Software Category

Business process management (BPM) software is designed to streamline business workflows and processes to make them more efficient and adaptable to changing scenarios. This empowers businesses to handle whole process life cycles by implementing best practices in their workflows. Thus, BPM software helps to develop and improve business processes as it can store all the collected data, publish them on the web, and give company-wide access to it.

Commercial BPM software solutions focus on automating business processes and shifting them from paper-based workflows to easy automated transactions. The platform tracks how business information is utilized and then maps the pertinent business process. Plus, it ensures that transactions are executed accordingly. This indicates where process and data bottlenecks happen, and highlights the drawbacks in business processes, such as the areas where resources are under-utilized. Managers can then optimize and streamline those processes to boost efficiency.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels

MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2024 Customer Success Awards

Check out this list of the highest rated Business Process Management (BPM) Software based on the FeaturedCustomers Customer Success Report.

2024 BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE — MARKET LEADER

appian · aura Quantic · bizagi · blueprint

CAMUNDA · Creatio · iGrafx · kissflow

nintex · processmaker Do more · quickbase · SAP Signavio

2024 BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE — TOP PERFORMER

Bonitasoft · ELMA 365 · FlowForma Empowering Process Automation · genpact cora

pipefy · Q·nomy · ULTIMUS Composed Process Solutions

2024 BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE — RISING STAR

BP LOGIX · integrify · Tallyfy

* Companies listed in alphabetical order

2024

**BUSINESS PROCESS
MANAGEMENT (BPM)
SOFTWARE**

MARKET LEADER

featured
customers

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
MARKET LEADER

ABOUT APPIAN

appian

Appian is a software company that automates business processes. The Appian Platform includes everything you need to design, automate, and optimize even the most complex processes, from start to finish. The world's most innovative organizations trust Appian to improve their workflows, unify data, and optimize operations-resulting in better growth and superior customer experiences.

310 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Initially, our need was mainly in the orchestration and automation of processes as part of our Information System transformation initiative. Appian provided the necessary know-how and enabled agile collaboration between business and IT. Our internal Appian Center of Excellence made it easy to access and build software applications very quickly, making it possible to manage a portfolio of projects efficiently while gaining IT speed.

FRÉDÉRIC FERNANDEZ
MANAGER OF BPM CENTER OF EXCELLENCE, GAZ RÉSEAU DISTRIBUTION FRANCE

The DAU uses advanced technologies, knowledgesharing, and performance support to deliver a 21st Century total learning environment. Appian's BPM platform provides us a state-of-the-art tool for implementing financial controls, collaboration, and performance reporting to optimize our procurement processes.

MARK WHITESIDE
CFO, DEFENSE ACQUISITION UNIVERSITY

Appian's comprehensive technology and services expertise helped us create a highvalue BPM program that has transformed our business. Our Appian-based Claims Management solution, leveraging strong technology, strategy and people, delivered $10 million (AUD) in benefit in 12 months.

MICHAEL SHEEHAN
CHIEF INFORMATION OFFICER, TERRITORY INSURANCE OFFICE

Automation initiatives are not easy and, with lots of teams launching projects in different groups, we risked making the same mistakes repeatedly. Centralizing some of our experience in an automation advisory group allowed our project teams to be independent and agile, but also benefit from our knowledge.

BORIS BUIS
INTELLIGENT AUTOMATION AND BPM LEAD, AEGON

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PACIFIC LIFE   Ryder®   Alabama Power   KONE   enterprise

MARKET LEADER

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE

ABOUT AURAQUANTIC

aura quantic

AuraQuantic is a no-code digital platform designed for business users to easily and rapidly build unlimited processes and applications to automate end-to-end operations, reducing costs and optimizing productivity. It combines the sophistication of iBPMS (Intelligent Business Process Management Suite) for process automation with integration, innovation and intuitive design environments for you to easily optimize and transform business operations. Turn your ideas into applications with our easy-to-use Digital Platform and accelerate your…

181   TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❚❚*[AuraQuantic] is software that allowed us to measure our resolution times for all claims and complaints with greater precision. In addition, BPM has empowered us with a more orderly process, keeping us accurately informed of the various process stages. We now have reports (measurement indicators) in real time, which has been of great benefit to continuously improve the service we offer our customers.*❚❚

NORMA MALTEZ
CUSTOMER SERVICES MANAGER, BANCO DE FINANZAS (BDF)

❚❚*[AuraQuantic] is the most complete BPM software I have ever seen. It's really powerful. It allows you to automate very complex processes with the outstanding no-programming feature, which differentiates it from other solutions on the market. I liked how easy it was to implement and install it, which resulted in our customers getting results very fast.*❚❚

PABLO MORALES RIVAS
GENERAL DIRECTOR, GRUPO PLUS, S.A DE C.V

❚❚*BPM is changing forever the way private or public entities manage operations, allowing much more flexibility, automation and power. With AuraPortal, my clients have everything integrated and that makes work more simple. Users are not rejecting the tool, on the contrary, they are immediately adapting to it.*❚❚

ALEJANDRO CHUECA
TIC PROJECT CHIEF, ACBP

❚❚*With the AuraQuantic digital business platform, we now have reports that allow us to identify bottlenecks and indicators to continually improve our processes.*❚❚

JUAN ÁNGEL ROMÁN
BPMS AND PROCESS MANAGER, ELPOZO ALIMENTACIÓN

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Carrefour   TOYOTA   STEIN   ArcelorMittal   CARDNET NOS UNE

featured customers

ABOUT BIZAGI

bizagi

Bizagi helps organizations to transform into digital businesses. Its process automation platform connects people, applications, devices and information to deliver the engaging experience that today's customers demand. Fueled by a community of almost 1 million users, Bizagi powers enterprises worldwide including Adidas, BAE Systems, Kaiser Permanente and Old Mutual.

211   TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

The BPM solution that we implemented is a system in its maximum expression, where the people, the technology and other aspects are integrated, such as: legislation, companies, legal vehicles, currencies among others. The BPM coordinates and orchestrates all these players and concepts from when the client orders the coal until it is received.

JOAQUIN URIBE FRANCO
PRODUCTIVITY AND TECHNOLOGY MANAGER, CERREJON COAL

Bizagi BPM software is flexible and capable of integrating and automating several processes at the same time, creating a robust system that can be easily adapted to business growth as more and more processes are automated.

AUDI
AUDI BRUSSELS

Our decision to choose Bizagi BPM was a strategic move to deliver agility within changing market conditions. Above all we wanted to be able to create solutions in a short amount of time.

BALA SIVANKOIL
DIRECTOR OF APPLICATION DEVELOPMENT, AGFIRST FARM CREDIT BANK

In Bizagi, Abengoa found a modern and robust BPM tool capable of supporting its sophisticated process oriented structure and providing the necessary adaptability in changing market conditions.

ABENGOA

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Takeda   AIRFRANCE   BANCO POPULAR   KYOCERA   adidas

2024
BUSINESS PROCESS
MANAGEMENT (BPM)
SOFTWARE

MARKET LEADER

ABOUT BLUEPRINT SOFTWARE SYSTEMS

blueprint®

Blueprint Software Systems is a global software company that helps enterprise organizations understand and improve how their business operates. Blueprint enables consolidated visibility and analysis across all processes within an organization, and provides the critical insights needed to identify improvement opportunities and then execute them with speed and precision. This enables more strategic decision-making, and dramatically reduces the time, cost, and effort associated with process analysis and optimization. For more information, visit www.blueprintsys.com

89 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"The greatest benefit of using Blueprint is traceability. We are able to run weekly reports to monitor and manage traceability between artifacts, requirements, value streams, and work statuses. Without Blueprint tracing, this task would be much more time-consuming."

GREG CORCORAN
BUSINESS ANALYST, ALLY FINANCIAL

"Blueprint is an integral component of our modernized requirements process. It was the only requirements product with the breadth of functionality needed to support our projects under this new approach."

RICK TOOTHILL
SOLUTION MANAGER, MERCK

"Blueprint's ability to define and decompose complex current state process flows is instrumental in enabling us to collaboratively and visually define our future state processes and potential candidates for automation."

AMERIHEALTH

"The biggest piece that made BP stand out was the requirements repository, and related to that the traceability capabilities of the product."

CARRIE CROW
PROJECT MANAGER, WPS HEALTH SOLUTIONS

TRUSTED BY

TORONTO   AmeriHealth   ally   TD Bank   MERCK

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
MARKET LEADER

ABOUT CAMUNDA

CAMUNDA

Camunda enables organizations to orchestrate processes across people, systems, and devices to continuously overcome complexity and increase efficiency. With Camunda, business users and developers collaborate using BPMN to model end-to-end processes and run sophisticated automation with the speed, scale, and resilience required to stay competitive. Hundreds of enterprises such as Atlassian, ING, and Vodafone design, orchestrate, and improve business-critical processes with Camunda to accelerate digital transformation.

151 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❚❚ *The Camunda BPM platform provides us with a real-time orchestrating system. Having the ability to visualize both the Logic Flow and Rules, has increased our knowledge of the processes. With each new function we place in Camunda, our business analyst and developers can collaborate better and share the work load. The ability to extend Camunda has given us the ability to optimize Camunda for our specific use case of high volume...* ❚❚

JIMMY FLOYD
SOLUTION ARCHITECT, 24 HOUR FITNESS

❚❚ *In Camunda we found a BPM engine that grows flexibly and can be easily customized by Java developers. The step towards executable process models was particularly easy with Camunda BPM because more than any other Business Process Management System Camunda BPM consistently works with BPMN 2.0. Decisive for contracting Camunda was also the licensing model. Especially for small and medium-sized projects DB Systel is increasingly...* ❚❚

HENRY HÜBLER
PROJECT MANAGER, DB SYSTEL

❚❚ *To further automate our business processes, we are using Camunda BPM: The open platform permits the implementation of our individual needs in a way that closed BPM suites just cannot achieve. Our BPMN 2.0 process models are executed directly, which improved communication between business departments and development and shortens development cycles. Thanks to Camunda's additional advice we were able to instantly involve...* ❚❚

MARKO LEHN
TEAMLEAD SOFTWARE ENGINEERING, ZALANDO

❚❚ *Camunda and especially Camunda BPM as a BPM platform was the ideal solution for us, because the necessary software knowledge already existed within the company and did not have to be established anew. Furthermore, the whole package was very attractive as Camunda provides BPMN knowledge as well as the needed software. This made an optimal start with BPMN 2.0...* ❚❚

CHRISTIAN LORENZ
TEAM LEADER CENTRAL PRODUCT SYSTEM, WÜSTENROT

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▲ ATLASSIAN   **SwissLife**   **Panasonic**   **Raiffeisen BANK**   **24 HOUR FITNESS**

MARKET LEADER

2024 BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE

ABOUT CREATIO

Creatio

Creatio is the leading provider of ONE platform to automate industry workflows and CRM with no-code and maximum degree of freedom. Creatio offering includes a no-code platform (Studio Creatio), CRM applications (Marketing, Sales, and Service), industry workflows for 20 verticals and marketplace add-ons.

150 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

At DECTA, we choose our partners wisely. We chose Creatio for its advanced solutions that complimented our business specifics. So far, everything has been fast and easy. The low-code platform is flexible; we can solve and improve various sophisticated processes effortlessly, which in turn has increased the efficiency of our business processes. And last but not least, we cannot forget about the great customer service that we receive.

MARKS ANDREJEVS
CHIEF EXECUTIVE OFFICER, DECTA

Creatio has been a key aspect in the growth and early stages of building our association. It allowed us to automate many of our member experience processes and marketing campaigns giving our small team the ability to focus on long-term strategic goals and continual growth.

CAROLINE CHOW
VICE PRESIDENT, CANADIAN ASSOCIATION OF ALTERNATIVE STRATEGIES & ASSETS

Creatio is a master system in the company from a standpoint of multiple functions - managing tasks, running business processes, monitoring customer data, and many others.

OGNJEN KOVAČEVIĆ
BUSINESS PROCESS & OPERATIONS MANAGER, AL PACK GROUP

We are proud to partner with [Creatio] for its flexible, easily customizable BPM platform on which marketing, sales and service are linked. In this way, [Creatio] is truly helping companies accelerate growth.

AINA NEVA FIATI
MANAGING DIRECTOR, ISYSTEM ASIA

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gruppo DePasquale · MERZ · BSN SPORTS · Raiffeisen BANK · callpop

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
MARKET LEADER

ABOUT IGRAFX

iGrafx®

iGrafx, a leader in business process management, enables the world's largest enterprises to turn process into a competitive advantage. The iGrafx platform captures and connects critical business operations for detailed process mining, analysis, modeling, and optimization. In today's competitive market, business leaders must align business objectives and IT systems, comply with industry regulations, automate business process, and identify and implement process efficiencies by undertaking initiatives such as RPA, Six Sigma and Lean. With iGrafx, businesses connect the dots across these efforts to deliver results, improvements, and increase return on investment....

154 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Not only has iGrafx allowed us to significantly improve the quality of our process documentation, it's also a key stepping stone in helping everyone within the company to understand how processes work and where improvements can be made, helping us offer customers new and innovative services, whilst maintaining our reputation for quality and service.

HELMUT PALZ
SENIOR PROGRAMME MANAGER, BUSINESS PROCESS ARCHITECTURE AND CHANGE, COLT TELECOM GROUP

iGrafx was our top choice for an advanced business process management tool largely because of its ease of use and seamless integration capabilities. Barrick users globally (at all levels across the organization) can now easily view and access process documentation helping us deliver our program effectively and efficiently.

AMIT SHAH
BUSINESS PROCESS ANALYST, BARRICK GOLD CORPORATION

When I left to come to my current employer with the task to create a BPM team from the ground up, iGrafx was a MUST HAVE/DEAL BREAKER request for me to be successful with my job.

APRIL ARCH-ESPIGARES
PROCESS IMPROVEMENT MANAGER, UTICA NATIONAL INSURANCE COMPANY

With iGrafx as our core process management, we are able to deliver pragmatic value-added solutions to our customers.

JÜRGEN WEISS
HEAD OF PROCESS MANAGEMENT & BENCHMARKING, MUNICH AIRPORT

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FreddieMac   PERQ   Rappi   afterpay   B|BRAUN

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
MARKET LEADER

ABOUT KISSFLOW

kissflow

People closest to a problem know how to fix it best. So we empowered business leaders with Kissflow - the #1 Digital Workplace Software, used by 10,000+ customers across 160 countries.

140 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Part of digitizing and automating business processes is democratizing data and making it accessible for everybody in the organization with correspondence, security, and caution. A report should ideally be easy to build without the intervention of an IT user or an intelligence developer.

EDUARDO MEZA
SENIOR MANAGER, MOTOROLA SOLUTIONS

Kissflow is capable of organizing complex business processes into manageable steps that can be easily tracked and monitored. By assigning individuals to process tasks, Kissflow will move the process from start to completion, ensuring that nothing gets held up or skipped.

MICHAEL CASAMENTO
DIRECTOR OF PROCESS AND PROCEDURE, RENU CONTRACTING AND RESTORATION

Kissflow allows me to automate various processes for repeatability and traceability of our workflows. The support team was able to optimize my workflow and automate the manual process of updating my dataset.

JOHN VARONE
CHIEF TECHNOLOGY OFFICER, PTB SALES

Kissflow Procurement Cloud allows any level of customization. It is easy to use and is flexible enough. It is also a business process-compliant system.

NANA

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LLamasoft
A Coupa Company

CAMBA
where you can

OLYMPUS

SERVITRON

Vonage
Business

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE

MARKET LEADER

ABOUT NINTEX

nintex

Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes.

621 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Nintex is an important way we future-proof our company. We can use it on-premises and take it with us to the cloud when we migrate workflows there. It's flexible and easy to use and, because it's adaptable, we can continue to use it even as we change other parts of our infrastructure.

MARTIN LINDHOFF LYSGAARD
LEAD ARCHITECT, EG A/S

When process documents were stored in a cupboard or on an Excel spreadsheet, there wasn't that same amount of accountability. It is that focus on transparency and ownership that makes Nintex Promapp such a powerful tool for changing and controlling business processes.

HUXLEY WALLACE
SYSTEMS MANAGER, GREENLINE

Using Nintex Promapp led to a couple of key improvements. We have better visibility and collaboration across the council, because Nintex Promapp gives all staff access to the same processes and tools.

MUSTAFA GHULAM
BUSINESS IMPROVEMENT AND CUSTOMER EXPERIENCE MANAGER, WILLOUGHBY COUNCIL

With Nintex Promapp we have the right processes in place to deal with things seamlessly. You can very clearly see who is accountable for certain actions, the responses needed and the necessary timeframes.

INGRID SWAFFIELD
DIRECTOR, MARKETING AND SALES, OBEX

TRUSTED BY

SERVICEMAX   **transdev** the mobility company   **World Vision**   **VILLA MARIA** NEW ZEALAND   **ANZ**

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE

MARKET LEADER

ABOUT PROCESSMAKER

processmaker Do more

ProcessMaker is a cost effective and easy to use open source business process management (BPM) or workflow software application. ProcessMaker is extremely efficient, lightweight and has one of the lowest overheads of any workflow software in the industry. With the additional benefit of it being open source, ProcessMaker Enterprise clients can take advantage of a fully supported, high quality BPM suite. Customers on 5 continents, through 17 different languages and across a variety of industries including manufacturing, telecommunications, finance and government, healthcare and education are using ProcessMaker workflow...

111 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝When we decided to move forward with ProcessMaker as our BPM solution, our IT department approached ProcessMaker to build a core system for managing business workflows and internal operation workflows. We successfully designed and developed our two most important processes based on ProcessMaker's community version. Within the next five months, we needed to expand our processes in accordance with our...❞

CHAU NGUYEN
PROJECT MANAGER, MCREDIT VIETNAM

❝Thanks to ProcessMaker we have been able to automate many of our forms based, approval driven processes. The new automated processes have helped the institution reduce the average turn-around time, eliminate transcription and math errors with an estimated decrease of 1,200 man-hours annually. Additionally, ProcessMaker improved the administrative staff's negative...❞

ELKIN URREA
WEB APPLICATION ANALYST INFORMATION TECHNOLOGY RESOURCES, LEHMAN COLLEGE

❝The implementation of ProcessMaker allowed Nuevatel to standardize our processes, reduce procurement times, eliminate paper forms all while increasing traceability and historical information for analysis.❞

RAMIRO GONZALES
PURCHASING AND LOGISTICS MANAGER, NUEVATEL PCS

❝ProcessMaker is a very flexible, easy-to-use solution. Lenovo would recommend it to anyone who is looking for workflow improvements or even just to simplify their processes.❞

DENES TRESTYANSZKI
CALL CENTER OPERATIONS LEADER, LENOVO

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kpn　**UBA** United Bank for Africa　**Aragon Research**　**access**　**Lenovo**

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
MARKET LEADER

ABOUT QUICKBASE

quickbase

Quickbase is the ultimate low-code app development platform — empowering both business and IT to solve problems faster and drive huge ROI compared to traditional software development. More than half of the Fortune 100 relies on Quickbase to save time, save money, and improve team productivity.

288 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

I see Quickbase as a tool that complements lean and continuous improvement cultures. You can use this technology to prototype exactly what you want and help your stakeholders quickly envision what the future state could look like; and then deploy a fully tested app on a secure platform partnering with IT governance policies. Seeing those process improvement changes happen quickly helps build faith that continuous improvement methodologies can have a real and lasting impact on the enterprise in a shorter timeline than with traditional practices.

ROBERT SALAJ
DIRECTOR OF OPERATIONAL EXCELLENCE, LIGHTHOUSE ELECTRIC COMPANY

We needed a more consistent way to report on key performance indicators [KPIs] across our services. We chose Quickbase for its value, ease of app creation and customization, long range forecast, and technology roadmap. We felt we could count on it to grow with us as we developed our platform.

BRUCE SQUIBB
DIRECTOR OF IFM PROGRAM MANAGEMENT, ABLE SERVICES

The out-of-the-box application features like personalized dashboards, custom reports, and automated e-mails have helped improve user productivity and performance immeasurably.

TODD COWAN
CIO AND CHAIRMAN, GEORGIA DEPARTMENT OF ADMINISTRATIVE SERVICES

Quickbase gives us a level of speed and flexibility in automating key business processes that we can't get anywhere else.

JIM GIZA
DIRECTOR OF TECHNOLOGY, KAYAK

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sodexo   swisscom   P&G   KAYAK   3-MEN MOVERS

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE

MARKET LEADER

ABOUT SAP SIGNAVIO

SAP Signavio

SAP Signavio enables organizations to keep up with the pace, volume, and complexity of change. Our Business Transformation Suite is the smarter way to continuously translate between strategy and execution. Headquartered in Berlin with offices in the US, UK, Australia, France, Singapore, and Switzerland, SAP Signavio serves more than 1,000 customers around the globe across all industries. SAP Signavio is a cloud-based process transformation suite that gives companies the ability to understand, improve and transform all of their end-to-end business processes, fast and at...

232 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝WM AG aimed at documenting business processes and IT processes in an integrated model and making it usable for the day-to-day business. The Signavio Process Editor supports by offering the standardized notation BPMN together with WM-specific extensions to the meta-model. The dictionary enables consistent wording throughout the process architecture and fast navigation between related processes.❞

THOMAS TRAPMANN
WM FAHRZEUGTEILE

❝When choosing a suitable BPM solution we decided for Signavio because we needed a tool that covers the comprehensive requirements of a multinational corporation. With Signavio's creative and innovative development team, we feel well-prepared for future challenges.❞

PATRICK KRESSE
HEAD OF BUSINESS PROCESS MANAGEMENT, ELG HANIEL

❝Signavio brought a lot of great things to the table, especially the standardized notation, intuitive usability, and collaborative functionality. We were able to engage our entire team in documenting and innovating key development processes and saw great results.❞

HARRISON LYNCH
SENIOR DIRECTOR OF PRODUCT DEVELOPMENT, CONSENSUS CORPORATION

❝The solution offered by Signavio covers all important areas of modeling and analysing business processes. Especially, the intuitive handling of the Signavio Process Editor convinced us.❞

MICHAEL GIEBNER
TAKKT AG

TRUSTED BY

swissgrid **Driscoll's** Only the Finest Berries™ **SITECORE** **bugatti** we are europe **BVLGARI**

2024

**BUSINESS PROCESS
MANAGEMENT (BPM)
SOFTWARE**

TOP PERFORMER

featured
customers

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
TOP PERFORMER

ABOUT BONITASOFT

Bonitasoft

Bonitasoft helps innovative companies worldwide reinvent, automate and gain deep visibility into their business processes. Bonitasoft's Bonita Digital Process Automation platform enables collaboration between professional and citizen developers to rapidly deliver automation projects and applications using best-of-breed DevOps methodologies and tools. With an ecosystem of more than 150.000 members and customers in 75+ countries, Bonitasoft provides the most widely used open source and low-code platform for business process automation...

179 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

The inability of LIMS vendors to cross domains prompted us to look at BPM as a potential solution. The inter-lab processes were no different than some of the financial and operational processes that BPM had already solved. There was some initial resistance to use a BPM solution as a previous pilot run on another vendor's solution was not successful. Management was skeptical of the benefit and did not understand how it would work in a scientific...

ASSOCIATE DIRECTOR, IT
BRISTOL MYERS SQUIBB

Bonita is the principal tool we are currently using to automate our processes. So far the experience has been excellent. We have deployed two processes with Bonita BPM to manage employee travel requests and vendor payment. We are currently working on our credit approval process, we expect nothing less than excellence in that too.

OLATUNJI AKANBI
PERFORMANCE IMPROVEMENT CONSULTANT, CORNERSTONE PERFORMANCE SOLUTIONS

Bonita has a considerably better user interface than most BPM tools out there, and it's definitely better than workflow packages that are prepackaged with more expensive identity management systems. It has a much more mature product feel than other solutions we considered. We gave this a thorough technical evaluation and it performed admirably.

DOUGLAS GREEN
SENIOR SOFTWARE ENGINEER, AEGIS IDENTITY

The choice of a single BPM solution for our administration will bring rigor and security to our automated processes. We chose the BPM solution from Bonitasoft because it meets our current and future requirements and needs, thanks to its strong evolutionary potential.

BPM PROJECT MANAGER
CANTON DE VAUD

TRUSTED BY

CRÉDIT AGRICOLE | Ui Path™ | Ingersoll Rand Inspiring Progress™ | CSC | BBVA

2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
TOP PERFORMER

ABOUT ELMA365

ELMA 365

ELMA365 provides opportunities for everyone. ELMA is an IT company developing low-code platforms based on AI technology, chatbots, and computer vision. They do not just help businesses adapt and cope with the world's changes, they manage these changes. More than 2000 companies have implemented their program products since 2008. G2 has named ELMA365 a High Performer in its latest G2 Grid® Report for the top Business Process Management Software products.

40 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

When deciding on a system we chose ELMA from the range of similar products because of its flexibility. ELMA helped us clear the chaos at our company, and became an instrument for preventing further mishandlings. We've been using ELMA with success for 5 years, and it's growing along with the company — it's a continuous process, just like the Deming cycle.

RASIM KIYAMOV
FOUNDER, KRIALENERGOSTROY PLANT

ELMA has become the company single information space, which stores all the main processes: automated workflows, executive training, end-to-end and service processes, employee coordination. Anyone having access to ELMA has all the corporate information.

KONSTANTIN SKREBOV
HEAD OF THE QUALITY SERVICE, GS NANOTECH

Now we can safely make ambitious plans. Our new goal is to become a completely paperless business despite the fact that we're a financial institution. ELMA lets us improve our business processes so that our clients always stay ahead of the game.

RASHID USHURBAKIEV
BANK TECHNOLOGY MANAGER, SBERBANK

BPMS for marketing is, before all, clear customer tracking. We know how clients choose us and what they need. We do understand what to offer them. This is a great benefit.

ALISA KAFANOVA
HEAD OF MARKETING DEPARTMENT, ROSITAL GROUP OF COMPANIES

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2024 BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
TOP PERFORMER

ABOUT FLOWFORMA

FlowForma®
Empowering Process Automation

FlowForma, the leading provider of Process Automation tools for Microsoft Office 365®, has been revolutionizing the traditional BPM space with an innovative approach to developing award-winning products that empower users to create and streamline processes smarter and faster, utilizing the familiar SharePoint platform, without any coding. FlowForma® Process Automation enables over 200,000 business users to deploy business processes with speed and flexibility, no matter what the complexity. Sitting on the SharePoint® platform, the FlowForma Process Automation tool incorporates forms, workflow,...

104 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝ It quickly became evident that FlowForma Process Automation had a much more robust and customisable set of features to empower our workforce, than any other tool we had reviewed. We chose FlowForma Process Automation mainly because of its speed - we only need to build a form once,no coding skills are required and it integrates seamlessly with other systems. I love that anyone can be trained up, to create powerful process... ❞

KARL HENDERSON
DIGITAL ENGINEERING LEAD, DOWNER

❝ FlowForma Process Automation helps Tech teams to create more efficient processes and it enables businesses to roll out self-service process management. FlowForma helps organisations to embrace digital transformation by enhancing operational efficiency and improving customer service. It really will provide a quick ROI.We have been able to implement process automation at pace. As a result of its UI and usability, we have been able to... ❞

KERRYANNE P.
DIRECTOR, CAIRN HOMES

❝ FlowForma enables intuitive workflow automation that really helps! Users can feel confident navigating the tool quickly to get real benefits. It really saves time and provides a tangible benefit that can be easily demonstrated. There is nothing to dislike about the tool. We have reliable and repeatable automation that ensures we consistently deliver on tasks such as onboarding. ❞

PAUL, S.
PROJECT MANAGER, AFJ SOLUTIONS

❝ I used to try and automate processes using Python and other programming languages and it could take months. The logic is still there with FlowForma Process Automation, but you don't have to learn any code or any syntax, which is great, that's what drew us to the solution in the first place. ❞

ANTHONY NGADIMIN
SR. BUILDING ENVELOPE CONSULTANT, RIMKUS CONSULTING GROUP

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ergo:· | DRESSER NATURAL GAS SOLUTIONS | NHS Blackpool Teaching Hospitals NHS Foundation Trust | Grant Thornton | AON

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SOFTWARE

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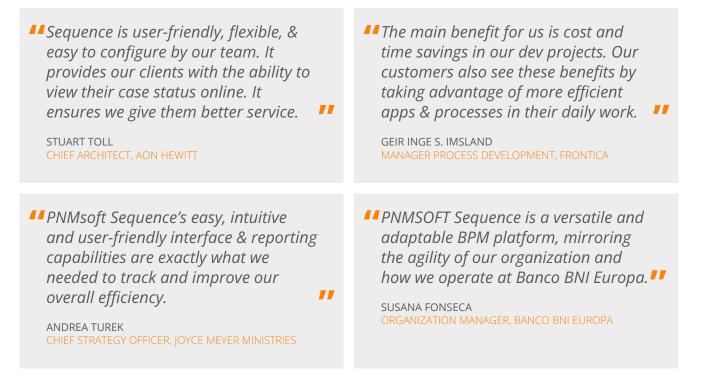## ABOUT GENPACT CORA ORCHESTRATION

genpact cora

Genpact Cora Orchestration is Intelligent business process management software. Firms can streamline and optimize complex business processes across the front, middle, and back offices with Cora Orchestration.

44   TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

> Sequence is user-friendly, flexible, & easy to configure by our team. It provides our clients with the ability to view their case status online. It ensures we give them better service.

STUART TOLL
CHIEF ARCHITECT, AON HEWITT

> The main benefit for us is cost and time savings in our dev projects. Our customers also see these benefits by taking advantage of more efficient apps & processes in their daily work.

GEIR INGE S. IMSLAND
MANAGER PROCESS DEVELOPMENT, FRONTICA

> PNMsoft Sequence's easy, intuitive and user-friendly interface & reporting capabilities are exactly what we needed to track and improve our overall efficiency.

ANDREA TUREK
CHIEF STRATEGY OFFICER, JOYCE MEYER MINISTRIES

> PNMSOFT Sequence is a versatile and adaptable BPM platform, mirroring the agility of our organization and how we operate at Banco BNI Europa.

SUSANA FONSECA
ORGANIZATION MANAGER, BANCO BNI EUROPA

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SOLIX   **CiOX HEALTH**   **BancoBNI Europa**   **HARRIS CAPROCK**   **AON Hewitt**

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ABOUT PIPEFY

pipefy

Pipefy is a cloud-based business process management platform that empowers managers to build and execute any type of workflow. Through a simple Kanban-style interface, companies can achieve process excellence without the need for IT, technical skills or professional services.

152 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Pipefy is an extremely powerful tool to run the operations of the whole company, as it unites all the sectors' workflow and experience. I only wish all of my suppliers used it too. The thing I like the most about Pipefy is the assurance that all of my processes are running outside my sector without any information getting lost in the way.

BRUNO JACOBUCCI
WOODWORKING ANALYST, LOFT

Pipefy gave us a more assertive way to manage process flows, offering visibility of all responsible parties, status updates, and bottlenecks. All these variables that are important for process efficiency can now be viewed in information-rich dashboards for directed actions.

CLAUDIO ROSSI
CHIEF FINANCIAL OFFICER, COPLACANA

An easy software, where you can create your own process, customizing all the fields and giving your personality to it without the need of any technical support. This accelerates a lot the evolution and gives flexibility to the team.

ALLAN VINICIUS SILVA
BUYER, ELECTROLUX

Pipefy is easy to use and flexible. It has a database included, reporting, automation. A complete solution. The main problem I solve is to comply by always getting the same results out of the process. Quality is assured.

LUIS FERNANDO SALAZAR CANAS
REGIONAL MANAGER, INFINA FINANCIAL SERVICES

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TELUS   Gympass   Electrolux   VTEX   Capgemini

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SOFTWARE

TOP PERFORMER

ABOUT Q-NOMY

Q·nomy

Q-nomy has been developing, selling and implementing software solutions that help organizations optimize the customer experience in their branches or stores. Q-nomy's software tailors the individual experience of visiting the store or service center, from entrance to exit, to the customer's personal background, expectations, and needs – and at the same time allows the business to use this experience as a platform for targeted multi-channel messaging and advertising.

91 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

The solution provided completely overhauled our appointment booking system. The integration was seamless, its real-time service and ability to be managed remotely for multiple locations is fantastic, and its intuitive and flexible design means customers can quickly and easily get the appointments they need, where and when they need it at the touch of a button. Ultimately the solution has made us much easier and efficient to do business with.

LINZI PIPER
OPERATIONAL IMPROVEMENT MANAGER, DIRECT MORTGAGES, YORKSHIRE BUILDING SOCIETY

Q-Flow has proven to be the right tool. It has contributed towards simplification of the sale process, allowing the branch staff to offer our customers more qualified and professional advice. Since its introduction, we have been able to recognize the benefits of using Q-Flow, and we are upgrading its use in more areas. Q-Flow features great flexibility and adapts perfectly to processes in the bank business.

AMEDEO FALLETTO
HR AND ADMINISTRATIVE DIRECTOR, BANCA DI ASTI

With the implementation of Q-Flow throughout our agencies, we now have control and continuous information to improve processes, resulting in an overall greater speed and quality of our customer experiences.

ISAAC PORTILLO
ASSISTANT MANAGER OF BANKING, BANCO PROMERICA

The real time reporting capabilities of Q-Flow means we now have timely, accurate information upon which we can make informed decisions to keep improving our service to the public.

ANTON DOWLING
ACTING BRANCH MANAGER, MEDICARE

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TOP PERFORMER

ABOUT ULTIMUS

ULTIMUS®
COMPOSED PROCESS SOLUTIONS

Ultimus is a leading global provider of BPM-based technology solutions and services that automate and optimize business processes in order to solve everyday business challenges. Ultimus helps companies grow their business, increase profits and control risk. Ultimus increases operational efficiency and accelerates performance, so companies can dedicate more time to their business and customers. Achieving significant and measurable results through the combination of expertise, global experience, services, and technology, is the core mission of Ultimus and the basis for the ongoing success of its...

63   TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝ With a small staff, we needed a BPM solution that would work out of the box. Ultimus' Web-based user interfaces gave us the flexibility needed to get processes automated and it enabled our remote workers to access the technology anywhere at any time. The Ultimus BPM Suite paid for itself within a very short period of time. We would never be able to go back to our old way of doing assessment processes. Our entire system is automated, errors have been reduced and assessments are completed in a much more timely fashion. ❞

WESTPARK ASSESSMENT CENTRE

❝ Ultimus and its technology have always been on the cutting edge as the BPM industry has evolved, which is why we've stayed with them for so long. Additionally, Ultimus is one of the few, if not the only vendor today that really understands the value of people and how people create, manage and own process. It is this philosophy and expertise that has made the company a world leader in BPM. ❞

BERNSTEIN

❝ I absolutely believe Ultimus is a great investment and would recommend them and their software to any company looking to automate their business processes. The software basically pays for itself. ❞

DARRYLE HAWKINGS
IT MANAGER, HARVEST OPERATIONS CORPORATION

❝ Ultimus BPM became a valuable asset for our company. We've gained faster process design, better coordination between departments, and reduced process lag times. It has already generated a high return on investment. ❞

CUATRECASAS LAW FIRM

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2024

BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE

RISING STAR

featured customers

2024 BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
RISING STAR

ABOUT BP LOGIX

BP LOGIX

BP Logix unites IT and business users, enabling them to deploy sophisticated, form-based, workflow-driven enterprise apps in a fraction of the time and a fraction of the cost of traditional development efforts. BP Logix's award-winning business process management (BPM) software supports the rapid creation of custom workflow-driven solutions, embracing the C-suite, operations, sales, customers, and prospects. Hundreds of global organizations across every sector—government, non-profit, and commercial—use BP Logix-powered workflow apps to deliver clear and measurable improvements in productivity, compliance, and customer…

76 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Process Director has significantly increased our turnaround time for obtaining approvals and delivering orders to our vendors. It has also enabled us to have a single repository for tracking of disposed, sold or transferred assets. The underlying automated workflow allows us to engage our internal operations faster and capture relevant information that can be viewed by all in the…

KYLE HUTCHINSON
VICE PRESIDENT INFORMATION TECHNOLOGY, MULTIPLAN

Since NPD provides oversight of incoming data from partners we needed to closely monitor the health of those processes. Process Director will enable us to respond more rapidly to reports and updates and enable us to forge better partnerships. I look forward to using the predictive analytics capability of Process Director so we can more proactively address our processes and improve visibility.

KEVIN FELICE
EXECUTIVE DIRECTOR OF OPERATIONS, NPD GROUP

As a business group, we needed a solution that didn't require us to write code in order to implement workflows and provide the automation we required. BP Logix Process Timeline was a huge benefit to us. The Cloud Edition represents an ideal solution for organizations that want quick results with a lower capital investment.

MATTHEW GUGLIELMETTI
SR. MANAGER OF REVENUE MANAGEMENT SYSTEMS, STARWOOD HOTELS & RESORTS

From an IT perspective, Process Director appeared to have everything we needed – including the ability to quickly transition from an outline of a process to a functional workflow.

MARK ADKINS
IT SPECIALIST, NATIONAL EYE INSTITUTE

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LIQUID CONTROLS®   Abbott   WHITTIER Health Network   Rentokil Initial   starwood Hotels and Resorts
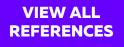
ABOUT INTEGRIFY

integrify

Integrify is a low-code, cloud-based workflow automation platform that helps businesses build automated processes, design dynamic forms, create self-service portals and dashboards, track performance, and review activity audit trails. Integrify is built for organizations that need to rapidly implement and then scale automated processes to replace manual workflow and increase process visibility in areas such as IT, HR, Sales, Operations, IT, and Finance. Thanks to our open API, Integrify can integrate with most enterprise applications like ERP,...

86 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Automating our approval processes for human resources, facilities and purchase requests has been something we've wanted to do for quite awhile. Integrify's solution allows us to easily automate those processes, removing an inefficient paper chase and saving us a tremendous amount of time fulfilling a request.

DICK BOSCOMBE
IS MANAGER, BELLEVUE CLUB

Integrify provides an auditable tracking system which provides the end user a status update on each step of the process. This equates to the end user knowing exactly where their request is delayed.

LARRY STEWARD
MANAGER OF IT BUSINESS SUPPORT, NORTHERN NATURAL GAS COMPANY

We chose Integrify OnDemand because of its flexibility; unlike similar solutions out there, we weren't confined to pre-built processes designed-in that would be incompatible with our needs.

KEVIN O'HARA
VICE PRESIDENT, HEALTHSTREAM

The Integrify product provides us with the most robust and cost-effective solution, and functionality that also supports our administrative tasks.

NEW BREED LOGISTICS

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2024
BUSINESS PROCESS MANAGEMENT (BPM) SOFTWARE
RISING STAR

ABOUT TALLYFY

Tallyfy

Tallyfy is a beautiful workflow software for professionals. Tallyfy frees you from busywork and eliminates chaos in your daily tasks, approvals and business processes. It's the only business process management software that anyone can understand in 60 seconds.

46 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Tallyfy is great for any team that needs to be on the same page and implement processes for the first time. Tallyfy would be a good fit for any company that has a design, approval and implementation process that needs to have a quick turn around and that is growing fast.

MACKLIN ANDRICK
OPERATIONS MANAGER, GREETABL

Our clients and team sail through the Tallyfy process – there is no need for clients to log in, there is one link for everything they need to do, everything saves in real-time – it all works incredibly well! I can't imagine scaling our Google Ads agency without Tallyfy.

KASIM ASLAM
FOUNDER & CEO, SOLUTIONS 8

We are much more confident that nothing is getting missed with our new member setup process. And more importantly, Tallyfy has allowed us more time to focus on our member experience and less time worrying about admin.

TOM LEWIS
OPERATOR, COWORK

Tallyfy has helped our team streamline the efficiency of our processes. We now have smooth processes from beginning to end – without any steps being forgotten or skipped!

MONICA MEJIA ZULUAGA
DIRECTOR, A BRIDGE TO ACHIEVEMENT

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VOYAGER

HAVAS MEDIA