

Process Discovery & Mining Technology Evaluation 2021

Process Diamond

Report Abstract

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15-pages

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Who is This Vendor Assessment For?

NelsonHall's Process Discovery & Mining Technology Evaluation, provides an assessment of Process Diamond's process discovery & mining platform designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Process Discovery & Mining platforms and identifying vendor suitability for RFPs
- Process reengineering and RPA and intelligent automation center of excellence personnel evaluating process discovery & mining platform capability
- Vendor marketing, sales, and business managers looking to benchmark their platforms against their peers
- Financial analysts and investors covering intelligent automation and process discovery & mining platforms.

Key Findings & Highlights

Process Diamond offers Process Diamond Intelligence, a BPMN-centric platform aimed at business analysts, and its functionality is simplified to cater to that set of users.

Process Diamond Intelligence supports ERP systems, web apps, files, and databases. Pre-built connectors only support Salesforce, ServiceNow, and Jira, but the company is expanding based on need.

Process Diamond Intelligence offers a configurable UI, Process Map Discovery, to show discovered as-is processes. It introduced an AI-powered root cause analysis capability with its Process Diagnoser plugin in the past 12 months.

Process Diamond's pricing revolves around capabilities in its core product, Process Diamond Intelligence, and support. It has updated its pricing structure from three tiers to five and has split off some of its advanced functionality into plugins to allow clients to choose the functionality they need without paying for ones they do not use.

Process Diamond has nine employees in its office in Melbourne, Australia, up from four employees 12 months ago. Its growth is driven by refocusing its strategy around product development due to the client budget sequestration from the global pandemic.

BFSI is Process Diamond's top vertical, followed by IT consulting and retail.

Scope of the Report

The report provides a comprehensive and objective analysis of Process Diamond's process discovery and mining capabilities, covering Process Diamond Intelligence's functionality for:

- Data extraction, transformation, and loading
- Process analysis
- Process improvement
- Process monitoring
- Corrective action enablement
- Administration.

This report also assesses Process Diamond's product development strategy and strengths and challenges.

Process Discovery & Mining Vendor Assessments also Available for:

ABBYY

Apromore

Celonis

EdgeVerve

FortressIQ

Kryon

Logpickr

Mehrwerk

Minit

myInvenio

Process Analytics Factory (PAF)

QPR Software

Skana

Software AG

Soroco

StereoLOGIC

UiPath

UpFlux

About The Author

Bailey is a Research Analyst with shared responsibility for digital transformation technology research, working alongside Mike Smart within NelsonHall's Digital Transformation Technologies & Services practice.

In this role, Bailey focuses on products that use machine learning and cognitive AI, including business process management, process mining & discovery, and virtual agents.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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