

Celonis: Renault Group's Digital Operating Model on Celonis Process Intelligence

Process intelligence platform establishing a single operational knowledge model for Renault Group, enabling real-time balance-sheet velocity and replacing disconnected analytics with a continuous agentic execution layer.

Award standing: **3rd Place**

Celonis secured 3rd Place in the 2026 HFS SaS Awards, selected from more than 250 submissions across the awards program. The recognition centers on Celonis's submission, "Renault Group's Digital Operating Model on Celonis Process Intelligence", in the category of Best 'Software Eating Services'.



The challenge behind the Celonis entry

The Core Enterprise Challenge: Large-scale organizations are consistently bottlenecked by the friction of trying to generate immediate, quick wins while simultaneously delivering long-term operational transformation. The Time Liability of Traditional Frameworks: Renault Group's Process Intelligence Center of Excellence (CoE) strategy is designed to optimize core operational processes using the traditional Lean Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) framework.

What they built

Renault Group implemented a disruptive, two-pronged digital operating model that allows software to actively absorb the analytical and diagnostic layers traditionally performed by manual professional services. Rather than relying on standard vendor automation or retrospective consulting projects, Renault Group established a hybrid Center of Excellence (CoE) that blends IT experts, Lean/DMAIC (Define, Measure, Analyze, Improve, and Control) methodologists, and finance business experts.

Results

Enterprise success cannot be measured by Anecdotal dashboards; it requires strict, unfiltered alignment to financial outcomes and balance-sheet velocity. By establishing a single knowledge model, Renault Group has completely eliminated the traditional latency associated with enterprise data analysis. Rather than waiting weeks for a report from internal data platforms, business users sit together to run live demos and resolve process problems in less than one hour.

Bottom line

Celonis's entry backs up its claims with production evidence rather than a roadmap: enterprise success cannot be measured by Anecdotal dashboards; it requires strict, un-filtered alignment to financial outcomes and balance-sheet velocity. That's the kind of evidence this category was built to reward.

Learn more about Celonis at celonis.com

Appendix: About the Category and the Awards

Best Software Eating Services

This category tracks what HFS Research calls software-led servitization: software platforms that embed orchestration, automation, and AI directly into the product itself, absorbing work that was previously delivered by outside service teams. Entrants are judged on how much of the traditional service layer, such as configuration, monitoring, exception handling, and reporting, the software now performs on its own rather than requiring a services team layered on top.

Every submission in this category was evaluated by HFS analysts and board members against five shared criteria:

- AI-driven delivery – is the solution genuinely autonomous, or is AI still assisting humans doing the work?
- Agentic adaptability – does the platform learn and orchestrate across workflows, or does it execute fixed rules?
- Outcome orientation – are commercial terms tied to results? Is there a quantified business case?
- Scalable architecture – is the IP reusable across clients and industries, or bespoke to one engagement?
- Proven enterprise success – verifiable, production-scale evidence with named or named-tier clients.

The HFS Services-as-Software Awards recognize the enterprises and technology providers leading the shift from labor-based delivery to AI-native, software-defined operations. Finalists in each category were selected by the HFS analyst team following a structured review of submissions against the criteria above. Winners were then determined by the HFS board of external advisors, who scored and ranked the finalists to reach a final result.

About HFS Research

HFS Research is the leading global analyst firm focused on business operations, digital transformation, and enterprise modernization.

For over a decade, HFS has shaped market language – from OneOffice to Services-as-Software – helping enterprises and providers understand where operating models are headed.

We work with global enterprises, IT and business services providers, software and cloud vendors, investors, and innovators.

The Services-as-Software Awards extend that leadership by recognizing organizations delivering measurable transformation in the market.