



Country: **Global**  
Industry: **Process Intelligence**  
Web: [www.celonis.com](http://www.celonis.com)

## CASE STUDY

# Celonis Process Mining Elevates Molex Supply Chain Reliability and On-Time Delivery

**Leveraging advanced end-to-end process visibility empowers a more resilient and dependable supply chain for customers navigating an ever-evolving market.**

## CHALLENGES

- Process variations across more than 70 global factories introduced significant risk to meeting customer delivery dates and providing reliable planning forecasts.
- Without a universally trusted system for operational data, critical planning and purchasing decisions frequently occurred in offline tools, obstructing process standardization efforts.
- A lack of real-time visibility into the complete procure-to-pay (P2P) workflow made it impossible to anticipate bottlenecks, resulting in reactive problem-solving that jeopardized customer orders.

## SOLUTION

- The Celonis platform helps Molex unravel process complexity by extracting data from its core SAP system and layering process intelligence on top of it, establishing a single source of operational truth.
- Leveraging the platform's Process Explorer tool, Molex teams now analyze thousands of daily transactions to identify the root causes of process deviations.
- The platform's flexibility allows Molex to use the resulting insights to standardize workflows and run simulations with digital twins, accurately predicting the outcome of critical process adjustments.

## BENEFITS

- With the Celonis platform now in place, supplier purchase order confirmation rates have climbed from 30% to 90%, giving customers substantially more confidence and predictability for their own production schedules.
- Molex teams now redirect their focus from routine transactional work to proactively managing exceptions and resolving potential supply chain issues before they affect customers.
- The ability to simulate process changes minimizes internal risk, reinforces supply chain continuity and protects customers from unintended disruptions.



In the global electronics market, supply chain stability has become a defining competitive advantage. For Molex, a company whose operations include over 70 factories, 70,000 active parts and more than 2,000 purchase order lines processed daily, converting this operational complexity into a source of reliability for its customers is a primary focus. The company's core challenge was clear: a lack of process standardization and end-to-end visibility created significant risk to meeting customer delivery dates and providing the reliable planning forecasts its customers depend on.

To tackle this challenge, Molex sought a collaborator with deep expertise in process intelligence. Leading process mining and intelligence solution provider, Celonis, was engaged to enable a new level of visibility into the deeply embedded process issues at Molex. "Celonis is a software platform that helps customers unravel the complexity that exists within their processes," Bo Beslach, Celonis Account Manager, explained.

## THE PURSUIT OF PROCESS CLARITY AT SCALE

While the Molex global footprint is a key competitive advantage, it also introduces significant operational complexity. A history of independence at the plant level had resulted in a patchwork of process variations. While effective locally, the Molex leadership team identified an opportunity to establish a unified, global standard of excellence. The primary obstacle was the difficulty of maintaining SAP as a consistent, single source of truth across all global plants, which led teams to develop offline workarounds. The Molex leadership team understood that true standardization required moving beyond static documentation to focus on real system behavior and how work was actually being performed.

The limitations of traditional analysis tools made it difficult to address these variations. A request for a new dashboard would often take three to four months to fulfill, a timeframe that could not keep pace with a dynamic global market. MJ Patil, Director of Process Excellence at Molex, viewed the old way of working as fundamentally broken. "I've been part of many workshops where we would map a process, put it in a drawer and come back a year later only to find it was no longer relevant," Patil said. "The whole idea of tying what's happening in the system to a live process map, as we can now do with Celonis, was amazing."

## A NEW SPEED OF INSIGHT

The new collaboration, and use of the Celonis Process Intelligence Platform, immediately delivered a significant improvement in time-to-value. With Celonis, the time Molex required to generate deep, actionable insights into its supply chain processes plummeted from three to four months down to just three to four hours.

This capability was transformative. By integrating Celonis as an intelligence layer on its core SAP system, Molex established a single source of operational truth. For the first time, teams could use tools like Process Explorer to analyze thousands of daily transactions, drilling from an enterprise view down to the atomic level to pinpoint the root causes of process deviations.

The noticeable reduction in time-to-insight provided a complete, real-time visualization of the true operational reality across the enterprise. Tony Gainsford, Senior Director of Supply Chain at Molex, describes the new capability as an MRI for the business. "Imagine you can bring an MRI machine or an X-ray machine on top of your ERP," he said. "Celonis allows you to scan the whole process end-to-end with one click, which is an incredibly powerful capability."

For Patil, the experience was like finally being able to see in the dark. "At first, I may not know I'm in a dark room," Patil commented, "but when I turn the Celonis light on, I really know what's happening."

The strategic value of this rapid visibility was the power to implement immediate change. Getting data to stakeholders almost instantly enabled the transformation team to act on insights and begin solving problems. This was the key to sustaining the momentum required for practical, enterprise-wide improvements.

“When there’s energy and focus on something, you’ve got to utilize that energy and focus,” Gainsford noted. “The power of Celonis is at that moment where there’s focus on an item. If you can get the data in front of people, you can generate value and keep the momentum going.”

According to Beslach, this ability to deliver rapid time-to-value is a core design principle of the Celonis platform. The goal is to provide customers with the flexibility to address their unique business challenges at their own pace. “Our customers all have complex supply chains. They’re trying to solve similar problems,” Beslach observed. “But it’s not one size fits all. The Celonis platform is flexible, giving Molex the ability to tailor and customize what they need to deploy at their own pace.”

## FROM INSIGHT TO ACTION

With the Celonis Process Intelligence Platform, Molex began by focusing on its core procure-to-pay (P2P)

process. The platform’s intuitive user experience required minimal training, allowing for rapid adoption and enabling the team to concentrate immediately on analysis.

One of the first discoveries was that only 30% of supplier purchase orders were being confirmed promptly. This metric is essential for providing customers with reliable delivery dates. Armed with this data, Molex teams addressed the issue directly and raised the confirmation rate to 90%, substantially improving planning certainty for their customers.

The team also uncovered significant internal inefficiencies. Analysis revealed that some plants were manually approving every single requisition, even those for as little as one dollar. By identifying and eliminating this routine work, supply chain experts could focus on more complex, customer-facing issues. According to Gainsford, this was about redirecting expertise. “By optimizing the requisitioning process, you eliminate waste,” he remarked. “You allow teams to focus on more value-added activities rather than doing more routine, transactional work. You want them to focus on exceptions.”

The insights also helped Molex become a better collaborator. Analysis showed that the company’s real-time system was overwhelming key suppliers with frequent order

changes, creating unnecessary churn and rework. Using this data, Molex adjusted its approach to send batched updates instead of constant changes, giving suppliers clearer, more stable signals they could plan against. By reducing schedule volatility and improving confirmation reliability upstream, Molex strengthened supplier relationships and improved the dependability of downstream planning, creating a more resilient supply chain for end customers.

This collaborative spirit is a two-way street. According to Beslach, the Molex team’s willingness to test new ideas helped Celonis co-innovate on its own applications. “We love working with customers who are willing to try something for the first time—to leverage and have something that really focuses on a particular problem relevant to them that they’re trying to solve. We’ve done that with Molex a few times and look forward to doing it more.”

Before implementing any improvements, Molex now runs simulations in a digital twin of its processes. This allows the team to test “what-if” scenarios and accurately predict the outcome of any adjustments. This proactive approach removes the risk of unintended consequences and ultimately protects customers from potential disruptions.

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— Bo Beslach  
Account Manager, Celonis





## EXPANDING THE VALUE: FROM PROCUREMENT TO THE WAREHOUSE

Success in the P2P initiative prompted Molex to apply the same principles to other critical business functions, starting with its warehouse and logistics operations. The team began by creating a digital twin of the warehouse process for one of its largest supply chain hubs, mapping the complete value stream from the moment goods arrive at the dock to the final steps of picking, packing and shipping.

The operational benefits were immediate. Operators who previously had to manually search in SAP for empty bin locations now see them in real time on large screens on the warehouse floor. This data-driven approach reinforces established methodologies such as Lean Six Sigma and initially produced a 10–15% improvement in end-to-end handling time. Molex is now replicating this model across its entire logistics network.

This progress led to a natural expansion into the next logical area: order-to-cash. While still in its early stages, the team is using the same process intelligence

capability to analyze the entire order intake process. They are examining turnaround times across different order channels, identifying the root causes of rejections and analyzing what prompts an expedited order.

From the Celonis perspective, the success at Molex is a direct result of this commitment to on-the-ground execution and continuous improvement. “When I look across all of our customers, I would like to say there’s a difference between good and great,” said Beslach. “Molex has done a tremendous job of being boots on the ground and understanding a day in the life. This allows them to take the insights they are getting from the platform and equip their business users with exactly what they need to do their jobs more effectively.”

Creating an end-to-end view of its supply chain fulfilled a long-term strategic vision for Molex, providing a decisive new capability. The company can now perform rapid impact analysis that was previously challenging. For example, if a geopolitical event affects a single component from one supplier, teams can identify in just a few clicks every

finished product that uses that component and every end customer who will be impacted. The ability to trace the end-to-end supply chain, from supplier to component to customer, gives Molex a powerful tool for proactive risk management, allowing the company to protect its customer commitments in a dynamic global market.

By connecting P2P, warehouse management, order-to-cash and now production planning, Molex is moving beyond optimizing individual departments. It is building a single, unified, end-to-end view of its entire supply chain.

As Patil summarizes, “We started with procure-to-pay. Then we added warehouse, order-to-cash and production planning. Thanks to Celonis, we now know the value of all these different business processes talking to each other and how we can look at it as an end-to-end supply chain—how all of these different pieces of the puzzle are coming together.”

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Business Systems, Data and  
Process Excellence, Molex

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## BUILDING A DNA OF CONTINUOUS IMPROVEMENT

The process intelligence initiative at Molex yielded measurable business results, including a dramatic increase in supplier confirmation rates and the elimination of routine work. The most profound outcome, however, was a cultural one. The initiative equipped employees with data, transforming how Molex delivers value to its customers by reframing the company’s view of its own processes as valuable, dynamic assets.

This cultural shift was guided by a “people-first” philosophy of collaboration over criticism. To build trust and firsthand understanding, members of the Process Excellence team embed themselves directly into the operations, spending entire days working alongside warehouse

operators and buyers. From the Celonis perspective, this commitment to on-the-ground execution is what distinguishes the Molex approach.

Standardized, transparent processes are now a core part of the long-term Molex strategy. They create a more resilient supply chain and prepare the company for future enterprise-level system upgrades. Ultimately, this commitment to operational excellence is a commitment to the enduring mutual success of its customers. As Gainsford concluded, “Continuous improvement is in our DNA. We bring Celonis along with us. A continuous focus on process improvement drives outcomes. We live, dream and eat this stuff.”

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## ABOUT CELONIS

Celonis makes processes work—for people, companies and the planet. Powered by process mining and AI, the Celonis Process Intelligence Platform integrates process data and business context to create a living digital twin of business operations. They enable thousands of companies worldwide to understand how their business runs and, together with their partners, build intelligent solutions that transform and continuously improve the way they operate, unlocking billions in value. Find out more at [www.celonis.com](http://www.celonis.com).

## ABOUT MOLEX

Molex makes a connected world possible by enabling technology that transforms the future and improves lives. With a presence in more than 38 countries, Molex offers a full range of connectivity products, services and solutions for markets that include consumer device, aerospace and defense, data center, cloud, telecommunications, transportation, industrial automation and healthcare. For more information, visit [www.molex.com](http://www.molex.com).

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