



# Everest Group PEAK Matrix<sup>®</sup> for Process Mining Technology Vendors 2021

Focus on Minit  
June 2021



## Background of the research

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Everest Group defines Process Mining (PM) as a software product that involves a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information from event logs generated by information systems (ERP, CRM, etc.) and/or recordings of activities performed by users on their desktops. Process mining has been one of the fastest growing markets in the intelligent automation space over the past few years. Process mining products find a wide variety of use cases from different business functions and verticals. Adoption of process mining solutions can not only help enterprises achieve cost savings and operational efficiency by identifying process optimization/automation opportunities, but also improve workforce productivity and enhance customer experience. These products are also rapidly evolving in the sophistication of their capabilities, features, and functionalities.

In this study, we assess process mining software products in the market that can analyze process-related information captured in event logs to discover process models, and which are available for independent licensing.

### In this study, we analyze the process mining technology landscape across various dimensions:

- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 18 leading process mining technology vendors
- Overview of process mining software products
- Competitive landscape of the process mining technology vendor market
- Key process mining technology trends
- Remarks on key strengths and limitations for each process mining technology vendor
- Desktop process mining / task mining technology vendor landscape

### Scope of this report:



**Products**  
Process mining



**Geography**  
Global



**Technology vendors**  
18 leading process mining  
technology vendors

## Process Mining Products PEAK Matrix® characteristics

### Leaders:

Celonis, Minit, Software AG, and UiPath

- Leaders have invested in developing superior product capabilities, with greater focus on ease of use, robust data preparation functionality, integration with enterprise applications, and process monitoring and dashboarding. They are differentiated by their strong focus on developing innovative and enterprise-grade features for process enhancement
- Leaders continue to make investments in Artificial Intelligence (AI) and Machine Learning (ML) to enhance predictive and prescriptive analytics capabilities. They are ahead in offering greater breadth and depth of out-of-the-box connectors to enhance the platform's interoperability. They are also offering process-/system-specific packaged solutions to accelerate adoption
- Leaders have been pioneers in introducing innovative features such as action triggers that enable sending alerts, assigning tasks to users, and executing pre-built automations based on process insights. They have also invested in developing in-house capability or forging third-party partnerships for desktop process mining / task mining capability to expand the scope of process mining
- Leaders have strong vision and capability to drive enterprise-wide adoption of process mining and have invested in robust training programs, support forums, dedicated customer success programs, and service provider partnerships to educate the market. They are playing a pivotal role in evangelizing the technology through various events and thought leadership initiatives

### Major Contenders:

Apromore, Everflow, Lana Labs, Logpickr, MEHRWERK GmbH, MonkeyMining, myInvenio, PAFnow, QPR Software, Signavio, and UpFlux

- Major Contenders are following Leaders in offering more enterprise-grade functionality for process discovery and monitoring to improve ease of use for business users. They are also investing in developing AI-/ML-based advanced capabilities to strengthen their value proposition for process-enhancement use cases
- The majority of Major Contenders are focusing on building strong technology partner ecosystem covering solutions such as Robotic Process Automation (RPA), Intelligent Document Processing (IDP), and process orchestration. To supplement their offering, some of them are offering desktop process mining / task mining capability either through in-house investments or third-party partnerships
- Major Contenders are expanding their presence across industries, geographies, business functions, and buyer-sizes. However, there is limited focus on expanding the scope of their collaborations with service providers to accelerate adoption and support large-scale implementations

### Aspirants:

Integrus, Livejourney, and Live Objects

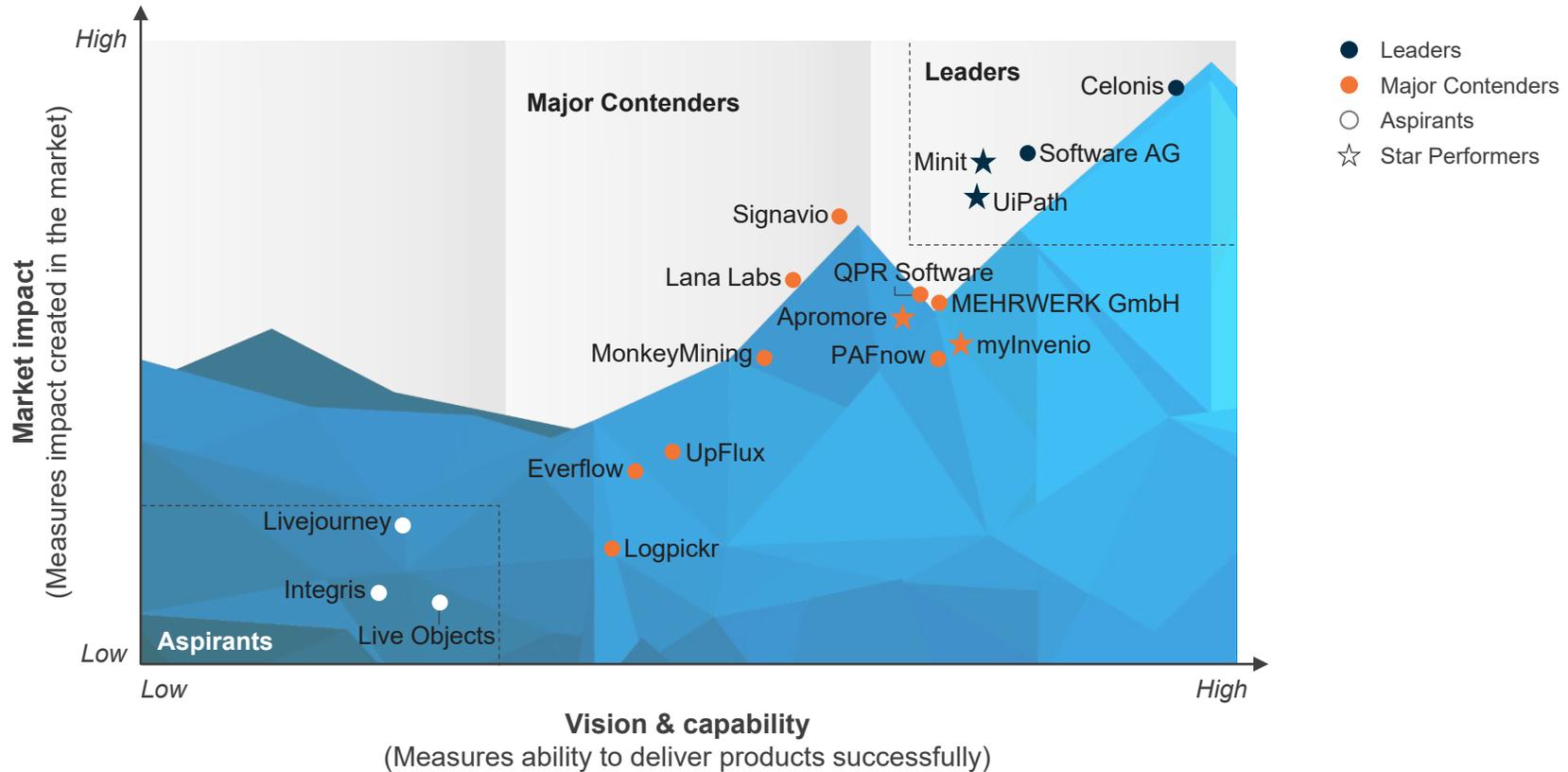
- Aspirants are relatively new entrants in the market and are currently making investments to improve the core capability for process discovery and conformance checking, as well as developing features for process monitoring and enhancement
- Aspirants have approached the market by targeting pockets of opportunities and client requirements in specific geography or industry. Expanding their global reach and awareness could help drive greater growth

# Everest Group PEAK Matrix®

## Process Mining Products PEAK Matrix® Assessment 2021 |

### Minit positioned as Leader and Star Performer

Everest Group Process Mining Products PEAK Matrix® Assessment 2021<sup>1</sup>



<sup>1</sup> Analyses for Signavio and myInvenio are based on their capabilities before they were acquired by SAP and IBM, respectively  
 Note: Star Performers are selected based on a relative comparison of vendors' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Vendors with the highest year-over-year improvement are designated as Star Performers. The Star Performer title does not reflect the overall market leadership position, which is designated through Leaders, Major Contenders, or Aspirants

# Minit | process mining product profile (page 1 of 7)

## Overview

### Company overview:

Minit, a process intelligence vendor, brings an enterprise-wide AI-based product for automated analysis of business processes. In 2013, Minit initiated the process mining research, which led to the release of Minit Analyst 1.0. It focuses on transforming the way enterprises analyze, monitor, and optimize their processes, helping them uncover opportunities to improve process performance, increase operational efficiency, and reduce costs. The company is backed by global venture capital firms such as Salesforce Ventures, Earlybird Venture Capital, Target Global, and OTB Ventures. Minit is operating worldwide with offices located in Amsterdam, London, New York, and Bratislava.

### Key leaders

- Rasto Hlavac, Chief Strategy Officer
- James Dening, Chief Executive Officer
- Jaro Zubak, Chief Technology Officer

**Headquarters:** Amsterdam, Netherlands

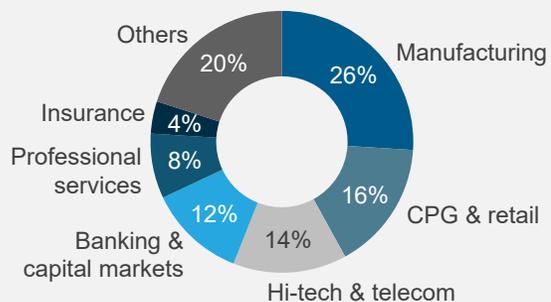
**Key clients include:** Hartmann, Stora Enso, and Telecom Argentina

**Website:** [www.minit.io](http://www.minit.io)

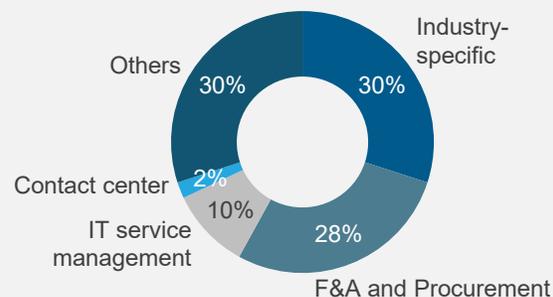
### Recent deals and announcements (not exhaustive)

- **May 2021:** Appointed James Dening as the Chief Executive Officer
- **January 2021:** Released Minit 5.3, which includes enhancements across custom metrics, sequence operators, case categorization, and simulation functionality
- **December 2020:** Signed a cooperation agreement with Berlin-based digital agency, BITGRIP, to improve enterprise awareness of process mining technology in the DACH region (that includes Germany, Austria, and Switzerland) in Europe
- **December 2020:** Partnered with Brendil, a specialized business solutions system integrator, to support and extend the value of process intelligence solutions to businesses in the MEA region
- **November 2020:** Entered a strategic partnership with Dimensys
- **September 2020:** Signed a partnership with EdgeVerve to deliver process intelligence
- **September 2020:** Released version 5.2, with features such as AI-powered root-cause analysis functionality, dashboard templates, and process comparison in dashboards
- **June 2020:** Released version 5.1, with new business rules monitoring feature, along with upgrades and fixes to the existing Minit Analyst and Minit Dashboard functionalities

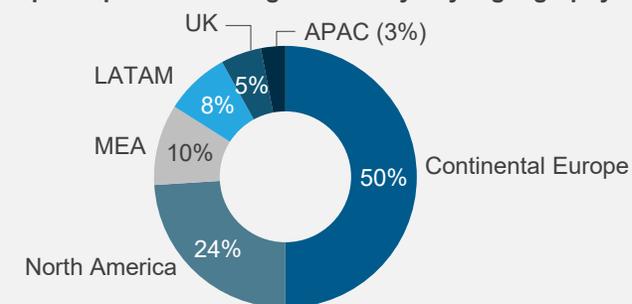
Split of process mining revenue by buyer industry



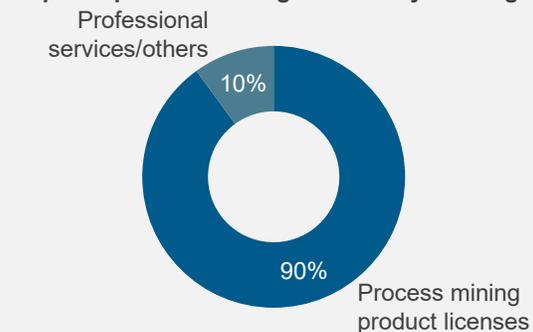
Split of process mining revenue by process areas



Split of process mining revenue by buyer geography



Split of process mining revenue by offerings



Note: Operational and product/offering-related information as of December 2020, collected as part of the study / based on Everest Group estimates  
 Source: Everest Group (2021)

# Minit | process mining product profile (page 2 of 7)

## Overview

### Product overview:

Minit focuses on providing a process mining software that is easy-to-use for business users/teams. It comes with pre-built AI-powered features that can help client teams make data-driven decisions from day one. Minit process mining solution consists of two key elements:

- **Minit Analyst** – key features include automated AI-powered root-cause analysis, process simulation, hierarchical process mining for RPA use cases, rework detector, business rules monitoring, and ability to create custom metrics for process monitoring
- **Minit Dashboard** – offers ability to visualize analysis findings through highly customizable dashboards or reports that combine process mining metrics and KPIs with BI-oriented views. It also leverages Qlik’s cognitive engine to deliver personalized recommendations for process insights

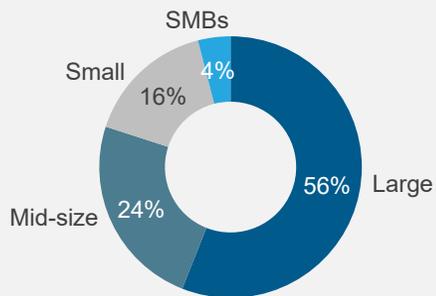
Minit also focuses on enabling robust user management and data security features

**Version number:** Version 5.2

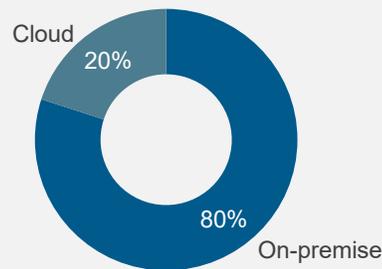
**Release date:** September 29, 2020

Market adoption and capability overview		
Description	2020	YoY growth
Process mining clients ( <b>individual logos</b> )	N/A	N/A
Process mining FTEs	60	0%
Number of service provider partners / resellers	40	100%
Number of technology/software partners	9	N/A
Key service provider partners / resellers	Tech Mahindra, EdgeVerve/Infosys, and Accenture	
Key technology/software partners	EdgeVerve, Automation Anywhere, Blue Prism, Mega, and Qlik	

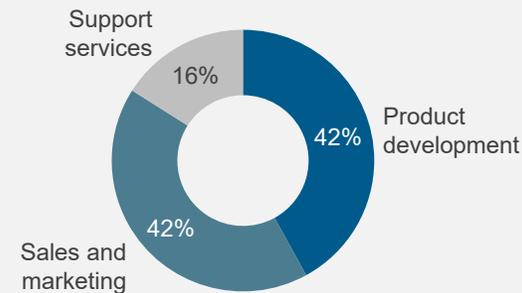
Process mining client mix by buyer size<sup>1</sup>



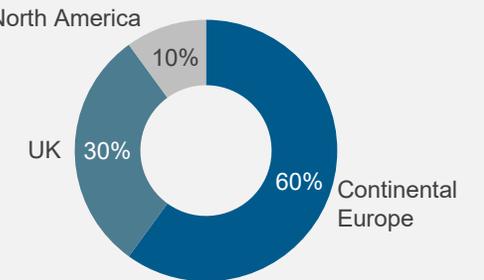
Process mining client mix by hosting model



Split of process mining FTEs by function<sup>2</sup>



Split of process mining FTEs by geography



<sup>1</sup> Buyer size is defined as large (>US\$5 billion in revenue), mid-size (US\$1-5 billion in revenue), small (US\$50 million-US\$1 billion in revenue), and SMBs (<US\$50 million in revenue)

<sup>2</sup> Includes FTEs in product development, support services (product support, implementation, etc.), and sales & marketing; excludes FTEs in corporate functions such as HR and IT

Note: Operational and product-offering-related information as of December 2020, collected as part of the study / based on Everest Group estimates

Source: Everest Group (2021)

# Minit | process mining product profile (page 3 of 7)

## Capabilities

### Capability & offerings

Available
  In the roadmap
  Available via formal partnership
  Not available

<b>Process setup and data preparation</b>	Built-in ability to pre-process (prepare, clean, and transform) event logs data	Ability to detect outliers in the event logs	Ability to merge event logs from different information systems for a process model	Ability to configure/modify case IDs, resources, and any specific attributes in event log data
	Ability to supplement event logs with data from IoT devices for discovering processes			
<b>Interoperability</b>	Pre-built connectors for SAP applications	Pre-built connectors for Oracle applications	Pre-built connectors for ServiceNow applications	Pre-built connectors for Salesforce applications
	Pre-built connectors for Microsoft applications	Support for Windows OS	Support for Linux OS	Support for Mac OS
	Online public repository of pre-built packaged solutions for specific systems/processes	Ability to integrate with third-party tools / products through REST or SOAP web services	Ability to access all platform functionalities through open APIs	
<b>Integration with complementary capabilities</b>	Conversational AI / chatbots	Intelligent document processing (IDP)	Business Intelligence (BI) / data visualization	Business Process Management (BPM) / process orchestration
	Robotic Process Automation (RPA)	Extract Transform Load (ETL)		
<b>Process discovery</b>	Ability to create BPMN 2.0 compliant process models	Ability to display cost for each process step	Ability to display resources consumed for each process step	Ability to detect exceptions (failed transactions) in process
	Ability to detect anomalies / fraudulent transactions in a process	Out-of-the-box dashboards to assess rework percentage for identified process loops	Ability to merge two or more process models	Ability to automatically discover/derive business rules
	Multi-level process mining capability	Ability to discover organization-level relationships / social networks	Ability to discover customer journey maps by mining customer interactions through websites, ticketing systems, etc.	

# Minit | process mining product profile (page 4 of 7)

## Capabilities

### Capability & offerings

Available
  In the roadmap
  Available via formal partnership
  Not available

<b>Conformance checking</b>	Ability to import BPMN models to define standard model	Ability to define target process workflow through a built-in process modeler	Out-of-the-box process templates based on industry best practices (e.g., for O2C, P2P)	Ability to perform gap analysis to identify (un-) desirable deviances/violations
	Ability to perform root-cause analysis to identify causes of process path deviations	Ability to check compliance rules such as segregation of duties		
<b>Process monitoring and reporting</b>	Ability to support text search capability in the process map	Ability to monitor processes in near real-time against defined KPIs	Ability to estimate lead time and predict delays based on near real-time process information	Ability of the software to identify optimal process variant
	Ability to create custom metrics to identify optimal process variant, by using functions	Ability to create PDD for the discovered process and add notes for process steps	Ability to share and export project analysis with other users	
<b>Process enhancement</b>	Ability to use AI/ML to predict and highlight any potential KPI breach	Ability to automatically send notifications to users in case of expected KPI breach	Ability to define scenarios and run multiple simulations (what-if analysis / scenario testing)	Ability to leverage AI/ML to recommend possible simulation scenarios
	Ability to save virtual logs of simulated process models to aid comparative analysis	Ability to automatically identify processes/tasks for automation	Ability to directly export workflows to automation platform's design studio	
<b>Desktop process mining / task mining</b>	Built-in process recorder – DOM/COM-based	Built-in process recorder – image-based	Ability to blacklist/whitelist applications for recording	Ability to leverage ML algorithms to classify tasks that belong to a particular process
	Ability to provide workforce intelligence insights/recommendation	Ability to automatically mask PII data in captured screenshots or recorded data		
<b>Security and compliance</b>	Availability of pre-built algorithms in system connectors to encrypt/decrypt event log data	Ability to create different environments with restricted user access authorization	Availability of role-based access to the system	Ability to selectively grant permissions to view attributes of a process model
	Availability of an anonymization option for any specific attributes in log data	Active directory integration		

# Minit | process mining product profile (page 5 of 7)

## Capabilities

### Capability & offerings

Available
  In the roadmap
  Available via formal partnership
  Not available

<b>Product architecture and hosting options</b>	Product architecture based on loosely coupled microservices	Product architecture based on lightweight docker containers	Supports multi-tenant deployments	On-premise (central server or virtual machine)
	Private cloud	Public cloud	Delivered as a Software-as-a-Service (SaaS) offering	
<b>Product training and support</b>	Training and certification by vendor	Training and certification by partners	Classroom training	Online portal for product training/certification
	Online self-paced training modules	Role-based product training courses	Online certification courses	Free training modules
	Interactive online training	Community edition of the product <sup>1</sup>	Embedded help tool	Online user community / support forum
<b>Commercial model</b>	Perpetual licensing	Subscription licensing	User-based licensing	Process-based licensing
	Event logs volume-based / case-based / server capacity-based licensing	Hybrid of user-based and event logs volume-based	Hybrid of user-based and process-based	Hybrid of event logs volume-based and process-based

### Key areas of enhancements in the latest product releases (as of December 2020)

- Process discovery
  - Added the ability to create/define business rules to check how the process is complying with the pre-set rules and stay alerted to learn if the operational KPIs and standards are met
  - Introduced hierarchical process mining enabling users to drill down or zoom out all the process activities as needed
- Conformance checking
  - Launched AI-powered root-cause analysis to uncover hidden connections in the process data and investigate where and why problems occur
- Process monitoring and reporting
  - Added the ability for users to create custom metrics without limiting their process analysis with predefined functions
- Process enhancement
  - Added the ability to analyze the impact of changes applied to processes for multiple scenarios using process simulation capability

<sup>1</sup> For academic purposes only

# Minit | process mining product profile (page 6 of 7)

## Everest Group assessment – Leader

Measure of capability:  High  Low

Market impact				Vision & capability					
Market Adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Process setup and integration	Process intelligence	Implementation and support	Commercial and sales model	Overall
									

### Strengths

- Minit aims to help enterprises leverage process mining to achieve operational excellence and accelerate digital transformation. It focuses on providing an easy-to-use platform that enables users to discover, analyze, and improve business processes by leveraging data-driven insights
- Minit has built-in ETL capability and provides the ability to detect outliers in event logs, modify attributes in the logs data, and merge event logs from different enterprise applications
- It offers pre-built connectors for major enterprise applications such as SAP, Oracle, ServiceNow, Salesforce, and Microsoft Dynamics. It also offers pre-built packages for specific processes such as P2P, O2C, Quote-to-Order, accounts payable/receivable, and production planning
- The platform provides key process discovery features such as the ability to create BPMN 2.0 compliant process models, identify exceptions (e.g., failed transactions), and detect process loops along with rework rate. It also provides the ability to perform multi-level process mining and discover organization-level relationships
- Minit enables users to import BPMN 2.0 models as well as leverage optimal process variant as reference model for conformance checking. It also offers the ability to identify root-causes of process deviations. Clients have highlighted root-cause analysis capability as one of its key strengths
- The platform enables users to create customizable dashboards and define new KPIs/metrics for monitoring processes. It provides the ability to share process analysis with other users through file export for better collaboration. Clients have also indicated analytics and dashboarding as its key strengths
- Minit partners with EdgeVerve for desktop process mining and RPA capability. It also partners with Automation Anywhere, Blue Prism, and UiPath for RPA capability
- It is making investments in creating thought leadership assets for providing insights into new use cases and best practices for implementation. Minit offers classroom training as well free online training portal, Minit Academy, that includes video tutorials, role-based training and certification programs, and product feature guides
- It offers an online user community / support forum to address any customer queries/issues. Clients have appreciated its product training and proactive customer support, especially in case of upgrades / service outages
- Clients have found its process mining software to be intuitive, agile, and easy to use & learn for users. They have expressed high satisfaction with the vendor’s customer relationship management and openness to incorporating feedback

# Minit | process mining product profile (page 7 of 7)

## Everest Group assessment – Leader

Measure of capability:  High  Low

Market impact				Vision & capability					
Market Adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Process setup and integration	Process intelligence	Implementation and support	Commercial and sales model	Overall
									

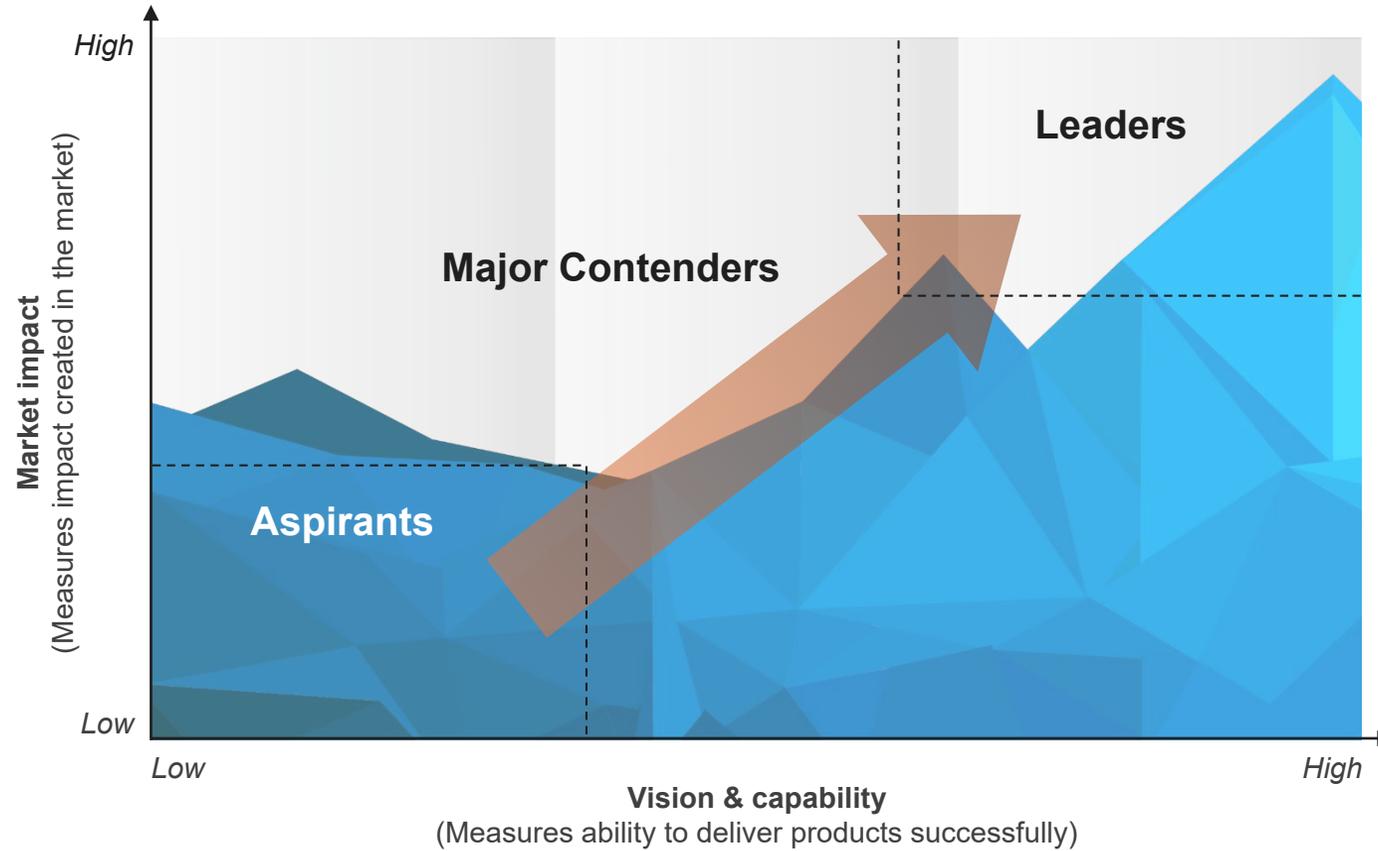
### Limitations

- Its clientele is skewed toward large and mid-size enterprises with revenue greater than US\$1 billion, and it has relatively limited experience of serving small enterprise and SMB segments
- The platform does not provide automated extraction of decision rules that govern process routing decisions and the ability to predict lead time based on process information
- Lack of out-of-the-box standard process templates limits its value proposition for enterprises looking to benchmark their processes vis-à-vis market standards. This feature is reported to be in the roadmap
- The platform currently does not offer features such as the ability to leverage AI/ML to predict potential KPI breaches and proactively alert/notify users regarding those. Clients have also indicated scope to leverage advanced AI/ML decision algorithms to provide more out-of-the-box predictive analytics capability
- While it provides the ability to define scenarios and run simulations to evaluate the impact of process redesign and/or automation, it currently does not provide AI-/ML-based recommendations around potential simulation scenarios to improve process KPIs. Clients have also indicated scope to enhance its simulation capability
- While it has partnerships with RPA vendors, it lacks the ability to automatically create and export initial automation workflows to RPA platforms' design studio to reduce automation development time
- The platform lacks the ability to trigger actions such as assigning tasks to users and executing pre-built automation workflows (in the roadmap)
- Its value proposition is not very strong for enterprises looking for a process mining platform integrated with complementary capabilities such as conversational AI due to lack of investments in either developing this in-house or forging partnerships with third-party providers
- Although its platform can be deployed on cloud and is available as a SaaS offering, rearchitecting the product with microservices architecture and adding support for multi-tenant containerized deployments could be helpful to enable agile delivery with minimal downtime for feature upgrades and bug fixes
- Minit offers user-based pricing model but lacks other options such as process-based and event logs volume-based pricing. Introducing such constructs would provide greater flexibility to enterprises and more options to choose from as per their requirements. Clients have also mentioned that the pricing of the product is relatively on the higher side
- Clients have expressed the need for a web-based deployment model for improved accessibility of the platform. They have also indicated scope to enhance the ease of data import and troubleshooting by making error messages self-explanatory

# Appendix

# Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

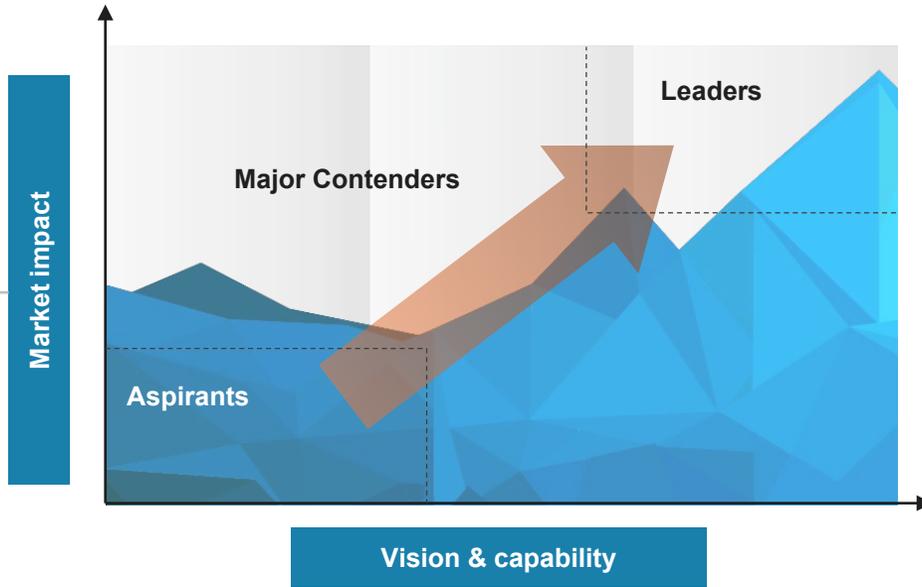
Everest Group PEAK Matrix



# Process Mining Products PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption
Number of clients, revenue base, and YOY growth
Portfolio mix
Breadth of coverage of industries, geographies, processes / use cases, and enterprise size class
Value delivered
Value delivered to the client and their satisfaction with the product as well as the support, based on client feedback



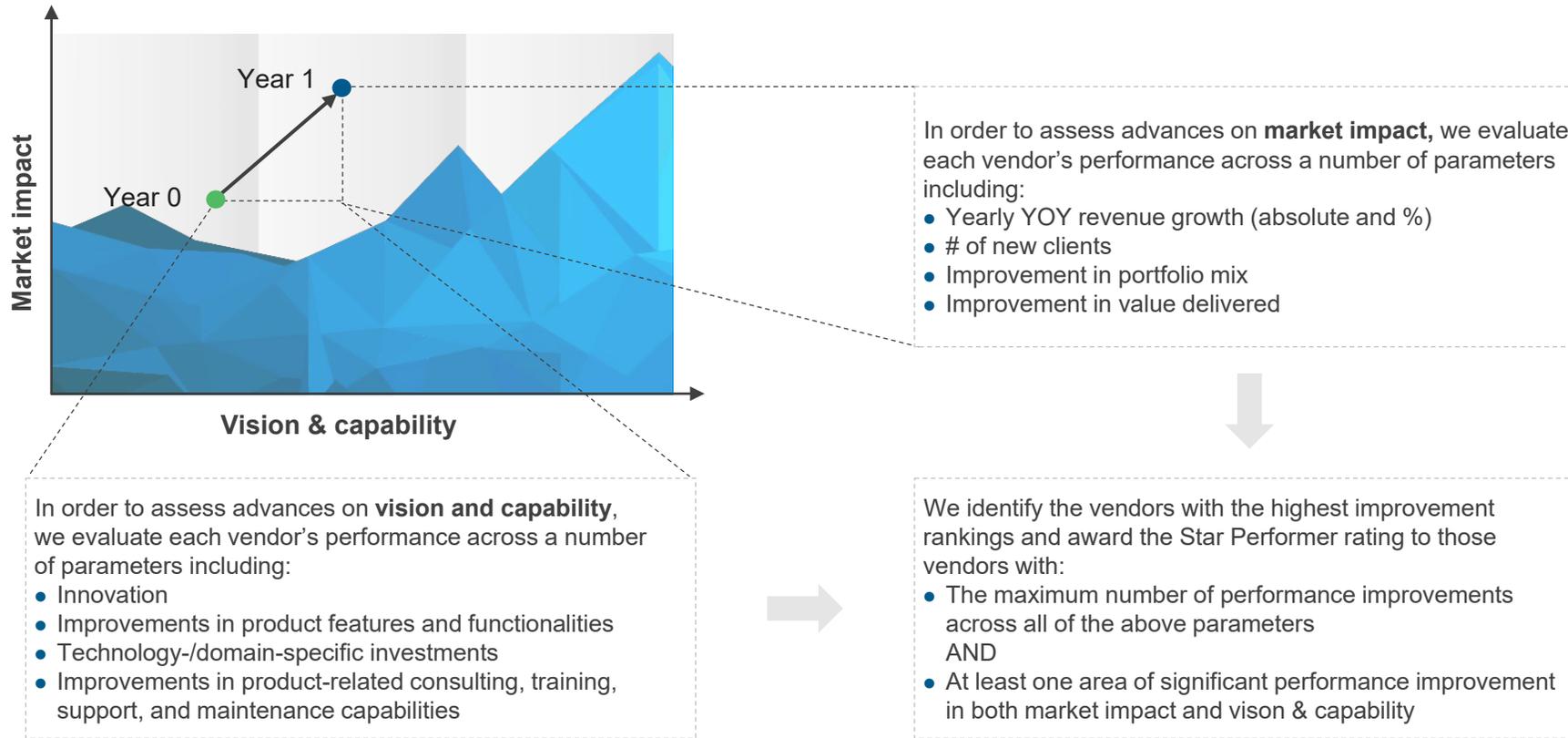
Measures ability to deliver products successfully. This is captured through five subdimensions

Vision and strategy	Process setup and integration	Process intelligence	Implementation and support	Commercial and sales model
Vision for the client and itself; key investments, future roadmap, and strategy	Data preparation and import; integration with enterprise applications & complementary capabilities	Process discovery, conformance checking, process monitoring & reporting, process enhancement, and desktop process mining	Product training & support, partnerships with service providers, ease of use, product architecture, hosting options, and data security	Flexibility, progressiveness, and client adoption of available commercial models; sales channel effectiveness

# Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

## Methodology

Everest Group selects Star Performers based on the relative YOY improvement on the PEAK Matrix



*The Star Performers title relates to YOY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.*

# FAQs

## **Does the PEAK Matrix® assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

## **Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

## **What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?**

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

## **What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

## **What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?**

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
  - Issue a press release declaring their positioning. See [citation policies](#)
  - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

## **Does the PEAK Matrix evaluation criteria change over a period of time?**

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



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