Intelligent Process Automation (IPA) – Solution Provider Compendium 2022

May 2022: Complimentary Abstract / Table of Contents

Our research offerings

This report is included in the following research program(s):
Service Optimization Technologies

- Application Services
- Banking and Financial Services Business Process
- Banking and Financial Services Information Technology
- Catalyst™
- Clinical Development Technology
- Cloud and Infrastructure
- Contingent Staffing
- Contingent Workforce Management
- Conversational AI
- Customer Experience Management Services
- Cybersecurity
- Data and Analytics
- Digital Adoption Platforms (DAP)
- Digital Engineering Services
- Digital Services
- Digital Workplace
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- Engineering Services
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- Insurance Business Process
- Insurance Information Technology
- Insurance Technology (InsurTech)
- Insurance Third-Party Administration (TPA) Services
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- Interactive Experience (IX) Services
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- Life Sciences Business Process
- Life Sciences Information Technology
- Locations Insider™
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- Multi-country Payroll
- Network Services and 5G
- Outsourcing Excellence
- Pricing-as-a-Service
- Process Mining
- Procurement
- Recruitment
- Retirements Technologies
- Rewards and Recognition
- Service Optimization Technologies
- Software Product Engineering Services
- Supply Chain Management (SCM) Services
- Sustainability Technology and Services
- Talent Excellence GBS
- Talent Excellence ITS
- Technology Skills and Talent
- Trust and Safety
- Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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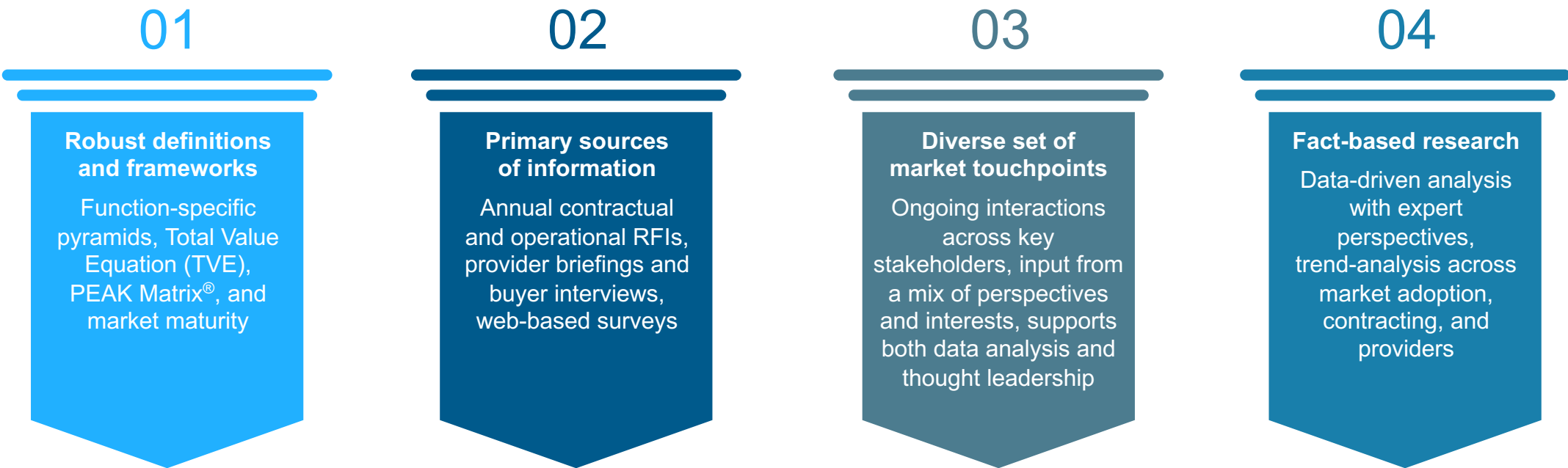
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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01
Robust definitions and frameworks

Function-specific pyramids, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02
Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, web-based surveys

03
Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04
Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

Proprietary database on Intelligent Automation capabilities of 30+ solution providers (updated annually)

Large repository of existing research in Intelligent Automation

Dedicated team for Intelligent Automation research

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, solution providers, technology providers, and industry associations

Everest Group's SOT research is based on multiple sources of proprietary information

Proprietary database of 30+ IPA solution providers
- The database tracks solution providers' offerings/capabilities for:
  - Intelligent Automation (IA) portfolio
  - Packaged IPA solutions
  - Deployment and hosting options
  - Partnerships with other technology providers
  - Deployment accelerators and frameworks
  - Consulting services portfolio
  - Product-related training and support services
  - Availability and adoption of commercial model(s)

Proprietary operational information database of solution providers (updated annually)
- The database tracks the following operational information for each provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by scope of services
  - Portfolio coverage in terms of industry, geography, process areas, and buyer size

Demonstrations and interactions with solution providers and other industry stakeholders
- Detailed briefing and demos for a comprehensive solutions view and executive-level discussions with IPA solution providers that cover:
  - Vision and strategy
  - Annual performance and outlook
  - Opportunities and challenges
  - Emerging areas of investment

Buyer reference interviews, ongoing buyer surveys, and interactions
- Interviews with solution providers' reference clients and enterprise buyers to get the buyer perspective around:
  - Drivers and objectives for adopting Intelligent Automation
  - Apprehensions and challenges
  - Assessment of solution providers' performance
  - Emerging priorities / buying criteria
  - Outcomes achieved
  - Lessons learned and best practices adopted

Solution providers assessed[1]

ACCELIRATE – Accelerating Automation & AI · accenture · Atos · Capgemini

cognizant · DATAMATICS · EXL · firstsource

genpact · DIGITAL WORKFORCE · HCL · IBM

Infosys · iOPEX [Business Optimized] TECHNOLOGIES · Mphasis The Next Applied · NTT DATA

Persistent · pwc · ROBOYO NEXT LEVEL NOW · Softtek

sopra steria · SS&C · tcs TATA CONSULTANCY SERVICES · Tech Mahindra

UST · virtusa · VISIONET · wipro

1   Assessment for Atos, Infosys, and PwC excludes solution provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these solution providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete.

Note: The source of all content is Everest Group unless otherwise specified.

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion.

Background of the research

Evolving into a digital-first business is becoming increasingly important for organizations to remain resilient and competitive, especially after the pandemic. Manual operations pose numerous challenges and, hence, organizations are trying to shift to digital, automated, and intelligent business processes. Digital technologies, including Intelligent Automation (IA), are becoming ubiquitous. Apart from seeking cost reduction and operational efficiency from their transformation initiatives, enterprises are expecting next-generation benefits such as superior customer experience. Solution providers have recognized the demand and are pivoting quickly to a digital-powered model to provide these benefits to their buyers. One of the most potent digital levers enabling this transformation is Intelligent Process Automation (IPA).

Everest Group defines IPA as IA in business processes achieved through any combination of automation technologies such as Robotic Process Automation (RPA) and cognitive-/AI-based automation. The scope of this report includes:

- IPA solutions: sourcing of IPA technology products along with consulting, implementation, and maintenance services; however, no traditional BPO services
- IPA services only: sourcing of IPA services such as consulting, implementation, and maintenance

This report does not cover IPA technology products that are licensed independently or embedded within broader BPO deals.

The objective of this report is to provide key stakeholders a snapshot of the IPA offerings and capabilities of 28 leading IPA solution providers. The report allows solution providers to compare their offerings, capabilities, and areas of strength and limitations with other providers in the marketplace. It also helps existing and potential buyers of IPA solutions and services to assess the solution providers on the capabilities that they desire.

Each profile covers the following details of providers vis-à-vis their IPA offerings and capabilities:

- Company overview and recent announcements
- IPA FTE and revenue mix and solution portfolio
- Remarks on key strengths and limitations for each IPA solution provider

Scope of this report

Geography
Global

Solutions
Intelligent Process Automation (IPA)

Solution providers
28 leading IPA solution providers

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The study provides detailed view of solution providers' IPA offerings & capabilities as well as key strengths & limitations | snapshots to illustrate the depth of report

Assessment of capability and market impact

Measure of capability: ◐ Low ● High

| Provider | Market impact | | | | Vision & capability | | | | | |
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
Provider 1										
Provider 2										
Provider 3										
Provider 4										
Provider 5										
Provider 6										
Provider 7										
Provider 8										

Solution provider's capabilities

Split of IPA FTEs by scope of services
100% = not disclosed

| 60% | 20% | 10% | 5% | 5% |
| Implementation | Consulting | Product development | Maintenance | Product support |

Split of IPA FTEs by automation type
100% = not disclosed

| 80% | 10% | 10% |
| Cognitive automation | RPA | Others |

IPA revenue mix by buyer geography
- North America 42%
- Continental Europe 29%
- APAC 14%
- UK & Ireland 11%
- LATAM 2%
- MEA (2%)

IPA revenue mix by buyer industry
- HTME 15%
- CPG & retail 14%
- Government & public sector 13%
- Energy & utilities 12%
- Healthcare & life sciences 11%
- Banking & capital markets 11%
- Manufacturing 8%
- Insurance 5%
- Others 10%
- Travel & logistics (1%)

IPA revenue mix by business function / process area
- Industry-specific 39%
- Document management 15%
- Contact center 12%
- F&A 10%
- Web-based (3%)
- HR 5%
- Procurement 8%
- Others 10%

IPA revenue mix by buyer size[7]
- Large 85%
- Midsize 15%

Provider's solutions portfolio

Solutions	RPA	IDP	Conversational AI	AI advisor tools	AI-based analytics tools	Process mining	Task mining	Workflow/ orchestration
Third-party solutions provider	UiPath, Blue Prism, and Automation Anywhere	Automation Anywhere, ABBYY, UiPath, and Kofax	Avamo, Creative virtual, Yellow.ai, Google, IBM, and Microsoft			Celonis, Minit, and Signavio	Automation Anywhere and UiPath	Appian and Enate
Proprietary solutions offered	XXX		XXX	XXX				XXX

Top packaged solutions	Process area	Deployment options	Description	No. of clients
XXX	Document management	On-premise, cloud (private and public), and hybrid	An AI-based solution to identify, classify, and extract information from documents	5
XXX	Contact center	On-premise, cloud (private and public), and hybrid	An analytical platform for agents and customer interactions; it helps in resolving customers' queries and avoid future contacts through embedded analytics and enhances front-office experience through context-driven interactions and actionable insights	3

Everest Group's remarks on solution providers

Measure of capability: ◐ Low ● High

| Market impact | | | | Vision & capability | | | | | |
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall

Strengths

- Solution provider 1 envisions to accelerate automation in clients' environment with the help of partners and proprietary cloud-based RPA and AI offerings. It has partnered with leading technology providers in RPA, IDP, process mining, and orchestration space
- Its client engagements include a good mix of RPA and cognitive components. This justifies its capability to serve clients with varying requirements

Limitations

- Solution provider 1 is currently present only in North America, with no presence in Continental Europe, APAC, LATAM, and MEA regions
- Although it has offerings to help enterprises scale up, it has limited experience in large-scale RPA implementation projects

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Research calendar
Service Optimization Technologies (SOT)

Reports title	Release date
Intelligent Document Processing (IDP) Playbook 2021	June 2021
Process Mining Playbook 2021	June 2021
Scaling Up Intelligent Automation	August 2021
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2021	September 2021
Conversational AI – State of the Market Report 2021	October 2021
Intelligent Document Processing (IDP) in Healthcare	November 2021
Stepping into the Era of Digital Workers – Robotic Process Automation (RPA) State of the Market Report 2022	December 2021
Defining Attended Robotic Process Automation (RPA)	March 2022
Intelligent Process Automation (IPA) – Solution Provider Landscape with PEAK Matrix® Assessment 2022	March 2022
Intelligent Process Automation (IPA) – Solution Provider Compendium 2022	**May 2022**
Intelligent Document Processing (IDP) – Technology Provider Landscape with PEAK Matrix® Assessment 2022	Q2 2022
Intelligent Process Automation (IPA) – State of the Market Report 2022	Q2 2022
Process Mining Provider Landscape with Products PEAK Matrix® Assessment 2022	Q2 2022
Intelligent Document Processing (IDP) – State of the Market Report 2022	Q2 2022
Intelligent Automation Pinnacle Model® Analysis 2022	Q2 2022

Note: Click to see a list of all of our published SOT reports

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