



# **Robotic Process Automation (RPA) – Technology Vendor Profile Compendium**

Service Optimization Technologies (SOT)  
Market Report – December 2016 – Preview Deck

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## Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Others | Market intelligence, service provider capabilities, technologies, contract assessment

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- This full report is included in the following subscription(s)
  - **Service Optimization Technologies (SOT)**
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### Corporate Headquarters

Office: +1-214-451-3000

[info@everestgrp.com](mailto:info@everestgrp.com)



### European Headquarters

Office: +44-207-129-1318

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)

<sup>1</sup> Banking, financial services, and insurance

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# Background and scope of the research

## Background of the research

Robotic Process Automation (RPA) has the potential to offer high value in terms of inorganic reduction in costs and quick implementation. Moreover, this value is realizable at low risk, as the integration is non-invasive and easily remediable. As a consequence, many enterprises and global services providers are investing in this arena. However, RPA is a burgeoning market with technologies that are still relatively unknown to many potential buyers in terms of solution features, deployment models, supporting frameworks, and commercial aspects. The technologies are also evolving with an expanding feature set and increasing richness of functionality.

In this context, this report provides profiles of key RPA technology vendors and their products. This report complements the report titled “Robotic Process Automation (RPA) - Technology Vendor Landscape with FIT Matrix Assessment – Technologies for Building a “Virtual Workforce” which was published in December 2016. It provides further assessment of the technologies as part of Everest Group FIT Matrix.

## Scope and methodology:

- The report provides accurate, comprehensive, and fact-based snapshots of 10 key RPA technology vendors. Each technology vendor profile shows a detailed picture of the vendor’s solution scope, technology & deployment characteristics, scale of operations along with Everest Group’s assessment of the provider. The report also sheds insights into the global RPA technology vendor landscape
- Only robotic tools that are sold on license, and irrespective of any ongoing business or IT process outsourcing services, were considered for this report. These include software that can be deployed and run by the clients in-house or those that require professional services for deployment, as well as ongoing services that are part of a hosted offering
- Tools from these 10 technology vendors have been assessed: Automation Anywhere, Blue Prism, Kofax Kapow, Kryon Systems’ Leo, NICE (Robotic Automation), Redwood RoboFinance, Softomotive (WinAutomation & ProcessRobot), Thoughtonomy, UiPath, and WorkFusion

# This report is based on three key sources of proprietary information

1

## Proprietary database of 10 RPA technology vendors

- The database tracks the following capability elements for each vendor:
  - Automation creation features
  - Automation management features
  - Input/output options available
  - Implementation options
  - Support in terms of consulting, implementation, and training
  - Offered commercial model(s)
  - Buyer coverage in terms of industry, geography, and buyer size
  - Company performance in terms of revenue and clients

2

## Demonstrations and interactions with technology vendors and other industry stakeholders

- Detailed demos and interviews with RPA technology vendors for a comprehensive view of their solutions
- Interviews with technology vendors' reference clients
- Executive-level discussions with technology vendors as well as service providers that cover:
  - Current state of the market
  - Opportunities and challenges
  - Expected direction of movement in the industry
  - Vendor / service provider vision and roadmap
- Executive-level discussions with industry enablers / specialist technology integrators to get the buyer perspective and also to reaffirm the findings from other sources
- On-site as well as conference meetings with automation technology buyers to understand:
  - The business case for automation
  - Buyer concerns & challenges
  - Approaches to adoption
  - Outcomes
  - Future direction

3

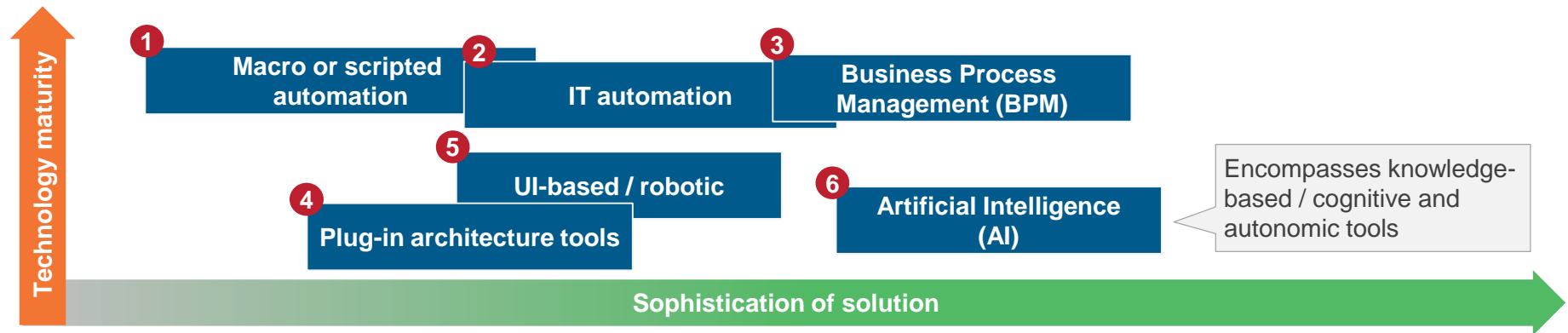
## The proprietary database of RPA capabilities of major service providers complements the research

- The database tracks the capabilities of service providers:
  - Robotic Process Automation (RPA) historical and projected adoption trends
  - Support in terms of consulting, implementation, and training
  - Offered commercial model(s)
  - Buyer coverage in terms of industry, geography, and buyer size
  - Key processes covered in terms of RPA deployment

## Service vendors covered in the analysis

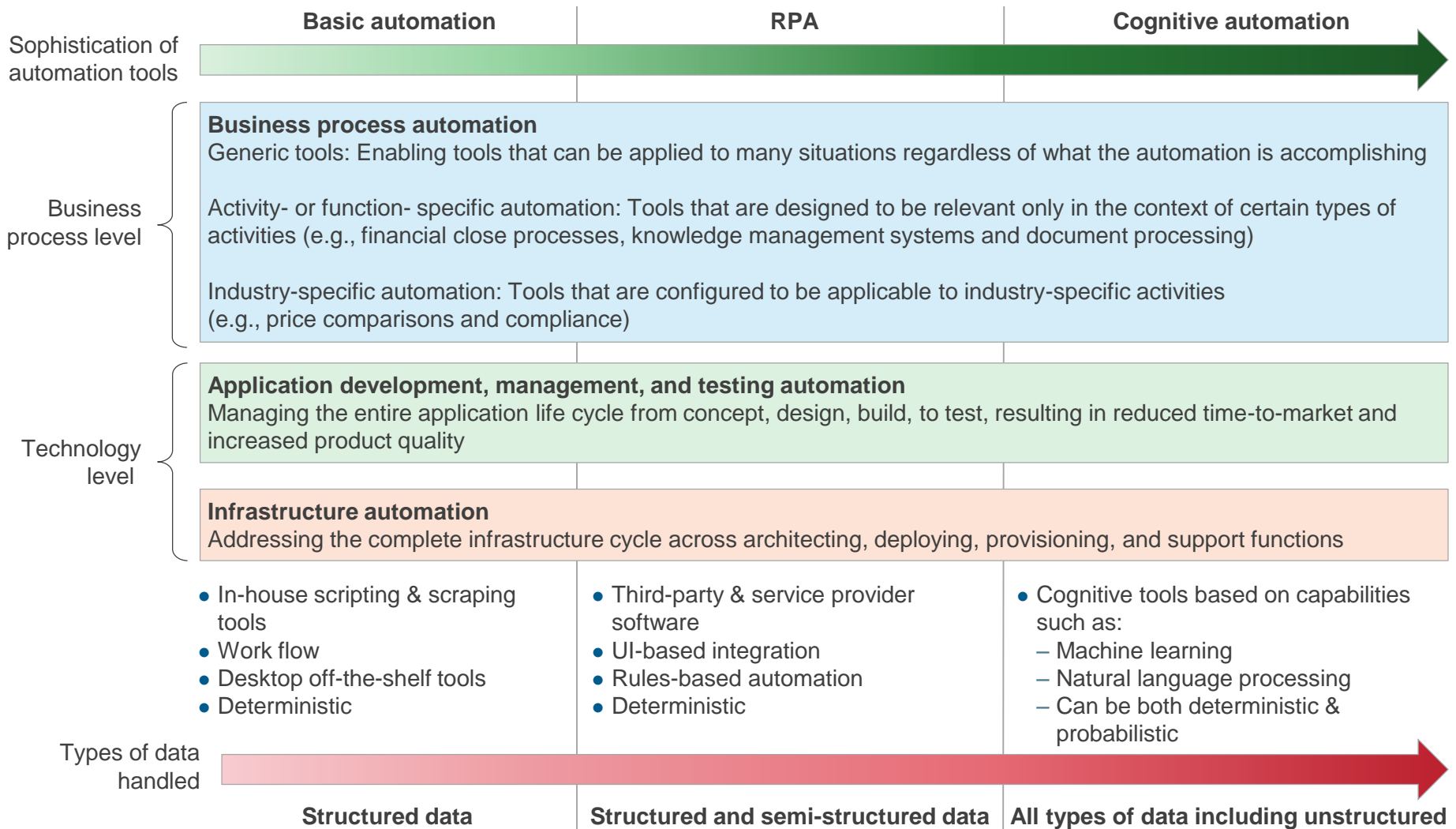


# The most common automation technologies can be segmented into six basic areas

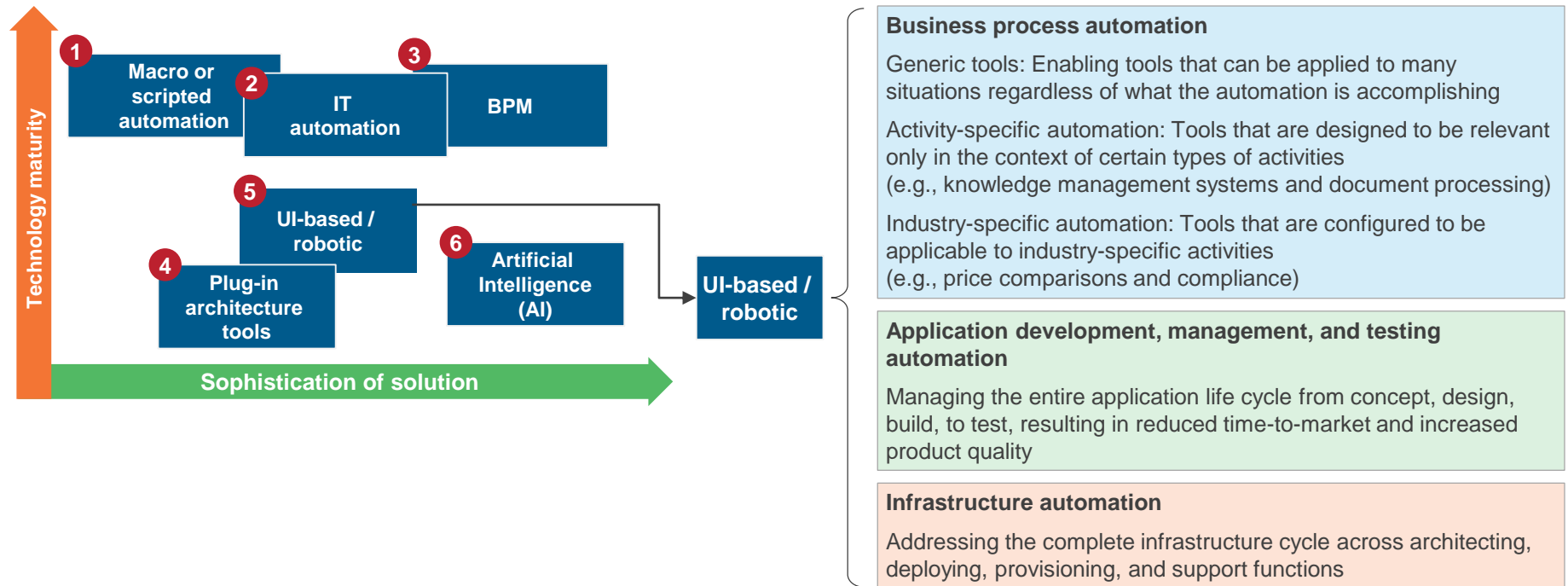


	Maturity	Scope of effectiveness	Limitations
Macro or scripted automation	Very high	Specific tasks	Typically used for tactical deployments. Can be difficult to maintain over long periods of time
IT automation	High	Number of areas including software application life cycle and service provisioning	Less effective in application production and run book environments
BPM	Very high	Large scale deployments involving enterprise- level transformation	Can be tactical or strategic with the ability to deal with scale. Can become too complex or costly
Plug-in architecture tools	High	Situations requiring deployment centrally and at scale to many desktops	Not suitable for situations where non-invasive integration of automation tools are needed
UI-based / robotic	Medium & evolving	Repetitive transactional administrative and rules-based tasks	Often deployed tactically or in combination with BPM tools
Artificial intelligence	Low & evolving	Number of areas, particularly document or content-heavy processes or IT Service Management (ITSM)	Robustness and resilience to change needs to be demonstrated in large scale operations; AI technologies have to learn from experience to find ways of handling unexpected scenarios

# Everest Group's Service Delivery Automation (SDA) architecture | Automation technology can be applied to the whole process stack



# In this report, we focus on the RPA segment of the technologies



## Scope of the report

- Focuses primarily on robotic technologies specified above, and with a few that also offer artificial intelligence-enabled automation with generic use cases for any rules-based process, be it for business or IT
- The software applications assessed in this report are provided by independent software vendors under license with or without professional services

## Areas out of scope of the report

- Automation, not covered in detail in this report, includes bespoke coding of macros/scripts, plug-in architecture tools, and BPM (one, three, and four in the above diagram)
- Excludes vertical tools such as price web scraping software for the travel industry
- Software that is available only within business processes or IT outsourcing contracts and not on a stand-alone basis



# The report provides detailed, comprehensive, and fact-based four page profiles of each of the 10 RPA technology vendors positioned on Everest Group's FIT Matrix™ highlighting their key strengths and opportunities for improvement

## Vendor A profile (extract from page 1 of 4)

### Company overview

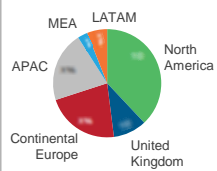
Key technology leaders:  
 Headquarters:  
 Key clients include:  
 Website:

### Non-exhaustive list of recent deals and announcements

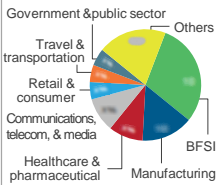
Month, Year :  
 [Placeholder for deal details]

### Company overview

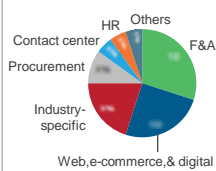
#### Revenue mix by geography



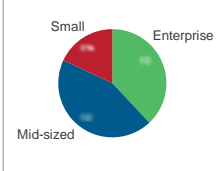
#### Revenue mix by industry vertical



#### Mix of use cases by processes



#### Revenue mix by buyer size



## Vendor A profile (extract from page 2 of 4)

### Product overview

Options for automation creation	XXX	XXX	XXX	XXX	XXX	XXX
Deployment options	XXX	XXX	XXX	XXX	XXX	XXX
Key tool features	XXX	XXX	XXX	XXX	XXX	XXX
	XXX	XXX	XXX	XXX	XXX	XXX
	XXX	XXX	XXX	XXX	XXX	XXX
	XXX	XXX	XXX			
Support	XXX	XXX	XXX	XXX	XXX	XXX

### Product overview

[Placeholder for product details]

## Vendor A profile (extract from page 3 of 4)

### Comparison of A's technology and deployment characteristics with industry practices

#### Availability and quality of product features

[Placeholder for comparison text]

#### Deployment and support

[Placeholder for comparison text]

#### Buyer coverage

[Placeholder for comparison text]

#### Pricing model

[Placeholder for comparison text]

#### Process coverage

[Placeholder for comparison text]

## Vendor A profile (extract from page 4 of 4)

### Everest Group's assessment

Evaluation dimension	Remarks
Company	Strengths
	Opportunities
Solution and support	Strengths
	Opportunities
Commercials	Strengths
	Opportunities
Overall	Strengths
	Opportunities

Source: Everest Group (2016)

# SOT research calendar

Published
  Current

Topic	Release date
Clever Machines at Your Service .....	February 2016
Heralding a New Era of Transformative Business Process Services through Technology .....	April 2016
Service Delivery Automation (SDA) – Best Practice Guide to Establishing an SDA Center of Excellence .....	April 2016
Robotic Process Automation in HR Outsourcing: Not the Same as Other Business Process Service Lines .....	April 2016
Unlocking Next-Generation Value through Technology-Embedded Business Process Services   Part 1 .....	July 2016
Unlocking Next-Generation Value through Technology-Embedded Business Process Services   Part 2 .....	July 2016
The Impact of SDA on Services TCO .....	August 2016
IT Infrastructure Services Automation: “Codified Consciousness is the Future” .....	September 2016
Business Case for Robotic Process Automation (RPA) in Global In-house Centers (GICs) .....	September 2016
The Service Delivery Automation (SDA) Journey .....	September 2016
IT Application Services Automation: Think Benefits, Not Costs .....	November 2016
Robotic Process Automation (RPA) - Technology Vendor Landscape with FIT Matrix Assessment – Technologies for Building a “Virtual Workforce” .....	December 2016
Robotic Process Automation (RPA) – Technology Vendor Profile Compendium .....	December 2016

# Additional technology research references

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Robotic Process Automation (RPA) - Technology Vendor Landscape with FIT Matrix Assessment – Technologies for Building a “Virtual Workforce”** ([EGR-2016-13-R-2030](#)); 2016. This report uses Everest Group’s proprietary FIT Matrix™ to assess and rate RPA technology vendors on the various dimensions of their market impact and vision & capabilities. It also includes Everest Group’s remarks on vendors, highlighting their key strengths & areas of development as well as insights into advances in RPA technologies, operating models, capabilities of different platforms, and commercial models
2. **Business Case for Robotic Process Automation (RPA) in Global In-house Centers (GICs)** ([EGR-2016-2-R-1926](#)); 2016. The report assesses the business case for adoption of RPA in offshore GICs and the associated payback period. It also provides insights into various factors impacting the business case and the threshold limits for each of them in order to have a justifiable business case
3. **Service Delivery Automation (SDA) – Best Practice Guide to Establishing an SDA Center of Excellence** ([EGR-2016-13-R-1750](#)); 2016. This report provides a guide to setting up and expanding an SDA CoE. It is intended for organizations that are setting out to build a CoE, service providers looking to build CoEs for their clients and SDA technology vendors seeking insights into the bigger CoE picture
4. **Service Delivery Automation (SDA) – The Story Beyond Marketing Messages and an Assessment of SDA Tools** ([EGR-2015-10-R-1646](#)); 2015. This report provides a detailed view of the SDA technology market by providing a thorough assessment of the various SDA technology solutions and ranking them along Everest Group’s Feature, Implementation, and impactT (FIT) Matrix. The report also analyzes key strengths and areas of improvement for each of the technology vendors from the perspective of their SDA solution. Additional insights on the market, operating models, capabilities of different tools, and commercial models have also been provided

For more information on this and other research published by Everest Group, please contact us:

**Sarah Burnett**, Vice President:  
**Amardeep Modi**, Senior Analyst:

[sarah.burnett@everestgrp.com](mailto:sarah.burnett@everestgrp.com)  
[amardeep.modi@everestgrp.com](mailto:amardeep.modi@everestgrp.com)

Website: [www.everestgrp.com](http://www.everestgrp.com) | Phone: +1-214-451-3000 | Email: [info@everestgrp.com](mailto:info@everestgrp.com)



## About Everest Group

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### Dallas (Headquarters)

info@everestgrp.com  
+1-214-451-3000

### Bangalore

india@everestgrp.com  
+91-804-276-4533

### Delhi

india@everestgrp.com  
+91-124-496-1000

### London

unitedkingdom@everestgrp.com  
+44-207-129-1318

### New York

info@everestgrp.com  
+1-646-805-4000

### Toronto

canada@everestgrp.com  
+1-647-557-3475

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