



Robotic Process Automation (RPA) Annual Report 2018 – Creating Business Value in a Digital-First World

Service Optimization Technologies (SOT)

Annual Report – June 2018: Complimentary Abstract / Table of Contents

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Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
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- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background and scope of the research

Background of the research

Robotic Process Automation (RPA) continues to expand its reach and client base as more enterprises become aware of the benefits of the technology. These include reduction in costs, faster processing, and improved quality. Moreover, this value is realizable at low risk, as the integration is non-invasive and easily remediable. The market is still in a nascent stage and is witnessing rapid growth and an evolving product landscape, driven by RPA vendors competing over more advanced features in their products to expand their market share. However, RPA is a burgeoning market and the technologies are still relatively unknown to many potential buyers in terms of solution features, deployment models, supporting frameworks, and commercial aspects.



In this study, we investigate the state of the RPA technology vendor market. We focus on:



Market size and growth



Buyer adoption by geography, size, industry, and business function/process



Adoption approach and trends, and key learnings from early adopters



Solution characteristics and technology trends



RPA technology vendor landscape



Future outlook for 2018-2019

Scope of this report

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

Robotic Process Automation (RPA) is one of the key enablers of digital transformation for enterprises and global service providers. This report examines global RPA technology vendor market and analyzes it across various dimensions such as market overview, buyer feedback, RPA adoption characteristics, RPA solution characteristics, technology trends, technology vendor landscape, and future outlook.

Some of the findings in this report, among others, are:

Market overview

- The global RPA independent technology vendor market grew at about 92-97% in 2017 to reach US\$480-510 million. The market is expected to grow between 75-90% annually up to 2019 driven by increasing awareness, increasing sophistication, expansion in new markets, and positive momentum created by early success stories
- Small- and medium-sized enterprises have accelerated the pace of RPA adoption and now together account for a major portion of the market; industry-specific processes continue to see the highest adoption of RPA

Buyer feedback and adoption trends

- Buyers generally have a high satisfaction level with RPA vendors, but they expect the vendors to improve their support, analytics, and cognitive capabilities
- The majority of RPA buyers are still in an early adoption phase, as they continue to test the technology before scaling up
- Talent availability, hidden costs, internal resistance, and lack of pre-built libraries are among the major inhibitors for RPA adoption for enterprises

Solution characteristics and technology trends

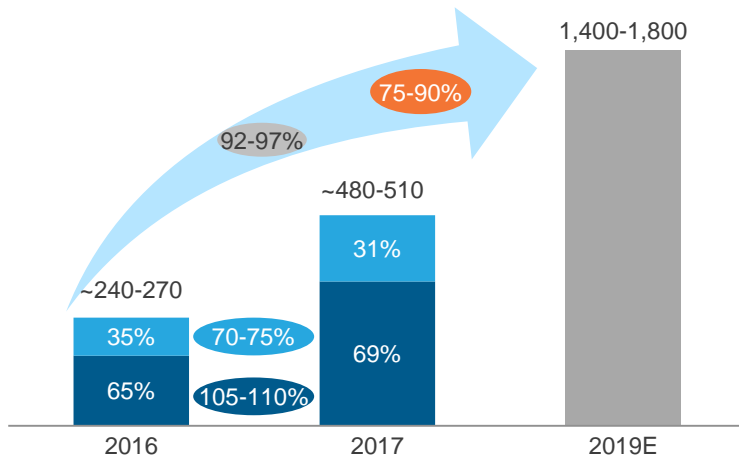
- RPA vendors have tied up with a number of technology vendors to develop and add new features to their solutions in areas such as AI, OCR, and analytics. Their partnerships with service vendors allow them to market and support their products more effectively
- Attended RPA has a higher adoption maturity and installed base in terms of license volumes. However, unattended RPA is driving the highest growth led by cloud-based deployment
- As the market demands a scalable and flexible workforce along with end-to-end task automations, technologies such as computer vision, pre-build automations, self-healing systems, and auto-scaling systems should witness increasing adoption

RPA vendor landscape

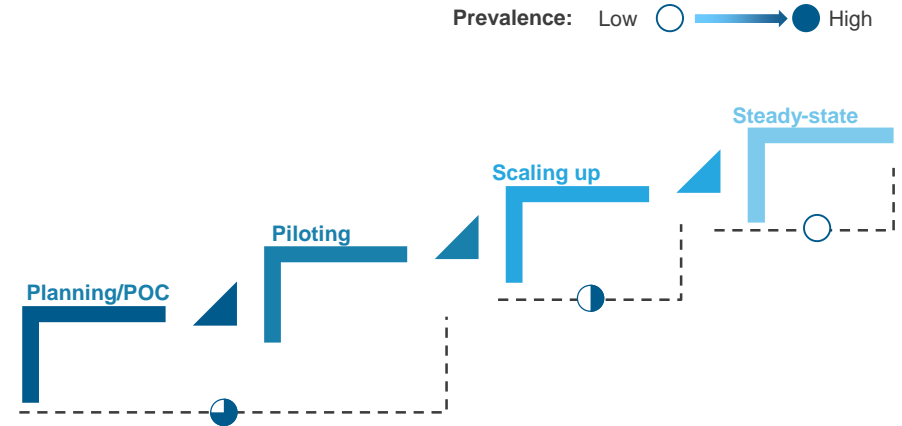
- Automation Anywhere, Blue Prism, and UiPath are the top three vendors in terms of RPA license revenue, and account for over one-third of the total market revenue
- Automation Anywhere is among the top five players in the maximum number of industries, followed by Blue Prism and UiPath
- RPA vendors have made investments in multiple areas such as building their technology capability, partner ecosystem, and having strong training modules for their clients

This study offers seven distinct chapters providing a deep dive into key aspects of RPA market; below are four charts to illustrate the depth of the report

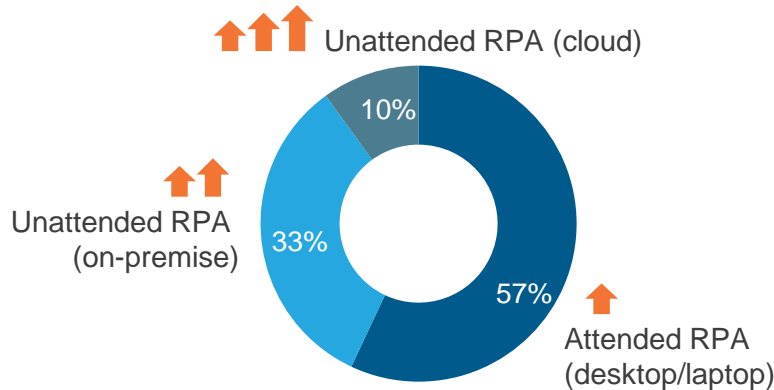
RPA independent technology vendor market size



Stages of RPA adoption for enterprises



Split of RPA licenses by nature of deployment



Vendors' RPA license revenue share



Research calendar – Service Optimization Technologies (SOT)

Published
 Planned
 Current release

Flagship SOT reports

Release date

Enterprise RPA adoption – Pinnacle Model™ Analysis 2018	March 2018
Robotic Process Automation (RPA) – Technology Vendor Landscape with Products PEAK Matrix™ Assessment 2018.....	April 2018
Robotic Process Automation (RPA) – Technology Vendor Profile Compendium 2018.....	May 2018
Robotic Process Automation (RPA) Annual Report 2018 – Creating Business Value in a Digital-First World	June 2018
SDA in Healthcare BPS – Service Provider Landscape with PEAK Matrix™ Assessment 2018.....	Q3 2018
Chatbots / Virtual Agents – Technology Vendor Landscape with PEAK Matrix™ Assessment 2018.....	Q4 2018
Intelligent Document Processing – Technology Vendor Landscape with PEAK Matrix™ Assessment 2018.....	Q4 2018

Thematic SOT reports

Creating business value through next-generation smart digital workforce	February 2018
Role of Artificial Intelligence (AI) and Cognitive Solutions in Delivering Customer Experience of the Future	March 2018
Defining Enterprise RPA	May 2018
Buyer feedback analysis for RPA	Q3 2018
Driving Business Outcome through Enhanced Employee Experience	Q3 2018
Application of automation for GDPR compliance	Q3 2018
Toolkit – RPA in GICs Toolkit	Q3 2018
Fulfilling the promise of RPA in F&A - A reality check	Q3 2018
Citrix Automation - Challenges and Opportunities	Q4 2018
Robot Security in RPA Implementations	Q4 2018

Note: For a list of all SOT reports published by us, please refer to our [website page](#)

Additional SOT research references

The following documents are recommended for additional insight on 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. **RPA – Technology Vendor Landscape with Products PEAK Matrix™ Assessment 2018** ([EGR-2018-38-R-2595](#)); 2018. Robotic Process Automation (RPA) is one of the key enablers of digital transformation for enterprises and global service providers. This report uses Everest Group's proprietary PEAK Matrix™ to assess and evaluate RPA capabilities of technology vendors across two key dimensions, market impact and vision & capability. It also includes market share analysis of technology vendors, insights into advances in RPA technologies and Everest Group's remarks on technology vendors highlighting their key strengths and areas of improvement, with specific focus on RPA
2. **Enterprise RPA Adoption | Pinnacle Model™ Analysis** ([EGR-2018-38-R-2586](#)); 2018. The service revolution is well underway, and enterprises across nearly all verticals are accelerating their Robotic Process Automation (RPA) efforts and related outcomes. While a majority of enterprises are still in early stages of RPA adoption, some enterprises have performed better than others in their RPA journey by developing a combination of differentiated capabilities along with deriving superior outcomes. Everest Group recognizes such RPA Pinnacle Enterprises™ by comparing enterprise performance on its proprietary Pinnacle Model™ methodology
3. **RPA Implementation in GICs – Learnings and Best Practices** ([EGR-2017-2-R-2514](#)); 2017. This report captures key learnings and experiences of best-in-class GICs that have undertaken RPA implementation. It also includes case studies on the RPA journey of leading GICs from a variety of industry verticals and stages of RPA adoption, with a focus on challenges faced and mitigation approaches employed
4. **The Business Case for RPA and Chatbots in Contact Centers** ([EGR-2017-1-R-2462](#)); 2017. This report assesses the financial impact of the adoption of SDA solutions such as RDA, RPA, and chatbots on the total cost of contact center operations and the typical SDA adoption journey for enterprises. It also provides few case studies of enterprises, who have currently adopted the SDA solutions to improve customer experience along with key learnings

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