Intelligent Document Processing (IDP) Annual Report 2019 – Let AI Do the Reading

Service Optimization Technologies (SOT)
Annual Report – May 2019: Complimentary Abstract / Table of Contents

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- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background of the research

Everest Group defines Intelligent Document Processing (IDP) as any software product or solution that captures data from documents (e.g., email, text, pdf, and scanned documents), categorizes, and extracts relevant data for further processing using AI technologies such as computer vision, OCR, Natural Language Processing (NLP), and machine/deep learning. These solutions are typically non-invasive and can be integrated with internal applications, systems, and other automation platforms.

IDP products find a wide variety of use cases in different business functions and verticals. Its adoption is expected to increase as more enterprises become aware of the benefits of the technology. These include cost savings, improved workforce productivity, and enhanced employee & customer experience. The market is witnessing rapid growth, and products are also rapidly evolving in the sophistication of their capabilities, features, and functionalities.

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

- Introduction to IDP and its evolution over time
- IDP market size and adoption trends
- IDP product capability trends
- IDP solution characteristics
- IDP vendor landscape
- Challenges to IDP adoption and outlook for 2019-2020

Scope of this report

Only IDP software products that leverage AI/cognitive capabilities and are available for independent licensing were considered for this report. They are offered as either products that allow enterprises to deploy as out-of-the box solutions using pre-built modules, or platforms that can be used to build custom solutions for buyers, with the intent of classifying and extracting data from documents.

Overview and abbreviated summary of key messages (page 1 of 2)

This report is meant to provide IDP buyers, software vendors, and third-party enablers (service providers, system integrators, etc.) a detailed view of the current state of the market. As part of this, the current report provides insights into market growth, buyer adoption trends, insights from buyer satisfaction surveys, adoption trends, and solutioning characteristics. This report also focuses on product features and technologies that are powering IDP solutions.

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

Introduction to IDP and its evolution over time

- IDP software solutions blend the power of AI technologies to efficiently process all types of documents and feed the output into downstream applications
- Achieving operational impact and improving governance & compliance are the key priorities for IDP buyers

IDP market size and adoption trends

- The IDP market stands at ~US$250-350 million in 2018 and is expected to grow at a CAGR of 70-80% over the next two years
- BFSI and healthcare enterprises are early adopters of IDP solutions with over 50% share

IDP product capability trends

- OCR, computer vision, machine learning & deep learning models, and NLP are the key core technologies powering IDP capabilities
- Sophisticated features such as configuration & set-up GUI, review or correction GUI, workbench for IT users, and analytics dashboard are of great use to enterprises

Overview and abbreviated summary of key messages (page 2 of 2)

IDP solution characteristics

- IDP vendors leverage technology partners and services partners, primarily for complementary capabilities, reselling, and implementation of their products
- The IDP software market primarily comprises three types of solutions: platform-based, package-based, and IDP-as-a-service solutions

IDP vendor landscape

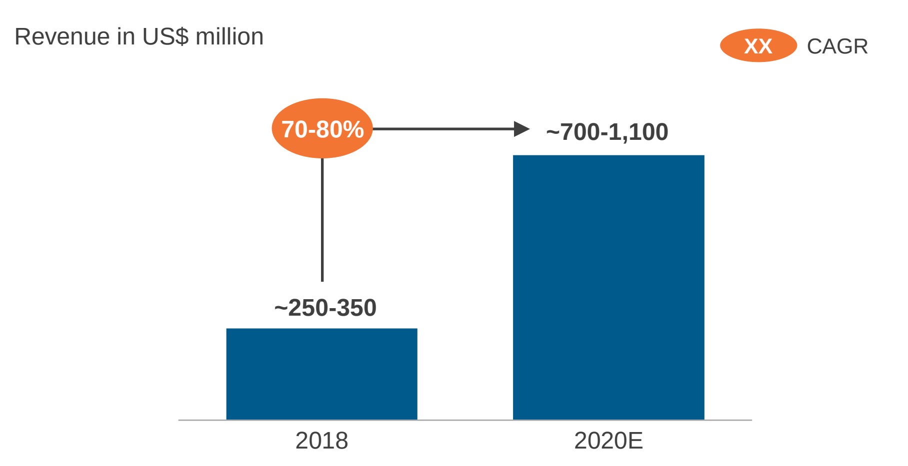
- ABBYY, Kofax, Parascript, and WorkFusion are the leading IDP vendors processing over one billion pages annually
- ABBYY has the highest market share in most verticals; WorkFusion leads the market share in banking and capital markets

Challenges to IDP adoption & outlook for 2019-2020

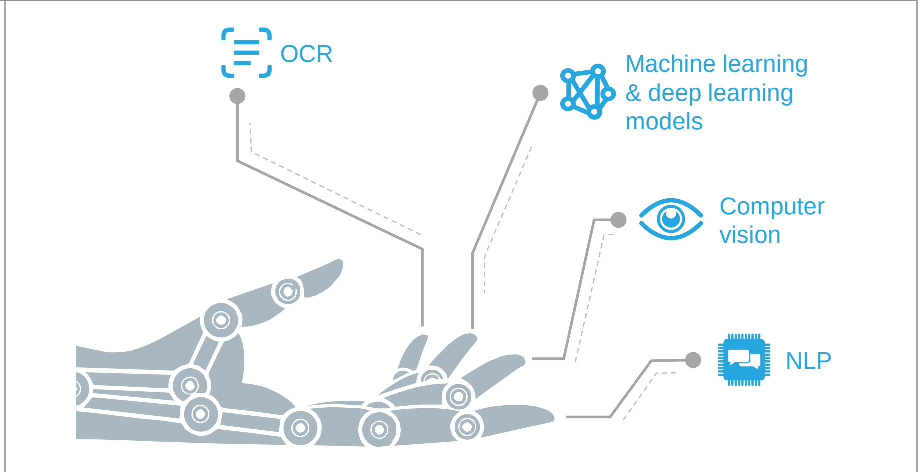
- Internal resistance, talent availability, scalability, availability of sample documents, enterprises' lack of knowledge, sophistication of IDP products, enterprises' difficulty in estimating the total benefits, and the relatively long time period to cut to production are the main barriers to IDP adoption
- Package-based solutions are expected to become more prevalent than platform-based solutions and IDP as a service, as they can be easily deployed and take less time to achieve high accuracy for pre-built use cases

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

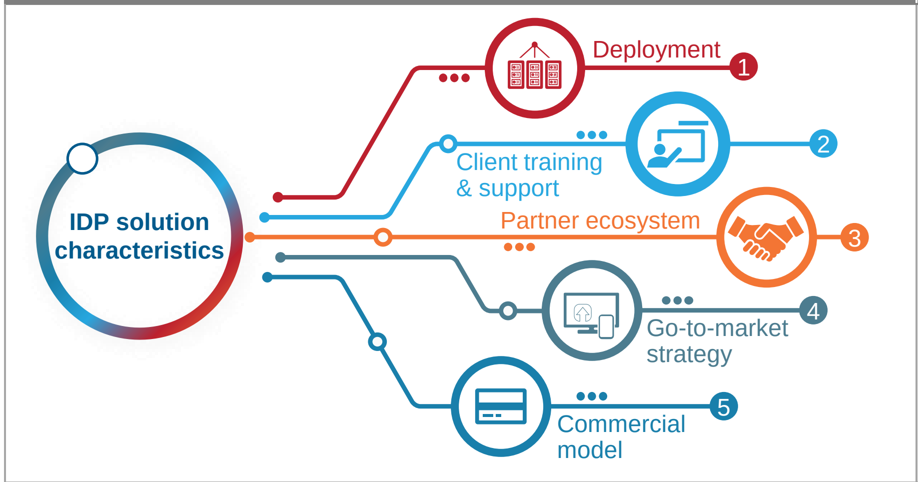
IDP independent technology vendor market size



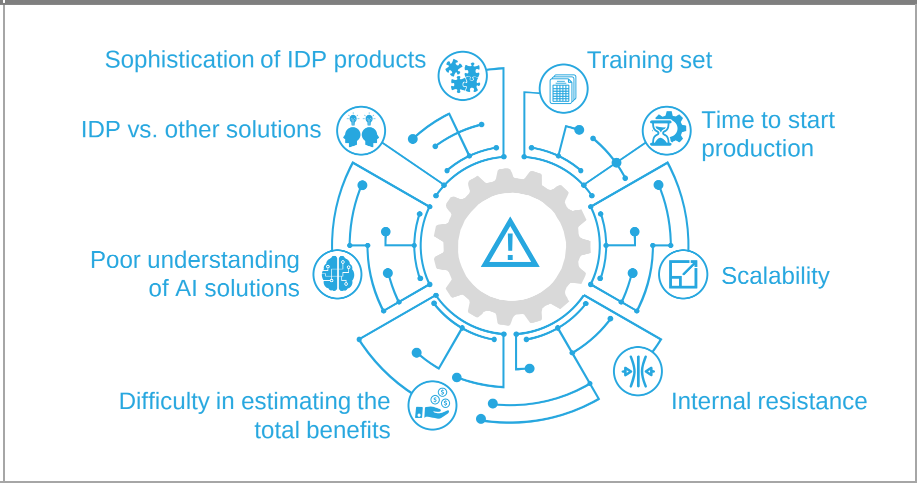
Technologies powering IDP capabilities



IDP solution characteristics



Barriers for IDP adoption



EGR-2019-38-CA-3180

Research calendar – Service Optimization Technologies (SOT)

Published | Planned | Current release

Flagship SOT reports	Release date
Intelligent Document Processing (IDP) – Technology Vendor Landscape with Products PEAK Matrix™ Assessment 2019	March 2019
Intelligent Document Processing (IDP) Annual Report 2019 – Let AI Do the Reading	**May 2019**
Robotic Process Automation (RPA) – Technology Vendor Landscape with Products PEAK Matrix™ Assessment 2019	Q2 2019
SDA in Business Process Services (BPS) – Solution Provider Landscape with PEAK Matrix™ Assessment 2019	Q3 2019
Conversational AI – Technology Vendor Landscape with Products PEAK Matrix™ Assessment 2019	Q3 2019
Enterprise AI Automation Adoption - Pinnacle Model™ Analysis 2019	Q3 2019

Thematic SOT reports	
Conversing with AI – Intelligent Virtual Agents (IVA) Market Report 2019	November 2018
Think Banks Have Gotten the Most Out of Automation? Think Again!	February 2019
Process Mining – The New Juggernaut Driving Digital Transformation	March 2019
Intelligent automation: Accelerating from Short-term Wins to Long-term Strategic Business Outcomes	March 2019
Delivering Business Value Through Content Intelligence	Q2 2019
AI in business – A Primer	Q2 2019
RPA in Healthcare	Q2 2019
Managers vs Staff - Different Approaches to RPA adoption – Ground Up vs Top Down	Q3 2019
AI in Internet of Things (IoT)	Q4 2019
AI Automation Enterprise Playbook	Q4 2019

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 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. **Intelligent Document Processing (IDP) – Technology Vendor Landscape with Products PEAK Matrix™ Assessment 2019** (EGR-2019-38-R-3101); 2018. This report uses Everest Group's proprietary PEAK Matrix™ to assess and evaluate IDP software products of 16 technology vendors across two key dimensions – market impact as well as vision and capability. It also includes IDP competitive landscape, Everest Group's remarks on IDP technology vendors, highlighting their key strengths and areas of improvement, and IDP product capability trends and predictions

2. **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

3. **Smart RPA Playbook** (EGR-2018-38-R-2824). Smart RPA, which blends both RPA and AI capabilities, is a core competency that can successfully enable digital transformation for enterprises. Using a five-step approach to adopt, expand, and scale Smart RPA deployments, this Playbook taps various frameworks, such as Everest Group's Pinnacle Model™ and Capability Maturity Model (CMM), to empower enterprises to conceptualize where they want to go with enterprise automation, what capabilities they need to develop to get there, and the ideal path for their journeys.

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