

# Robotic Process Automation (RPA) – Technology Vendor Compendium 2021

October 2020: Complimentary Abstract / Table of Contents



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- Pinnacle Model® reports
- PriceBook
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- Workshops

## 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
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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## Background of the research

### Background of the research

Robotic Process Automation (RPA) has been one of the fastest growing markets in the enterprise automation segment in the past decade. There is wide adoption across industries and geographies, as more enterprises are becoming aware of its benefits. It has been a key enabler for organizations in reduction of costs, greater operational efficiency & quality, increased workforce productivity, enhanced customer & employee experience, and quick time-to-value. Encouraged by a growing number of success stories and positive word of mouth, many enterprises, Global Business Services (GBS), and service providers are investing in RPA. Selecting the right enterprise-grade RPA technology partner(s) is critical to success.

The objective of this report is to provide key stakeholders a snapshot of the RPA offerings and capabilities of 21 leading RPA technology vendors. The report allows technology vendors to compare their offerings, capabilities, and areas of strength and improvement with other vendors in the marketplace. It also helps existing and potential buyers of RPA software to assess the technology vendors on the capabilities that they desire.

### Each technology vendor profile covers the following details of vendors vis-à-vis their RPA offerings and capabilities:

- Company overview
- Recent deals and announcements
- Market adoption and client portfolio mix
- Product features & functionalities and key enhancements
- Delivery capabilities & partnerships
- Measure of capabilities across PEAK Matrix® dimensions
- Key strengths and areas of improvement for technology vendors

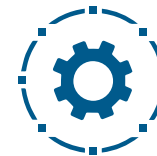
### Scope of this report:



**Products**  
Robotic Process  
Automation (RPA)



**Geography**  
Global



**Technology vendors**  
21 leading RPA  
technology vendors

# 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, PEAK Matrix®, and market maturity)

02

## Primary sources of information

Annual RFIs, vendor briefings & buyer interviews, and 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 vendors

Proprietary database on Robotic Process Automation (RPA) capabilities of 21 technology vendors

Repository of existing research in RPA

Dedicated team for RPA research, spread over two continents

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

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

## Proprietary database of 21 RPA technology vendors

- The database tracks the vendors’ offering/capabilities for:
  - Automation design, development, and integration
  - Automation control, monitoring, and analytics
  - Deployment and hosting options
  - Partnerships with service providers and other technology vendors
  - Product-related training and support services
  - Availability and adoption of commercial model(s)
  - IT governance and security

## Proprietary operational information database of technology vendors (updated annually)

- The database tracks the following operational information for each vendor:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different lines of business
  - Portfolio coverage in terms of industry, geography, process areas, and buyer size

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

- Detailed demos for a comprehensive product view and executive-level discussions with RPA vendors that cover:
  - Current state of the market
  - Vision and strategy
  - Annual performance and outlook
  - Opportunities and challenges
  - Emerging areas of investment

## Buyer reference interviews, ongoing buyer surveys, and interactions

- Interviews with technology vendors’ reference clients and enterprise RPA buyers to get the buyer perspective around
  - Drivers and objectives for adopting RPA
  - Apprehensions and challenges
  - Assessment of vendors’ performance
  - Emerging priorities / buying criteria
  - Outcomes achieved
  - Lessons learnt and best practices












<sup>1</sup> In this study, we have assessed vendors’ offerings / product capabilities as of April 2020. Analysis for Softomotive is based on capabilities before its acquisition by Microsoft  
**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

## Vendors assessed<sup>1</sup>













## Version and release dates of products evaluated (page 1 of 2)

Vendor name	Product version assessed	Version release date
 Appian	Appian RPA 20.1	March 2020
 AUTOMATION ANYWHERE <small>Go be great.</small>	A2019	July 2019
 AutomationEdge	AutomationEdge 5.4.2	April 2020
 blueprism <small>A Digital Workforce for Every Enterprise</small>	Blue Prism Version 6.7 & Blue Prism Cloud Release 3	February 2020
 DATAMATICS	TruBot 4.3.0	January 2020
 lectroNeek	ElectroNeek 3.0	March 2020
 helpsystems	Automate v11.3	March 2020
 INTELLIBOT	Intellibot Version 2.0	June 2019
 Jacada <small>AUTONOMOUS CX</small>	Interact version 12	January 2020
 KOFAX	Kofax RPA 11.0	February 2020
 KRYON	Kryon Full-Cycle Automation 20.3	March 2020



## Version and release dates of products evaluated (page 2 of 2)

Vendor name	Product version assessed	Version release date
 NICE	NEVA 7.2	January 2020
 nintex	Nintex RPA 16.5.0	April 2020
 nividous	Nividous RPA 5.0	February 2020
 PEGA	Pega RPA 19.1	May 2019
 PERPETUUM™ <small>With Certainty - From Progress</small>	Av3ar RPA 2.5	November 2019
 quize	Quize Magic V2.1	January 2020
 servicetrace	XcleratorOne 2020.2	April 2020
 softomotive <small>We talk automation</small>	ProcessRobot 2020 & WinAutomation9	January 2020 & August 2019
 UiPath™	Version 2019.10.1	November 2019
 WorkFusion	Intelligent Automation Cloud 10.1	December 2019

# The study provides detailed view of vendors' RPA offerings & capabilities as well as key strengths & areas of improvement | Snapshots to illustrate the depth of report

## Assessment of capability and market impact

Measure of capability: ● High 🕒 Low

Technology Vendor	Market impact				Vision & capability						
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Development & integration	Deployment & maintenance	Product training & support	Commercial & sales model	Overall	
Technology vendor 1	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	
Technology vendor 2	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	
Technology vendor 3	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	
Technology vendor 4	🕒	🕒	🕒	🕒	●	🕒	🕒	🕒	🕒	🕒	
Technology vendor 5	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	
Technology vendor 6	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	
Technology vendor 7	🕒	🕒	🕒	🕒	🕒	🕒	●	🕒	🕒	🕒	
Technology vendor 8	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	🕒	

## Technology vendor's overview

### Company overview

Vendor 1 is a U.S.-based RPA software vendor. Established in xxx, the company provides solutions to automate business processes by combining RPA and smart automation / cognitive technologies (leveraging machine learning natural language processing capabilities), enabling companies to build intelligent digital workforces. The vendor benefits from a large partner base including leading system integrators and global service providers.

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

### Recent deals and announcements (not exhaustive)

- Month Year: XXX
- Month Year: XXX
- Month Year: XXX
- Month Year: XXX
- Month Year: XXX

#### Split of RPA revenue by buyer industry

#### Split of RPA revenue by process area

#### Split of RPA revenue by buyer geography

#### Split of RPA revenue by offerings

## Product features and functionalities

● Available    🕒 In the roadmap    🕒 Available via partner    🕒 Not available

Capability & offerings	Available	In the roadmap	Available via partner	Not available
<b>Control and management of robots</b>	Web-based interface for central control and monitoring	Mobile application for central control and monitoring	Scheduling and queuing	Control robots using voice commands
	Chat/text interface to control robots	Dynamic load balancing based on process priorities	Dynamic load balancing based on SLAs	View progress and expected completion time of the process
	Floating robot licenses (not linked to specific VM and get allocated dynamically)	Autonomous workload distribution using AI/ML to identify work distribution patterns	Auto-scaling of robots	Access control center functionalities through open APIs
<b>Monitoring and analytics</b>	In-house BI & reporting engine for customized reporting and analytics	Out-of-the-box integrations with third party BI platform providers (e.g., Tableau, Power BI)	Robot/license utilization information	Offer recommendations to optimize license utilization
	Ability to use AI/ML to predict critical SLAs that are not going to be met and notify users in advance	Recommendation on number of robots/licenses required to meet SLAs	Process-level business intelligence	Monitor system or infrastructure performance
	Recommendations to optimize IT infrastructure utilization	Built-in ROI calculator	Ability to escalate target application issues and notify users in near-real time	Execute multiple automations in parallel on the same machine
<b>Robot life cycle management</b>	Built-in version control for robots	Compare versions of robots/processes across environments	Out-of-the-box integrations with third-party provider of version control system (e.g., GIT)	
	Implement change control from development via test to production	Create groups of robots/licenses and assign access controls		

## Everest Group's remarks on technology vendors

Measure of capability: ● High 🕒 Low

Market impact				Vision & capability						
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Development & integration	Deployment & maintenance	Product training & support	Commercial & sales model	Overall	
🕒	🕒	●	🕒	●	🕒	●	●	●	●	

### Strengths

- XXX envisions to provide an intelligent automation platform that brings together various components of digital transformation. It has a rich experience of serving enterprise clients globally across key verticals, and has deployed its platform for prevalent use cases
- Clients have appreciated XXX product vision, continuous innovation, quick roadmap progression

### Areas of improvement

- The XXX platform presently lacks a built-in process recorder capability that can help ease the learning process for new users to automate low complex tasks and processes
- Most of XXX clientele belongs to the BFSI industry and it has limited experience of serving enterprises in other verticals

# Research calendar

## Service Optimization Technologies

■ Published
 ■ Planned
 ■ Current release

Flagship SOT reports	Release date
Process Mining – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020	February 2020
Intelligent Automation in Business Processes (IABP) Solution Provider Landscape with PEAK Matrix® Assessment 2020	March 2020
Intelligent Document Processing (IDP) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020	March 2020
Intelligent Virtual Agents (IVA) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020	March 2020
Intelligent Virtual Agents (IVA) State of the Market Report 2020 – Conversing with AI	June 2020
Robotic Process Automation (RPA) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020	September 2020
<b>Robotic Process Automation (RPA) – Technology Vendor Compendium 2021</b>	<b>October 2020</b>
Robotic Process Automation (RPA) State of the Market Report 2021	Q4 2020
Thematic SOT reports	Release date
Who Takes on the RPA Mantle?	June 2019
Intelligent Document Processing (IDP) Playbook	September 2019
Accelerated Intelligent Automation (AIA) in Enterprises	May 2020
The 360-degree Enterprise Automation Playbook	May 2020
Practitioner Perspectives – Mastering Efficiency and Innovation with Intelligent Automation	May 2020
Buyer Satisfaction with Intelligent Document Processing (IDP) – Are Buyers Delighted or Disenchanted?	July 2020
AI Trailblazers 2021 - AI Startups Redefining the Business Process Services	Q4 2020

Note: For a list of all of our published Service Optimization Technologies reports, please refer to our [website page](#)



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