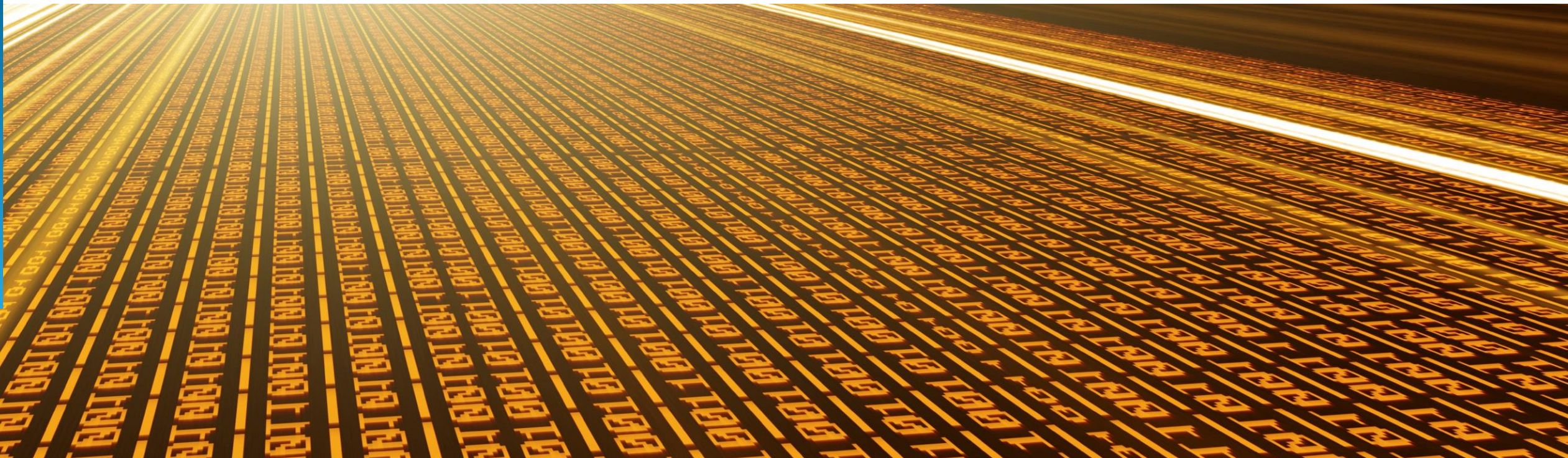


Intelligent Process Automation (IPA) – Solution Provider Landscape with Solutions PEAK Matrix[®] Assessment 2021

March 2021: Complimentary Abstract / Table of Contents



Our research offerings for global services

<ul style="list-style-type: none"> ▶ Market Vista™ Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available 	
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Membership information

- This report is included in the following research program(s)
 - [Service Optimization Technologies](#)
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In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- 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

Enterprises are facing unprecedented pressure to reduce costs, optimize operations, and increase business resilience, more so due to the ongoing COVID-19 crisis. Multiple digital elements are disrupting the status quo. Both on the demand as well as supply side, digital technologies, automation in particular, are becoming ubiquitous. Enterprises are expecting not only cost reduction, but also next-generation benefits from their relationships; and solutions providers have recognized the need to pivot quickly to a digital-powered model to provide those benefits to their buyers. One of the most potent digital levers enabling this transformation is Intelligent Process Automation (IPA).

Everest Group defines IPA as Intelligent Automation 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 product along with consulting, implementation, and maintenance services; but 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.

In this study, we analyze the IPA solution provider landscape across various dimensions

- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 27 leading IPA solution providers
- Competitive landscape in the IPA solution provider market
- Remarks on key strengths and limitations for each IPA solution provider

Scope of this report:



Geography
Global



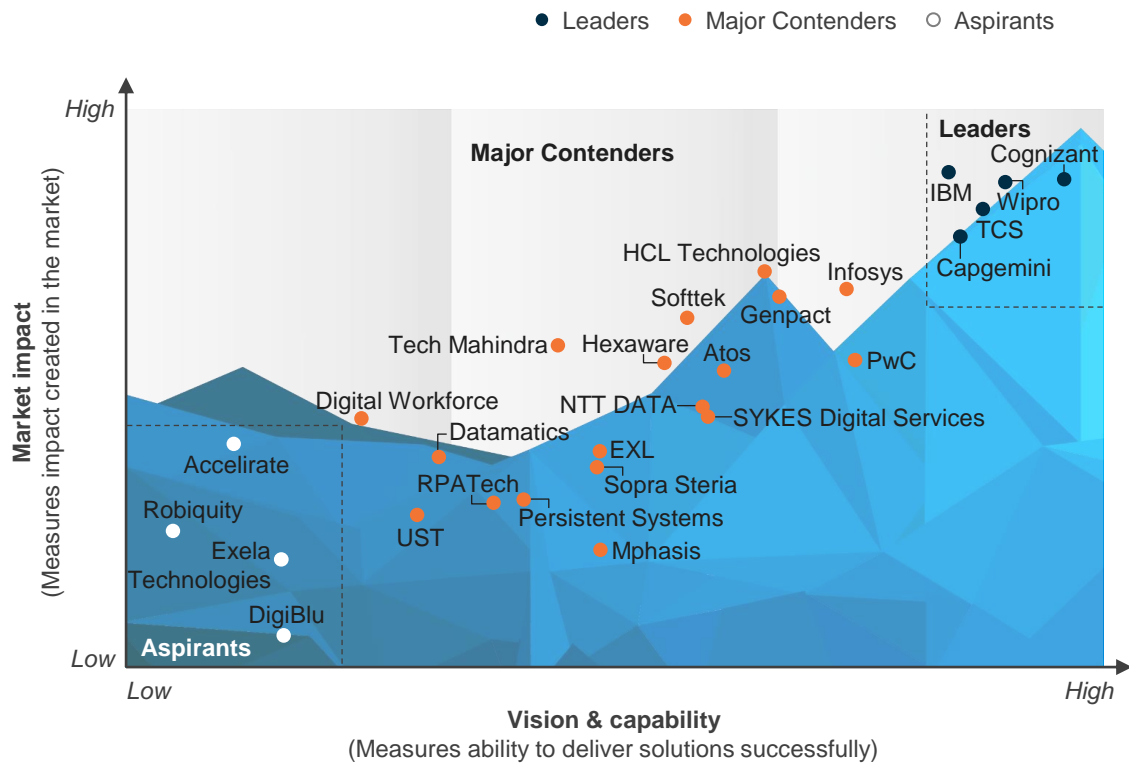
Solutions
Intelligent Process Automation
(IPA)



Solution Providers
27 leading IPA solution
providers

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

Intelligent Process Automation (IPA) Solutions PEAK Matrix® Assessment 2021



Source: Everest Group (2021)

Capability assessment

Illustrative example

Measure of capability: ● High ○ Low

Service 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
Service provider 1	●	○	●	●	●	○	●	●	○	●
Service provider 2	○	○	○	○	○	○	○	○	○	○
Service provider 3	○	○	○	○	○	○	○	○	○	○
Service provider 4	○	○	○	○	●	○	○	○	○	○
Service provider 5	○	○	○	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	●	○	○	○
Service provider 8	○	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ○ Low

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

- Service 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 vendors in RPA, IDP, IVA, 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

Areas of improvement

- Service provider 1 is currently present only in North America, with no presence in Continental Europe, APAC, LATAM, and MEA regions
- Its client engagements are largely RPA-led; the share of engagements with a cognitive component is relatively small

Research calendar

Service Optimization Technologies (SOT)

Published Planned Current release

Flagship SOT reports

	Release date
Robotic Process Automation (RPA) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020	September 2020
An Evolving Digital Workforce to Assist Humans – Robotic Process Automation (RPA) State of the Market Report 2021	December 2020
Intelligent Process Automation (IPA) – Solution Provider Landscape with Solutions PEAK Matrix® Assessment 2021	March 2021
Intelligent Process Automation (IPA) – Solution Provider Compendium 2021	Q2 2021
Intelligent Document Processing (IDP) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021	Q2 2021
Intelligent Process Automation (IPA) – State of the Market Report 2021	Q2 2021
Process Mining (PM) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021	Q2 2021
Conversational AI – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021	Q3 2021

Thematic SOT reports

	Release date
Accelerated Intelligent Automation (AIA) in Enterprises	May 2020
The 360-degree Enterprise Automation Playbook	May 2020
AI Start-ups Redefining Business Processes: Top 30 Trailblazers	December 2020
Understanding Cloud-native RPA	January 2021
Role of Process Mining in Accelerating Enterprises' Digital Transformation Journeys	Q2 2021
Intelligent Document Processing (IDP) Playbook 2021	Q2 2021
Process Mining Playbook	Q2 2021

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



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