

# Intelligent Process Automation (IPA) – Solution Provider Compendium 2021

May 2021: Complimentary Abstract / Table of Contents



# Our research offerings for global services

<ul style="list-style-type: none"> <li>▶ <b>Market Vista™</b> Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available</li> </ul>	
<ul style="list-style-type: none"> <li>▶ Application Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Enterprise Platform Services</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Banking &amp; Financial Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Finance &amp; Accounting</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Healthcare</li> </ul>	<ul style="list-style-type: none"> <li>▶ Human Resources</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Insurance</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Banking &amp; Financial Services</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Life Sciences</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Healthcare</li> </ul>
<ul style="list-style-type: none"> <li>▶ Catalyst™</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Insurance</li> </ul>
<ul style="list-style-type: none"> <li>▶ Cloud &amp; Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Life Sciences</li> </ul>
<ul style="list-style-type: none"> <li>▶ Customer Experience Management Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ IT Services Executive Insights™</li> </ul>
<ul style="list-style-type: none"> <li>▶ Contingent Workforce Management</li> </ul>	<ul style="list-style-type: none"> <li>▶ Locations Insider™</li> </ul>
<ul style="list-style-type: none"> <li>▶ Data &amp; Analytics</li> </ul>	<ul style="list-style-type: none"> <li>▶ Procurement</li> </ul>
<ul style="list-style-type: none"> <li>▶ Digital Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Recruitment Process Outsourcing</li> </ul>
<ul style="list-style-type: none"> <li>▶ Engineering Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Service Optimization Technologies</li> </ul>

## Membership information

- This report is included in the following research program(s)
  - [Service Optimization Technologies](#)
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at [info@everestgrp.com](mailto:info@everestgrp.com)

## More about membership

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

# Contents

<b>1. Introduction and overview</b>	<b>5</b>
• Research methodology	6
• Key information on the report	7
• Background of the research	8
<b>2. IPA market landscape snapshot</b>	<b>9</b>
• PEAK Matrix framework	10
• Everest Group PEAK Matrix for IPA	12
• Solution provider capability summary dashboard	13
<b>3. Profiles of solution providers</b>	<b>17</b>
• Leaders	17
– Capgemini	18
– Cognizant	23
– IBM	28
– TCS	33
– Wipro	38
• Major Contenders	43
– Atos	44
– Datamatics	49
– Digital Workforce	54
– EXL	59
– Genpact	64
– HCL Technologies	69

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

**Anil Vijayan**, Vice President

**Ashwin Gopakumar**, Practice Director

**Akash Munjal**, Senior Analyst

**Anish Nath**, Senior Analyst

# Contents

• Major Contenders (continued)	
– Hexaware	74
– Infosys	79
– Mphasis	84
– NTT DATA	89
– Persistent Systems	94
– PwC	99
– RPATech	104
– Softtek	109
– Sopra Steria	114
– SYKES Digital Services	119
– Tech Mahindra	124
– UST	129
• Aspirants	134
– Accelirate	135
– DigiBlu	140
– Exela Technologies	145
– Robiquity	150
<b>4. Appendix</b>	<b>155</b>
• Glossary	156
• Research calendar	158

# 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 (TVE), PEAK Matrix®, and market maturity

02

### Primary sources of information

Annual contractual and operational RFIs, solution provider briefings and 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 solution providers

Proprietary database on Intelligent Process Automation (IPA) capabilities of 27 solution providers

Large repository of existing research in Intelligent Automation (IA)

Dedicated team for IA research

Over 25 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

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

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

## Proprietary database of 27 IPA solution providers

- The database tracks solution providers' offerings/capabilities for:
  - Intelligent Automation (IA) portfolio
  - Packaged IPA solutions
  - Deployment and hosting options
  - Partnerships with other technology vendors
  - Deployment accelerators and frameworks
  - Consulting services portfolio
  - Product-related training and support services
  - Availability and adoption of commercial model(s)

## Proprietary operational information database of solution providers (updated annually)

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

## Demonstrations and interactions with solution providers and other industry stakeholders

- Detailed briefing and demos for a comprehensive solutions view and executive-level discussions with IPA solution providers 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 solution providers' reference clients and enterprise buyers to get the buyer perspective around:
  - Drivers and objectives for adopting IA
  - Apprehensions and challenges
  - Assessment of solution providers' performance
  - Emerging priorities / buying criteria
  - Outcomes achieved
  - Lessons learnt and best practices

**Note:** 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

## Solution providers assessed



## 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 solution providers have recognized the need to pivot quickly to a digital-powered model to provide those benefits to their clients. One of the most potent digital levers enabling this transformation is Intelligent Process Automation (IPA).

Everest Group defines IPA as Intelligent Automation (IA) 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 products 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.

The objective of this report is to provide key stakeholders a snapshot of the IPA offerings and capabilities of 27 leading IPA solution providers. The report allows solution providers to compare their offerings, capabilities, and areas of strength and limitations with other providers in the marketplace. It also helps existing and potential buyers of IPA solutions and services to assess the solution providers on the capabilities that they desire.

**Each solution provider profile covers the following details of providers vis-à-vis their IPA offerings and capabilities:**

- Company overview and recent announcements
- IPA FTE and revenue mix and solution portfolio
- 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

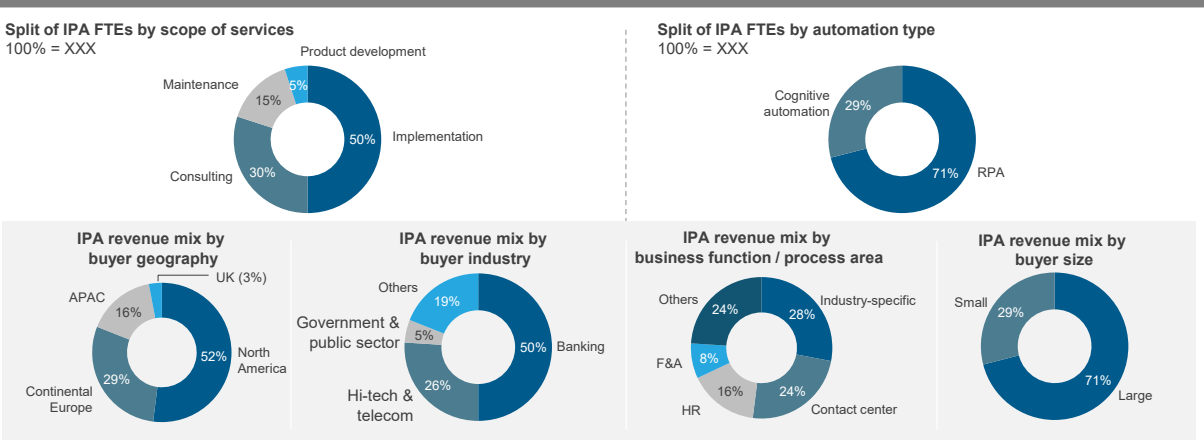
# The study provides detailed view of solution providers' IPA offerings & capabilities as well as key strengths & limitations | snapshots to illustrate the depth of report

## Assessment of capability and market impact

Measure of capability: ● High ◐ Low

Solution 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
Solution provider 1	●	◐	●	●	●	◐	●	●	●	●
Solution provider 2	◐	◐	◐	◐	◐	◐	●	◐	◐	◐
Solution provider 3	◐	●	●	●	●	◐	●	◐	●	●
Solution provider 4	◐	◐	◐	◐	●	◐	●	◐	●	●
Solution provider 5	●	●	◐	◐	◐	◐	◐	◐	◐	◐
Solution provider 6	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐
Solution provider 7	◐	◐	◐	◐	◐	◐	●	◐	◐	◐
Solution provider 8	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐

## Solution provider's capabilities



## Provider's solutions portfolio

Solutions	RPA	IDP	IVA	AI advisor tools	AI-based analytics tools	Classic process mining	DPM	Workflow/orchestration
<b>Third-party solutions vendor</b>	Blue Prism, Automation Anywhere, UiPath, and AntWorks	Hyperscience, Hyland, and ABBYY	Genesys, Nuance®, IPSoft, Kore.ai, Chatteron, Flamingo.ai, and Microsoft		Tableau, Collibra, and XL Cubed	ABBYY and Smaply	Epiplex	Camunda
<b>Proprietary solutions offered</b>	XXX	XXX	XXX		XXX			XXX
Top packaged solutions	Process area	Deployment options	Description	No. of clients				
XXX	Document management	On-premise, cloud (private and public), and hybrid	An AI-based solution to identify, classify, and extract information from documents.	5				
XXX	Contact center	On-premise, cloud (private and public), and hybrid	An analytical platform for agents and customer interactions. It helps in resolving customers' queries and avoid future contacts through embedded analytics and enhances front-office experience through context-driven interactions and actionable insights.	3				

## Everest Group's remarks on solution providers

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**

- XXX is focused on helping clients in their digital transformation journey through its domain-centric consulting, process discovery, robot-first, and AI-first approach. XXX has continuously invested in developing IA capabilities through acquisitions such as XXX and XXX and through in-house developments
- In addition to developing proprietary capabilities, XXX has partnered with leading technology vendors across RPA, IDP, IVA, and process mining such as Automation Anywhere, Blue Prism, UiPath, ABBYY, Bold360, and Celonis

**Limitations**

- While XXX has presence across most of the industries, its footprint is limited in the BFSI industry, which accounts for the largest share of the IA market
- It is primarily focused on North America, Continental Europe, and the UK, with limited presence in APAC and MEA markets
- Although XXX has offerings to help enterprises scale up, it has limited experience in large scale RPA implementation projects



# 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 Document Processing (IDP) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021	April 2021
<b>Intelligent Process Automation (IPA) – Solution Provider Compendium 2021</b>	<b>May 2021</b>
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
Mine Your Journey to Digital Excellence	March 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](#)



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global companies, service providers, and investors. Clients use our services to guide their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

## Stay connected

### Website

[everestgrp.com](http://everestgrp.com)

### Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

### Blog

[everestgrp.com/blog](http://everestgrp.com/blog)

### Dallas (Headquarters)

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)  
+44-207-129-1318

### New York

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-646-805-4000

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)  
+1-647-557-3475

*This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.*