

Intelligent Process Automation (IPA) – Solution Provider Landscape with PEAK Matrix® Assessment 2022

March 2022: Complimentary Abstract / Table of Contents



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Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background of the research

Evolving into a digital-first business is becoming increasingly important for organizations to remain resilient and competitive, especially after the pandemic. Manual operations pose numerous challenges, and hence, organizations are trying to shift to digital, automated, and intelligent business processes. Digital technologies, including intelligent automation, are becoming ubiquitous. Apart from seeking cost reduction and operational efficiency from their transformation initiatives, enterprises are expecting next-generation benefits such as superior customer experience. Solution providers have recognized the demand and are pivoting quickly to a digital-powered model to provide these 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 28 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
28 leading IPA solution
providers

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

Proprietary database of 30+ 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 providers
 - 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 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:
 - 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 Intelligent Automation
 - Apprehensions and challenges
 - Assessment of solution providers' performance
 - Emerging priorities / buying criteria
 - Outcomes achieved
 - Lessons learned and best practices adopted

Solution providers assessed¹



¹ Assessment for Atos, Infosys, and PwC excludes solution provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these solution providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete.

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.

Overview and abbreviated summary of key messages

This report leverages Everest Group's proprietary PEAK Matrix® to assess the market impact and overall vision & capability of IPA solution providers. It also includes competitive landscape & market share analysis, Everest Group's remarks on providers highlighting their key strengths & limitations, and assessment of providers' IPA capabilities.

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

Everest Group IPA Solutions PEAK Matrix® 2022

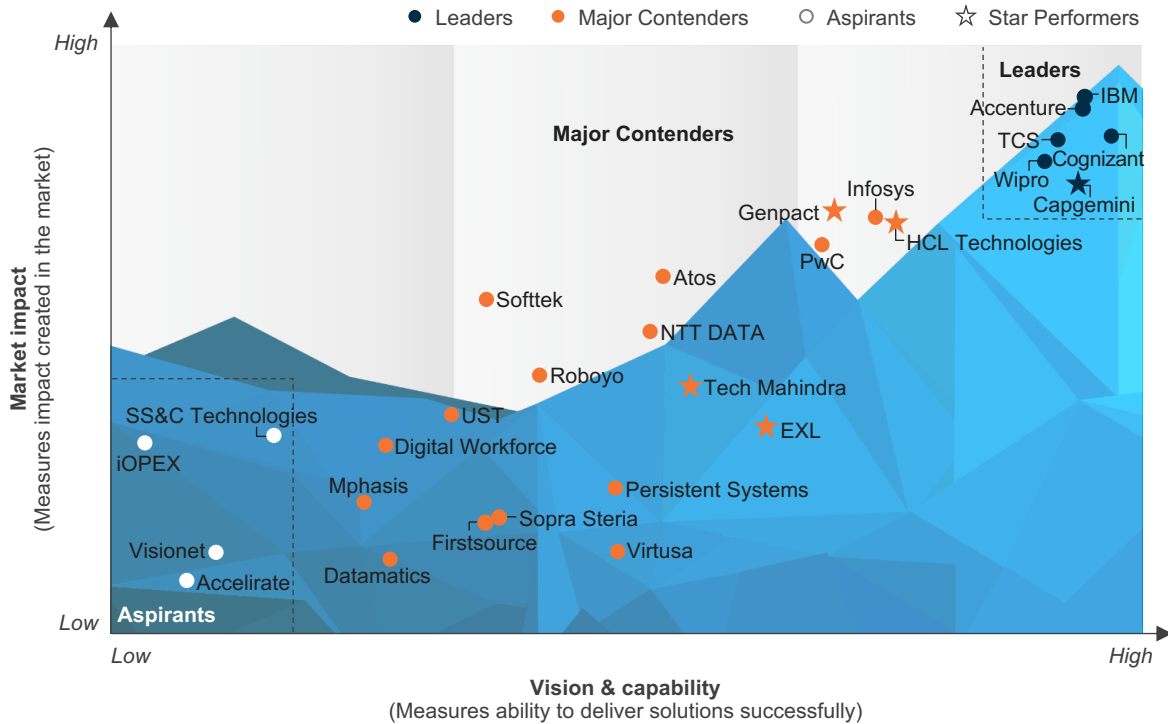
- Everest Group classifies IPA solution providers on the Everest Group Solutions PEAK Matrix® into three categories:
 - **Leaders:** Accenture, Capgemini, Cognizant, IBM, TCS, and Wipro
 - **Major Contenders:** Atos, Datamatics, Digital Workforce, EXL, Firstsource, Genpact, HCL Technologies, Infosys, Mphasis, NTT DATA, Persistent Systems, PwC, Roboyo, Softtek, Sopra Steria, Tech Mahindra, UST, and Virtusa
 - **Aspirants:** Accelirate, iOPEX, SS&C Technologies, and Visionet
- Capgemini, EXL, Genpact, HCL Technologies, and Tech Mahindra demonstrated the strongest Year-on-Year (YoY) movement on both market impact and vision & capability dimensions, and emerged as 2022 IPA market Star Performers

Insights on competitive landscape

- Accenture, Capgemini, Cognizant, IBM, Infosys, PwC, TCS, and Wipro have the largest market share in terms of IPA revenue. Firstsource, Sopra Steria, and Visionet recorded the highest YoY revenue growth in 2021
- Cognizant and TCS have the highest market share in most industry verticals. Accenture, IBM, and Infosys are also some of the top providers with high market share across different industry verticals
- IBM and TCS have a dominant market share in most business functions by solutions and services revenue. Accenture, Capgemini, and Infosys also hold a high market share across different business functions
- Accenture and IBM lead in Continental Europe and APAC respectively; and Cognizant has the highest market share in North America

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 2022¹



1 Assessment for Atos, Infosys, and PwC excludes solution provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these solution providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete.

Source: Everest Group (2022)

Capability assessment

Illustrative example

Measure of capability: 🔄 Low ● High

Providers	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
Provider 1	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄
Provider 2	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄
Provider 3	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄
Provider 4	🔄	🔄	🔄	🔄	●	🔄	🔄	🔄	🔄	🔄
Provider 5	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄
Provider 6	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄
Provider 7	🔄	🔄	🔄	🔄	🔄	🔄	●	🔄	🔄	🔄
Provider 8	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄	🔄

Everest Group's remarks on providers

Illustrative example

Measure of capability: 🔄 Low ● High

Market adoption	Market impact			Vision and strategy	Vision & capability				Overall
	Portfolio mix	Value delivered	Overall		Technology capability	Services capability	Innovation and investments	Engagement and commercial model	
●	●	●	●	●	●	●	●	●	●

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

Limitations

- 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 reports

Release date

Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2021

September 2021

Conversational AI – State of the Market Report 2021

October 2021

Stepping into the Era of Digital Workers – Robotic Process Automation (RPA) State of the Market Report 2022

December 2021

Intelligent Process Automation (IPA) – Solution Provider Landscape with PEAK Matrix® Assessment 2022

March 2022

Intelligent Process Automation (IPA) – Solution Provider Compendium 2022

Q2 2022

Intelligent Process Automation (IPA) – State of the Market Report 2022

Q2 2022

Intelligent Document Processing (IDP) – Technology provider Landscape with Products PEAK Matrix® Assessment 2022

Q2 2022

Process Mining – Technology provider Landscape with Products PEAK® Matrix Assessment 2022

Q2 2022

Thematic reports

Release date

Intelligent Document Processing (IDP) Playbook 2021

June 2021

Process Mining Playbook 2021

June 2021

Scaling Up Intelligent Automation – What Can We Learn from the Best?

August 2021

Intelligent Document Processing (IDP) in Healthcare

November 2021

Defining Attended RPA – what to look for in an enterprise-grade attended RPA solution?

March 2022

Intelligent Automation Platform (IAP)

Q2 2022

Intelligent Automation (IA) Pinnacle Model®

Q2 2022

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