Visualizing Business Operations at a Micro Level – Task Mining State of the Market Report 2022

October 2022: Complimentary Abstract / Table of Contents

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Background of the research

Everest Group defines task mining as a type of software product that can capture user actions and metadata, such as keystrokes, mouse clicks, activity screenshots, and potentially other system-level activities, performed across multiple desktops to discover tasks and provide insights into the tasks and activities involved in executing a process. The technology provides a data-based approach to process optimization through different applications and use cases spanning industries and process areas. This has led to task mining being one of the fastest-growing markets in the Intelligent Automation (IA) space. Adoption of task mining solutions can not only help enterprises achieve cost savings and operational efficiencies by optimizing/automating tasks, but also enhances employee experience through better resource allocation. While task mining can play a key role in the success of an organization's digital transformation journey, task mining technology is relatively new to many potential buyers in terms of product capabilities, features, and commercial models.

In this study, we investigate the state of the task mining market and focus on:

- Overview of process intelligence
- Task mining market overview
- Buyer insights
- Task mining solution characteristics
- Task mining product capabilities and trends
- Task mining provider landscape
- Outlook for 2022-23

Scope of this report

Geography
Global

Industry
All industry verticals

Products
Task mining technology software

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

This research provides task mining buyers, software providers, and third-party enablers (service providers and system integrators) a detailed view of the task mining market and analyzes it across dimensions, including market size and adoption trends, solution characteristics, product capabilities and trends, provider landscape, and outlook for 2022-23.

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

Overview of process intelligence

- Task mining captures process-related information through UI activities1 to provide insights into the tasks and activities involved in executing a process; it is primarily carried out at a micro level
- Task mining solutions leverage user-action recording / screen recording to capture steps taken by users outside of IT systems and generate task and process maps and derive relevant business insights for process improvement

Task mining market overview

- The global task mining software grew at 85-95% YoY and reached US$80-90 million in 2021
- Propelled by strong growth in adoption, North America has become the largest adopter of task mining
- BFSI, telecom, and healthcare are the leading adopters of task mining solutions; CPG & retail experienced the highest YoY growth

Buyer insights

- Average overall driver satisfaction for task mining is moderately high with the key drivers for enterprises being scaling automation initiatives, optimizing overall operations and improving employee productivity
- Scaling automation initiatives and increasing employee productivity are the most important factors driving task mining adoption. Other key drivers for enterprises include optimizing operations and costs savings

Task mining solution characteristics

- Providers continue to expand their task mining solution teams to enhance their offerings and support to customers. APAC constitutes for the majority share of the total FTEs of the providers
- User-based licensing is offered by the largest number of providers in the market, the adoption of this pricing model is also the highest across the clients

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

Task mining product capabilities and trends

- Task mining technology continues to evolve with a host of new and native capabilities and enhancements to help enterprises achieve greater business value
- These latest developments in task mining solutions are expected to help enterprises expand the scope of task mining, derive quick actionable insights for task enhancement, and accelerate automation initiatives

Task mining provider landscape

- Celonis and NICE are the top providers in terms of task mining software revenue; Skan AI has achieved over 200% YoY growth
- Automation Anywhere, Celonis, NICE, and StereoLOGIC are the top providers by task mining clients; many providers doubled their client base in the past one year

Outlook for 2022-23

- Greater adoption of task mining solutions is expected in industries such as CPG & retail, healthcare & pharma, BFSI, professional services, and manufacturing
- Task mining providers are expected to continue to strengthen their AI/ML algorithms to ensure greater accuracy in classifying the tasks and adding context to the captured user activities

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

Overview of process intelligence

Applications of task mining software

Task Discovery	Task monitoring and improvement
Conformance checking	Task Automation
Work intelligence and training	Action triggers

Task mining market overview

Task mining software market size
Revenue in US$ million

| XX% | Growth rate | XX% | Expected CAGR |

- 2020: 40-50
- 2021: 80-90 — 85-95%
- 2023E: 260-290 — 75-85%

Task mining solution characteristics

Task mining solution characteristics

- Training & support
- Talent
- Partner ecosystem
- Deployment model & product architecture
- Commercial model

Task mining provider landscape

Providers' task mining software market share by revenue
(Providers are listed in alphabetical order within each category)

>12%	celonis, NICE
7-12%	nintex, SORO & CO., stereo logic
2-6.99%	AUTOMATION ANYWHERE, edgeverve, epiance SOFTWARE, mimica, Skan AI, UiPath
<2%	ABBYY, IBM, KYP ai, MeeCog, Optimus Hive, ultimate.suite

Research calendar
Service Optimization Technologies (SOT)

Reports title	Release date
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	May 2022
Intelligent Document Processing (IDP) – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	May 2022
Process Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	June 2022
Intelligent Document Processing (IDP) – Technology Provider Compendium 2022	June 2022
The Business Case for Process Mining – From Evaluation to Value Realization	June 2022
Intelligent Document Processing (IDP) – State of the Market Report 2022	July 2022
Task Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	August 2022
Wear an Analytical Lens to Optimize Processes – Process Mining State of the Market Report 2022	September 2022
Task Mining – Technology Provider Compendium 2022	September 2022
Visualizing Business Operations at a Micro Level – Task Mining State of the Market Report 2022	**October 2022**
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2023	Q4 2022
Process Orchestration – Technology Provider Landscape with PEAK Matrix® Assessment 2023	Q4 2022

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