Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2022

October 2022: Complimentary Abstract / Table of Contents

Our research offerings

This report is included in the following research program(s):
Service Optimization Technologies

- Application Services
- Artificial Intelligence (AI)
- Banking and Financial Services Business Process
- Banking and Financial Services Information Technology
- Catalyst™
- Clinical Development Technology
- Cloud and Infrastructure
- Contingent Staffing
- Contingent Workforce Management
- Conversational AI
- Customer Experience Management Services
- CX Excellence
- Cybersecurity
- Data and Analytics
- Digital Adoption Platforms (DAP)
- Digital Engineering Services
- Digital Services
- Digital Workplace
- Employee Experience Management (EXM) Platforms
- Employer of Record (EOR)
- Engineering Services

- Enterprise Platform Services
- Exponential Technologies
- Finance and Accounting
- Financial Services Technology (FinTech)
- Global Business Services
- Healthcare Business Process
- Healthcare Information Technology
- Human Resources Outsourcing
- Insurance Business Process
- Insurance Information Technology
- Insurance Technology (InsurTech)
- Insurance Third-Party Administration (TPA) Services
- Intelligent Document Processing (IDP)
- Interactive Experience (IX) Services
- IT Services Executive Insights™
- Life Sciences Business Process
- Life Sciences Commercial Technologies
- Life Sciences Information Technology
- Locations Insider™
- Marketing Services
- Market Vista™

- Mortgage Operations
- Multi-country Payroll
- Network Services and 5G
- Outsourcing Excellence
- Pricing Analytics as a Service
- Process Mining
- Procurement
- Recruitment
- Retirement Technologies
- Revenue Cycle Management
- Rewards and Recognition
- Service Optimization Technologies
- Software Product Engineering Services
- Supply Chain Management (SCM) Services
- Sustainability Technology and Services
- Talent Excellence GBS
- Talent Excellence ITS
- Technology Skills and Talent
- Trust and Safety
- Work at Home Agent (WAHA) Customer Experience Management (CXM)

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**

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Everest Group®

Contents

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

Amardeep Modi, Vice President

Harpreet Makan, Practice Director

Ashwin Ambala, Senior Analyst

Kumaraguru G, Senior Analyst

Shiven Mittal, Senior Analyst

Everest Group®

Contents

Everest Group®

Background of the research

Evolving into a digital-first business is becoming increasingly important for organizations to remain resilient and competitive, especially after the COVID-19 pandemic. Manual operations pose numerous challenges and hence, organizations are trying to shift to digital, automated, and intelligent business processes. Robotic Process Automation (RPA) has emerged as a key enabler in the enterprise automation segment. While the overall automation ecosystem is rapidly evolving through new technologies, such as Intelligent Document Processing (IDP), process mining, task mining, API-based automation, and conversational AI, these technologies further strengthen RPA, which continues to be a foundational element of enterprise automation. RPA has played a key role in helping organizations reduce costs, achieve greater operational efficiencies and quality, increase workforce productivity, enhance customer and employee experience, and realize quick time-to-value. Many enterprises, Global Business Services (GBS) organizations, and service providers are investing in RPA, and it has been one of the fastest growing software markets in the past decade.

RPA is rapidly evolving in terms of product features, deployment options, product architecture, training and support, partner ecosystem, and commercial models. The technologies and the delivery models are evolving quickly, with an expanding set of features and functionalities. Therefore, it is imperative for the organizations to select the right enterprise-grade RPA solution to realize the expected benefits.

In this study, we analyze the RPA technology landscape across various dimensions:

- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 23 leading RPA technology providers
- Competitive landscape in the RPA technology provider market
- Key RPA technology trends
- Remarks on key strengths and limitations for each RPA technology provider
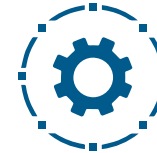
Scope of this report

Geography
Global

Technology providers
23 leading RPA technology providers

Products
Robotic Process Automation (RPA)

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

Proprietary database of 23 RPA technology providers
- The database tracks the providers' offering/capabilities for:
  - Automation design, development, and integration
  - Automation control, monitoring, and analytics
  - Deployment and hosting options
  - Partnerships with service providers and other technology providers
  - Product-related training and support services
  - Availability and adoption of commercial model(s)
  - IT governance and security

Proprietary operational information database of technology providers (updated annually)
- The database tracks the following operational information for each provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different Lines of Business (LoBs)
  - Portfolio coverage in terms of industry, geography, process areas, and buyer size

Demonstrations and interactions with technology providers and other industry stakeholders
- Detailed demos for a comprehensive product view and executive-level discussions with RPA 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 technology providers' reference clients and enterprise RPA buyers to get the buyer perspective around:
  - Drivers and objectives for adopting RPA
  - Apprehensions and challenges
  - Assessment of providers' performance
  - Emerging priorities / buying criteria
  - Outcomes achieved
  - Lessons learned and best practices

Technology providers assessed[1]

aiwozo AI WORK ZONE | appian | AUTOMATION ANYWHERE | AutomationEdge

3AIN | CYCLONE | DATAMATICS | lectroNeek | CAP

IBM | JIFFY.ai | LAIYE | Microsoft

NICE | nintex | nividous | openbots

PEGA | qBotica | SAIO | SAP

SS&C blueprism | UiPath | WorkFusion

1   In this study, we have assessed providers' offerings / product capabilities as of April 2022. Assessment for SAP excludes provider inputs. The analysis for SAP is based on Everest Group's proprietary database, provider public disclosures, and Everest Group's interactions with RPA buyers

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

Robotic Process Automation (RPA) is a key enabler of enterprise automation. This report leverages Everest Group's proprietary PEAK Matrix® to assess and evaluate RPA capabilities of independent software providers across two key dimensions, market impact and vision & capability. It also includes competitive landscape & market share analysis, Everest Group's remarks on technology providers highlighting their key strengths & limitations, and insights into advances in RPA technologies.

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

Everest Group RPA Products PEAK Matrix® 2022

- Everest Group classifies RPA technology providers on the Everest Group Products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:
    - **Leaders:** Automation Anywhere, Microsoft, NICE, SS&C Blue Prism, and UiPath
    - **Major Contenders:** Aiwozo, Appian, AutomationEdge, Cyclone Robotics, Datamatics, IBM, JIFFY.ai, Laiye, Nintex, Nividous, OpenBots, Pega, SAP, and WorkFusion
    - **Aspirants:** ElectroNeek, HyperCAP, qBotica Qruize, and SAIO
- Laiye, Microsoft, Nintex, SS&C Blue Prism, and UiPath demonstrated the strongest Year-on-Year (YoY) movement on both market impact and vision & capability dimensions, and emerged as **2022 RPA Market Star Performers**

Insights on competitive landscape

- Automation Anywhere, SS&C Blue Prism, and UiPath continue to dominate the market in terms of RPA software revenue. Some of the smaller and mid-sized providers have also experienced high growth, indicating strong market demand for RPA technology
- Automation Anywhere, IBM, Laiye, Microsoft, SAP, SS&C Blue Prism, and UiPath lead the pack in terms of number of RPA clients. Cyclone Robotics, Laiye, and OpenBots experienced over 100% YoY growth in number of RPA clients in 2021
- UiPath has the highest market share in most industry verticals. Automation Anywhere, SS&C Blue Prism, NICE, and Pega are also some of the top providers with high market share across different industry verticals
- SS&C Blue Prism holds the highest market share by revenue in banking and insurance industry-specific process areas, while UiPath leads across horizontal functions such as F&A, contact center, procurement, and HR
- UiPath has emerged as the leader across North America, Continental Europe, and APAC regions. Automation Anywhere holds the top position in LATAM and MEA, while SS&C Blue Prism, NICE and Microsoft are other dominant providers across geographies

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

RPA Products PEAK Matrix® Assessment 2022[1]

Illustrative example

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers

Leaders

★ UiPath
Automation Anywhere
★ Microsoft
★ SS&C Blue Prism
● NICE

Major Contenders

★ Laiye
Pega
SAP ● IBM
Cyclone Robotics
OpenBots ● Appian
JIFFY.ai ★ Nintex
Nividous
Aiwozo ● WorkFusion
Datamatics
AutomationEdge

ElectroNeek
qBotica Qruize
HyperCAP
SAIO

Aspirants

Market Impact — Measures impact created in the market

High / *Low*

Vision & capability — Measures ability to deliver products successfully

Low / *High*

Capability assessment

Illustrative example

Measure of capability: ◔ Low ● High

Providers	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
Provider 1										
Provider 2										
Provider 3										
Provider 4										
Provider 5										
Provider 6										
Provider 7										
Provider 8										
Provider 9										

Everest Group's remarks on providers

Illustrative example

Measure of capability: ◔ Low ● High

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

- Provider 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 provider product vision, continuous innovation, quick roadmap progression

Limitations

- The Provider 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 provider clientele belongs to the BFSI industry and it has limited experience of serving enterprises in other verticals

1 Assessment for SAP excludes provider inputs. The analysis for SAP is based on Everest Group's proprietary database, provider public disclosures, and Everest Group's interactions with RPA buyers

Note: Star Performers are selected based on a relative comparison of providers' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Providers with the highest year-over-year improvement are designated as Star Performers. The Star Performer title does not reflect the overall market leadership position, which is designated through Leaders, Major Contenders, or Aspirants.

Source: Everest Group (2022)

Everest Group®

Research calendar
Service Optimization Technologies (SOT)

Reports title	Release date
Intelligent Process Automation (IPA) – Solution Provider Compendium 2022	May 2022
Intelligent Document Processing (IDP) – Technology Provider Compendium 2022	June 2022
Process Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	June 2022
Intelligent Document Processing (IDP) – State of the Market Report 2022	July 2022
Process Mining – Technology Provider Compendium 2022	July 2022
Task Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	August 2022
Conversational AI – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022	September 2022
Task Mining – Technology Provider Compendium 2022	September 2022
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2022	**October 2022**
Process Mining in Global Business Services (GBS)	Q4 2022
Process Mining – State of the Market Report 2023	Q4 2022
Conversing with AI – Conversational AI (CAI) State of the Market Report 2023	Q4 2022
Scaling Automation Across the Enterprise	Q4 2022
Digital Adoption Platforms (DAP) – State of the Market Report 2023	Q4 2022
Conversational AI (CAI) – Technology Provider Compendium 2023	Q4 2022
Robotic Process Automation (RPA) Provider Compendium 2023	Q4 2022

Note: Click to see a list of all our published Service Optimization Technologies (SOT) reports

Everest Group®

With you on the journey

Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at **www.everestgrp.com**.

Stay connected

Website
everestgrp.com

Social Media

 @EverestGroup

 @Everest Group

 @Everest Group

 @Everest Group

Blog
everestgrp.com/blog

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-647-557-3475