Intelligent Process Automation (IPA) Solutions – Provider Compendium 2023

June 2023: Complimentary Abstract / Table of Contents



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Background of the research

The need for evolving into a digital-first business is becoming increasingly important for organizations in order to remain resilient and competitive. Manual operations pose numerous challenges, and hence, organizations are trying to shift to digital, automated, and intelligent business processes. Digital technologies, including IA, are becoming ubiquitous. Enterprises are expected to rely on IA as a key lever to enable cost optimization, which is a top priority for enterprises in the current recessionary environment. 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 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 profile covers the following details of providers' 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







Overview and abbreviated summary of key messages

Everest Group defines IPA as IA in business processes achieved through any combination of automation technologies such as Robotic Process Automation (RPA) and cognitive-/Al-based automation. In this report, we share detailed profiles of 27 leading IPA solution providers and examine their offerings and capabilities. The study will allow solution providers to compare their offerings, capabilities, strengths, and limitations with other providers. It will also help existing and potential IPA buyers to assess solution providers based on the capabilities they seek.

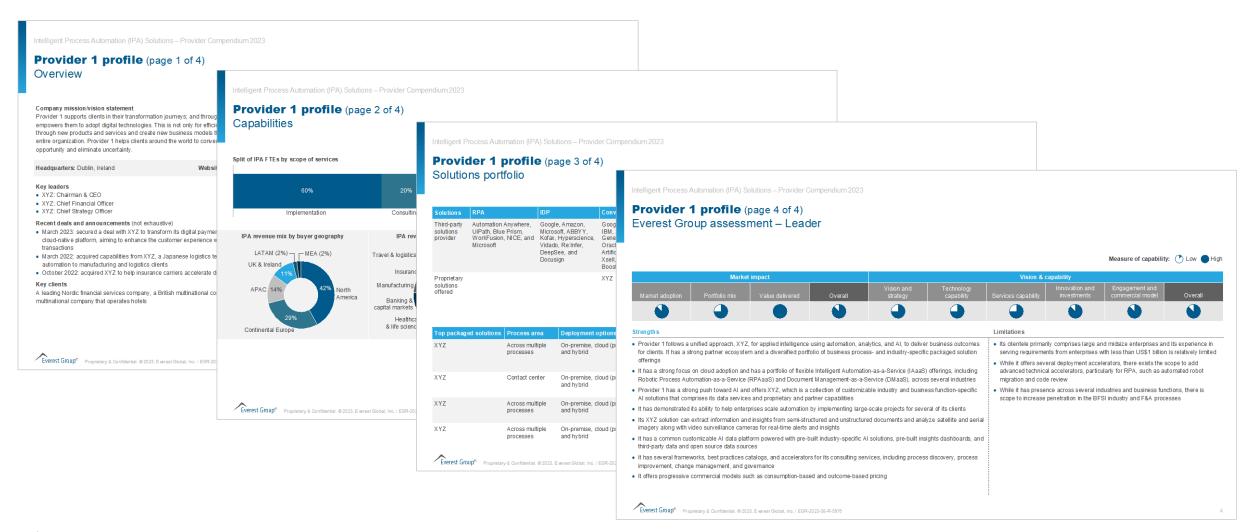
Some of the findings in this report, among others, are:

IPA Solutions – Provider Compendium 2023

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: Accelirate, Datamatics, EXL, Firstsource, Genpact, HCLTech, LTIMindtree, Mphasis, NTT DATA, Persistent Systems, PwC, Roboyo, Softtek, Sopra Steria, Sutherland, Tech Mahindra, and UST
- Aspirants: Digital Workforce, Exela Technologies, Reveal Group, and Visionet
- Accelirate, Firstsource, PwC, and Roboyo demonstrated the strongest Year-on-Year (YoY) movement on both market impact and vision & capability dimensions, and have emerged as 2023 IPA market Star Performers

The Intelligent Process Automation (IPA) Solutions – Provider Compendium report has over 27 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.







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