

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



Solutions
Intelligent Process Automation
(IPA)



Solution Providers
27 leading IPA solution
providers

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-/AI-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.

Provider 1 profile (page 1 of 4)
Overview

Company mission/vision statement
Provider 1 supports clients in their transformation journeys; and through empowers them to adopt digital technologies. This is not only for efficiency through new products and services and create new business models throughout the entire organization. Provider 1 helps clients around the world to convert opportunity and eliminate uncertainty.

Headquarters: Dublin, Ireland **Website:**

Key leaders

- XYZ: Chairman & CEO
- XYZ: Chief Financial Officer
- XYZ: Chief Strategy Officer

Recent deals and announcements (not exhaustive)

- March 2023: secured a deal with XYZ to transform its digital payment cloud-native platform, aiming to enhance the customer experience via transactions
- March 2022: acquired capabilities from XYZ, a Japanese logistics technology automation to manufacturing and logistics clients
- October 2022: acquired XYZ to help insurance carriers accelerate digital

Key clients
A leading Nordic financial services company, a British multinational company that operates hotels

Provider 1 profile (page 2 of 4)
Capabilities

Split of IPA FTEs by scope of services

Implementation	60%
Consulting	20%

IPA revenue mix by buyer geography

North America	42%
Continental Europe	29%
APAC	14%
UK & Ireland	11%
LATAM	2%
MEA	2%

IPA revenue by industry

Travel & logistics	
Insurance	
Manufacturing	
Banking & capital markets	
Healthcare & life sciences	

Provider 1 profile (page 3 of 4)
Solutions portfolio

Solutions	RPA	IDP	Conversational
Third-party solutions provider	Automation Anywhere, UiPath, Blue Prism, WorkFusion, NICE, and Microsoft	Google, Amazon, Microsoft, ABBYY, Kofax, HyperScience, Vidado, ReInfer, DeepSee, and DocuSign	Google IBM, Genesys, Oracle, Artificial Xsell, Boost
Proprietary solutions offered			XYZ

Top packaged solutions	Process area	Deployment options
XYZ	Across multiple processes	On-premise, cloud (p) and hybrid
XYZ	Contact center	On-premise, cloud (p) and hybrid
XYZ	Across multiple processes	On-premise, cloud (p) and hybrid
XYZ	Across multiple processes	On-premise, cloud (p) and hybrid

Provider 1 profile (page 4 of 4)
Everest Group assessment – Leader

Market impact

Market adoption	Portfolio mix	Value delivered	Overall
High	High	High	High

Vision & capability

Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
High	High	High	High	High	High

Strengths

- Provider 1 follows a unified approach, XYZ, for applied intelligence using automation, analytics, and AI, to deliver business outcomes for clients. It has a strong partner ecosystem and a diversified portfolio of business process- and industry-specific packaged solution offerings
- It has a strong focus on cloud adoption and has a portfolio of flexible Intelligent Automation-as-a-Service (IAaaS) offerings, including Robotic Process Automation-as-a-Service (RPAaaS) and Document Management-as-a-Service (DMAaaS), across several industries
- Provider 1 has a strong push toward AI and offers XYZ, which is a collection of customizable industry- and business function-specific AI solutions that comprises its data services and proprietary and partner capabilities
- It has demonstrated its ability to help enterprises scale automation by implementing large-scale projects for several of its clients
- Its XYZ solution can extract information and insights from semi-structured and unstructured documents and analyze satellite and aerial imagery along with video surveillance cameras for real-time alerts and insights
- It has a common customizable AI data platform powered with pre-built industry-specific AI solutions, pre-built insights dashboards, and third-party data and open source data sources
- It has several frameworks, best practices catalogs, and accelerators for its consulting services, including process discovery, process improvement, change management, and governance
- It offers progressive commercial models such as consumption-based and outcome-based pricing

Limitations

- Its clientele primarily comprises large and midsize enterprises and its experience in serving requirements from enterprises with less than US\$1 billion is relatively limited
- While it offers several deployment accelerators, there exists the scope to add advanced technical accelerators, particularly for RPA, such as automated robot migration and code review
- While it has presence across several industries and business functions, there is scope to increase penetration in the BFSI industry and F&A processes



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