# Task Mining Products PEAK Matrix® Assessment 2023

August 2023: Complimentary Abstract / Table of Contents

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Service Optimization Technologies, Process Mining

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

**Amardeep Modi,** Vice President

**Harpreet Makan,** Practice Director

**Santhosh Kumar,** Practice Director

**Shreepriya Sinha**, Senior Analyst

**Veer Kapadia,** Senior Analyst

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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 other potential system-level activities, performed together on 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 and automation through different applications and use cases spanning different industries and process areas. This has led to task mining being one of the fastest-growing markets in the Intelligent Automation (IA) space. The adoption of task mining solutions not only helps enterprises to achieve cost savings and operational efficiencies by optimizing/automating tasks, but also enhances Employee Experience (EX) 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 assess task mining software products that can capture user actions and metadata that are performed together on multiple desktops to virtually reconstruct and analyze processes and are available independent of professional services.

**In this study, we analyze the task mining technology landscape across various dimensions:**

- Overview of process intelligence software products
- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 19 leading task mining technology providers
- Competitive landscape of the task mining technology provider market
- Key task mining technology trends
- Remarks on the key strengths and limitations for each task mining technology provider

**Scope of this report**

**Geography**
Global

**Technology Providers**
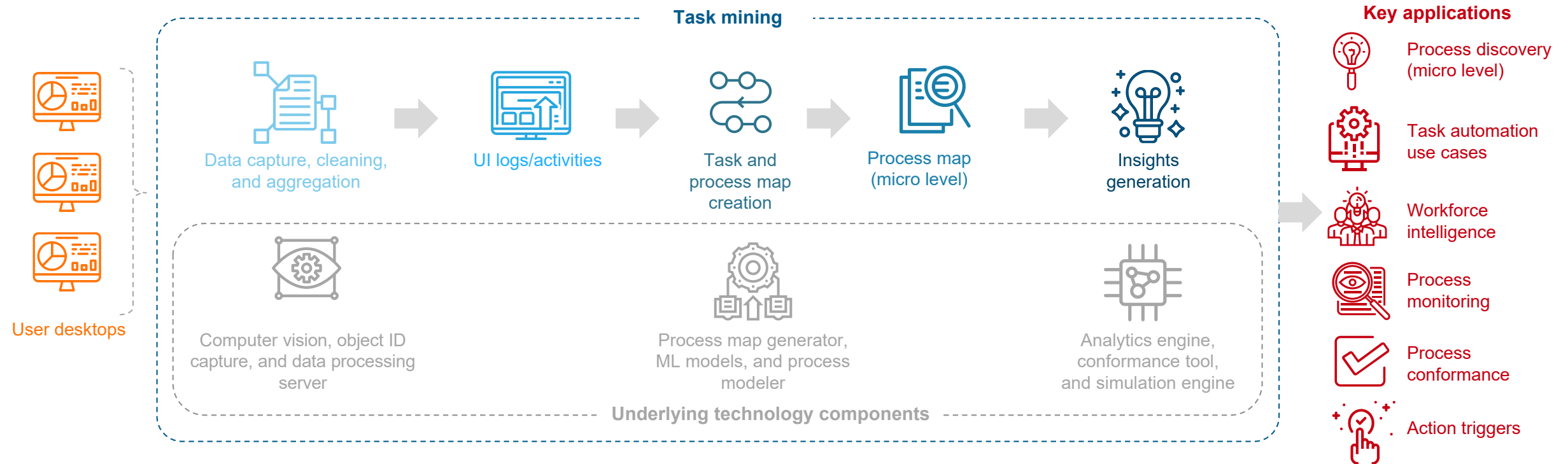19 leading task mining technology providers

**Products**
Task mining

# Understanding task mining

## 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 is any software product or solution that can:**

- **Create UI logs:** User actions and metadata, such as keystrokes, mouse clicks, activity screenshots, and application object IDs, are captured/recorded across desktops to create UI logs
- **Generate** process maps capturing the different process variants, with the sequence of tasks/steps involved
- **Extract relevant business insights**, such as task-level automation opportunities

# Overview and abbreviated summary of key messages

Everest Group defines task mining as a type of software product that can discover tasks and provide insights into the tasks and activities involved in executing a process by capturing user actions and metadata, such as keystrokes, mouse clicks, activity screenshots, and other potential system-level activities, performed together on multiple desktops. The technology provides a data-based approach to process optimization and automation through different applications and use cases spanning different industries and process areas.

This report uses Everest Group's proprietary PEAK Matrix® to assess and evaluate task mining capabilities of independent technology providers across two key dimensions, market impact and vision & capability. It also includes competitive landscape, Everest Group's remarks on technology providers highlighting their key strengths & limitations, and task mining product capability trends and predictions.

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

**Everest Group Task Mining Products PEAK Matrix® 2023**

- Everest Group classifies task mining technology providers on the Everest Group Products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:
  - **Leaders:** EdgeVerve, Mimica, NICE, Nintex, Soroco, and UiPath
  - **Major Contenders:** ABBYY, Automation Anywhere, Celonis, Epiance, IBM, Microsoft, Pega, Skan, StereoLOGIC, and UltimateSuite
  - **Aspirants:** Cyclone Robotics, Optimus Hive, and Workfellow
- Everest Group also identified four technology providers as the "2023 Task Mining Market Star Performers" – EdgeVerve, Epiance, Mimica, and Soroco. This was based on the year-over-year movement of different technology providers on the PEAK Matrix
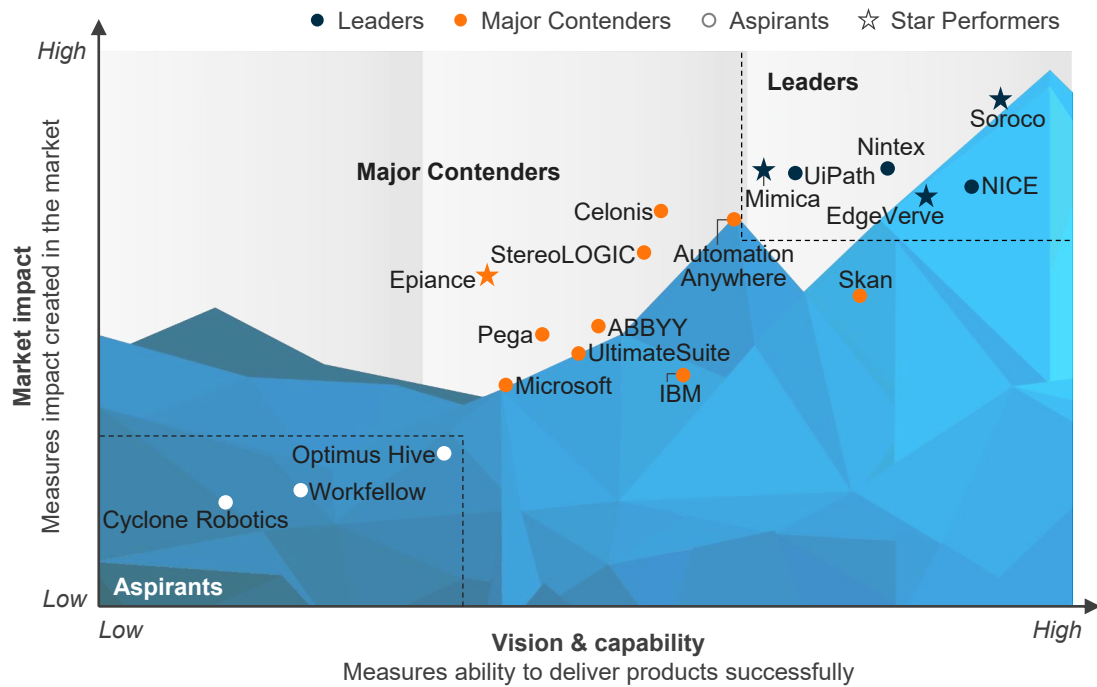
**Insights on competitive landscape**

- Celonis, NICE, and Soroco are the leading providers in the market in terms of task mining software market share by revenue. The other top providers by task mining software market share include EdgeVerve, Mimica, Nintex, and StereoLOGIC
- Mimica has experienced over 200% YoY growth in task mining software revenue. Many task mining providers have doubled their task mining revenue in the past one year
- Celonis, StereoLOGIC, and UiPath are the top providers by task mining clients. IBM, Mimica, Optimus Hive, Soroco, UiPath, and Workfellow have experienced over 100% YoY growth in the number of clients

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

## Task Mining Products PEAK Matrix® Assessment 2023[1]

*Illustrative example*

● Leaders  ● Major Contenders  ○ Aspirants  ☆ Star Performers

**Market impact** — Measures impact created in the market

**Vision & capability** — Measures ability to deliver products successfully

Low → High (both axes)

**Leaders**
- Soroco
- Nintex
- UiPath
- NICE
- Mimica
- EdgeVerve

**Major Contenders**
- Celonis
- StereoLOGIC
- Automation Anywhere
- Epiance
- Skan
- Pega
- ABBYY
- UltimateSuite
- Microsoft
- IBM

**Aspirants**
- Optimus Hive
- Workfellow
- Cyclone Robotics

## Capability assessment

*Illustrative example*

Measure of capability: ◑ Low ● High

| Providers | Market impact | | | | Vision & capability | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Market adoption | Portfolio mix | Value delivered | Overall | Vision and strategy | Data collection and integration | Task analysis | Implementation and support | Commercial 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 | Data collection and integration | Task analysis | Implementation and support | Commercial model | Overall |
| | | | | | | | | | |

**Strengths**
- The platform has a built-in DOM-/COM-based recorder that uses object-based integration to collect user data such as action types and screen element values.. Clients have also indicated ease of data preparation as one of its key strengths
- It has witnessed rapid growth in terms of revenue and acquisition of clients over the last couple of years

**Limitations**
- A majority of Technology provider 1's clients are based out of North America, and it has some presence in the UK and APAC, but is relatively less experienced in serving clients in other geographies
- It is relatively less experienced in serving small and midsize enterprises, as the majority of its clients are large enterprises (revenue > US$5 billion)

1  Assessment for Automation Anywhere, Microsoft, Nintex, Pega, and StereoLOGIC excludes detailed 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 technology providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete

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 (2023)

# Research calendar
## Service Optimization Technologies

| Reports title | Release date |
|---|---|
| The Importance of Process Optimization in System Transformation | November 2022 |
| Process Orchestration – Technology Provider Landscape with Products PEAK Matrix® Assessment 2023 | November 2022 |
| The Evolution of Process Mining: Game-changing Innovations and Future Outlook | November 2022 |
| Process Orchestration – Technology Provider Compendium 2023 | December 2022 |
| The Rise of Smart Digital Workers – Robotic Process Automation (RPA) State of the Market 2023 | January 2023 |
| Unlocking the Power of Hybrid Workforce – Process Orchestration State of the Market 2023 | February 2023 |
| Intelligent Automation – How Much is Your Dollar Worth? | March 2023 |
| Intelligent Process Automation (IPA) PEAK Matrix® Assessment 2023 | April 2023 |
| Process Mining Products PEAK Matrix® Assessment 2023 | June 2023 |
| Continuous Process Improvement in Action – Process Mining State of the Market 2023 | July 2023 |
| **Task Mining Products PEAK Matrix® Assessment 2023** | **August 2023** |
| Task Mining – Technology Provider Compendium 2023 | Q3 2023 |
| Task Mining – State of the Market 2023 | Q3 2023 |
| Conversational AI Products PEAK Matrix® Assessment 2023 | Q3 2023 |
| Robotic Process Automation (RPA) Products PEAK Matrix® Assessment 2023 | Q3 2023 |

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## Stay connected

**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
+1-214-451-3000

**Website**
everestgrp.com

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