

Task Mining – Technology Provider Compendium 2023

September 2023: Complimentary Abstract / Table of Contents



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Market intelligence

Tracking: providers, locations,
risk, technologies

Locations: costs, skills,
sustainability, portfolios

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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

Overview and abbreviated summary of key messages

This report features detailed profiles of 19 leading task mining technology providers to assist task mining buyers in selecting providers that can serve their needs. It allows technology providers to compare their offerings, capabilities, strengths, and limitations with other providers in the marketplace.

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

Task Mining Products PEAK Matrix® Assessment 2023

The 2023 task mining products PEAK Matrix® positioning is as follows:

- **Leaders:** EdgeVerve, Mimica, NICE, Nintex, Soroco, and UiPath
- **Contenders:** ABBYY, Automation Anywhere, Celonis, Epiance, IBM, Microsoft, Pega, Skan, StereoLOGIC, and UltimateSuite
- **Aspirants:** Cyclone Robotics, Optimus Hive, and Workfellow

Profiles of task mining Leaders, Major Contenders, and Aspirants

Each technology provider profile captures the following details of providers vis-à-vis their task mining offerings and capabilities:

- Company overview
- Recent deals and announcements
- Market adoption and client portfolio mix
- Product overview and partnerships
- Product features & functionalities and key enhancements
- Measure of capabilities across PEAK Matrix® dimensions
- Key strengths and limitations for technology providers

The task mining compendium report has 19 provider profiles; attached below are the charts to illustrate the depth of the report

Task Mining – Technology Provider Compendium 2023

Provider 1 profile (page 1 of 7)

Overview

Company overview
 Provider 1 a wholly-owned subsidiary of Infosys, is developing digital transformation journey. Its vision is to help enterprises v business models, driving efficiency, and increasing workforce | Automation, Document AI, and Supply Chain. It helps global e processes, digitize and structure unstructured data, and unlock Provider 1 is helping global corporations across financial servi goods, life sciences, manufacturing, telecom, and utilities, and

Key leaders
 • XYZ
 • XYZ

Headquarters
 Website: |

Split of task mining revenue by buyer industry
 Professional services (3%)
 Healthcare and pharma 6%
 Manufacturing 9%
 CPG and retail 9%
 Insurance 20%
 Banking and capital markets 25%
 Hi-tech and telecom 31%

Note: Operational and product-offering-related information as of Dec 2022. Source: Everest Group (2023)

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Provider 1 profile (page 3 of 7)

Capabilities

Capability & offerings

Data collection and preparation	Built-in recorder – DOM/COM-based Allow end users to manually start/pause/s recording Ability to blocklist/allowlist applications or
Task discovery and analysis	Supervised learning for classification of ta Ability to generate process maps in BPMN format Define the to-be process model using pro modeler Ability to perform root-cause analysis to identify causes of process path deviations
Monitoring, Insights, and enhancements	Ability to create customized dashboards b on user requirements Ability to display the average cases hand a user/team Ability to display task variance rate Ability to recommend type of automation solution for identified opportunities

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Task Mining – Technology Provider Compendium 2023

Provider 1 profile (page 4 of 7)

Capabilities

Capability & offerings

Integration with complementary capabilities	Process Mining Intelligent Document Processing (IDP)
Security and compliance	Ability to mask PII data in the captured screenshots Ability to assign role-based user access controls
Product architecture and hosting options for task mining	On-premise (central server or virtual m Supports multi-tenant deployments
Product training and support	Training and certification by technology provider Online self-paced training modules Interactive online training
Commercial model	Perpetual licensing Server capacity-based licensing

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Task Mining – Technology Provider Compendium 2023

Provider 1 profile (page 6 of 7)

Everest Group assessment – Leader

Market Impact

Market success	Portfolio mix	Value delivered

Strengths

- With its task mining offering – ABC, XYZ focuses on enabling automation discovery and development
- The platform has a in-built DOM/COM-based recorder that t window for capturing the data
- It helps users to discover best practices by combining the ca
- ABC Discover leverages supervised and unsupervised ML al leading to better output/discovery over time. It allows users t
- It offers OOTB dashboards for workforce insights at team an activities, idle time, number of applications used for each tas
- Its Click-to-Document feature allows users to generate PDD automation potential for tasks and its Click-to-Automate feat
- ABC Discover is now bundled with the ABC suite and was n
- XYZ offers classroom training and an online training platform
- Clients indicated ease of use of the product, task discovery a

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Task Mining – Technology Provider Compendium 2023

Provider 1 profile (page 7 of 7)

Everest Group assessment – Leader

Market Impact

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

Limitations

- XYZ task mining client portfolio is skewed toward enterprises with revenue greater than US\$5 billion and has limited experience in enterprises in industries such as manufacturing, professional services, and CPG and retail
- Features such as the ability to record natural language to annotate discovered processes and the ability for process SMEs to record the to-be process model using task capture, are currently in the roadmap
- Although XYZ provides the ability to define and edit user-defined routines, it currently does not offer the ability to edit unsupervised routines. It also does not provide the ability to generate video playback of discovered tasks for training purposes
- It currently does not provide recommendations and alert users with on-screen pop-ups if users deviate from the standard processes
- XYZ can further enhance the value proposition of its product by offering a conversational interface for users to provide questions to the task mining solution and derive the required insights
- It does not offer a free community version of its task mining product. This could limit its familiarity and adoption in the market, especially among small enterprises and SMBs, where its current adoption is also low
- Clients expect enhancements to server requisites of on-premise deployments, process documentation, and connectivity to other RPA products. They also expect tighter integration of its task mining solution with process mining products for end-to-end process discovery

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Research calendar

Service Optimization Technologies

Published
 Planned
 Current release

Reports title	
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	September 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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