

Robotic Process Automation (RPA) – Technology Provider Compendium 2023 – Update

December 2023: Complimentary Abstract / Table of Contents



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Service Optimization Technologies

- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
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- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
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- ▶ Human Resources
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- ▶ Insurance Information Technology
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- ▶ Insurance Third-Party Administration (TPA) Services
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- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
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- ▶ Locations Insider™
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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations,
risk, technologies

Locations: costs, skills,
sustainability, portfolios

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

Function-specific pyramid, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02

Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

Proprietary contractual database on Robotic Process Automation (RPA) capabilities of 25 technology providers

Year-round tracking of 25 technology providers

Large repository of existing research in RPA

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, providers, technology providers, and industry associations

Background of the research

The need to evolve into a digital-first business is becoming increasingly important for organizations to remain resilient and competitive. Manual operations pose numerous challenges and hence, organizations are trying to shift to digital, automated, and intelligent business processes. Robotic Process Automation (RPA), which has been a critical enabler of enterprise automation for years, has evolved and adapted to the changing needs of organizations. While the overall automation ecosystem is rapidly evolving through new technologies – such as Intelligent Document Processing (IDP), process mining, task mining, API-based automation, process orchestration, and conversational AI – in this dynamic landscape, a new force is making its presence felt: generative AI, offering unprecedented capabilities to automate complex and cognitive tasks. RPA has played a key role in helping organizations to reduce costs, achieve greater operational efficiencies and quality, increase workforce productivity, enhance customer and employee experience, and realize quick time-to-value. RPA has become a popular investment for numerous enterprises, GBS organizations, and service providers, making it one of the fastest-growing software markets in the last 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 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 25 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



Providers
25 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 25 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 demonstrations 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 learnt and best practices adopted

Technology providers assessed¹

















¹ In this study, we have assessed providers’ offerings / product capabilities as of April 2023. Assessment for Automation Anywhere, IBM, Nintex, Salesforce Mulesoft, Pega, SAP excludes provider inputs. The analysis 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

Version and release dates of the products evaluated (page 1 of 2)

Provider name	Product version assessed	Version release date	Provider name	Product version assessed	Version release date
 aiwozo AI WORK ZONE	2023.4.1	April 30, 2023	 epiance SOFTWARE	11.2	May 2023
 akaBot™	akaBot Agent 2.2.0.2	March 2023	 lectroNeek	9.3	April 2023
 appian	23.1	March 31, 2023	 IBM	23.0.4	April 2023
 AUTOMATION ANYWHERE	.27	April 2023	 JIFFY.ai	JIFFY.ai Platform 2.0	March 1, 2023
 AutomationEdge	N/A	N/A	 LAIYE	RPA 7.0 2023/03	December 2022
 3A IN CYCLONE	5.0	July 2022	 Microsoft	N/A	N/A
 DATAMATICS	5.1	April 19, 2023	 NICE®	7.8	January 2023

Version and release dates of the products evaluated (page 2 of 2)

Provider name	Product version assessed	Version release date
 nintex	22.9	December 2022
 nividous	7.0	March 2023
 openbots	2.0.1	May 1, 2023
 PEGA	22.1.9	April 21, 2023
 qBotica	Workqforce – v2.0.0.21	March 2023
 Robocorp	RPA Framework v24.1.2, Robocorp Assistant v2.0.11	April 30, 2023

Provider name	Product version assessed	Version release date
 SAIO	.27	January 2023
 SAP	2304	April 2023
 salesforce	N/A	N/A
 SS&C blueprism	7.8	January 2023
 UiPath™	2023.4	April 27, 2023

This study provides detailed view of providers' RPA offerings & capabilities as well as key strengths & limitations | Snapshots to illustrate the depth of the report

Robotic Process Automation (RPA) – Technology Provider Compendium 2023 – Updated

Summary dashboard | market impact and vision & capability assessment of technology providers for RPA 2023

Major Contenders (page 1 of 2)

Providers	Market adoption	Portfolio mix
Provider 1		
Provider 2		
Provider 3		
Provider 4		
Provider 5		
Provider 6		
Provider 7		
Provider 8		

Robotic Process Automation (RPA) – Technology Provider Compendium 2023 – Updated

XYZ profile (page 1 of 8)

Overview

Company overview
XYZ, a subsidiary of FPT Software, is an intelligent automation based out of Vietnam and has a workforce of around 160 employees in various industries including BFSI, manufacturing, CPG and retail, and healthcare. The company focuses on concept building, training, maintenance, and deployment services.

Headquarters: XYZ **Website:** [www.xyz.com](#)

Key leaders
• XYZ
• XYZ
• XYZ

Key clients
XYZ, XYZ

Split of RPA revenue by buyer industry

1 Buyer size is defined as large (>US\$5 billion in revenue), midsize (US\$1-5 billion in revenue), and small (<US\$1 billion in revenue). Note: Operational and product/offering-related information as of December 31, 2022. Source: Everest Group (2023).

Robotic Process Automation (RPA) – Technology Provider Compendium 2023 – Updated

XYZ profile (page 3 of 8)

Capabilities

Capability & offerings

- Design and development of robots:**
 - Built-in drag-&-drop design studio to visual workflow view
 - Built-in macro recorder – multi-anchored
 - Object capture – DOM/COM recognition
 - CoE portal to crowdsourcing automation opportunities across business processes
- Reusability and interoperability:**
 - OOTB industry-/function-specific application templates (e.g., claims processing templates)
 - Built-in interface to connect to the marketplace from the design studio
 - Pre-built connectors to automate Microsoft applications
- Complementary capabilities:**
 - Conversational AI
 - API automation
- AI capabilities:**
 - Allowing users to create custom AI/ML models
 - OOTB integrations with third-party AI/ML models

Robotic Process Automation (RPA) – Technology Provider Compendium 2023 – Updated

XYZ profile (page 7 of 8)

Everest Group assessment – Leader

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Development and integration	Deployment and maintenance	Product training and support	Commercial and sales model	Overall

Strengths

- XYZ aims to help enterprises build a digital workforce and discover, digitize, automate, and analyze business processes through an integrated and cloud-native intelligent automation platform with built-in capabilities for RPA, IDP (iQBot), task mining (FortressIQ), AI, and analytics (Bot Insight)
- Its market presence spans all major geographies, industries, and buyer size segments
- XYZ 360 Bot Workbench is a web-based design studio, with a drag-and-drop interface for building automation workflows. It comes with a universal process recorder that can identify the best way to capture UI elements based on the application type (web/desktop), simplifying the workflow development. The platform also comes with native ICA protocol support for building automations in virtualized environments such as Citrix
- It provides the ability to generate automation workflows using process maps discovered via its in-house task mining product – Discovery Bot
- XYZ provides pre-built connectors to automate SAP, Oracle, Microsoft, and Google applications. Users can also directly import pre-built assets into the design studio from its marketplace – Bot Store, further enhancing the ease of automation development. It has recently added an OpenAI package to its Bot Store to enable users to add generative AI capabilities into their workflows
- Its control center is accessible via the web along with a dedicated mobile application. Users have the option to set a daily, weekly, or monthly robot schedule. The platform's centralized queueing system and Workload Manager (WLM) enable dynamic load balancing based on process priorities and SLAs, respectively. It can also auto-scale robots to efficiently handle sudden spikes in workload, thereby ensuring uninterrupted operations
- Bot Insight provides pre-configured dashboards to monitor the metrics related to license utilization. The platform has out-of-the-box integration with PowerBI and Tableau. Users can monitor metrics for the underlying IT infrastructure, and it also offers recommendations to optimize infrastructure utilization
- Its attended RPA offering, Automation Copilot (previously named AARI), provides a low/no-code form builder that enables users to design simple, front-end interfaces, and execute and interact with robots and applications. These forms can be used by agents to retrieve and update data in various applications in near real-time, gather inputs and approvals, and execute robots from within business applications
- The platform provides pre-built integrations with speech analytics providers such as Google, Microsoft, and IBM Watson to analyze customer-agent interactions in near real-time and trigger robots automatically based on specific keywords/cues. It also enables the automatic generation of an after-call summary and transcript
- Along with in-house RPA, IDP, task mining, API automation, and process orchestration capabilities, it also provides integration with conversational AI and process mining through partnerships with Google and SAP Signavio, thereby strengthening its value proposition for holistic automation
- Its recent XYZ Pathfinder Program provides guidance to enterprises in their automation journey, including strategy, operating model and governance, process discovery and selection, prioritization, measurement, and scaling of automations
- The platform offers flexible hosting options across on-premise, private cloud, and public cloud (e.g., Google Cloud Platform, AWS, and Microsoft Azure), as well as a hybrid of on-premises and cloud. It is built using loosely coupled microservices, supports multi-tenancy, and can be deployed in a containerized form, making the platform more scalable, flexible, and easier to maintain

Research calendar

Service Optimization Technologies (SOT)

Published Planned Current release

Reports title	Release date
Process Orchestration – Technology Provider Landscape with Products PEAK Matrix® Assessment 2023	November 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	September 2023
Conversational AI Products PEAK Matrix® Assessment 2023	September 2023
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2023	October 2023
Robotic Process Automation (RPA) – Technology Provider Compendium 2023 – Update	December 2023
Robotic Process Automation (RPA) – State of the Market 2023 – Update	Q4 2023

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