

# Process Orchestration – Technology Provider Compendium 2023 – Update

December 2023: Complimentary Abstract / Table of Contents



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[Service Optimization Technologies, Process Orchestration](#)

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- ▶ Enterprise Platform Services
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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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## Background of the research

Everest Group defines Process Orchestration as software that helps enterprise users design, manage, and monitor end-to-end business processes. It includes key capabilities such as process modeling, business rules management, the ability to design user interfaces for capturing/presenting data, hybrid (human + digital) workforce management, and the ability to provide process-related insights. It should be able to orchestrate the flow of work across human workers, digital workers (such as RPA, IDP, and conversational AI), and enterprise applications in long-running workflows.

For the scope of this study, we cover products in the market that are low-code/no-code and broad-based business process-centric products (not focused on a particular use case / function / industry) and are available for independent licensing. The objective of this report is to provide key stakeholders with a snapshot of the process orchestration offerings and capabilities of technology providers. In this report, we present detailed profiles of 24 leading process orchestration technology providers featured on the [Process Orchestration Products PEAK Matrix® Assessment 2023 – Update](#). This report assists process orchestration buyers in selecting providers that can best serve their needs. It also allows technology providers to compare their offerings, capabilities, strengths, and limitations with other providers in the marketplace.

### Each technology provider profile covers the following details of providers' process orchestration offerings and capabilities:

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

#### Scope of this report



**Geography**  
Global



**Providers**  
24 leading process  
orchestration technology  
providers



**Products**  
Process orchestration

## Overview and abbreviated summary of key messages

This report features detailed profiles of 24 leading process orchestration technology providers to assist process orchestration buyers in selecting providers that can serve their needs. It also 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:

### Process Orchestration Products PEAK Matrix® Assessment 2023 – Update

The 2023 process orchestration products PEAK Matrix positioning is as follows:

- **Leaders:** Appian, Kofax, Microsoft, Pega, and SS&C Blue Prism
- **Major Contenders:** AgilePoint, AuraQuantic, Axon Ivy, Decisions, Enate, EvoluteIQ, Firestart, GBTEC, Nintex, Nividous, Oracle, Salesforce, SAP, Ultimus, Zoho, and Zvolv
- **Aspirants:** Automation Anywhere, Kissflow, and PMG

### Profiles of process orchestration Leaders, Major Contenders, and Aspirants

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

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

# The process orchestration compendium report has 24 provider profiles; attached below are the charts to illustrate the depth of the report

Process Orchestration – Technology Provider Compendium 2023 – Update

## Provider 1 profile (page 1 of 8) Overview

**Company overview**  
 Provider 1 Intelligent Automation (IA) platform helps enterprises accelerate the digital transformation of content-intensive workflows and improve productivity. ABC empowers its customers to achieve heightened competitiveness, sustainable growth, and operational excellence.

**Headquarters:** ABC

**Key leaders**  
 • ABC

**Split of process orchestration revenue by buyer industry**

Industry	Percentage
Banking and capital markets	29%
Others	32%
CPG and retail	4%
Insurance	6%
Government and public sector	7%
Manufacturing	10%
Hi-tech and telecom	12%

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

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Process Orchestration – Technology Provider Compendium 2023 – Update

## Provider 1 profile (page 2 of 8) Capabilities

**Capability and offerings**

Category	Offerings
Process design	<ul style="list-style-type: none"> <li>Drag-and-drop interface to design document process</li> <li>Ability to track process changes by business user</li> <li>Pre-defined templates and flowcharts</li> </ul>
Business rules management	<ul style="list-style-type: none"> <li>Configuration of business rules and mathematical expressions</li> <li>Pre-built library/reusable rules</li> <li>Availability of low-code/no-code to generate AI-/ML-based rules</li> </ul>
Low-code/no-code user interface development	<ul style="list-style-type: none"> <li>Drag-and-drop interface forms for end-users</li> <li>Ability to create dynamic user interface</li> <li>Availability of general application development</li> <li>Application development to enable collaboration</li> </ul>

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Process Orchestration – Technology Provider Compendium 2023 – Update

## Provider 1 profile (page 3 of 8) Capabilities

**Capability and offerings**

Category	Offerings
Hybrid workforce management	<ul style="list-style-type: none"> <li>Availability of user interface for tasks/cases in real-time</li> <li>Control center for governance for digital processes</li> <li>Ability to automate pending, ongoing, and completed tasks</li> </ul>
Monitoring and analytics	<ul style="list-style-type: none"> <li>Monitor real-time performance against defined KPIs</li> <li>Ability to create custom dashboards</li> </ul>
Interoperability	<ul style="list-style-type: none"> <li>Availability of pre-built enterprise application connectors</li> <li>Availability of pre-built process mining platforms</li> </ul>
Security and compliance	<ul style="list-style-type: none"> <li>Ability to configure security policies</li> <li>Ability to maintain compliance to minimize compliance risks</li> </ul>
Complementary capabilities	<ul style="list-style-type: none"> <li>Robotic Process Automation</li> <li>Task mining</li> </ul>

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Process Orchestration – Technology Provider Compendium 2023 – Update

## Provider 1 profile (page 4 of 8) Everest Group assessment

**Market impact**

Market impact	
Market adoption	Portfolio mix

**Strengths**

- ABC vision is to help enterprises automate processes, RPA, IDP, task mining, and data management.
- The ABC platform provides a drag-and-drop interface to design document process.
- It offers the ability to define what-if scenarios and monitor the performance of business rules.
- The platform provides low-code/no-code to generate AI-/ML-based rules.
- It comes with a step-by-step wizard to help providers such as Google Cloud AI, IBM Watson, and Microsoft Azure.
- ABC provides various hybrid workforce management systems such as Actico and Red Hat. Introducing these connectors can provide more flexibility to enterprises to choose a BRM system as per their needs and configure complex business rules to their processes.
- While ABC has built-in RPA, IDP, task mining, and API automation capabilities, it currently does not provide either built-in capabilities or partnerships with third-party process mining providers.
- While the platform supports multi-tenant deployment and can be deployed in containerized form, it is not developed using loosely-coupled microservices architecture that can negatively impact the scalability of the platform and the roll-out speed of new features and upgrades.
- Though ABC offers user-based, solution-based, and server-based pricing models, it currently lacks other prevalent models such as fixed-fee, process-based, and hybrid licensing models. Offering these models can enhance enterprises' flexibility in selecting a pricing model as per their specific requirements.
- Clients have expressed better support for backward compatibility testing and more robust querying capabilities in the analytics module, especially when troubleshooting the issues.

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Process Orchestration – Technology Provider Compendium 2023 – Update

## Provider 1 profile (page 8 of 8) Everest Group assessment – Leader and Star Performer

**Market impact**

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Process design and management	Hybrid workforce management	Implementation and support	Commercial Model	Overall

**Limitations**

- ABC current focus is on serving clients in geographies such as North America, Continental Europe, and APAC, and it has a relatively smaller client base in emerging geographies such as MEA and LATAM.
- The platform lacks a low-code/no-code design environment for generating AI-/ML-based predictive rules such as loan default prediction, fraud propensity, and churn prediction.
- It currently does not provide AI-augmented portfolio analysis capabilities to help users rationalize their application landscape. This capability can provide insights into applications' usage and performance metrics, and help determine which applications should be kept, replaced, retired, or consolidated.
- ABC does not offer AI-/ML-based models for predictive maintenance of the processes. Offering these models can help enterprises optimize their processes by identifying potential issues before they cause downtime or disruptions.
- It does not offer pre-built connectors for business rules management (BRM) systems such as Actico and Red Hat. Introducing these connectors can provide more flexibility to enterprises to choose a BRM system as per their needs and configure complex business rules to their processes.
- While ABC has built-in RPA, IDP, task mining, and API automation capabilities, it currently does not provide either built-in capabilities or partnerships with third-party process mining providers.
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# Research calendar

## Service Optimization Technologies (SOT)

Published Planned Current release

Reports title	Release date
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
Process Orchestration Products PEAK Matrix® Assessment 2023 – Update	November 2023
Robotic Process Automation (RPA) – Technology Provider Compendium 2023	December 2023
<b>Process Orchestration – Technology Provider Compendium 2023 – Update</b>	<b>December 2023</b>
Robotic Process Automation (RPA) – State of the Market 2023	Q4 2023
Process Orchestration State of the Market 2023 – Update	Q4 2023

Note: [Click](#) to see a list of all of our published Service Optimization Technologies (SOT) reports





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