



Intelligent Process Automation (IPA) Solutions – Provider Compendium 2024

May 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Service Optimization Technologies



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This report is included in the following research program(s):

Service Optimization Technologies

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- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
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- ▶ Digital Workplace
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- ▶ Global Business Services
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- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
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- ▶ Multi-country Payroll
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- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
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- ▶ Retail and CPG IT Services
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
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Tracking: providers, locations, risk,
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Locations: costs, skills, sustainability,
portfolios

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Introduction

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. With the advent of gen AI, the automation space is experiencing accelerated innovation to create new solutions and upgrade the existing ones to make them more personalized, adaptive, and efficient. 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.

This report includes the profiles of the following 27 leading IPA solution providers: Accelirate, Accenture, Capgemini, Cognizant, Datamatics, Digital Workforce, Exela Technologies, EXL, Firstsource, Genpact, HCLTech, IBM, LTIMindtree, Mphasis, NTT DATA, Persistent Systems, PwC, Reveal Group, Roboyo, Softtek, Sopra Steria, Sutherland, TCS, Tech Mahindra, UST, Visionet, and Wipro

Scope of this report

Geography: Global

Providers: 27 leading IPA solution providers

Solution: Intelligent Process Automation (IPA)

Overview and abbreviated summary of key messages

This compendium provides comprehensive and fact-based snapshots of 27 leading IPA solution providers' offerings and capabilities. Each profile includes the provider's company overview, recent deals and announcements, key clients, commercial model and as-a-Service offerings, key locations with IPA FTEs, adoption and capability overview, IPA FTE split, IPA revenue mix, and solutions portfolio. The study will allow solution providers to compare their offerings and capabilities with other providers and 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:

Overview

- IPA solution providers are partnering with and acquiring companies to expand capabilities and explore new markets in the evolving landscape
- They are introducing gen AI capabilities to platforms and solutions to streamline automation and improve efficiency, aiming to meet the evolving buyer's needs
- Providers are focusing on offering more progressive constructs such as outcome-based and transaction-based commercial models, in addition to the prevalent ones such as FTE and fixed-price models

Capabilities

- The majority of IPA FTEs are dedicated to implementation and consulting services, while cognitive automation and BMP/orchestration have the highest staffing among automation types
- North America stands out as a key geographic region for IPA revenue among the 27 providers assessed
- Banking and capital markets, alongside healthcare and life sciences, emerge as leading industries, reflecting significant adoption and investment within these sectors

Solutions portfolio

- Solution providers are leveraging gen AI to enhance automation capabilities by partnering with tech giants such as Amazon, Google, and Microsoft, as well as pure play providers such as HuggingFace and Cohere
- Orchestration platforms are emerging as IPA solution providers strive to offer enhanced automation coordination and management across organizations

The Intelligent Process Automation (IPA) Solutions – Provider Compendium 2024 report has 27 provider profiles

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Provider 1 profile (page 1 of 4)

Overview

Company overview
 It's vision is to infuse Triple-A (Artificial Intelligence (AI), and every business process transformation. It understands dynam...
 outcome-focused approach, offering a wide range of sustain...
 frameworks around AI, process analytics, and IA, Provider 1...
 process optimization to clients at scale. The provider tailors...
 sector to help its clients transition to the Frictionless Enterpr...
 friction and has a seamless flow of operations.

Headquarter(s): XYZ, XYZ **Website:** y

Key leaders

- Leader 1, Chief Executive Officer of Business Services
- Leader 2, IPA Senior Director, Extended Europe
- Leader 3, Global IPA Offering and Innovation Head, Intell...

Recent deals and announcements (not exhaustive)

- **Jan 2024:** announced a new alliance partnership agreem...
toward more accessible and cost-effective generative AI i...
- **Jan 2024:** announced the launch of commercial activities...
XYZ. XYZ is created with the aim of meeting the specific...
agencies, hospitals, etc.
- **Dec 2023:** appointed XYZ as group CFO for Provider 1, e...
succeeding XYZwho has held the position since 2018

Key clients
Not disclosed

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Provider 1 profile (page 2 of 4)

Capabilities

Split of IPA FTEs by scope of services
100% = 7,000+

70%

Implementation

IPA revenue mix by buyer geography

Geography	Percentage
North America	38%
Continental Europe	44%
UK and Ireland	11%
Others ²	7%

1 Others include advanced analytics FTEs
 2 Others include APAC (except ANZ), ANZ, Latin America, and MEA
 3 Others include healthcare and life sciences, energy & utilities, government
 4 Industry-specific processes for IPA revenue mix by business function includ...
 5 Buyer size is defined as large (>US\$5 billion in revenue), midsize (US\$1-5...
 Source: Everest Group (2024)

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Provider 1 profile (page 3 of 4)

Solutions portfolio

Solutions	RPA	Intelligent document processing
Third-party solutions	UiPath, Microsoft, Automation Anywhere, AntWorks, Kiyon, and Pega	Xtracta, Kofax, Xceptor, Hypr, OpenText, Matica, UiPath, Infradot
Proprietary solutions	XYZ	XYZ

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Provider 1 profile (page 4 of 4)

Solutions portfolio

Top packaged solutions	Process area	Deployment options	Description	No. of clients
XYZ	Across multiple processes	On-premise and cloud (public and private)	A platform designed to enable clients to experiment value and automation cases and industrialize custom generative AI projects. It includes modules such as an experimentation platform, FMOps, generative AI guardrails, reusable solution components, and implementation of LLMs. It aims to address three critical dimensions of generative AI: cost, scale, and trust	Not disclosed
XYZ	Across multiple processes	On-premise and cloud (public and private)	A set of industrialized data and AI engineering accelerators, leveraging DataOps, DevOps, and MLOps features, allowing clients to accelerate time-to-value and decrease setup cost with data and AI platforms	50
XYZ	Across multiple processes	On-premise and cloud (public and private)	A solution that utilizes a blend of process mining, task mining, and data mining techniques to detect bottlenecks and inefficiencies within a process, and constructs a digital twin of the business process to simulate different business scenarios	30

Key orchestration platforms	Description	Independent licensing / Included as part of service delivery
XYZ	An IAaaS platform with near real-time robot monitoring, analytics, and control; it also contains reusable and off-the-shelf assets/robots that deliver holistic IA into business and IT operations	Included as part of service delivery

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Research calendar

Service Optimization Technologies (SOT)

	Published	Current release	Planned
Reports title	Release date		
Robotic Process Automation (RPA) Products PEAK Matrix® Assessment 2023			October 2023
Innovate or Stagnate: The Generative AI Imperative			November 2023
Robotic Process Automation (RPA) State of the Market 2023			December 2023
Generative AI Solutions – Provider Compendium 2023			December 2023
Generative AI: the Key to Unlocking the Full Potential of Intelligent Document Processing (IDP)			January 2024
Revolutionizing Contact Centers			February 2024
Intelligent Process Automation (IPA) PEAK Matrix® Assessment 2024			March 2024
Intelligent Document Processing (IDP), Banking-specific IDP, and Insurance-specific IDP Products PEAK Matrix® Assessments 2024			April 2024
Intelligent Process Automation (IPA) Solutions – Provider Compendium 2024			May 2024
Low-code/no-code API-based Automation			Q2 2024
Intelligent Process Automation (IPA) State of the Market 2024			Q2 2024
Process Mining Products PEAK Matrix® Assessment 2024			Q2 2024
Conversational AI Products PEAK Matrix® Assessment 2024			Q2 2024
Intelligent Automation Platform (IAP) – Technology Provider Landscape with PEAK Matrix® Assessment 2024			Q3 2024
Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024			Q3 2024
Process Orchestration – Technology Provider Landscape with Products PEAK Matrix® Assessment 2024			Q3 2024

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