



Total Value Added (TVA) – Intelligent Automation Platform (IAP)

August 2024: Complimentary Abstract / Table of Contents

Market Report
Service Optimization Technologies



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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
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ 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
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
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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

04 Fact-based research

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

Year-round tracking of 13+ Intelligent Automation Platform providers

Large repository of existing research in Intelligent Automation Platform

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

This report is based on four key steps

Everest Group has adopted a holistic and fact-based approach to assess the TVA of two leading Intelligent Automation Platform (IAP) providers. There are four key steps in this approach:



1 Data gathering

Gathering information from client reference that have implemented IAP:

- Request for Information (RFI) to collect information on platform features, implementation costs, operational benefits, and associated risks
- In-depth interviews with key stakeholders from these client reference to obtain qualitative insights into their journey and understand non-financial benefits



2 Financial modeling and assessment

The inputs collected across the client reference are modeled using the Everest Group's proprietary TVA framework with appropriate assumptions and risk factors to conduct a comprehensive assessment of the RoI achieved by them from their respective IAP provider.



3 Validation

The estimated RoI is validated with the respective client reference.



4 Case study

Both financial and non-financial benefits derived from deploying an IAP over a three-year period are integrated to construct a representative business case.

Background of the research

The number of enterprises adopting a combination of Intelligent Automation (IA) technologies has surged in the recent years, driving the shift from a standalone RPA approach to a comprehensive automation approach to achieve scale and strategic business value. Technology providers have also evolved and now offer unified platforms that bring together different IA technologies, such as Robotic Process Automation (RPA), Artificial Intelligence (AI), process intelligence, and process orchestration. As the stakes and investment levels have gone up significantly, enterprise leaders are looking to make more informed and fact-based sourcing decisions.

In order to support enterprise objectives, Everest Group has conducted an independent and detailed cost-benefit analysis, using its proprietary TVA framework, to assess the RoI obtained by enterprise buyers of two leading IAP providers that participated in this study.

Disclaimer: The RoI analysis of the IAP technology providers included in this report is specific to the enterprise client of that technology provider. It doesn't represent the average ROI achieved across its client base. RoI from IAP could vary significantly based on various organizational factors, and enterprises need to carefully evaluate them to set the right ROI expectations for themselves.

This report includes TVA profiles of two leading IAP technology providers covering the following details pertaining to the RoI achieved by their referenced client:

- Overview of the client organization
- Key drivers and provider selection criteria
- Framework and key assumptions
- Analysis of financial and non-financial benefits
- Analysis of costs
- Risk-adjusted RoI for three-year term
- Net benefit post IAP deployment
- Payback period

Scope of this report

Geography: Global

Providers: Tungsten Automation and UiPath

Product: Intelligent Automation Platform (IAP)

Key components of an IAP

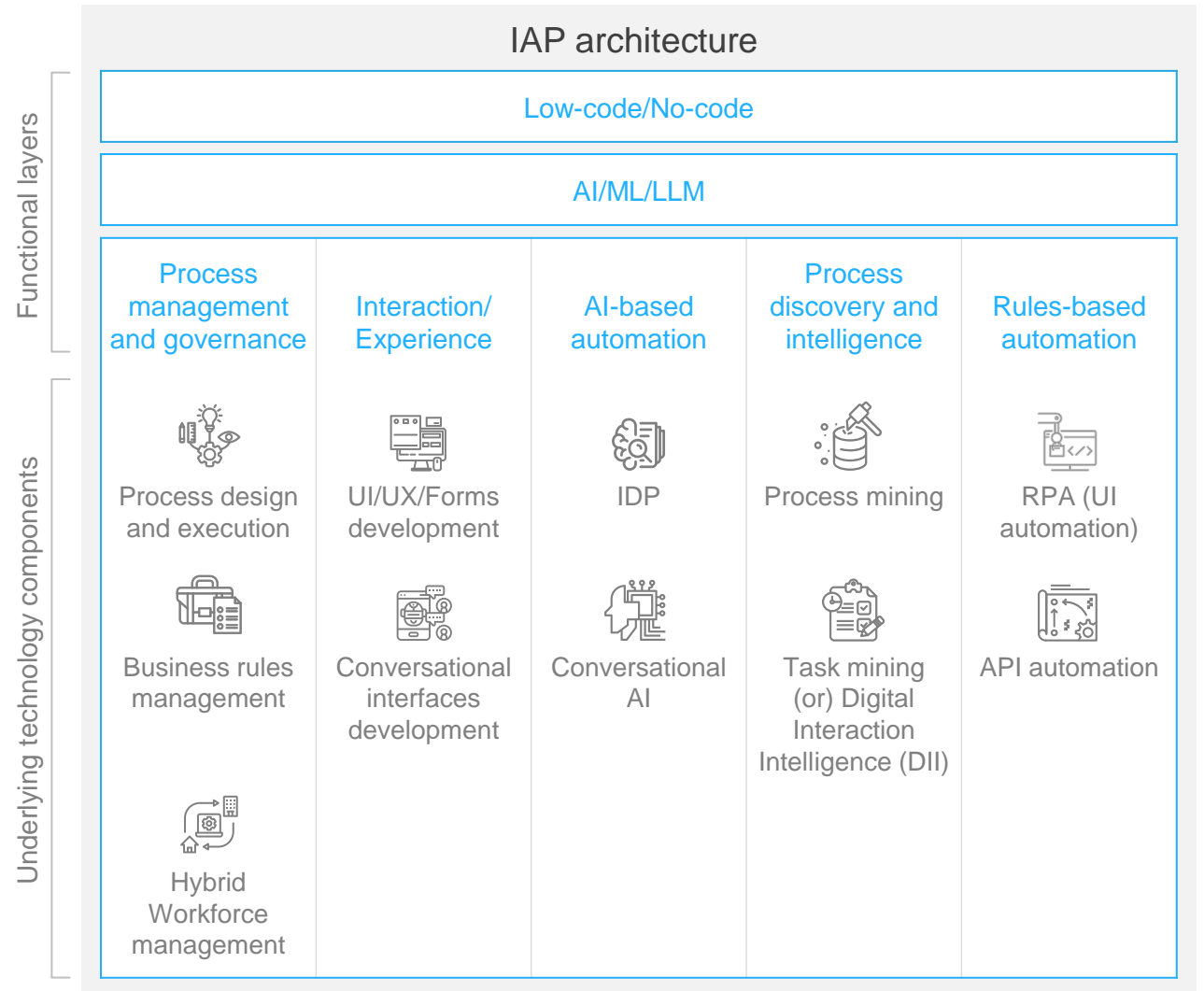
IAP architecture

This architecture diagram provides an overview of the technological requirements to qualify as an IAP.

A unified intelligent automation platform should offer the technological prowess to facilitate human-machine interactions and experiences, offer rules-based and AI-based automation, provide process discovery and intelligence capabilities, and enable end-to-end process management and governance.

Consequently, Everest Group believes that the platform should include one or more technology components (in-house or OEM) that support these functions.

[NOT EXHAUSTIVE]

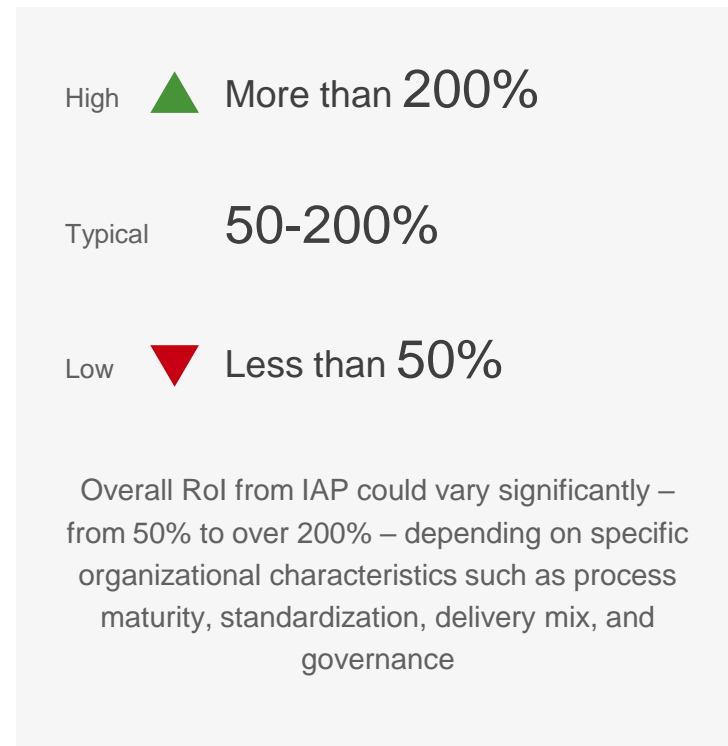


Overview of Return on Investment (RoI) benchmark

RoI from IAP implementation could vary significantly based on various organizational factors

RoI for a three-year term¹

(Percentage of total investment)



Typical organizational characteristics of high

- Alignment with broader business goals and digital transformation efforts including leadership support and cross-functional collaboration
- High alignment of IT and senior leadership to address any roadblocks / change management
- Automation-positive culture embedded across the enterprise with sharing/pooling of IA resources and skills
- Highly standardized, harmonized, and well-documented processes
- Access to clean, structured data facilitating advanced automation capabilities
- Cloud-focused adoption strategies for on-demand computation power and storage for flexible scaling

Typical organizational characteristics of low

- Pursuing automation without clear alignment with business objectives, leading to misallocation of resources
- Hindered by legacy systems, siloed processes, or complex IT environments, causing implementation delays and increased costs
- Failure to address employee concerns or cultural barriers, resulting in low adoption rates
- Low alignment of IT and senior leadership to address roadblocks/change management
- Short-term focus on quick wins rather than long-term strategic automation goals/objectives
- Limited standardization and documentation of processes, leading to low process clarity and readiness for automation

¹ Based on inputs collected from 55 enterprises
Source: Everest Group (2024)

This study offers seven distinct chapters providing a deep dive into key aspects of TVA; below are four charts to illustrate the depth of the report

Executive summary

Tungsten Automation's Intelligent Automation Platform (IAP) is tailored for enterprises seeking to automate workflows, invoices, and documents, offering a scalable, secure, and governable solution for today's digital needs. The platform offers a suite of technologies including Robotic Process Automation (RPA), Intelligent Document Processing (IDP), generative AI, task mining, and process orchestration to enable its clients deploy automations at scale.

Everest Group conducted a detailed interview with an organization that has adopted Tungsten Automation's IAP to understand the RoI delivered by the platform. We collected insights on how Tungsten Automation's IAP was applied to specific processes within the organization, benefits achieved, costs incurred, challenges faced, and key success factors. Everest Group assessed various quantitative and qualitative data derived from the interview and RFI to evaluate the Total Value Added (TVA). The study estimates that this organization achieved a three-year RoI of XYZ% with Tungsten Automation's IAP.

Key benefits

-  **XYZ%**
Risk-adjusted RoI for three-year term
-  **US\$XYZ million**
Net benefit post IAP deployment
-  **~XYmonths**
Payback period

Key drivers and provider selection criteria

Key drivers for IAP adoption



- Increasing process efficiency by detecting and eliminating human error in document processing to reduce the rework rate.
- Scaling automation by identifying human tasks with high automation potential and deploying automations to reduce costs and improve overall productivity.
- Saving money through end-to-end automation and the establishment of a digital workforce to replicate human tasks.
- Reducing manual effort by identifying and automating repetitive tasks.

Top reasons for selecting Tungsten Automation IAP



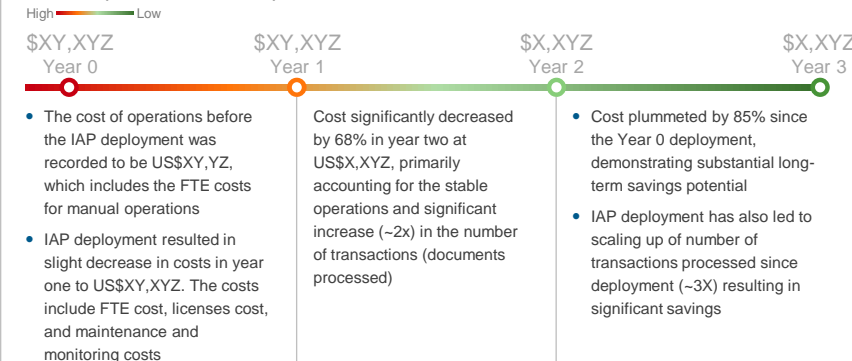
- The streamlined onboarding process of the automation solution ensures rapid setup and deployment.
- The flexibility of the Tungsten solution empowers business teams to redesign processes and develop consistent, automated workflows for repetitive tasks, enhancing efficiency and accuracy.
- Seamless integration with existing system, allowing businesses to incorporate automation solution without disrupting existing workflows or requiring extensive reconfiguration.

Analysis of financial benefits



Total benefits	Year 1	Year 2	Year 3
A1 FTEs	X,XYZ	X,XYZ	XYZ
A2 FTE rate	US\$XY	US\$XY	US\$XY
A3 Process runs/executions	XY,XYZ,XYZ	XY,XYZ,XYZ	XY,XYZ,XYZ
B1 License fee cost saving	\$X,XYZ,XYZ	\$X,XYZ,XYZ	\$X,XYZ,XYZ
B2 Governance cost saving	\$XY,XYZ,XYZ	\$XY,XYZ,XYZ	\$XY,XYZ,XYZ
D1 Actual FTE capacity created	X,XYZ	X,XYZ	X,XYZ
D2 FTE tenure (hours)	X,XYZ	X,XYZ	X,XYZ
Total benefits (A2*D1*D2) + B1 + B2	\$XY,XYZ,XYZ	\$XY,XYZ,XYZ	\$XYZ,XYZ,XYZ
Total benefits (present value)	\$XY,XYZ,XYZ	\$XY,XYZ,XYZ	\$XYZ,XYZ,XYZ
		Discount rate: XY%	

RoI analysis

Cost of operations / 1,000 process runs



Key takeaways

-  85% reduction in costs of operations over a three-year period
-  Consistent downward trajectory underscores the platform's effectiveness in optimizing processes and reducing operational expenses
-  Clear trend of increased efficiency and cost-effectiveness over time, indicated the successful integration and long-term benefits of Tungsten Automation IAP

Research calendar

Service Optimization Technologies (SOT)

	Published	Current release	Planned
Reports title	Release date		
Intelligent Document Processing (IDP), Banking IDP, and Insurance IDP Products PEAK Matrix® Assessments 2024			March 2024
Intelligent Process Automation (IPA) Solutions PEAK Matrix® Assessment 2024			April 2024
Intelligent Document Processing (IDP) – Provider Compendium 2024			May 2024
Intelligent Process Automation (IPA) Solutions – Provider Compendium 2024			May 2024
Process Mining Products PEAK Matrix® Assessment 2024			June 2024
Intelligent Document Processing (IDP) State of the Market 2024			June 2024
Process Mining – Provider Compendium 2024			June 2024
Total Value Added (TVA) – Intelligent Automation Platform (IAP)			August 2024
Process Mining State of the Market 2024			Q3 2024
Digital Interaction Intelligence Products PEAK Matrix® Assessments 2024			Q3 2024
Process Orchestration Products PEAK Matrix® Assessment 2024			Q3 2024
Robotic Process Automation (RPA) – Technology Provider Landscape with PEAK Matrix® Assessment 2024			Q3 2024
Intelligent Automation Platform (IAP) – Technology Provider Landscape with PEAK Matrix® Assessment 2024			Q3 2024
Building Tomorrow's Business: The Strategic Role of Process Orchestration in Intelligent Automation			Q3 2024
The Business Case for Digital Interaction Intelligence			Q3 2024
Digital Interaction Intelligence (DII) Playbook			Q4 2024

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