



# Digital Interaction Intelligence Products – Technology Provider Compendium 2024

October 2024: Complimentary Abstract / Table of Contents

Provider Compendium  
Service Optimization Technologies



# Our research offerings

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

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- ▶ Insurance Information Technology
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- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Payment Integrity Solutions
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
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- ▶ Recruitment
- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
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- ▶ Sustainability Technology and Services
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# Contents

<b>4</b>	<b>Introduction and overview</b>		
5	Introduction		
6	Summary		
7	Background of the research		
<b>8</b>	<b>Provider profiles</b>		
9	ABBYY		
14	Automation Anywhere		
20	Celonis		
26	Cyclone Robotics		
31	EdgeVerve		
37	Epiance		
43	IBM		
48	KYP.ai		
54	Microsoft		
60	Mimica		
66	NICE		
71	Nintex		
77	Optimus Hive		
83	Pega		
89	Skon		
95	Soroco		
101	StereoLOGIC		
106	UiPath		
112	UltimateSuite		
<b>118</b>	<b>Appendix</b>		
119	Glossary		
122	Research Calendar		

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# Background of the research

Everest Group defines Digital Interaction Intelligence (DII) as a type of analytics product that provides a fact-based, technology-driven approach to understanding user interactions on various applications, especially business applications. DII adopts a user-centric lens as opposed to process mining solutions' process-centric lens, resulting in a more granular understanding of as-is processes. This has led to DII being one of the fastest-growing markets in the Intelligent Automation (IA) space. The adoption of DII solutions not only helps enterprises to achieve cost savings and operational efficiencies by optimizing/automating tasks, it also enhances Employee Experience (EX) through better resource allocation. While DII can play a key role in the success of an organization's digital transformation journey, the DII technology is relatively new to many potential buyers in terms of product capabilities, features, and commercial models.

In this study, we assess DII software products that can capture user actions and metadata that are performed together on multiple desktops, to virtually reconstruct and analyze processes that are available independent of professional services.

Each provider profile provides a comprehensive picture of its product overview, company overview, recent deals and announcements, and market adoption. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, which involved interactions with 19 leading DII technology providers. Among them, 11 participated in the RFI process, while 8 did not.

**This report includes the profiles of the following 19 leading DII technology providers:** ABBYY, Automation Anywhere, Celonis, Cyclone Robotics, EdgeVerve, Epiance, IBM, KYP.ai, Microsoft, Mimica, NICE, Nintex, Optimus Hive, Pega, Skan, Soroco, StereoLOGIC, UiPath, and UltimateSuite

## Scope of this report

**Geography:** Global

**Product:** Digital Interaction Intelligence (DII)

# Overview and abbreviated summary of key messages

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

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

### [Profiles of DII providers](#)

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

- Company overview
- Recent deals and announcements
- Market adoption and client portfolio mix
- Product overview and partnerships
- Product capabilities and key enhancements

# The DII compendium report has over 19 provider profiles; attached below are the charts to illustrate the depth of the report

The image displays six overlapping screenshots from a provider profile report, illustrating the depth of the content. The screenshots are labeled as follows:

- Provider 1 profile (page 1 of 6):** Overview section, including company overview, key leaders, and a donut chart titled "Split of DII revenue by buyer industry" showing 20% for CPG and retail, 40% for Bank and financial services, and 40% for Insurance.
- Provider 1 profile (page 2 of 6):** Product overview section, including version number and a donut chart titled "DII revenue mix by buyer size" showing 10% for Midsize and 90% for Large.
- Provider 1 profile (page 3 of 6):** Capabilities and offerings section, listing features like data collection and preparation, AI-powered process discovery, and process conformance.
- Provider 1 profile (page 4 of 6):** Capabilities and offerings section, listing features like process monitoring and insights, integration with complementary capabilities, and security and compliance.
- Provider 1 profile (page 5 of 6):** Capabilities and offerings section, listing features like product architecture and hosting options, product training and support, and commercial model.
- Provider 1 profile (page 6 of 6):** Key enhancements section, detailing areas of improvement in the latest product releases as of December 2023.

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# Research calendar

## Service Optimization Technologies (SOT)

	Published	Current release	Planned
Reports title	Release date		
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
Process Orchestration Products – Provider Compendium 2023 – Update			December 2023
Process Orchestration State of the Market 2023 – Update			December 2023
Robotic Process Automation (RPA) State of the Market 2023 – Update			December 2023
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 Document Processing (IDP) State of the Market 2024			June 2024
Process Mining Products PEAK Matrix® Assessment 2024			June 2024
Process Mining – Provider Compendium 2024			July 2024
<a href="#">Digital Interaction Intelligence Products – Technology Provider Compendium 2024</a>			<b>October 2024</b>
Digital Interaction Intelligence State of the Market 2024			Q4 2024
Process Orchestration Products PEAK Matrix® Assessment 2024			Q4 2024
Process Orchestration Products – Provider Compendium 2024			Q4 2024

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