Conversational AI for IT Management Products PEAK Matrix® Assessment 2024

July 2024: Complimentary Abstract / Table of Contents

Digital Workplace

Everest Group®

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For more information on this and other research published by Everest Group, please contact us:

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Introduction

IT management, once viewed as a mere troubleshooting function, has transitioned into a holistic entity that nurtures Employee Experience (EX) and streamlines business operations. Leading this transformation is conversational AI, which serves as a powerful gateway for organizations on their AI journey, translating AI capabilities into measurable business benefits such as elevating user experience, productivity, and cost efficiency.

There has been continuous innovation in the conversational AI landscape; however, the rise of generative AI and Large Language Models (LLMs) marks a tectonic shift. These technologies can generate human-like text, enabling more natural and context-aware conversations. Generative AI can significantly boost these platforms' performance by enhancing their conversational intelligence and cognitive capabilities, improving data security and quality, assessing multi-modal sentiments, analyzing agent behavior, enhancing virtual agent training, and providing other valuable functionalities.

These dynamics have led to widespread adoption and increased dependency on conversational AI platforms by organizations, especially for IT management support, uncovering new opportunities for growth, and expansion within IT management.

This report includes the profiles of the following 12 leading conversational AI for IT management technology providers featured on the Conversational AI for IT Management Products PEAK Matrix® Assessment 2024:

- **Leaders:** Amelia, Avaamo, and Kore.ai
- **Major Contenders:** Ada, DRUID, HCL DRYiCE, Leena AI, OneReach.ai, Rezolve.ai, and Stefanini SophieX
- **Aspirants:** Hyro.ai and Konverso

Scope of this report

Geography: Global

Product: Conversational AI for IT management

Technology providers: 12 leading conversational AI for IT management technology providers

Overview and abbreviated summary of key messages

In this report, we present an assessment and profiles of 12 leading conversational AI for IT management technology providers featured on the Conversational AI for IT Management Products PEAK Matrix® Assessment 2024.
The assessment is based on Everest Group's annual RFI process (conducted in Q1 & Q2 2024) and interaction with leading technology providers, client reference checks, and year-round tracking of conversational AI for IT management providers.

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

Everest Group Conversational AI for IT Management Products PEAK Matrix® Assessment 2024
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Technology providers characteristics

- Leaders prioritize creating a robust conversational intelligence ecosystem. They develop proprietary LLMs and partner with leading generative AI providers for advanced IT management capabilities. Their focus includes optimizing EX, empowering agents with assistive tools, ensuring accurate responses, and enhancing knowledge management. They also offer robust support and implementation services to their clients

- Major Contenders have enhanced capabilities in conversational intelligence, flow development, agent assist, knowledge management, and sentiment analysis. They deploy innovative solutions across multiple channels to expand their geographic reach. However, they exhibit nearsightedness and need to evolve their long-term vision and product roadmap to focus on providing a holistic conversational AI platform for IT management

- Aspirants are currently increasing investments in their platforms and channeling their efforts toward enhancing capabilities in remediation, dashboarding, customizability, and interoperability. Additionally, they are aiming to carve out their niche by strategically investing in unique capabilities for IT management and specialized IT use cases

This study offers four distinct chapters providing a deep dive into key aspects of conversational AI for IT management market; below are three charts to illustrate the depth of the report

Everest Group PEAK Matrix® Assessment 2024

Illustrative example

Everest Group Conversational AI for IT Management Products PEAK Matrix® Assessment 2024[1]

- ● Leaders
- ● Major Contenders
- ○ Aspirants
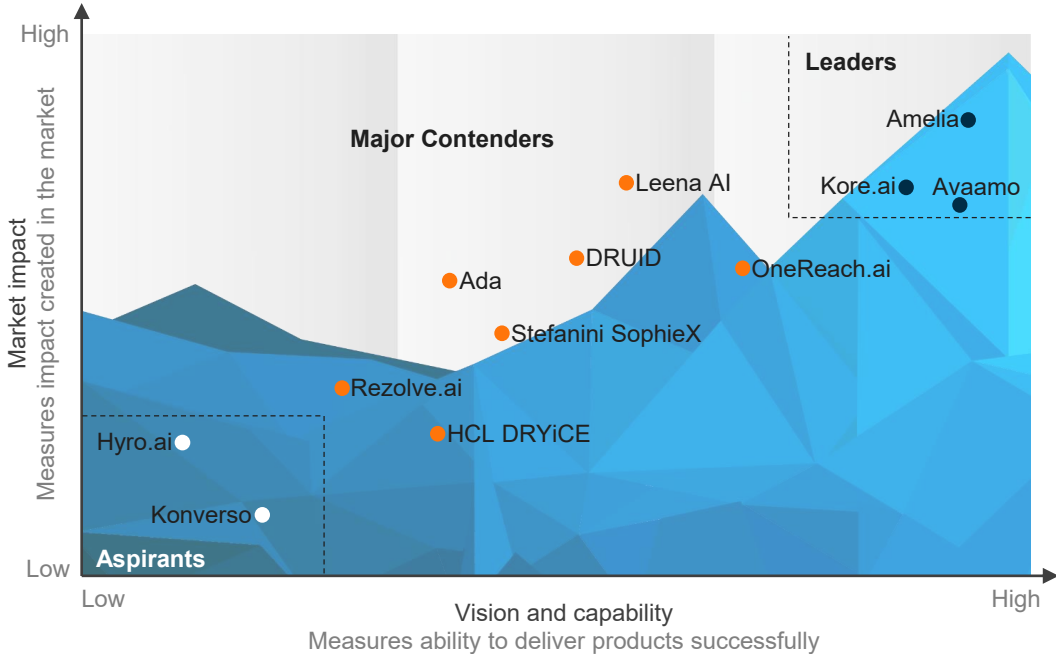
1 Assessments for Ada, HCL DRYiCE, Hyro.ai, and Konverso excludes provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, platform provider public disclosures, and Everest Group's interactions with buyers
Source: Everest Group (2024)

Capability assessment

Illustrative example

Measure of capability: ◔ Low ● High

Providers	Market impact				Vision and capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Implementation and support	Conversational capabilities	Breadth of services	Overall
Provider 1	◔	◔	◔	◕	◔	◔	◔	◔	◕
Provider 2	◔	◔	◔	◕	◔	●	◔	◑	◕
Provider 3	◔	◔	◔	◕	◔	◔	◔	◔	◕
Provider 4	◑	◑	◑	◕	◑	◔	◑	◑	◕
Provider 5	◑	◑	◑	◕	◕	◑	◔	◔	◕
Provider 6	◔	◔	◔	◑	◑	◔	◔	◔	◑

Everest Group's remarks on providers

Illustrative example

Measure of capability: ◔ Low ● High

Market impact				Vision and capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Implementation and support	Conversational capabilities	Breadth of services	Overall
◔	◑	◕	◕	◑	◑	◑	◑	◕

Strengths

- Provider 1 provides robust monitoring capabilities and text and employee-related analytics. It features a centralized dashboard and can generate custom reports that can be shared outside the client's organization, offering flexibility for collaboration with partners
- Enterprises looking for security and compliance features such as in-built, highly integrated (out-of-the-box) credential vaults, and voice biometrics for caller authentication in their platform will find Provider 1 relevant

Limitations

- Enterprises seeking advanced conversation flow capabilities may find Provider 1 limiting due to its constraints in pre-built workflows and its inability to automatically generate new workflows, necessitating that human agents manually create them
- Enterprises looking for customized solutions or the ability to develop their own bots within the platform will not find Provider 1

Research calendar
Digital Workplace

Published   Current release   Planned

Reports title	Release date
Digital Workplace Services PEAK Matrix® Assessment 2023 – North America	September 2023
Digital Workplace Services PEAK Matrix® Assessment 2023 – Europe	September 2023
Shifting Gears: Embracing Experience Level Agreements (XLAs) for Experience Excellence	December 2023
Digital Workplace Enterprise Pulse 2024: Top 5 Service Providers Delivering Superior Value across North America and Europe	February 2024
Unified Communication & Collaboration (UCC) Specialist Services Peak Matrix® Assessment 2024	March 2024
Contextualizing Your Workplace	March 2024
Digital Workplace State of the Market: Trust Loss in the More-with-Less Era	March 2024
Enterprise Playbook to Adopting Copilots	April 2024
Unified Communication & Collaboration (UCC) Specialist Services Provider Compendium 2024	June 2024
Conversational AI for IT Management Products PEAK Matrix® Assessment 2024	July 2024
Conversational AI Platforms for IT Management Provider Compendium 2024	Q3 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – North America	Q3 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – Europe	Q3 2024
Digital Workplace Services for Mid-market Enterprises PEAK Matrix® Assessment 2024	Q3 2024

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