

Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024

August 2024

PEAK MATRIX®

Service Optimization Technologies

Everest Group®

Our research offerings

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

Service Optimization Technologies, Process Intelligence

- Advanced SciTech
- Amazon Web Services (AWS)
- Application Services
- Artificial Intelligence (AI)
- Asset and Wealth Management
- Banking and Financial Services Business Process
- Banking and Financial Services Information Technology
- Catalyst™
- Clinical Development Technology
- Cloud and Infrastructure
- Contingent Staffing
- Contingent Workforce Management
- Customer Experience Management Services
- CX Excellence
- CXM Technology
- Cybersecurity
- Cyber Threat Detection and Response
- Data and Analytics
- Digital Adoption Platforms
- Digital Services
- Digital Workplace
- Employee Experience Management (EXM) Platforms
- Employer of Record (EOR)
- Engineering Research and Development
- Enterprise Platform Services
- Exponential Technologies
- Finance and Accounting
- Financial Crime and Compliance
- Financial Services Technology (FinTech)
- Forces & Foresight
- GBS Talent Excellence
- Global Business Services
- Google Cloud
- 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
- Locations Insider™
- Marketing Services
- Market Vista™
- Microsoft Azure
- Microsoft Business Application Services
- Modern Application Development (MAD)
- Mortgage Operations
- Multi-country Payroll
- Network Services and 5G
- 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
- 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
- Value and Quality Assurance (VQA)

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- Locations: costs, skills, sustainability, portfolios

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Introduction and overview

Research methodology

Background of the research

Focus of the research

Summary of key messages

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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, supports both data analysis and thought leadership

04 Fact-based research

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

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Proprietary database of DII capabilities of 19+ technology providers (updated annually)

Year-round tracking of 19+ DII providers

Large repository of existing research in DII

Executive-level relationships with buyers, providers, technology providers, and industry associations

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This report is based on two key sources of proprietary information

Proprietary database of 19 DII technology providers, which tracks the following elements of each provider:

- The database tracks the following elements of each provider:
  - Document processing and software learning features
  - Interoperability, monitoring, and improvement features
  - Deployment and hosting options
  - Partnerships with service providers and other technology providers
  - Partnerships with service providers and other technology providers
  - Availability and adoption of commercial model(s)
  - IT governance and security
- Proprietary operational information database of technology providers (updated annually), which tracks the following elements of each provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different Lines of Business (LoBs)
  - Portfolio coverage in terms of industry, geography, process areas, and buyer size
- Demonstrations and interactions with technology providers and other industry stakeholders
  - Current state of the market
  - Vision and strategy
  - Annual performance and outlook
  - Opportunities and challenges
  - Emerging areas of investment
- Buyer reference interviews, ongoing buyer surveys, and interactions
  - Drivers and objectives for adopting DII
  - Apprehensions and challenges
  - Assessment of providers' performance
  - Emerging priorities / buying criteria
  - Outcomes achieved
  - Lessons learned and best practices adopted

Providers assessed[1]

ABBYY, Automation Anywhere, celonis, CYCLONE, edgeverve, epiance, IBM, KYP AI, Microsoft, mimica, NICE, nintex, Optimus Hive, PEGA, SkanAI, SOROCO, stereologic, UiPath, ultimate.suite

1 In this study, we have assessed providers' offerings / product capabilities as of December 2023.
The source of all content is Everest Group unless otherwise specified
Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract-specific will be presented only in an aggregated fashion

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Introduction

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.

In this report, we analyze the DII technology landscape across various dimensions:

- Overview of process intelligence software products
- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 19 leading DII technology providers
- Competitive landscape of the DII technology provider market
- Key DII technology trends
- Remarks on the key strengths and limitations of each DII technology provider

This report includes the profiles of the following 19 leading technology providers featured on the DII PEAK Matrix® :

- **Leaders:** EdgeVerve, KYP.ai, Mimica, Skan, Soroco, and UiPath
- **Major Contenders:** ABBYY, Automation Anywhere, Celonis, Epiance, IBM, Microsoft, NICE, Nintex, Pega, StereoLOGIC, and UltimateSuite
- **Aspirants:** Cyclone Robotics and Optimus Hive

Scope of this report

Geography: Global

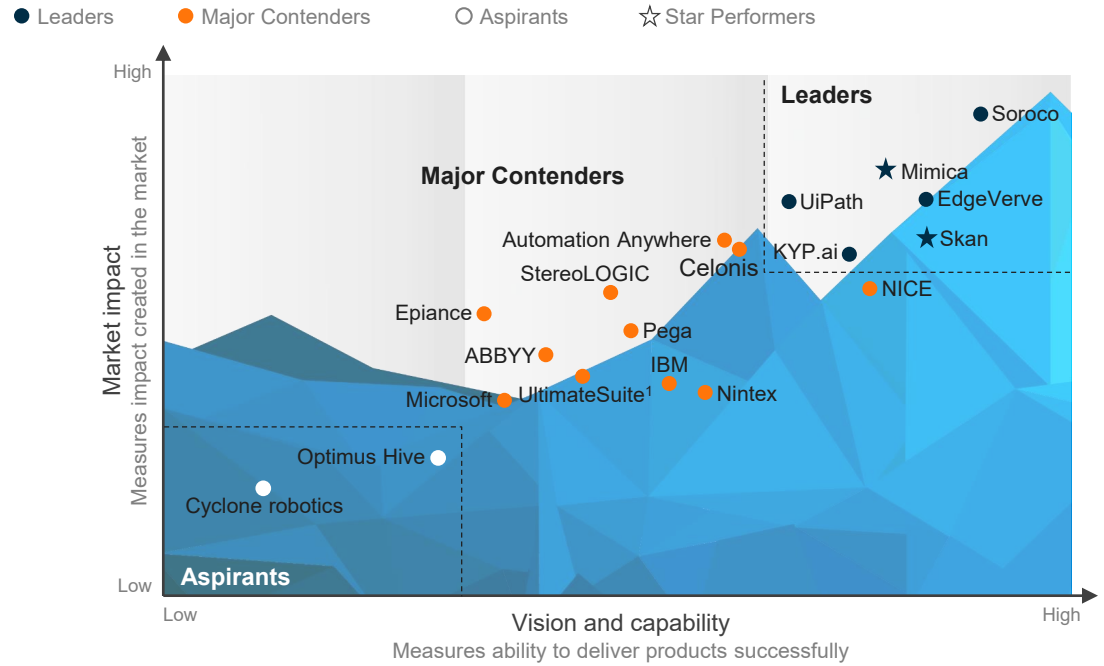
Product: Digital Interaction Intelligence (DII)

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Summary of key messages

- Everest Group classifies DII technology providers on the Everest Group Products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:
  - **Leaders:** EdgeVerve, KYP.ai, Mimica, Skan, Soroco, and UiPath
  - **Major Contenders:** ABBYY, Automation Anywhere, Celonis, Epiance, IBM, Microsoft, NICE, Nintex, Pega, StereoLOGIC, and UltimateSuite
  - **Aspirants:** Cyclone Robotics and Optimus Hive
- Mimica and Skan have demonstrated the strongest Year-over-Year (YoY) movement on both market impact and vision and capability dimensions and have emerged as **2024 DII Market Star Performers**

Everest Group Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024



1 Analysis for UltimateSuite is based on its capabilities before its acquisition by ServiceNow. Assessments for Cyclone Robotics, IBM, NICE, and StereoLOGIC exclude provider inputs and are based on Everest Group's proprietary database, ongoing coverage of these providers, their public disclosures, and Everest Group's interactions with buyers. For these companies, Everest Group's data for assessment may not be complete
Note: Star Performers are selected based on a relative comparison of providers' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Providers with the highest YoY improvement are designated as Star Performers. The Star Performer title does not reflect the overall market leadership position, which is designated as Leaders, Major Contenders, or Aspirants
Source: Everest Group (2024)

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Overview of process intelligence

Introduction to process intelligence

Types of process intelligence solutions

Understanding digital interaction intelligence (DII)

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Introduction to process intelligence

Process intelligence solutions enable enterprises to gain complete visibility into as-is processes using a fact-based, data-driven approach



Defining process intelligence

Process intelligence is a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information from event logs generated by enterprise systems (e.g., Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and/or recordings of activities that users perform on their desktops).

Characteristics of process intelligence solutions



Follow a fact-based approach, with limited reliance on human bias and opinions



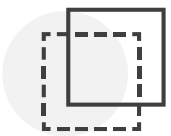
Are technology-driven and easier to scale versus manual discovery techniques



Provide faster time-to-value



Offer greater depth and breadth of information



Facilitate operational transparency



Provide actionable insights on an ongoing basis

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Types of process intelligence solutions

Process intelligence solutions can either include or be grouped into two categories, depending on the nature of data leveraged and the scope of insights generated

Focus of this research



Process mining

Process mining solutions capture process-related information from event logs generated by enterprise systems, such as ERP, CRM, and Supply Chain Management (SCM), to discover and analyze as-is processes; process mining is primarily carried out at a macro level.



Digital Interaction Intelligence (DII)

Digital Interaction Intelligence (DII) provides a fact-based, technology-driven approach to understanding user interactions[1] on various applications, especially business applications. Digital interaction intelligence adopts a user-centric lens as opposed to process mining solutions' process-centric lens – resulting in a more granular understanding of as-is processes.

Current market adoption and maturity of these technologies

Process mining	Digital Interaction Intelligence (DII)
Initial pilot ▶ Early adoption ▶ **Industry adoption**	Initial pilot ▶ **Early adoption** ▶ Industry adoption

1 User actions and metadata, such as keystrokes, mouse clicks, activity screenshots, and application object IDs, are captured/recorded across desktops to create UI logs
Note: In this research, DII or task mining is considered as a complementary capability for process mining solutions
Source: Everest Group (2024)

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Understanding digital interaction intelligence (DII)

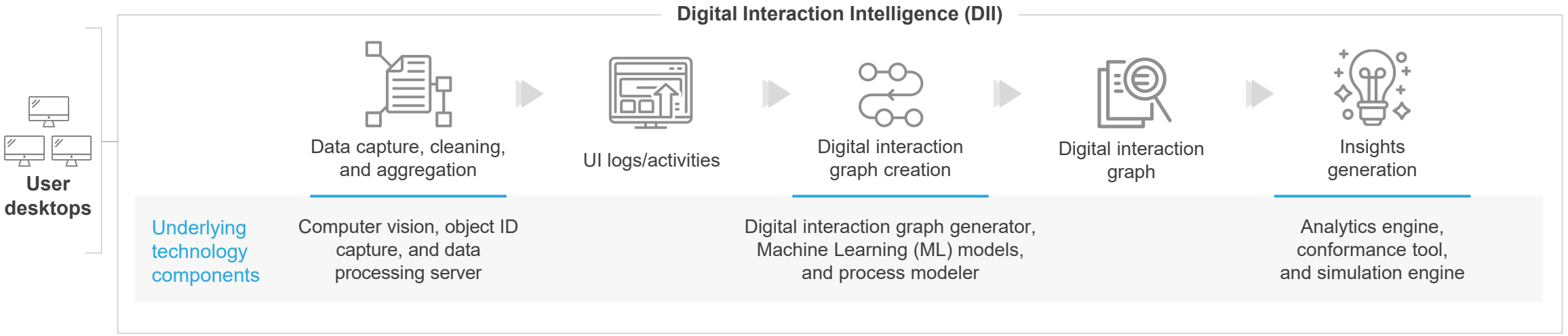
DII solutions leverage user interactions to generate digital interaction graphs and derive relevant business insights for process improvement

Digital interaction intelligence is any software product or solution that can:

Create UI logs: User actions and metadata, such as keystrokes, mouse clicks, and application object IDs, are captured/recorded across desktops to create UI logs

Generate digital interaction graphs capturing the different process variants, with the sequence of tasks/steps along with users and applications involved

Extract relevant business insights, such as task-level automation opportunities



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DII PEAK Matrix® characteristics

PEAK Matrix framework

Everest Group PEAK Matrix for DII

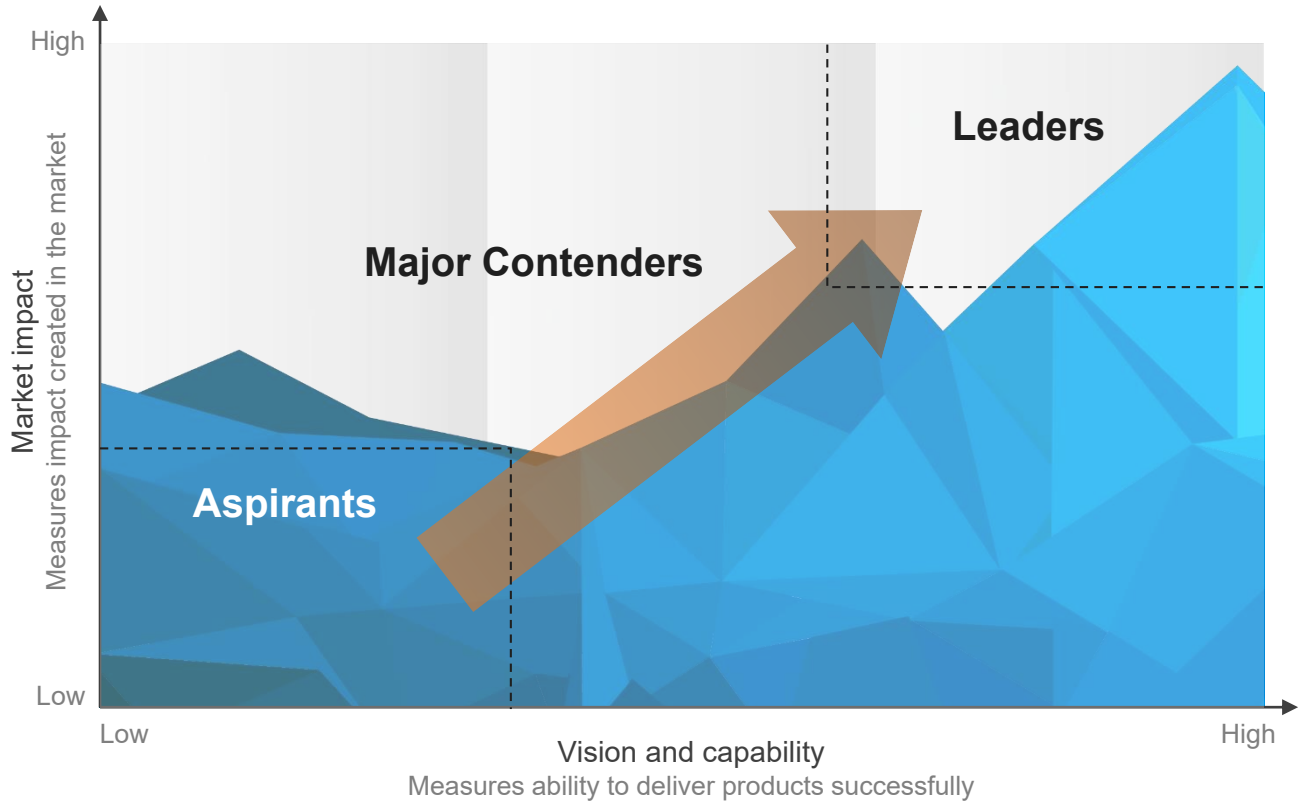
Characteristics of Leaders, Major Contenders, and Aspirants

Technology providers' capability summary dashboard

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Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



Please click Everest Group PEAK Matrix® for more information

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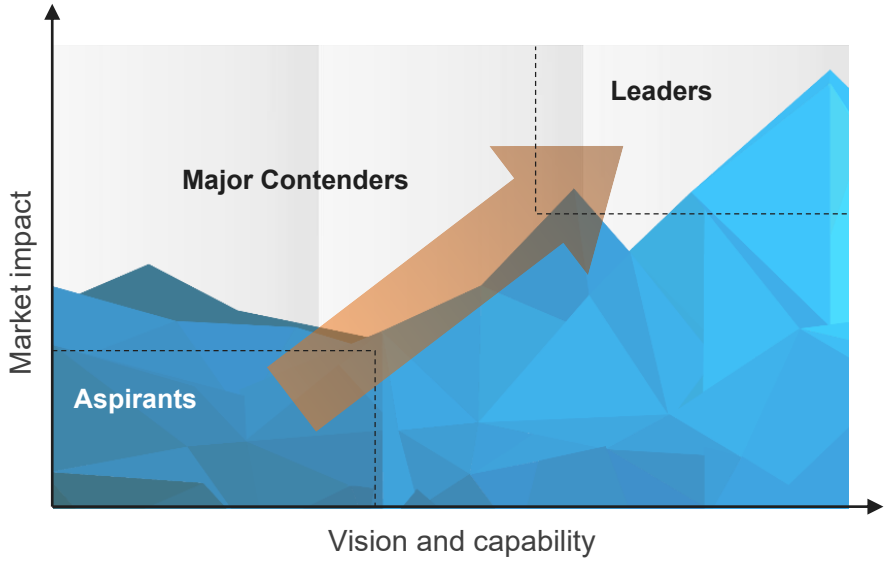
Products PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption
Number of clients, revenue base, and YoY growth

Portfolio mix
Diversity of client base across industries, geographies, and enterprise size class

Value delivered
Value delivered to the client and their satisfaction with the product as well as the support, based on client feedback



Measures ability to deliver products successfully. This is captured through five subdimensions

Vision and strategy
Vision for the client and itself; key investments, future roadmap and strategy

Data preparation and security
Data capture and preparation, AI/ML/LLM, and data security

Monitoring and intelligence
Discover, monitor, and generate insights across people, process, and technology; conformance checking; and AI/ML/LLM

Implementation and support
Product training and support, integration with complementary capabilities, partnerships with service providers, product architecture, and hosting options

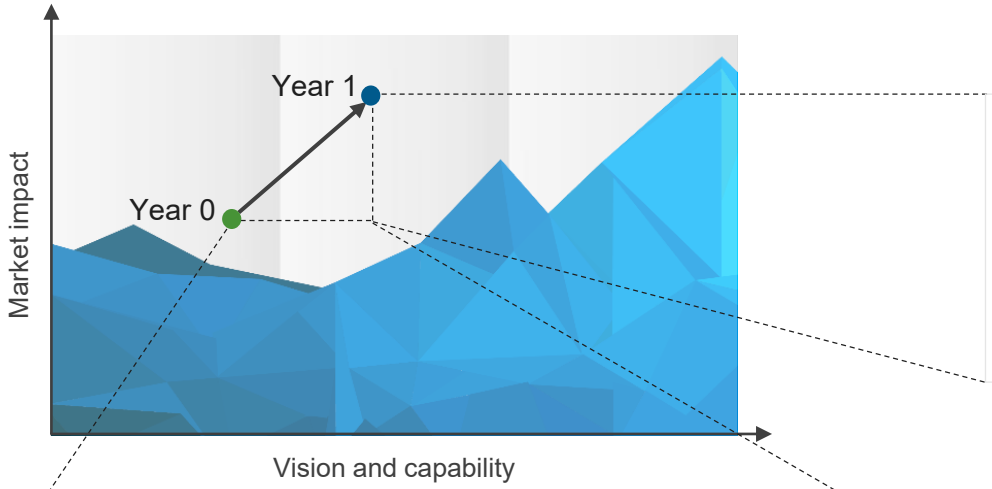
Commercial model
Flexibility, progressiveness, and client adoption of available commercial models

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Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



In order to assess advances on **market impact**, we evaluate each provider's performance across a number of parameters including:

- Yearly YoY revenue growth (absolute and %)
- # of new clients
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each provider's performance across a number of parameters including:

- Innovation
- Increase in product scope and functionality
- Expansion of product associated consulting, training, support, and maintenance capabilities
- Technology/domain specific investments

We identify the providers whose improvement ranks in the top quartile and award the Star Performer rating to those providers with:

- The maximum number of top-quartile performance improvements across all of the above parameters
  AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

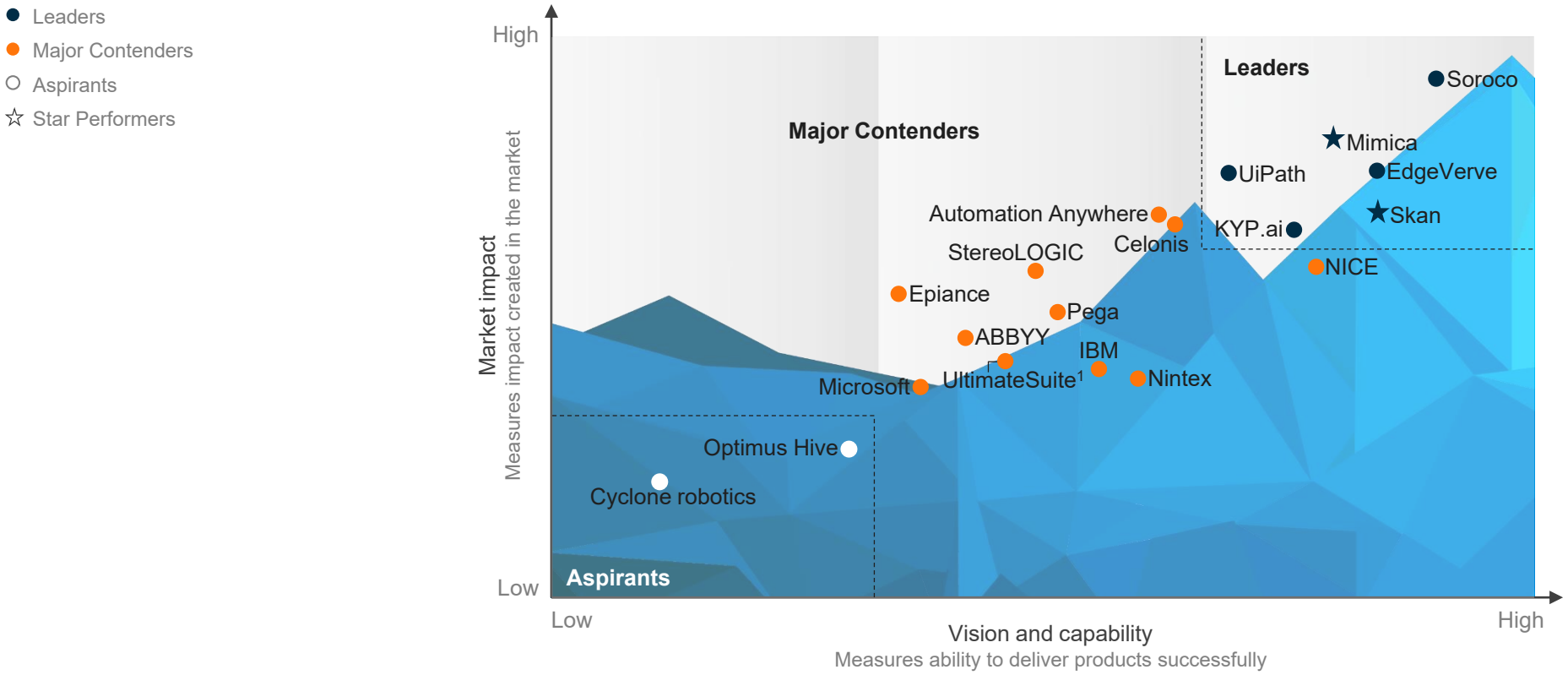
The Star Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

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Everest Group PEAK Matrix®

Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024

Everest Group Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024



1 Analysis for UltimateSuite is based on its capabilities before its acquisition by ServiceNow. Assessments for Cyclone Robotics, IBM, NICE, and StereoLOGIC exclude provider inputs and are based on Everest Group's proprietary database, ongoing coverage of these providers, their public disclosures, and Everest Group's interactions with buyers. For these companies, Everest Group's data for assessment may not be complete
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Source: Everest Group (2024)

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DII products PEAK Matrix® characteristics

Leaders

EdgeVerve, KYP.ai, Mimica, Skan, Soroco, and UiPath

- Leaders continue to solidify their market presence by expanding across major industries and different buyer-size segments. They achieve this through the acquisition of new clients and the scaling of the existing enterprise deployments
- Several Leaders have significantly invested in infusing generative AI capabilities into their DII solutions. These capabilities include leverage of generative AI to identify business intent, enhance process discovery, generate conformance rules, and improve time-to-insights
- They are also focusing on enabling holistic automation by adding complementary technology capabilities either through in-house development or via formal partnerships

Major Contenders

ABBYY, Automation Anywhere, Celonis, Epiance, IBM, Microsoft, NICE, Nintex, Pega, StereoLOGIC, and UltimateSuite

- Following the Leaders, the majority of the Major Contenders have been investing to offer some of the advanced features for AI-powered process discovery, conformance checking, and process enhancement such as root-cause analysis, AI-based simulation analysis, and next-best-action recommendations. Most of them also offer their product as a SaaS offering to customers
- Many Major Contenders also offer solutions for complementary IA technologies such as Robotic Process Automation (RPA) and Intelligent Document Processing (IDP). They focus on identifying and prioritizing automation use cases through task mining. Some of them provide process mining capabilities, either through in-house development or third-party partnerships

Aspirants

Cyclone Robotics and Optimus Hive

- Aspirants are relatively new entrants in the market. They are investing in expanding their core capabilities such as data collection and preparation, AI-powered process discovery, conformance checking, process monitoring and insights, and process enhancement
- Aspirants are strategically establishing their presence by targeting specific geographies, industries, buyer segments, and process areas

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Everest Group has identified Mimica and Skan as Star Performers in 2024

DII market Star Performers	Distinguishing features of market impact in 2024	Distinguishing features of capability advances in 2024	Change in PEAK Matrix® positioning for DII product
Mimica	• Achieved 2X growth in DII revenue and client base in 2023 • Is among the top three providers by revenue in different industries such as healthcare and pharmaceuticals, manufacturing, CPG and retail, travel and logistics, and professional services	• Launched Mimica Monitor to monitor step-level process performance and Mimica Maker to automate processes from discovery to implementation • Enhanced the ability to identify processes for automation based on multiple metrics and generate RPA scripts for the identified opportunities	Strengthened its **Leaders** positioning
Skan	• Experienced strong YoY growth in DII revenue • Experienced in serving enterprises belonging to different industries such as banking, insurance, healthcare and pharmaceuticals, hi-tech and telecom, and government and public sector • Improved its overall client satisfaction score	• Launched Process GPT, which combines generative AI and process intelligence to deliver augmented insights for decision-making • Introduced Self-Service Analytics that allows process owners to build custom analytical views and dashboards via a drag-and-drop interface • Released Skan ProcessDoc to enable SMEs to automate process documentation and Standard Operating Procedures (SOPs) by recording actions as they perform them	Moved from **Major Contenders** to **Leaders**

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Summary dashboard | market impact and vision and capability assessment of providers for DII products 2024 (page 1 of 4)

Leaders

Measure of capability: Low High

	Market impact				Vision and capability					
Providers	Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
EdgeVerve										
KYP.ai										
Mimica										
Skan										
Soroco										
UiPath										

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Summary dashboard | market impact and vision and capability assessment of providers for DII products 2024 (page 2 of 4)

Major Contenders

Measure of capability: Low High

	Market impact				Vision and capability					
Providers	Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
ABBYY										
Automation Anywhere										
Celonis										
Epiance										
IBM										
Microsoft										

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Summary dashboard | market impact and vision and capability assessment of providers for DII products 2024 (page 3 of 4)

Major Contenders

Measure of capability: Low High

	Market impact				Vision and capability					
Providers	Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
NICE										
Nintex										
Pega										
StereoLOGIC										
UltimateSuite										

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Summary dashboard | market impact and vision and capability assessment of providers for DII products 2024 (page 4 of 4)

Aspirants

Measure of capability: Low High

	Market impact				Vision and capability					
Providers	Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
Cyclone Robotics										
Optimus Hive										

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The DII market – competitive landscape

Summary

Market share – by revenue

Market share – by client

Market share – by industry

Market share – by geography

Market share – by buyer segment

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The DII market competitive landscape – summary

- Soroco is the top provider in terms of software revenue; KYP.ai, Optimus Hive, Skan, and UltimateSuite achieved strong YoY growth
- Celonis, StereoLOGIC, and UiPath are the top providers by DII clients; many providers doubled their client base in the past year
- Celonis, EdgeVerve, and Soroco are among the leading providers across the key industry verticals. While StereoLOGIC is leading in the BFSI industry, Celonis is leading in the manufacturing and professional services industries
- StereoLOGIC is the top provider by market share across North America, with Soroco dominating Europe and APAC regions, and Mimica leading in the LATAM and MEA regions
- NICE is dominating the large buyer segment; while Soroco holds the highest share of revenue across midsize and small enterprise buyer segments

Note: Some assessments may exclude technology providers' inputs, and are therefore based on Everest Group estimates, which leverage our proprietary process mining technology providers' database, providers' ongoing coverage, public disclosures, and interaction with buyers
Source: Everest Group (2024)

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Soroco is the top provider in terms of software revenue; KYP.ai and Skan achieved strong YoY growth

Providers' DII software market share by revenue
(providers are listed in alphabetical order within each category)

>10%	Soroco
6-10%	Celonis, Edgeverve, Mimica, NICE, SkanAI, Stereo Logic
2-5%	Automation Anywhere, Epiance, KYP.AI, UiPath
<2%	ABBYY, Cyclone, IBM, Microsoft, Nintex, Optimus Hive, PEGA, Ultimate.suite

Providers' YoY growth in DII software revenue
(providers are listed in alphabetical order within each category)

>100%	KYP.AI, Optimus Hive, SkanAI, Ultimate.suite
61-100%	Automation Anywhere, Cyclone, Edgeverve, IBM, Mimica, Soroco, Stereo Logic, UiPath
40-60%	ABBYY, Celonis, Microsoft, PEGA
<40%	Epiance, NICE, Nintex

Source: Everest Group (2024)

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Celonis, StereoLOGIC, and UiPath are the top providers by DII clients; many providers doubled their client base in the past year

Providers by number of DII clients
(providers are listed in alphabetical order within each category)

>200	celonis, stereo logic, UiPath™
101-200	edgeverve, epiance, NICE, SOROCO
30-100	ABBYY, AUTOMATION ANYWHERE, KYP AI, Microsoft, mimica, PEGA, SkanAI, ultimate.suite
<30	CYCLONE, IBM, nintex, ptimus Hive

Providers' YoY growth in number of DII clients
(providers are listed in alphabetical order within each category)

>80%	edgeverve, KYP AI, mimica, SOROCO
40-80%	ABBYY, AUTOMATION ANYWHERE, celonis, CYCLONE, IBM, Microsoft, ptimus Hive, PEGA, UiPath™, ultimate.suite
<40%	epiance, stereo logic, NICE, nintex, SkanAI

Source: Everest Group (2024)

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Celonis, EdgeVerve, and Soroco are among the leading providers across the key industry verticals

Providers with the largest share of DII software revenue in the top six industry verticals
Top five providers with respect to DII software revenue (in decreasing order within each category)

BFSI	Hi-tech and telecom	Healthcare and pharmaceuticals	CPG and retail	Manufacturing	Professional services
stereo logic	NICE	SOROCO	stereo logic	celonis	celonis
NICE	edgeverve An Infosys company	celonis	SOROCO	mimica	AUTOMATION ANYWHERE
SOROCO	SOROCO	mimica	mimica	SOROCO	UiPath™
edgeverve An Infosys company	AUTOMATION ANYWHERE	NICE	celonis	edgeverve An Infosys company	mimica
SkanAI	celonis	SkanAI	edgeverve An Infosys company	AUTOMATION ANYWHERE	SOROCO

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StereoLOGIC is the top provider by market share across North America, with Soroco dominating Europe and APAC regions, and Mimica leading in the LATAM and MEA regions

Providers' share of DII software revenue in major geographies
Top five providers with respect to DII software revenue (in decreasing order within each category)

North America	Continental Europe	Asia Pacific	United Kingdom	Middle East and Africa	Latin America
stereologic	celonis	SOROCO	NICE	mimica	mimica
mimica	SOROCO	edgeverve	mimica	KYP AI	Automation Anywhere
SOROCO	NICE	NICE	SOROCO	epiance	celonis
celonis	KYP AI	Automation Anywhere	UiPath	Automation Anywhere	SkanAI
edgeverve	UiPath	ABBYY	edgeverve	celonis	PEGA

Source: Everest Group (2024)

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NICE is dominating the large buyer segment; while Soroco holds the highest share of revenue across midsize and small enterprise buyer segments

Providers with the largest share of DII software revenue across buyer segments[1]
Top five providers with respect to DII software revenue (in decreasing order within each category)



Large buyers

- NICE
- SORO CO
- stereo logic
- celonis
- mimica



Midsize buyers

- SORO CO
- mimica
- celonis
- edgeverve An Infosys company
- NICE



Small buyers

- SORO CO
- AUTOMATION ANYWHERE
- UiPath™
- celonis
- Skan AI



SMBs

- UiPath™
- SORO CO
- AUTOMATION ANYWHERE
- epiance
- ptimus Hive

1 Buyer size is defined as large (>US$5 billion in revenue), midsize (US$1-5 billion in revenue), small (US$50 million-1 billion in revenue), and SMBs (<US$50 million in revenue)
Source: Everest Group (2024)

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DII technology trends

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DII technology continues to evolve with a host of new and native capabilities and enhancements, helping enterprises achieve greater business value



Context-aware data capture

- Semantic clustering
- Data capture from virtual desktops



Enhanced data privacy

- Privacy gateway
- Adherence to regulatory standards
- Multi-factor Authentication (MFA)



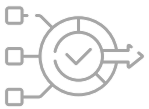
AI-powered task discovery

- Supervised and unsupervised ML
- Discovery of process hierarchy
- Declarative conformance checking
- SOP generation
- Correlating user activity data with event logs



Monitoring and insights

- Business KPI monitoring
- Generative AI-enabled copilot
- Workforce insights
- Application insights
- Copilot opportunity identification



Actionability

- On-screen guidance
- AI-based simulation analysis
- Automating the automation
- Alerts/Notifications

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DII technology trends (page 1 of 4)



Context-aware data capture

Semantic clustering	It refers to the ability to capture and record relevant contextual information for documents and e-mails using semantic clustering alongside the user activity recording to provide context to the captured metadata. For example, in e-mails, it helps users to get information on which thread the email is a part of, the semantics of clustered e-mails, the list of recipients, and all organization activities around the e-mails.
Data capture from virtual desktops	This refers to the capturing of the user activity data carried out on virtual desktops such as Citrix or Virtual Desktop Interface (VDI) environment. While most of the task mining providers can capture data on persistent VDIs, they currently do not offer support for non-persistent VDIs because of their high-security infrastructure (none of the user settings and data are saved after logout).



Enhanced data privacy

Privacy gateway	It refers to a component or module that is designed to enhance data privacy and security in a network. It identifies sensitive information in near real-time and restricts the transfer of any such data to the cloud. It also serves as a point of control or enforcement for privacy-related policies and measures.
Adherence to regulatory standards	It refers to the protection of the privacy of the data. Providers offer features such as the ability to mask sensitive information, including Personally Identifiable Information (PII). Providers are also complying with data privacy regulations such as SOC, GDPR, HIPAA, CCPA, FedRAMP, ISO27701, and other similar laws and regulations, and maintaining the confidentiality of their data.
Multi-factor Authentication (MFA)	It refers to the usage of multiple verification methods to ensure secure access to the DII tools. Since DII handles a lot of sensitive data including PII, securing access through MFA helps protect this data against unauthorized access and potential breaches.

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DII technology trends (page 2 of 4)



AI-powered task discovery

Supervised and unsupervised ML models	For classifying and discovering the tasks, providers offer supervised and unsupervised learning models in task mining solutions. When using supervised learning models, users need to define the transaction objects or user routines to help in the classification of tasks. For unsupervised learning, the tasks are classified and discovered automatically without any manual intervention.
Discovery of process hierarchy	This refers to the hierarchical flows in the process, which is necessary for users to understand and relate to discovered sequences. Users can extract abstractions from the raw data to produce hierarchical flow graphs without requiring any manual inputs. For this discovery of the process hierarchy, metadata needs to be captured from user interactions at run-time.
Declarative conformance checking	This refers to defining the process compliance rules through natural language prompts for conformance checks. It leverages generative AI models to create these rules, which can be further used to identify non-conformant cases and perform root-cause analysis.
SOP generation	This refers to creating SOPs that detail the as-is work patterns described with business goals, KPIs, description of work patterns, and analysis of the work patterns within the organization.
Correlating user activity data with event logs	This refers to combining the captured user activity data or UI logs with event logs based on the case IDs and other contextual data to provide a micro- and macro-level view of the business processes. Few providers have built-in process mining and task mining capabilities that help correlate UI logs and event logs. Some task mining players have formalized strategic partnerships with process mining providers for the same.

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DII technology trends (page 3 of 4)

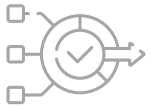


Monitoring and insights

Business KPI monitoring	This refers to the ability to monitor the impact of human-machine interactions on standard business KPIs (e.g., manual processing cost per order) and custom business KPIs. Users can monitor the impact of interaction data on these business KPIs on a continuous / near real-time basis. Further, the users can leverage the Out-of-the-Box (OOTB) improvement opportunity guidance on business KPIs for process standardization and automation.
Generative AI-enabled copilot	It leverages Large Language Models (LLMs) to enable users to query metrics, create charts and tables, and get recommendations for specific process improvements in an intuitive chat interface.
Workforce insights	This refers to measuring the interaction data to generate workforce insights such as the users/teams involved per task, productivity, variance, task duration, copy-paste events, average cases handled by team/user, time spent on productive and non-productive applications, and idle time. Organizations can utilize workforce insights to identify the causes of employee burnout. They can also leverage them to identify employee training/upskilling opportunities.
Application insights	Along with workforce insights, these solutions provide application-level insights, such as the number of applications used in a task, response time of each application, version number of application, and time spent on each application, to cater to use cases such as assessing the impact of application design/ performance on employee productivity and rationalizing the existing application landscape.
Copilot opportunity identification	This refers to identifying the individuals and processes within an organization that are best suited for copilot licensing, measuring adoption over time, and using benchmarks between teams and users to support change management and technology adoption.

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DII technology trends (page 4 of 4)



Actionability

On-screen guidance	Providers have the prescriptive analytics capability to provide on-screen process guidance or recommendations to users in near real-time for improving user productivity and reducing manual effort. This also includes recommendations for optimizing process steps, reducing bottlenecks, or automating tasks to improve the process efficiency and effectiveness.
AI-based simulation analysis	This refers to the built-in capability in the task mining platform to enable users to define scenarios and run simulations to aid business decisions by leveraging AI. It involves configuring what-if scenarios by defining certain attributes/metrics (e.g., number of FTEs, cost per FTE, and throughput time) to examine the impact on potential cost and time savings.
Automating the automation	It refers to the ability that enables users to create or generate RPA workflows based on the discovered maps for the identified opportunities. Some providers offer the ability to directly export the workflows as files to automation design studios that can be further refined or fine-tuned by users. This is a step forward in enabling higher ease of automation development to help enterprises scale up fast.
Alerts / Notifications	A few providers offer the ability to configure near real-time e-mail alerts or notifications for task steps that do not conform to the process definition or process standards. They have also started offering users the ability to configure on-screen pop-ups for tracking idle time (e.g., automatic screen pop-up if idle time exceeds one hour within a day).

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Enterprise sourcing considerations

Leaders

- EdgeVerve
- KYP.ai
- Mimica
- Skan
- Soroco
- UiPath

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EdgeVerve (page 1 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- EdgeVerve's DII offering, AssistEdge Discover, is a generative AI-enabled platform for process discovery and intelligence. It allows enterprises to integrate its solution with process mining, RPA, and AI technologies to optimize processes, convert insights into actions, and boost productivity, thereby maximizing the value of digital transformation initiatives
- It offers a built-in Document Object Model (DOM)-/Component Object Model (COM)-based and computer vision-based recorder to capture user activities performed across multiple desktops through indexing. It leverages Windows API and control handling capabilities to enhance the overall recording experience
- It offers the ability to record user actions performed on productivity applications (e.g., Excel and Word), enterprise applications (e.g., ERP), mainframes, web browsers, and non-persistent VDI
- It enables process discovery by generating an aggregated view of the process, using AI to uncover hidden sequences in captured data, and supports both supervised and unsupervised learning for the classification of tasks
- EdgeVerve offers OOTB dashboards for workforce intelligence and application-level insights such as response time of each application, average cases handled, active/inactive and total hours per agent, user day-wise activity, and day-wise analysis
- It offers various parameters for automation opportunity identification such as automation feasibility, value scores, and potential time and cost savings
- It provides RoI dashboards to assess the impact of digital transformation levers and monitor the effect of human-machine interaction on key business KPIs
- It offers the ability to mask PII data in captured screenshots, enables active directory integration, and supports multi-factor authentication for enhanced data security
- AssistEdge Academy offers online training, self-paced courses, free training modules, role-based training, and online certification courses within its training portal
- EdgeVerve provides product support through an online user community and support forum, and a migration toolkit to assist users in upgrading to the latest version

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EdgeVerve (page 2 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- The majority of EdgeVerve's clients are based out of North America and APAC. It has a limited presence in Continental Europe and the UK and relatively less experience in serving SMBs and small enterprises with annual revenue less than US$1 billion
- It has experience in serving banking and capital markets, hi-tech and telecom, insurance, and manufacturing industries; however, its experience in serving professional services, government and public sector, and healthcare and pharmaceuticals industries is limited
- AssistEdge lacks the ability to capture and record relevant contextual information for documents and e-mails using semantic clustering along with the user activity recording to provide context for the captured metadata; however, it is currently on the roadmap
- Currently, it does not leverage generative AI to create artificial datasets with characteristics similar to real data, which would enable the generation of synthetic UI logs. However, EdgeVerve has indicated that this functionality is on the product roadmap
- It lacks the ability to discover process hierarchies across business units or departments using AI/ML algorithms and to assess rework percentage for identified process loops
- Its ability to define compliance and performance rules for business processes in natural language is a part of the roadmap
- The platform allows process owners and SMEs to define the to-be process model using task capture. However, the ability to do this with a process modeler/designer is currently unavailable and a part of the roadmap
- It lacks the ability to assess the impact of hardware performance on employee productivity and to display on-screen pop-ups if users deviate from the preset standard process
- The solution currently lacks the ability to perform AI-based simulations and create videos and guided learning scripts for training users on standardized or optimized processes
- The platform is compliant with and certified for GDPR and ISO 27701. However, it is not compliant with security standards such as SOC, HIPAA, and FedRAMP

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KYP.ai (page 1 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- KYP.ai aims to accelerate enterprise digital transformation and build a digital workforce by leveraging its DII solution, KYP.ai Productivity 360, to understand business processes and drive real-time, data-driven outcomes for both people and technologies
- KYP.ai Productivity 360 utilizes pattern-matching algorithms to analyze data in any images appearing on the user's screen, enhance data quality, and collect data at various levels
- It offers the ability to record user actions on productivity, legacy applications, mainframes, green screens, non-persistent VDIs, and enterprise applications
- KYP.ai allows users to classify tasks and create process maps using both supervised and unsupervised learning models
- It offers the ability to identify compliance rates at the activity and task levels, define compliance, and set the granularity of a process
- KYP.ai offers OOTB dashboards for the workforce and application-level insights such as activity duration, number of FTEs involved in a particular task, identification of peaks for CPU, memory and network utilization, and computer process and user activity
- It also provides the ability to assess the impact of hardware performance, such as network bandwidth, on employee productivity
- KYP.ai offers in-built LLM to leverage generative AI capabilities. It is investing in offering a generative AI-based conversational interface called Gen AI concierge which generates insights, benchmarks, calls for action, and recommendations based on user queries
- It offers the ability to identify individuals and processes within an organization that are most suitable for Microsoft copilot licensing and measuring the copilot adoption over time
- It enables AI-based simulations through its AI concierge and a partnership with iGrafx, providing next-best-action recommendations to improve business KPIs
- It offers role-based user access, multi-factor authentication, and an enhanced gateway server for hardware provisioning and enhanced data security
- It offers an online training portal, product training, and certification by KYP.ai and certified partners. Additionally, it provides an online support forum with over 950 registered users
- Clients appreciated the ease of use, intuitive user interface, innovation-first approach, customer relationship, and commitment to delivering value. They also highlighted the depth and breadth of the recorded data, and the ability to access the same

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KYP.ai (page 2 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- The majority of KYP.ai's clients are based out of Continental Europe, the UK, APAC, and Middle East and Africa. It has relatively limited experience in North America and LATAM and SMBs and small enterprises
- KYP.ai has experience in serving major industries such as insurance, CPG and retail, healthcare and pharmaceuticals, and travel and logistics; however, its experience of serving banking, hi-tech and telecom, and manufacturing industries is relatively limited
- It has good experience in serving F&A, human resources, and healthcare industry-specific business functions; however, it has relatively limited experience in serving enterprise's needs around BFSI, manufacturing, and telecom industry-specific process areas
- KYP.ai does not offer the ability to monitor processes against key business KPIs (e.g., processing cost per invoice and gross operating margin per case) and recommend actions to improve these
- While the solution offers various security and risk features to handle sensitive information and ensure data protection and privacy, its ability to mask PII data in the captured screenshots is currently not available and is a part of the roadmap
- While the solution is compliant and certified with SOC, GDPR, and HIPAA, it is not compliant with the FedRAMP and ISO27701 regulations
- While KYP.ai offers an embedded help tool and an online user community and support forum, it currently only offers 24/7 product support to its premium clients and lacks a free community version of the product
- Currently, KYP.ai only offers user-based licensing. There is scope to provide more flexibility to clients by exploring other commercial models such as analyst-/developer-based, server capacity-based, hybrid models, and consumption-based licensing models
- Clients have indicated the scope to enhance their conformance-checking ability, process mapping tool, and enhancements to generative AI capabilities

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Mimica (page 1 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Mimica envisions helping enterprises continually improve, monitor, and automate processes via its product solutions such as Miner, Mapper, Monitor, and Maker
- It leverages Miner, a built-in recorder for DOM-/COM-based and image-based recording to capture user actions, Mapper to aggregate data across employees and generate process maps using AI/ML algorithms, Monitor to monitor step-level process performance, and Maker to automate processes from discovery to implementation stages
- It focuses on identifying case IDs and discovering tasks with minimal human intervention. It allows users to train AI/ML models by uploading datasets and defining parameters
- It allows enterprises to perform conformance checks and identify deviations. It also offers root-cause analysis to detect the underlying causes of those deviations
- The platform offers OOTB dashboards that provide insights such as potential time and cost saved, applications used, duration of the tasks, possible decision paths in the tasks, and distribution of handle time. Clients consider the comprehensiveness of the amount of information that Mimica can process as a strength
- It leverages AI/ML algorithms to create scenarios and run simulations. It also offers the ability to measure the impact and RoI of change by comparing various what-if-scenarios
- Mimica allows the users to identify tasks for automation based on multiple metrics (e.g., total SMEs involved, actions, virtualized actions, clicks, inputs, decisions, applications, and websites) and enables users to generate RPA scripts for the identified opportunities
- Mimica automatically anonymizes PII data and offers other security features such as role-based access controls and active directory integration. The platform is compliant with security standards, such as GDPR, SOC2, ISO27001, and FedRAMP
- It supports deployment on-premises, on private cloud, and on public cloud (such as AWS and Azure) with hybrid deployment models. It is also delivered as a SaaS offering
- Mimica provides online, self-paced, role-based training; online certification courses; and free training modules. It also offers online training in English, German, and Spanish
- Clients indicated data accuracy, product support, ease of use, customer-centric approach, process customization, and its robust AI engine as its strengths

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Mimica (page 2 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- The majority of Mimica's clients are based out of North America and are large enterprises (with annual revenue greater than US$5 billion). It has a limited presence in Continental Europe, APAC, and the UK and relatively less experience in serving midsize, small, and SMB enterprises
- While it has experience in serving business functions business functions such as F&A, and BFSI industry-specific processes, it has relatively limited experience in serving enterprises' needs around manufacturing-specific, telecom-specific, and retail-specific processes
- Mimica does not presently offer the ability to define compliance and performance rules for business processes in natural language
- While it currently provides the ability to configure near real-time e-mail alerts for task steps that do not conform to the process definition, Mimica does not offer the ability to display on-screen pop-ups if the user deviates from the process definition
- Mimica lacks the ability to monitor processes against key business KPIs (e.g., processing cost per invoice) and recommend actions to improve those KPIs
- It does not provide near real-time on-screen guidance or recommendations around effort reduction or productivity improvement to users
- It has a limited technology provider partner ecosystem around complementary technology areas such as process mining, IDP, and process orchestration
- Mimica presently offers a consumption-based pricing model based on the number of AI units consumed by the enterprise. It can consider offering other licensing models such as server-based or hybrid models to provide more flexibility to its clients. Even clients have highlighted difficulties in understanding the licensing model
- Mimica lacks investments in generative AI capabilities for process discovery (e.g., conversational interface to handle user queries and provide insights, improve the accuracy of discovery, and next-best-actions recommendations)
- Clients expect Mimica to improve the performance of the tool, increase delivery speed, enhance system debugging, document the process steps, track actual cost savings versus predicted savings, and reduce the time to obtain the outcome

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Skan (page 1 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Skan envisions enabling enterprises to continuously measure, analyze, and improve operational metrics, helping them to maximize RoI and ensure process compliance through its process intelligence platform and digital operations control tower
- It has context-aware data capture that records the business context to enable discovery and classification of processes. It can also record user actions performed on enterprise applications, legacy applications, green screen applications, and non-persistent VDIs
- The platform allows users to leverage both supervised and unsupervised learning to classify tasks to a particular process for generating process maps
- It introduced self-service analytics, which allows process owners to build custom analytical views and dashboards via a drag-and-drop interface. It also released Skan ProcessDoc to enable SMEs to automate process documentation and SOP creation
- Skan provides workforce intelligence and application-level insights such as user productivity, effort required, capacity required, utilization, proficiency, tenure analytics, application usage, data flows, and IT support per process
- It offers compliance-related capabilities such as a digital operations control tower to get a real-time process view, statistical process control to identify deviations related to process KPIs, a notification center for viewing alerts related to process deviations, and a process health index for benchmarking processes
- Skan offers the ability to conduct AI-based simulation analysis and determine the impact and RoI of change initiatives by comparing various what-if scenarios
- It launched Process GPT, which combines generative AI and process intelligence to deliver augmented insights for real-time decision-making. Its Process GPT capabilities include askSkan, a prompt-driven conversational platform for process discovery
- The platform offers key security features such as PRISM gateway, data masking and anonymization, role-based access control, and multi-factor authentication. Data security was highlighted as a strength by the clients as well
- Clients indicated UI/UX support, ease of deployment, flexibility, product support, and strong vision as its key strengths. They also highlighted its insights generation on different KPIs and speed of discovery of insights as other major strengths

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Skan (page 2 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- Skan largely serves BFSI enterprises in the North American market and has limited experience in serving enterprises in other industries such as telecom, professional services, and the government and public sector. It also has a relatively low presence in other major geographies including Continental Europe, APAC, and the UK
- Though the platform offers the ability to identify the start and stop points of each task using a built-in AI engine, it does not have the functionality to alter the start and stop points of a process or a task. It presently does not allow users to edit or modify process steps within the process model
- Although the platform offers the ability for process owners or SMEs to define the to-be process model using task capture, it lacks the functionality for a process designer
- It can further enhance the value proposition of its product by offering a conversational interface for users to provide questions to the task mining solution and derive the required insights (currently on the roadmap)
- The product currently lacks the ability to provide near real-time on-screen guidance or recommendations around effort reduction or productivity improvement to users
- Skan currently does not leverage AI/ML to predict any expected KPI breach. It does not also provide the ability to create RPA scripts for the identified automation opportunities. Even the clients expect Skan to enhance the ability to identify automation opportunities
- The platform is compliant with SOC and GDPR industry standards. However, it is presently not compliant with standards such as HIPAA, FedRAMP, and ISO27701
- While Skan provides an online portal for training and certification, it presently does not have training partners, limiting the accessibility of its product training for clients. It presently also does not offer an online support forum, which may lead to delayed issue resolution
- Clients indicated further scope to add more generative AI features, enable configuration without the need for SME's initial setup, integrate with complementary technologies such as process mining, and derive insights from unstructured data

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Soroco (page 1 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Soroco aims to help enterprises enhance employee productivity and improve the business value derived from digital transformation through its Scout offering. Scout helps analyze interaction data to discover processes and assess the impact on business outcomes
- It has a deep capture engine powered by an Edge AI model that collects digital interactions at the Operating System (OS) level. It captures metadata, browser DOMs, object IDs, visual cues on screen, mainframes layouts, and green-screen layouts (e.g., Citrix)
- Soroco allows enterprises to leverage supervised and unsupervised learning to classify tasks and discover processes. Through supervised learning, process SMEs can teach instances of their processes to Scout, and it learns process signatures, thereby discovering underlying sequences in the process
- It allows users to modify process steps within process maps by providing feedback, configuring start and stop markers, and laying out process flows into swimlanes
- Soroco enables business users to analyze how work is done using hierarchical flow graphs and these graphs provide a high-level business intent of the user
- It offers a root-cause analysis capability to identify the cause of path deviations via reason flows. These flows help organizations uncover the underlying reasons behind how a specific team performs their work
- Soroco launched Work Graph Explorer, a visual tool for analysts and data scientists to uncover new opportunities for optimization from the work graph
- It offers workforce insights (cases handled and duration), application insights (switching time, application usage, and migration index), and compliance metrics (variance, step deviation). Clients consider Soroco's broader application portfolio as a key strength
- Soroco offers the ability to determine the automation potential for processes. It also provides multiple out-of-the-box applications to rationalize the spending on technology and data storage and eliminate data silos or data duplication within organizations
- It allows continuous monitoring of processes against key business KPIs (e.g., efficiency, team productivity, and employee experience), and recommends actions (e.g., RPA, IDP, user training, and email templatization) to improve these KPIs and track them over time
- Clients have highlighted ease of deployment and implementation, Soroco's adaptability, and leverage of generative AI in its use cases as key strengths

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Soroco (page 2 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- Soroco's client portfolio is skewed toward midsize and large enterprises with revenue greater than US$1 billion; it has limited experience in serving small enterprises and SMBs
- There is scope for Soroco to enhance the value proposition of its Scout product further by offering capabilities such as a generative AI-based copilot to recommend actions and execute those actions and
- Soroco lacks packaged solutions (e.g., pre-built dashboards with pre-defined metrics) for F&A and HR functions that account for over 30% of the total deployment of DOO solutions in the market. This would lead to longer implementation time and the time-to-value of these key enterprise functions
- It lacks an enhanced gateway server where the hardware is provisioned, and data is secured on-premise. The platform is presently not compliant with industry standards such as HIPAA, FedRAMP, and ISO27701
- While the product architecture is based on microservices, adding support for multi-tenant deployments could enhance the scalability of the platform
- Soroco currently provides classroom and online training only in English; there is scope to offer training in other local languages as well. Clients expect Soroco to add simulated training, by offering courses aligned to specific industry-specific use cases
- Soroco currently does not offer an online support forum, which may lead to a longer issue resolution time
- It does not offer a free community version of its task mining product. This could limit its familiarity and adoption in the market, especially among small enterprises and SMBs. Clients consider Soroco's price points to be higher compared to its peers
- Clients indicated there is scope for Soroco to be more proactive in terms of communicating their product vision and roadmap items

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UiPath (page 1 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- UiPath aims to provide enterprises with a holistic process intelligence solution and achieve a state of continuous discovery and improvement by leveraging AI, task mining, process mining, and communication mining
- It leverages UiPath Studio's DOM-/COM-based recording technology to capture user actions and enable SMEs to record, define, or edit the to-be process model via UiPath Task Capture or built-in process modeler
- It captures screenshots of user action across multiple desktops. It also allows users to refine the collected data by editing the screenshots of collected actions
- It leverages unassisted task mining to identify repetitive tasks and assisted task mining to capture task variations and merge them into a task graph
- UiPath Task Capture enables the process owners to define the to-be process and leverage it for benchmarking analysis
- It offers OOTB dashboards with workforce, application, and conformance and compliance-related insights. It can identify task automatability, which can be prioritized in the UiPath Automation Hub on factors such as RoI and development effort
- UiPath offers recommendations to improve process KPIs by suggesting pre-built automations based on applications and usage patterns. Users can configure alerts for conditions where certain steps deviate from the defined pattern in the captured data
- The platform is compliant with SOC2, HIPAA, ISO 27001, ISO 9001, and HiTRUST. Its key security features include role-based access, data encryption and decryption, a pre-built LLM gateway, and automatic PII masking of sensitive data
- UiPath supports deployment on-premises, and on public cloud and private cloud. It is built using loosely coupled microservices and container-based architecture for both SaaS and self-hosted environments

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UiPath (page 2 of 2)

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- UiPath continues to service clients in professional services, manufacturing, and telecom sectors. However, it has relatively limited experience in serving clients belonging to other verticals such as BFSI and CPG and retail
- UiPath currently lacks OS-level data capture and does not collect the business context for the performed tasks
- The platform does not offer the ability to record natural language to annotate discovered processes, which can be leveraged for training purposes
- While the platform can employ unsupervised learning, it currently lacks supervised learning techniques to classify tasks into processes. Adding this capability would help users better train these models for discovering processes with better accuracy
- UiPath lacks key workforce and application-related insights such as the effort and capacity required, case coverage, proficiency, and response time of each application. It also does not offer any hardware or machine-related insights
- UiPath currently lacks enhancement and monitoring features such as the ability to monitor the impact of human-machine interaction on business KPIs and evaluate the impact of digital transformation levers
- It currently does not have the ability to conduct task-level simulation analysis to define scenarios and measure the potential impact on the tasks
- There is scope for UiPath to offer a generative AI-based chat interface to allow users to provide natural language prompts and get insights into discovered processes
- The platform does not offer the ability to display on-screen pop-ups if a user deviates from the standard process
- There is further scope to provide a process documentation feature that summarizes the information on process variants, process maps, non-conformant cases, analysis of key process KPIs/metrics, etc. This feature is currently on the roadmap

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Enterprise sourcing considerations

Major Contenders

- ABBYY
- Automation Anywhere
- Celonis
- Epiance
- IBM
- Microsoft
- Nintex
- Pega
- StereoLOGIC
- UltimateSuite

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ABBYY (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- ABBYY, through its comprehensive, zero-coding process intelligence platform, envisions empowering enterprises to discover, understand, and manage a broad range of business processes. It offers DII capabilities through its Timeline platform
- ABBYY provides the ability to record user actions performed on productivity applications and enterprise applications across multiple desktops. It also captures the work performed on virtual desktops such as Citrix or VDI
- It provides the ability to capture and record relevant contextual information along with user activity recording while protecting any sensitive information in the activity logs
- It offers both supervised and unsupervised learning technology for task classification within a process, allowing for the discovery of processes
- The platform offers pre-configured analysis tools, which display different paths of the process, enabling the ability to perform root-cause analysis to detect the causes of process deviations. It also provides the ability to detect process loops and assess the rework percentage for these detected loops
- It offers workforce intelligence metrics such as average cases handled and idle time per user, and application-level insights such as time spent on each application per user
- It provides the ability to display various automation opportunity identification metrics in OOTB dashboards, such as the automation potential of a task in terms of gains and complexity
- The platform provides advanced security features such as the encryption of customer data with FIPS compliance, data obfuscation, two-factor authentication, and continuous data backup performed by AWS
- ABBYY supports deployment on-premises, on private cloud, and on public cloud. It is also available as a SaaS offering and is built using loosely coupled microservices and a containerized architecture
- ABBYY provides an online portal for training and certification, containing role-based training courses as well. It also offers an online user community and support forum, ensuring quick issue redressal

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ABBYY (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- ABBYY continues to serve clients majorly in North America, APAC, and the UK, and has relatively limited experience in the Continental Europe, LATAM, and MEA regions
- While the platform supports both DOM-/COM-based and image-based object identification styles, it does not offer a pattern-matching algorithm to analyze the data in images appearing on the user's screen
- ABBYY Timeline currently lacks the ability to export captured UI logs as a file and extract specific information within screenshots, limiting data portability and analysis
- The platform does not offer the ability to add step description, notes, and exceptions in the recorded content. It also does not provide a centralized repository to store the discovered process maps
- It does not provide important workforce intelligence metrics such as the number of FTEs involved in a particular task and application rationalization insights such as the time spent on each application per team, and the version number and response time of each application
- It does not have the ability to monitor processes against key business KPIs, such as processing cost per invoice, or to recommend actions to improve these KPIs
- The platform lacks generative AI features that enhance data collection and process enhancement capabilities such as leveraging AI to create artificial datasets and to predict and highlight any expected KPI breach
- It does not offer the ability to provide on-screen guidance to users in real-time to improve productivity. The ability to recommend technologies to automate identified tasks is currently not available
- The platform does not support integration with complementary capabilities such as process orchestration and conversational AI or chatbots
- While ABBYY offers an online portal for training and certification, it currently lacks training partners, which limits the accessibility of its product training for clients

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Automation Anywhere (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Automation Anywhere helps enterprise accelerate their digital transformation journey by leveraging cloud and generative AI through their IA platform with DII, IDP, RPA, and process orchestration capabilities
- It offers a built-in DOM-/COM-based and computer vision-based recorder to capture user activities performed across multiple desktops through indexing
- It allows the silent recording of user activities without the need to manually start or stop the recordings, along with capture screenshots for each user action across multiple desktops. It offers separate browser extensions for capturing data from web browsers
- It supports process discovery by generating an aggregated view, enabling AI/ML model training, and detecting loops within a process model
- It enables process owners to define the to-be process model by using a process modeler/designer. It provides the ability to perform variant analysis to identify the optimal variant and measure the impact of deviations on different KPIs
- It offers drag-and-drop features to create customized dashboards based on user requirements and the ability to create custom metrics for monitoring and analysis
- It offers OOTB dashboards for the workforce and application-level insights such as activity duration, number of FTEs involved in a particular task, and the time spent on each application
- It offers the ability to identify automation opportunities based on different metrics such as activity duration, number of FTEs involved in a particular task, number of applications used in each task, idea crowdsourcing, and the time spent on each application. It enables users to generate RPA scripts for the identified automation opportunities
- The solution is certified and compliant with SOC, GDPR, HIPAA, and FedRAMP, and offers multiple Privacy Enhanced Gateway (PEG) modules to restrict the transfer of sensitive information in near real-time. It has the ability to mask the PII data in captured screenshots
- The Automation Anywhere University offers instructor-led, online, self-paced, and role-based training tailored for positions such as business analysts and data scientists

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Automation Anywhere (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- Automation Anywhere does not provide the ability to capture and record contextual information for e-mails and documents by using semantic clustering and user activity
- It lacks supervised ML models for task classification and generation of process maps in BPMN 2.0 format. It lacks the ability to enable users to store discovered process maps and generate video playback for employee training
- It does not provide the ability to integrate business context such as process hierarchy and case data across functions and organizational levels
- There is scope to offer the ability to identify compliance rate at the activity and overall task level, conduct conformance checks, and leverage NLP to define rules for compliance and performance in business processes
- It does not have the ability to monitor processes against key business KPIs, such as processing cost per invoice, or to recommend actions to improve these KPIs
- Currently, it does not provide a generative AI-based chat interface for users to provide natural language queries and get process insights
- It does not offer the ability to configure near real-time e-mail alerts to managers if the user does not conform to the process definition
- It lacks the ability to evaluate the effect of hardware performance on employee productivity and show on-screen pop-ups when a user deviates from the present standard process
- It does not offer the ability to perform AI-based simulations including the creation of possible scenarios and running of simulations by leveraging AI/ML
- The lack of a free community version for its DII product could hinder its recognition and acceptance in the market, especially among small enterprises and SMBs. Currently, the release notes are not accessible on the website, but it is on the roadmap
- While the solution can be deployed on the public cloud, there is scope to deploy it on a private cloud, where the recorder can be deployed on-premise and the analysis is carried out on the private cloud

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Celonis (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Celonis offers a process intelligence platform for enterprises to expand the scope of the data analyzed and gain task-level and process-level insights. It has recently launched a process intelligence graph and invested in the object-centric data model and Celonis copilot
- The platform has a built-in DOM-/COM- and image-based recorder to capture user actions performed on different productivity applications (e.g., MS Excel, Word, web browsers, and PowerPoint). It can also capture screenshots of user actions and extract specific fields within it
- Through its ML workbench, Celonis leverages ML algorithms to classify and match tasks to a process that can be combined with process mining data to generate an aggregated process map
- The platform offers the ability for process owners or SMEs to define the to-be process model using either task capture or process designer, which can be used to compare it with the as-is model to identify the non-conformant cases
- Celonis provides the ability to create custom dashboards and custom metrics for process monitoring and analysis using a drag-and-drop interface
- Celonis provides OOTB dashboards with workforce insights such as team productivity score, productive time, copy-paste actions, and application insights such as total applications and time spent on each application. It also offers the ability to identify automation opportunities and ease of automation of tasks
- Celonis provides the ability for users to configure near real-time e-mail alerts by leveraging action flows for task steps that do not conform to the process definition
- Celonis integrates task mining with other capabilities that the platform offers such as process simulation, conformance checking, and ML workbench for analysis
- It offers the ability to mask PII data in screenshots and provides security features such as data encryption at transit between the desktop and the EMS, encryption at rest in the EMS, and role-based access controls. The platform is compliant with GDPR and CCPA standards
- Celonis supports deployment on-premises, and on private cloud and public cloud. It is also delivered as a SaaS offering and is built using loosely coupled microservices and container-based architecture

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Celonis (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- Celonis largely caters to North America and Continental Europe, with relatively limited presence in other geographies such as the UK, APAC, and LATAM
- The platform does not currently have the ability to employ supervised or unsupervised learning techniques to assign tasks to the respective processes, which requires manual effort and increases the amount of time needed to discover processes
- Celonis does not provide the ability to generate video playback of the discovered tasks for training purposes
- It lacks the ability to create videos and guided learning scripts to train users on the standardized/optimized process. It also lacks the ability to recommend technologies such as RPA and IDP to automate identified task
- Celonis does not offer the ability to monitor the impact of human-machine interactions on standard and custom business KPIs. It also lacks the ability to provide next-best-action recommendations to improve business KPIs
- While it assists users in identifying the tasks for automation, it currently does not offer the ability for them to create or generate RPA robot scripts for the identified automation opportunities
- Celonis lacks granular insights for automation (e.g., ease of automation, clicks, actions, inputs, decisions, and automatability) and non-automation (e.g., utilization, case coverage, response time of each application, switching rate, proficiency, and quality and error rate); it does not provide business KPI monitoring and recommend actions for improving these KPIs
- It presently does not provide a conversational interface for users to query and consume insights related to processes, KPI, and compliant cases in natural language
- There is further scope to leverage generative AI for task mining directly and via integrating partners (within Celonis AI teams) to automate data preparation steps
- Celonis does not offer an enhanced gateway server where the hardware is provisioned and data is secured on-premise

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Epiance (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Epiance envisions a dynamic DII solution that continuously monitors process and workforce performance, providing real-time updates to organizations. Going forward, it plans to leverage generative AI to provide faster time-to-insights
- It has a DOM-/COM-based and image-based recorder, which leverages Epiplex Capture technology to record all the user activities performed across multiple desktops
- The Epiplex Remote Capture offers the ability to capture screenshots of every user action, with the option to select the application to record. Additionally, it provides a separate browser extension add-on to capture activities or tasks performed on web browsers such as Google Chrome, Firefox, and Microsoft Edge
- It offers the ability to identify the start and end points of a process by automatically using an in-built AI engine. The SME can also alter the points manually
- The Epiplex Server provides a centralized repository to store both data and process maps, with easy accessibility. It also offers the ability to detect process loops with rework rate within a process model
- Epiance currently offers the ability to perform variant analysis to identify the optimal variant
- Epiplex provides OOTB dashboards with workforce intelligence and application-level insights. It also offers the ability to identify automation opportunities and prioritize them based on the automation potential of the process, displaying key metrics such as time-to-automate, possible error rate, and time-to-train a user on a process
- The Epiplex Process Content Workspace offers the ability to create courses with collaborative authoring and version control capabilities. These courses can be assigned to various groups, enabling progress tracking and certification issuance
- The platform provides the ability to retract context-sensitive information automatically and also offers role-based user access controls. It offers both on-premise and cloud deployments, with clients preferring the former
- Clients indicated its silent recording capabilities and simulation framework to aid business decisions as its key strengths

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Epiance (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- The majority of Epiance's DII clients are based out of North America. It has a relatively limited presence in Continental Europe, APAC, and MEA, and no presence in the UK and LATAM
- The platform lacks the ability to capture and record relevant contextual information for documents and e-mails using semantic clustering
- While it offers a supervised learning technique for the classification of tasks that belong to a particular process, other key discovery features such as unsupervised learning and the ability to discover process hierarchies using AI/ML algorithms are on the roadmap
- It currently does not provide the ability to perform conformance checking by comparing discovered process maps with standard/benchmark process models
- The platform does not offer the ability to perform root-cause analysis to identify causes of deviation and to configure near real-time alerts for task steps that do not conform to the process definition
- Adding the ability for users to create customized dashboards using drag-and-drop features is currently on the roadmap. It also does not offer persona-based analytics and dashboards that cater to specific roles such as operations manager and finance manager
- Epiance currently does not provide the ability to monitor processes against key business KPIs (e.g., processing cost per case and gross operating margin per case) and provide recommendations on improving these KPIs
- Epiplex does not offer the ability to define scenarios and run multiple simulations to aid business decisions. Generative AI capabilities such as Intelligent Search and integration of third-party LLMs are currently on the roadmap
- Epiance currently does not have an online portal for DII training and certification. It also lacks self-paced and role-based training modules
- Clients have indicated scope for improvement in the product license pricing and ease of use of the user interface

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IBM (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- IBM through its Cloud Pak for Automation envisions helping enterprises achieve the desired outcomes from their transformation journey. IBM Cloud Pak for Automation is an integrated suite, which includes DII solutions to extract relevant process insights and improve business processes
- IBM offers the ability to record user actions performed on productivity applications (e.g., Excel and Word), enterprise applications (e.g., ERP), mainframes, web browsers, and non-persistent VDI
- It offers the ability to leverage pattern-matching algorithms to analyze the data in any images appearing on the user's screen
- It offers the ability to generate a view of the process from recorded user activity data on multiple desktops and show the process maps in BPMN 2.0 format
- It offers the ability to correlate user desktop activity data with event logs from ERP/CRM systems to provide business context to user activities
- It offers the ability to conduct variant analysis to identify the optimal variant and perform root-cause analysis to find the causes of process path deviations
- The solution allows users to define and run simulations, such as what-if analysis and scenario testing, to aid in taking business decisions
- IBM offers OOTB dashboards for workforce intelligence and application-level insights such as the response time of each application and the average cases handled
- It offers parameters for automation opportunity identification such as automation feasibility and enables the generation of RPA robot scripts for the identified automation opportunities
- It offers security features such as multi-factor authentication for enhanced data security, automatic anonymization of sensitive data, active directory integration, allowing/blocking lists of applications, and role-based access controls
- IBM offers online training and certification, including free training modules. It also provides role-based training courses and self-paced training modules
- The IBM platform includes embedded help tools and releases notes for every upgrade. It has an online user community and support forum for peer-to-peer support

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IBM (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- The platform does not allow the silent recording of user activities; users must manually start or stop recordings. It also currently lacks the ability to extract specific fields or information within screenshots using OCR or IDP solutions
- While the solution uses unsupervised learning for task classification and process mapping, it currently does not support supervised learning
- Currently, it does not support users training AI/ML models by uploading datasets and defining parameters. It does not provide the ability to integrate business context such as process hierarchy and case data across functions and organizational levels
- The platform allows process owners to define the to-be process model using process modeler but does not have task capture for this purpose. It lacks the ability to configure near real-time e-mail alerts to managers for non-conforming task steps
- The platform can display various metrics in OOTB dashboards for different applications. However, there is scope to add metrics such as ease of automation, version number of applications, and response time of each application
- It does not have the ability to monitor processes against key business KPIs, such as processing cost per invoice, or to recommend actions to improve these KPIs
- It lacks a conversational platform to retrieve information related to processes, business KPIs, and ontologies, through natural language questions
- There is scope for IBM to further enhance the value proposition of its DII solution by providing on-screen guidance or recommendations for effort reduction or productivity improvement to users
- The platform is GDPR compliant but currently not compliant or certified with other major security standards such as SOC, HIPAA, FedRAMP, and ISO27701. Additionally, it lacks the ability to configure e-mail alerts for violations of security protocols
- While the platform offers in-built complementary capabilities such as RPA and IDP, there is room to enhance its value proposition for enterprises seeking integration with best-of-breed solutions

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Microsoft (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Microsoft aims to simplify enterprise operations by discovering workflow inefficiencies and automation opportunities through its Process Advisor, which includes process mining and task mining solutions
- It offers the ability to record user actions through recorders allowing end-users to record their actions performed on productivity applications (e.g., Excel and Word), enterprise applications (e.g., ERP), mainframes, and web browsers
- It offers AI to cluster and group user actions, providing automatic grouping and labeling
- It offers a flexible mapping experience, enabling users to alter the start and end points of each task by editing and changing the sequence of recorded steps
- The platform allows the sharing of all processes across the organization with role-based permissions, centralized in Power Automate
- It provides the ability to define the desired process model using task capture and a process modeler. It can also perform a variant analysis to identify the optimal path
- It provides the ability to assess the impact of digital transformation levers and offers a conversational platform powered by Microsoft Copilot. This enables users to analyze processes by asking questions about their process data
- The solution can generate RPA robot scripts for identified automation opportunities and provide on-screen guidance to reduce inefficiencies in the process. It also integrates with the existing automation technology
- Microsoft offers RPA (Power Automate), conversational AI (Power Virtual Agents), IDP and AI/ML capabilities (AI Builder), process mining (Minit acquisition), low-/no-code applications (Power Apps), API automation (Cloud Flows), and analytics (Power BI)
- It provides role-based user access controls and is certified compliant with SOC, GDPR, HIPAA, FedRAMP, and ISO27701
- Microsoft supports deployment on-premises, on private cloud, and on public cloud, and also delivers the solution as a SaaS offering

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Microsoft (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- It currently lacks the ability to perform the silent recording of user activities without requiring manual start or stop, and the ability to leverage AI to create artificial datasets with characteristics similar to real data, enabling the generation of synthetic UI logs
- While it supports supervised learning techniques for task classification, the ability to do so using unsupervised learning is currently not available
- It lacks the ability to discover process hierarchies across different business units using AI/ML algorithms, and it also does not allow users to train AI/ML models by uploading datasets and defining parameters
- Currently, it does not offer the ability to correlate user desktop activity data with the cases in the event logs generated by ERP/CRM systems to provide business context to user activities
- It currently lacks the ability to identify compliance rates at the activity and overall task levels and to define compliance and performance rules for business processes in natural language
- It lacks the ability to monitor the impact of human-machine interactions on key KPIs and provide next-best-action recommendations to improve it. It also lacks the ability to display on-screen pop-ups if the user deviates from the preset standard process
- It currently does not provide a conversational interface for users to query and consume insights related to processes, KPIs, and compliant cases in natural language
- The solution currently lacks multi-factor authentication for enhanced data security and a pre-built library of words that need to be anonymized
- Microsoft currently does not offer product training and certification through certified partners, nor does it provide a free version of the product

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NICE (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- NICE's AI-powered process discovery solution helps enterprises tackle use cases including process analytics, performance management, productivity, and automation
- It offers a DOM-/COM-based recorder to capture user actions and leverages pattern-matching algorithms to analyze the data in images appearing on the screen
- It supports patented unsupervised and semi-supervised for the classification of tasks and discovery of processes, allowing the system to learn from analyst feedback by creating user-defined routines, thereby leading to better output/discovery over time
- It offers the ability to detect process loops and assess the rework percentage. It also allows users to add step descriptions and notes, thereby enhancing the review and documentation of tasks
- It provides OOTB dashboards for workforce insights at team and user levels, task insights, and application-level insights, including the number of cases handled by each team/user, the number of copy-paste activities, idle time, number of applications used for each task, and the time spent on each application
- NICE offers the ability to generate Process Definition Documents (PDDs) for discovered processes and display on-screen pop-ups if the user deviates from the preset standard process, thereby ensuring process documentation and real-time compliance
- NICE's Click-to-Document feature allows users to generate PDDs that include discovered process maps, insightful dashboards, and screenshots of user activities
- It provides the ability to assess the automation potential for discovered tasks and generate RPA robot scripts for identified opportunities
- It provides the ability to mask PII data in captured screenshots and is compliant with industry security standards such as SOC, GDPR, HIPAA, and ISO27701
- The product can be deployed on-premise, or on the private and public cloud. It can also be hosted via a SaaS delivery model in the NICE cloud
- NICE provides classroom training and an online training platform for its customers and partners. It also features an online user community and support forum

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NICE (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- NICE is reorienting its DII vision and product strategy to focus on the employee performance management use cases in the customer service function. It has a limited value proposition for enterprises interested in broader use cases and applications of DII
- While NICE has experience in serving clients in the BFSI, hi-tech and telecom, public sector, and healthcare and pharmaceutical industries, it has relatively limited experience in serving clients in the CPG and retail, manufacturing, and travel and logistics industries
- It does not provide the ability to extract specific fields within screenshots using OCR or IDP solutions. It also does not offer the ability to capture relevant contextual information for documents using semantic clustering
- There exists scope to offer declarative conformance checking capability, which enables users to define compliance and performance rules for their processes in natural language to identify the non-compliant cases
- NICE does not provide the ability to continuously monitor processes against key business KPIs (e.g., processing cost per invoice) and recommend actions to improve these KPIs
- It does not offer workforce intelligence insights such as proficiency and idle time per user, and conformance insights such as task variance rate and overall step deviation
- There exists further scope to offer hardware metrics such as the software version number, machine performance, and network bandwidth, which can be used to help enterprises assess how the performance of IT infrastructure impacts user productivity
- NICE can further enhance its product's value proposition by offering a conversational interface, enabling users to ask questions on the discovered process in natural language and obtain the necessary insights
- While NICE provides a free community version of its Automation Studio, it is currently not available for its DII solution. This limits its familiarity and adoption in the market, especially among small enterprises and SMBs

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Nintex (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Nintex envisions providing a process automation and intelligence platform powered by AI, enabling customers and partners to orchestrate critical processes that can be deployed anywhere
- It provides both DOM-/COM-based and image-based object identification styles, to record user actions performed across multiple desktops. Based on the recording, the platform supports process procedure and RPA script generation
- It offers an OCR solution to extract specific information from the recorded screenshots. It also provides the ability to capture and record relevant contextual information using semantic clustering to provide context for the captured metadata
- Nintex offers unsupervised and Term Frequency-Inverse Document Frequency (TD-IDF) learning techniques, incorporating generative AI capabilities for the classification of tasks into coherent groups. Its image clustering techniques leverage locality-sensitive hashing mechanisms to categorize images
- It provides the ability to define the to-be process model using task capture and process modeler, supporting the ability to perform variant analysis to identify the happy path
- It provides workforce intelligence insights such as average cases handled and idle time per user, and application-level insights such as time spent on each application per team
- It offers the ability to identify automation opportunities through metrics such as the automation potential of a task and ease of automation. It allows users to generate RPA robot scripts and export them to its RPA studio for identified automation opportunities
- The platform supports the creation of PDDs for discovered processes and the ability to create videos and guided learning scripts to train users on the optimized processes
- Nintex maintains a high level of data security across all cloud-based capabilities and offers the ability to record and redact user activity data, ensuring customer data protection
- The platform supports deployments on-premise, and on private and public clouds. Through its online training portal, Nintex offers role-based certification courses and interactive training by instructors in real time

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Nintex (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- The majority of Nintex's clients are based out of North America, APAC, Continental Europe, and the UK. It has relatively no presence in the LATAM and MEA regions and with SMB enterprises
- While it offers the ability to record user actions performed on enterprise applications, recording on legacy applications, mainframes, and non-persistent VDIs is not available. It does not provide a separate browser extension add-on, reducing efficiency in data capture from web browsers
- The ability to train AI/ML models by uploading datasets and defining parameters, and utilizing them to discover process hierarchies across different business units is not available
- The platform currently does not provide the ability to generate video playback of discovered processes and adding step description and notes in the recorded content, thereby hindering employee training
- It does not offer process conformance checking capabilities, such as identifying compliance rates at the activity and task levels or defining performance rules in natural language
- The platform lacks the ability to measure the impact of custom KPIs and highlight deviations with maximum impact, thereby hindering the ability to tailor performance metrics to specific business needs
- It does not offer the ability to perform root-cause analysis to identify causes of deviations and configure near real-time e-mail alerts to managers for task steps that do not conform to the process definition
- The platform does not support the ability to display automation opportunity identification metrics such as ease of automation and potential cost savings, and workforce intelligence metrics such as the number of FTEs involved and the duration of a task in OOTB dashboards
- It lacks a conversational interface to retrieve information related to processes, business KPIs, and ontologies, through questions in natural language
- The platform does not leverage AI/ML to create possible scenarios for what-if analysis. It currently does not offer the ability to recommend technologies to automate identified tasks
- Nintex does not support the deployment of the platform via SaaS and hybrid delivery model, thereby limiting scalability. The platform is also not available on cloud marketplaces such as AWS

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Pega (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Pega, as part of its IA solution, has a DII offering named Workforce Intelligence, along with other IA technologies such as RPA, process orchestration, conversational AI, process mining, API automation, and AI/ML capabilities, which enable enterprises to automate and manage workflows from discovery to orchestration
- The solution offers the ability to record user actions performed on productivity applications (e.g., Excel and Word), enterprise applications (e.g., ERP), mainframes, web browsers, and non-persistent VDI
- It offers discover process hierarchies across different business units with AI/ML algorithms and leverages AI to find hidden sequences in captured data, aiding task discovery
- It offers the ability to identify the compliance rate at the activity and task level by labeling them, showing their effect on the average duration of cases, and defining compliance and performance rules for business processes in natural language
- Pega offers OOTB dashboards for workforce intelligence and application-level insights such as the response time of each application, average cases handled, switching time across applications, and idle time per user
- It enables users to generate PDDs for discovered processes. The platform leverages AI/ML algorithms to create scenarios and run simulations, and it can measure the impact and RoI of changes by comparing various what-if scenarios
- It offers various parameters for automation opportunity identification such as automation feasibility and potential time and cost savings
- It leverages AI/ML algorithms to create scenarios and run simulations, and it can measure the impact and RoI of changes by comparing various what-if scenarios
- The solution offers multi-factor authentication for enhanced data security, active directory integration, and role-based user access controls
- Pega offers classroom training and a free online training portal, Pega Academy, which includes video tutorials, role-based training, certification programs, and product feature guides

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Pega (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- While Pega offers DOM-/COM-based desktop recording to capture application-level object IDs, image-based recording is currently not available and is part of the roadmap. It does not capture screenshots of each user action performed across multiple desktops
- It does not capture and record relevant contextual information for documents and e-mails using semantic clustering along with user activity recording to provide context for the captured metadata
- The platform currently does not use supervised or unsupervised learning techniques to assign tasks to processes, which means that manual effort is required, thereby increasing the time needed to discover processes
- It does not allow users to train AI/ML models by uploading datasets and defining parameters. It lacks the ability to generate video playback of discovered processes for employee training purposes
- Currently, it lacks the ability to continuously monitor processes against key business KPIs (e.g., transaction cost, efficiency, team productivity, and employee experience)
- There exists further scope to offer metrics such as the software version number, machine performance, and network bandwidth, which can be used to help enterprises assess how the performance of IT infrastructure impacts user productivity
- The ability to trigger or generate initial RPA workflows for identified automation opportunities is currently not available. It also lacks the ability to recommend the type of automation solution (e.g., IDP and conversational AI) for identified opportunities
- It does not offer the ability to mask PII data in captured screenshots or provide an enhanced gateway server for on-premise hardware provisioning and data security
- While the platform is certified and compliant with various stringent standards such as SOC, GDPR, FedRAMP, and ISO27701, it currently does not meet the requirements for HIPAA compliance, which is crucial for handling sensitive healthcare information
- Currently, Pega offers only a subscription model for licensing, available on an annual or monthly basis. There is further scope to enhance client flexibility by considering other commercial models such as user-based, hybrid, and consumption-based licensing

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StereoLOGIC (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- StereoLOGIC aims to use its unassisted task mining technology to identify tasks that can be optimized and automated, providing companies with continuous control and improvement opportunities
- It provides a single recorder to support both DOM-/COM-based and image-based recording. It offers the ability to capture screenshots across multiple desktops and extract specific information from them using OCR or IDP solutions
- StereoLOGIC leverages AI-/ML-based semantic recognition technology to classify tasks to create process maps, and allows users to modify its start and stop points
- It offers the ability to perform root-cause analysis to identify causes of process path deviations, also highlighting the impact of such deviations on custom KPIs
- It provides customized and OOTB dashboards displaying various workforce intelligence metrics such as the duration of a task, average cases handled, and idle time per user
- It also offers application insights such as the number of applications used in a task and time spent on each of these applications
- StereoLOGIC offers the ability to conduct what-if analysis by defining different scenarios and determine the impact and RoI of change initiatives by comparing what-if scenarios, aiding business decision-making
- The platform offers security features, including PII data obfuscation, role-based access controls, and data encryption, allowing it to serve regulated industries such as BFSI
- It provides on-premise, public, and private cloud deployment options. The product is also offered via a SaaS delivery model, improving the ease of scalability
- StereoLOGIC offers product training and certification, with courses tailored to different user roles. Additionally, it provides an embedded help tool and a migration toolkit, reducing downtime and maintaining data integrity

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StereoLOGIC (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- While StereoLOGIC has extensive experience in serving clients in industries such as BFSI, CPG, and retail, its experience with enterprises in sectors such as telecom, healthcare and pharmaceuticals, and manufacturing is relatively untested
- It does not enable users to train AI/ML models by uploading datasets, thereby limiting the ability to customize processes. It also lacks the ability to generate video playback of discovered processes for employee training
- It does not offer the ability to discover process hierarchies across different business units with AI/ML algorithms
- The platform lacks the ability to configure near real-time e-mail alerts to managers for task steps, limiting users from making immediate adjustments that could enhance efficiency
- It lacks application rationalization insights such as version number and response time of each application, and automation opportunity identification metrics such as ease of automation, potential time, and cost savings
- It lacks the ability to monitor the impact of human-machine interactions on standard business KPIs and does not provide recommendations on improving those KPIs
- The platform does not provide the ability to assess the impact of hardware performance on employee productivity, thereby limiting the identification of improvement areas in the workplace
- StereoLOGIC can further enhance the value proposition of its product by offering a conversational interface for users to input queries into the DII tool and derive the required insights
- The ability to provide near real-time on-screen guidance or recommendations for effort reduction improvement and to allow users to create RPA robot scripts for the identified automation opportunities, is currently on the roadmap
- The platform currently has not been deployed in containerized form. It is also not available in cloud marketplaces, limiting accessibility to the product
- It currently does not offer an online support forum, which may lead to delayed issue resolution. Although it has an online training portal, there is room to expand its training partners and offer online certifications

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UltimateSuite (page 1 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- UltimateSuite aims to help enterprises achieve operational excellence by leveraging their DII solutions to enhance performance management, boost productivity, and drive continuous improvement
- It has an in-built recorder for DOM-/COM-based and an image-based recorder to capture user action data performed on different applications and web browsers
- It leverages pattern-matching algorithms to analyze the data in images appearing on the user's screen. It enables users to define patterns based on which the engine recognizes UI objects and leverages their values as task IDs
- UltimateSuite allows users to train AI/ML models by uploading transactional data from external systems and defining parameters. The platform can detect process loops and assess the rework percentage for the identified process loops
- It offers a variant analysis functionality to identify the optimal variant. It also allows enterprises to perform conformance checking by comparing discovered processes with standard process models
- UltimateSuite provides workforce insights such as task duration and average cases handled. It also provides application-level insights such as the time spent on each application, the number of clicks, task duration, and response time. It has also enhanced the overall UX to manage the DII projects
- The platform is compliant with CGPA industry standards. The platform also offers active directory integration, role-based user access controls, enhanced password policy settings, improved data anonymization, and multi-factor authentication
- It supports deployment on-premises, on private cloud, and on public cloud such as Azure and AWS. It also supports a hybrid model with the agents on-premise and data processing server on a private cloud
- UltimateSuite offers in-house training and via certified partners. It also has a training portal that comprises self-paced and free training modules. It also offers interactive training sessions along with classroom training in the English language

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UltimateSuite (page 2 of 2)

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- UltimateSuite primarily caters to Continental Europe and has a limited presence in major geographies such as North America and APAC. It largely serves enterprises in industries such as BFSI and professional services; however, it has limited experience in serving healthcare and government and public sector industries
- While it offers the ability to capture screenshots of each user action performed across multiple desktops, it does not provide the ability to extract information from the captured screenshots of user activities
- Although the platform has the ability to employ supervised learning or manual techniques to classify tasks into processes, it does not leverage unsupervised learning
- The platform currently cannot generate the process maps in the BPMN 2.0 format. It also does not allow users to store the discovered process maps in a centralized repository that can be shared across the organization
- It does not currently offer the capability for process owners or SMEs to define the to-be process model or edit process steps within the process map
- The platform does not provide the ability to generate video playback of discovered tasks for training purposes. It also lacks the ability to search by fields (e.g., activity name and unique ID) or start/end tag across the discovered process steps
- UltimateSuite currently does not have the ability to provide on-screen guidance or recommendations to users in near real-time for effort reduction or productivity improvement. It also does not allow users to create RPA robot scripts for the identified automation opportunities
- The platform does not offer the ability to configure near real-time e-mail alerts to managers or display on-screen pop-ups if the user does not conform to the process definition
- UltimateSuite currently does not have any formal partnerships with technology providers or pre-built connectors for complementary technologies such as process orchestration, IDP, and conversational AI
- The platform lacks the ability to mask PII data in the captured screenshots. It is also not compliant with some of the standards such as SOC, GDPR, HIPAA, FedRAMP, ISO27001, and ISO27701

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Enterprise sourcing considerations

Aspirants

- Cyclone Robotics
- Optimus Hive

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Cyclone Robotics (page 1 of 2)

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Cyclone Robotics provides automation services including RPA, process mining, and DII to help enterprises transform their business processes. The DII solution helps enterprises discover tasks and identify automation opportunities for digital transformation
- It offers a built-in desktop recorder to record user actions such as mouse clicks, keystrokes, and cursor location on enterprise applications (ERP, CRM, and SCM), as well as green screen or applications running on Citrix server or VDI without the need for any specific permissions
- The platform can generate an aggregated view of processes from recorded user activity data across multiple desktops and display the process maps in the BPMN 2.0 format
- It can detect process loops, assess rework percentages, and modify process steps within the identified process maps
- It offers the ability to perform conformance checking by comparing discovered process maps with benchmark process models and can also perform variant analysis to identify the optimal variant
- Cyclone Robotics offers OOTB dashboards for the workforce intelligence and application-level insights such as activity duration, the number of FTEs involved in a particular task, and the time spent on each application per user/team
- It offers the ability to define scenarios, run multiple simulations (what-if analysis / scenario testing), and measure the RoI of change initiatives by comparing various what-if scenarios to help in business decisions
- Cyclone Robotics offers the ability to identify tasks for automation and enables users to automatically generate RPA scripts for these tasks. The generated scripts can be exported to its RPA studio
- It has the ability to assign role-based user access, such as administrator, analyst, and viewer access. It offers active directory integration and is SOC-compliant
- The platform supports deployment on-premises, on private cloud, and on public cloud, such as Azure, Alibaba, AWS, and Tencent. The product is built using loosely coupled microservices and container-based architecture
- Cyclone Robotics provides 24/7 product support to all clients, training on new features, support during any major upgrade, and a migration toolkit to help clients migrate to a new version

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Cyclone Robotics (page 2 of 2)

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- While it offers DOM-/COM-based desktop recording to capture application-level object IDs, image-based recording is currently not available and is a part of the roadmap
- The platform does not currently employ supervised or unsupervised learning techniques to assign tasks to the respective processes, requiring manual effort and increasing the time needed to discover processes
- It lacks the ability to correlate user desktop activity data with cases in event logs generated by ERP/CRM systems, which would provide business context to user activities. It lacks the ability to identify and alter the start/stop points of each task using an in-built AI engine
- The solution lacks the ability to discover process hierarchies across different business units using AI/ML algorithms. It also does not allow users to add step descriptions, notes, validations, or exceptions to the recorded content
- While it offers the ability for the process SMEs to define the to-be process model using process modeler/designer, the task capture function is currently unavailable
- It does not allow users to create custom KPIs for analyzing parameters such as user productivity, application rationalization, and process operations
- It lacks the ability to monitor the impact of human-machine interactions on key KPIs and does not provide next-best-action recommendations to improve them
- Currently, it lacks the ability to provide on-screen guidance to users in near real-time to enhance their productivity. Additionally, it does not offer the capability to create videos and guided learning scripts for training users on the standardized or optimized process
- The platform is not certified or compliant with GDPR, HIPAA, FedRAMP, and ISO27701. It also lacks an enhanced gateway server for on-premise provisioning of hardware and secure data storage
- Currently, Cyclone Robotics does not offer a free community version of the product and does not provide product training or certification by certified partners

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Optimus Hive (page 1 of 2)

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Strengths

- Optimus Hive envisions helping organizations improve RoI and productivity by providing real-time activity monitoring and advanced task analysis powered by AI
- The platform's desktop recorder supports both DOM-/COM-based and image-based recording, providing adaptive data capture that adjusts to the user's work patterns over time
- It offers the ability to capture screenshots across multiple desktops, utilizing Tesseract as the primary method for data extraction. Additionally, the system can leverage multiple generative AI models to improve contextual understanding
- The platform provides the ability to detect process loops or cycles within a process model with a rework rate, enabling organizations to identify inefficiencies and optimize workflows
- The platform allows users to identify the compliance rate at the activity and overall task level. It also offers the ability to perform root-cause analysis to identify the causes of deviations in the discovered process
- Optimus Hive supports OOTB and customized dashboards with workforce, application, and conformance-level insights such as average cases handled, time spent on each application per user, and task variance rate
- It also offers automation opportunity identification metrics such as the automation potential of a task. It provides the ability to automatically generate process documentation and audit trails for all monitored activities to ensure a transparent record of discovered processes
- The platform offers the ability to mask PII data in the captured screenshots. It provides dynamic data access controls integrated with encrypted local databases and customizable compliance alerts for enhanced data security
- It supports on-premise, on private cloud, and on public cloud deployment options. It is delivered as a SaaS offering and provides a free community version of the product
- It offers an online portal with self-paced training modules and also classroom training in certain countries

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Optimus Hive (page 2 of 2)

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision and capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Data preparation and security	Monitoring and intelligence	Implementation and support	Commercial model	Overall
									

Limitations

- The majority of Optimus Hive's clients are based out of North America and LATAM. It has a relatively limited presence in APAC and Continental Europe, and no presence in the UK and MEA regions
- While the platform supports the generation of an aggregated view of processes, the ability to display process maps in the BPMN 2.0 format is currently on the roadmap
- The platform currently lacks the ability to use unsupervised learning for mapping tasks to their respective processes, thereby increasing the time and effort required for process discovery due to manual interventions
- The platform lacks the capability for process owners or process SMEs to define the to-be process model using a process modeler/designer, hindering the ability to plan and visualize future process improvements
- Optimus Hive does not offer application rationalization metrics such as version number and response time of applications, limiting the ability to fully assess and optimize the performance and efficiency of the application portfolio
- While the platform helps assess the automation potential, it currently lacks the ability to generate RPA robot scripts for identified automation opportunities, thereby leading to an increase in time and effort in creating manual scripts
- It does not provide the ability to integrate business context such as process hierarchy and case data across functions and organizational levels
- It does not provide the ability to define and perform AI-based simulations to determine the impact and RoI of change initiatives
- Generative AI features for enhancing data collection, preparation, monitoring and insights, are currently not available
- While the platform is majorly deployed on private and public clouds, the ability to deploy in the containerized form is currently on the roadmap. The platform is also not available in cloud marketplaces, thereby limiting accessibility
- Role-based training and online certification courses are currently on the roadmap. It also does not provide an online user community or support forum

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Appendix

Glossary

Research calendar

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Glossary of key terms used in this report (page 1 of 3)

Activity clustering	Forming clusters or groups of activities that are closely related to each other, based on analysis
Artificial Intelligence (AI)	Ability of machines to use cognitive computing to mimic human intelligence, such as visual perception, speech recognition, decision-making, and language translation
Association rule mining	Rules-based machine learning method to discover the relation between variables in a large dataset
Business Process Model and Notation (BPMN 2.0)	A graphical representation for specifying business processes in a business process model; it helps to clearly determine the flows and business processes designed in a process diagram
Business Intelligence (BI)	Technologies, applications, and practices for collection, integration, analysis, and presentation of business information
Buyer	The company/entity that purchases outsourcing services from a provider of such services
Computer vision	A technology that uses AI to enable automatic extraction, analysis, and understanding of useful information from digital images
Conversational AI	A computer-generated virtual character that can have a conversation with human customers and take decisions; alternative term for chatbots or virtual assistants
Deep learning	A subfield of machine learning concerned with algorithms and inspired by the structure and function of the brain called artificial neural networks
Event logs-based pricing	Pricing model based on the volume of data ingested in the tool for process mining
FTE	A way to measure a worker's productivity and/or involvement in a project; an FTE of 1.0 is equivalent to a full-time worker
Generative AI	A field of AI capable of creating, manipulating, and synthesizing new content that did not exist before in various forms and modalities such as text, images, or other media, using deep learning models
General Data Protection Regulation (GDPR)	Its primary aim is to give individuals control over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the European Union (EU)
Health Insurance Portability and Accountability Act (HIPAA)	A compliance regulated by the US Department of Health And Human Services
Horizontal business processes	Processes that are common across the various departments in an organization and are often not directly related to the key revenue-earning business, such as procurement, finance and accounting, and human resource management
Intelligent Document Processing (IDP)	A software product or solution that captures data from documents (e.g., e-mail, text, PDF, and scanned documents), categorizes, and extracts relevant data for further processing using AI technologies such as computer vision, OCR, Natural Language Processing (NLP), and machine/deep learning

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Glossary of key terms used in this report (page 2 of 3)

Internet of Things (IoT)	The network of physical devices, vehicles, home appliances, and other items embedded with electronics, software, sensors, actuators, and connectivity, which enables them to connect, collect, and exchange data
IT Service Management (ITSM)	A combination of a set of defined policies, processes, and methods for delivering IT products and services
Key Performance Indicators (KPI)	Key Performance Indicators for processes, services, products, or solutions
Machine Learning (ML)	A type of artificial intelligence that provides computers with learning capabilities without explicit programming
Narrow AI	A machine that performs one narrow task; an expert system
Natural Language Processing (NLP)	A machine's ability to interpret human languages
Optical Character Recognition (OCR)	A technology within computer vision that involves the recognition of printed characters using computer software
Personally Identifiable Information (PII)	PII is any information that can be used to identify, contact, or locate a specific individual; it includes IP address, phone number, e-mail address, credit card number, date of birth, social security number, or any other unique identifier
Process-based pricing	Pricing model based on the number of processes being analyzed
Process loops	A repetition of activity or a process step in a process path, leading to rework
Process orchestration	A software product that helps business users design, manage, and monitor end-to-end business processes; 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
RoI	Returns attained from an investment
Robotic Process Automation (RPA)	RPA refers to a type of rules-based automation technology that helps automate repetitive tasks by mimicking a user's activities; it is non-invasive and typically interacts with a computer-centric task/process through the User Interface (UI) of the underlying software applications
Semi-structured data	The one that does not conform to the pre-defined structure of content but contains tags / other markers to separate semantic elements and enforce hierarchies; in short, it has a self-describing structure. The placeholders of the content can be in varied sequences
Sequence mining	Identifying sequential pattern of activities that occurred during a process
Software-as-a-Service (SaaS)	A software licensing and delivery model wherein the software is hosted centrally by a third-party provider and is made available to customers over the internet; it is also referred to as on-demand software
Structured data	The one that conforms to the pre-defined structure in terms of tags to separate semantic elements and enforces hierarchies of records and fields; moreover, the placeholders for the content have a pre-defined sequence
User-based pricing	Pricing model based on the number of named users requiring the license for usage

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Glossary of key terms used in this report (page 3 of 3)

Unstructured data	Unstructured content refers to information that either does not have a pre-defined data model or is not organized in a pre-defined manner. Unstructured information is typically text-heavy, but may contain data such as dates, numbers, and facts as well.
Virtual Desktop Infrastructure (VDI)	VDI is a virtualization technology that hosts a desktop operating system on a centralized server in a datacenter.
Vertical-specific business processes	Vertical-specific business processes refer to processes that are specific to a department within an organization and are often directly related to the key revenue-earning business. Examples include lending process in case of the banking industry and claims processing in case of the insurance industry.
Workforce intelligence	It refers to the tracking and analysis of employee behavior by gathering insights from workforce data such as the time spent on production, usage of applications, and working patterns to make proactive resource management decisions.

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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
Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024	August 2024
Process Mining State of the Market 2024	Q3 2024
Digital Interaction Intelligence (DII) Compendium 2024	Q3 2024
Digital Interaction Intelligence (DII) State of the Market 2024	Q4 2024

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