LEADING RPA VENDORS GUIDE
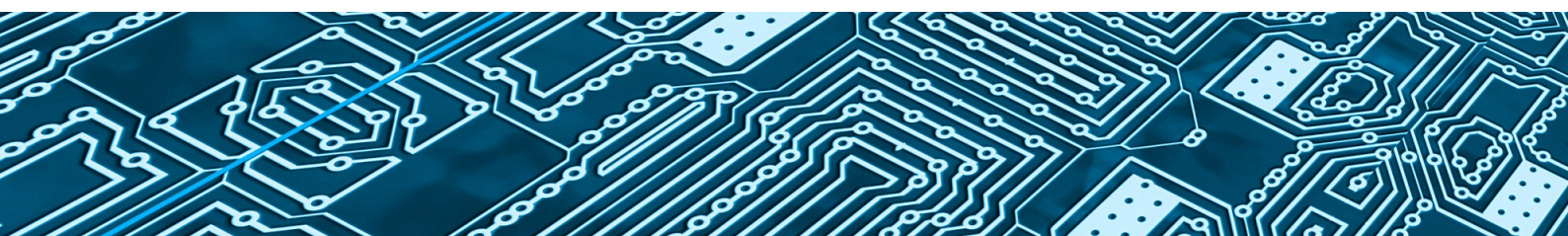
IBA reference guide to select RPA tool

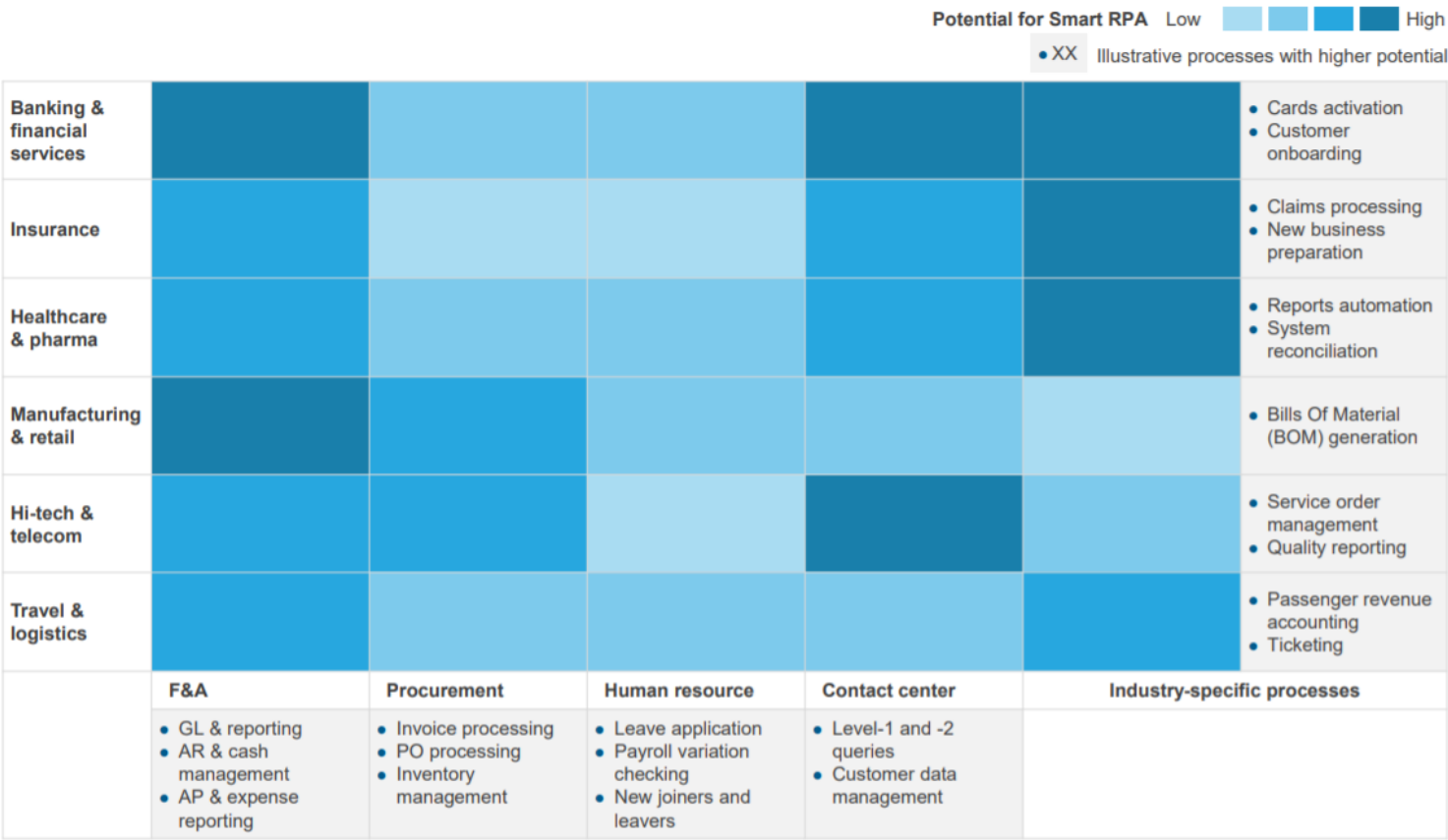*January, 2020*
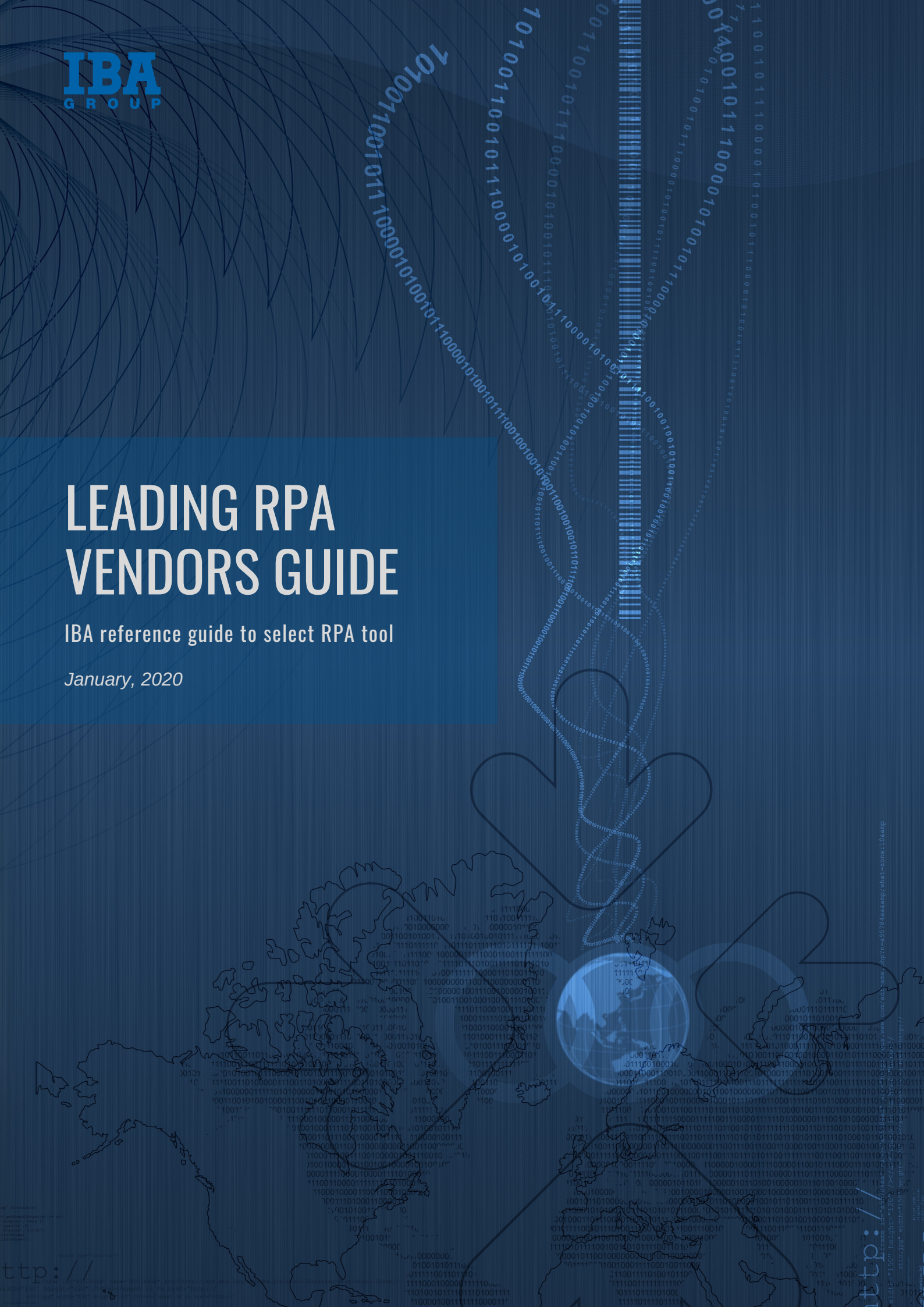
Content

Smart RPA Adoption Potential by Buyer Industry and Function

Potential for Smart RPA Low ▢▢▢▢ High

• XX Illustrative processes with higher potential

	F&A	Procurement	Human resource	Contact center	Industry-specific processes
Banking & financial services					• Cards activation • Customer onboarding
Insurance					• Claims processing • New business preparation
Healthcare & pharma					• Reports automation • System reconciliation
Manufacturing & retail					• Bills Of Material (BOM) generation
Hi-tech & telecom					• Service order management • Quality reporting
Travel & logistics					• Passenger revenue accounting • Ticketing
	• GL & reporting • AR & cash management • AP & expense reporting	• Invoice processing • PO processing • Inventory management	• Leave application • Payroll variation checking • New joiners and leavers	• Level-1 and -2 queries • Customer data management	

Benefits from Enterprises Smart RPA investments

20%+ of enterprises achieved **revenue growth** from their RPA/AI deployments

30%+ **cost savings** from RPA/AI enterprises have achieved

35%+ **improvement in operational metrics** such as process accuracy, cycle time, staff productivity, and SLA compliance from RPA/AI enterprises achieved

50%+ of enterprises that adopted RPA/AI indicated high to very **high impact on improving customer experience**

Source: Everest Group Research "Smart RPA Enterprise Playbook", October 2018

Smart RPA

RPA and AI solutions augment each other to form a Smart RPA solution that is essential for dramatic impact and that can achieve desired business outcomes. About 20% of enterprises that have deployed RPA have implemented AI in conjunction with their RPA deployments* and the number is rising.

*Based on responses of 52 enterprises that have deployed RPA

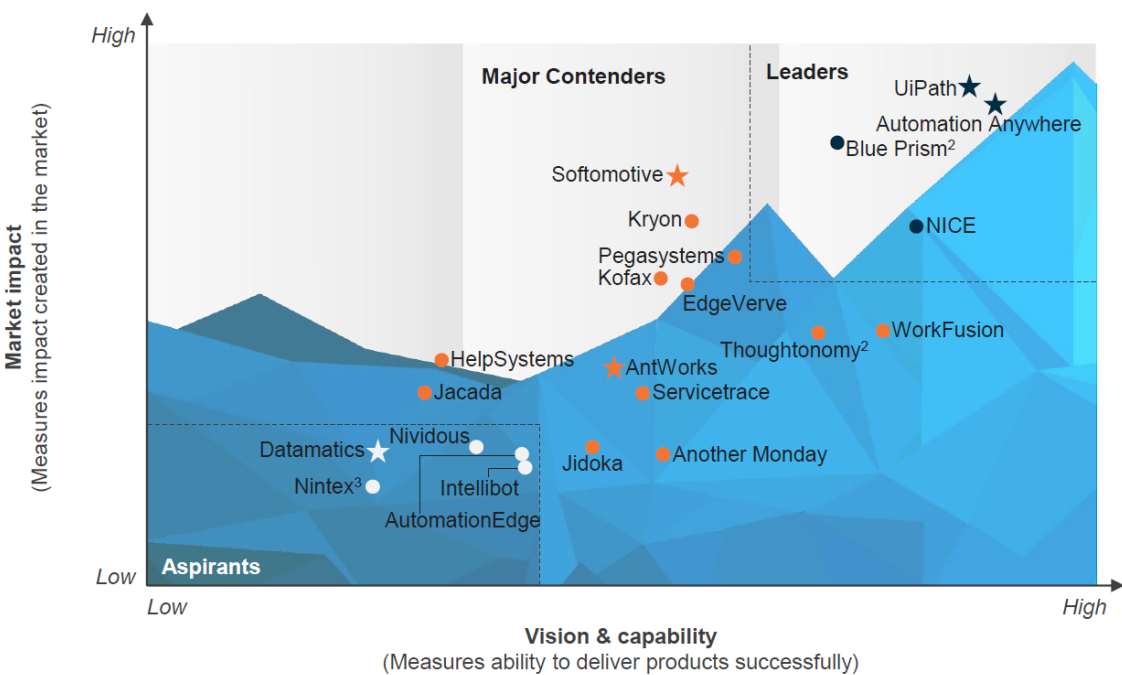# Forrester Wave - Robotic Process Automation, Q4 2019

Leaders

AUTOMATION ANYWHERE

blueprism

UiPath

Strong Performer

WorkFusion

Source: Forrester Research - "The Forrester Wave: Robotic Process Automation, Q4 2019"

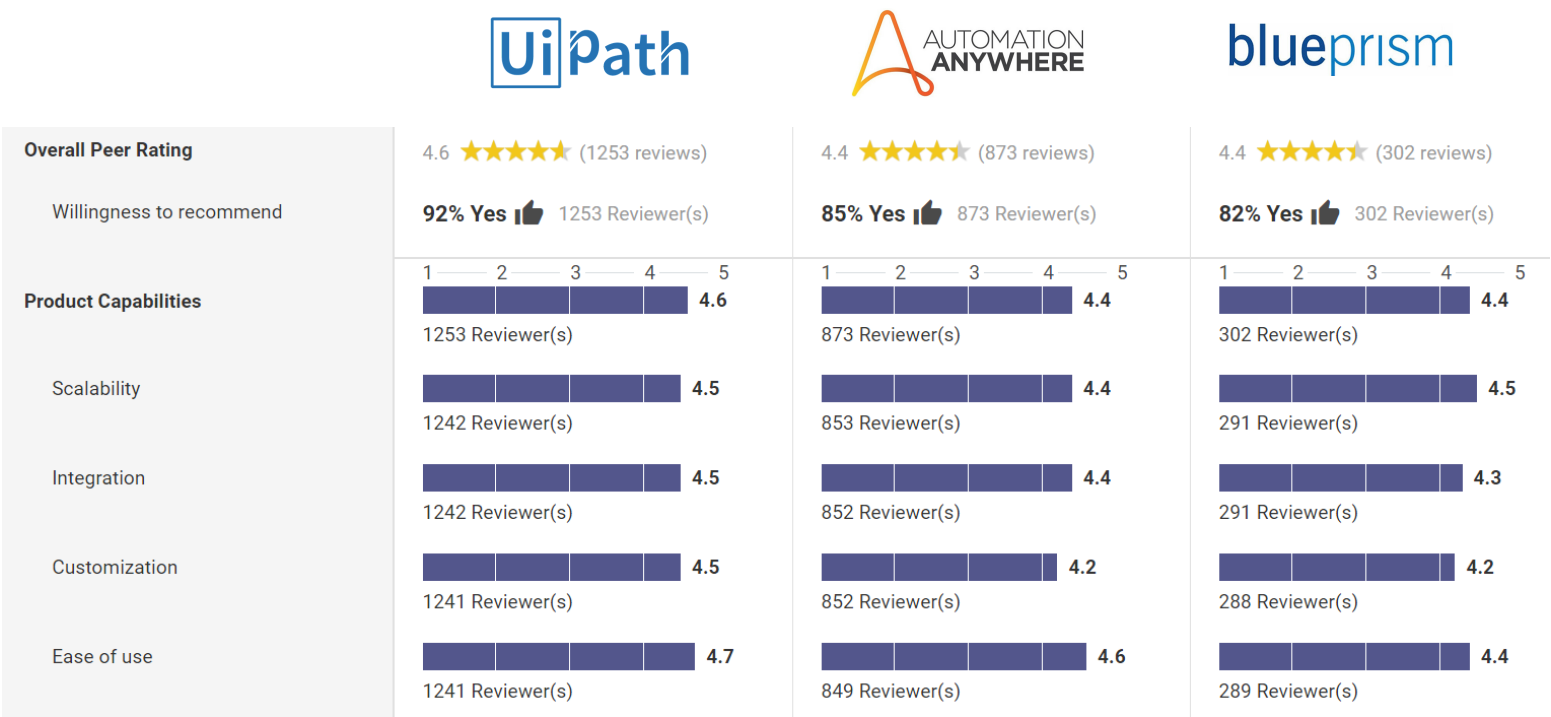# Everest Group - Robotic Process Automation, Q2 2019
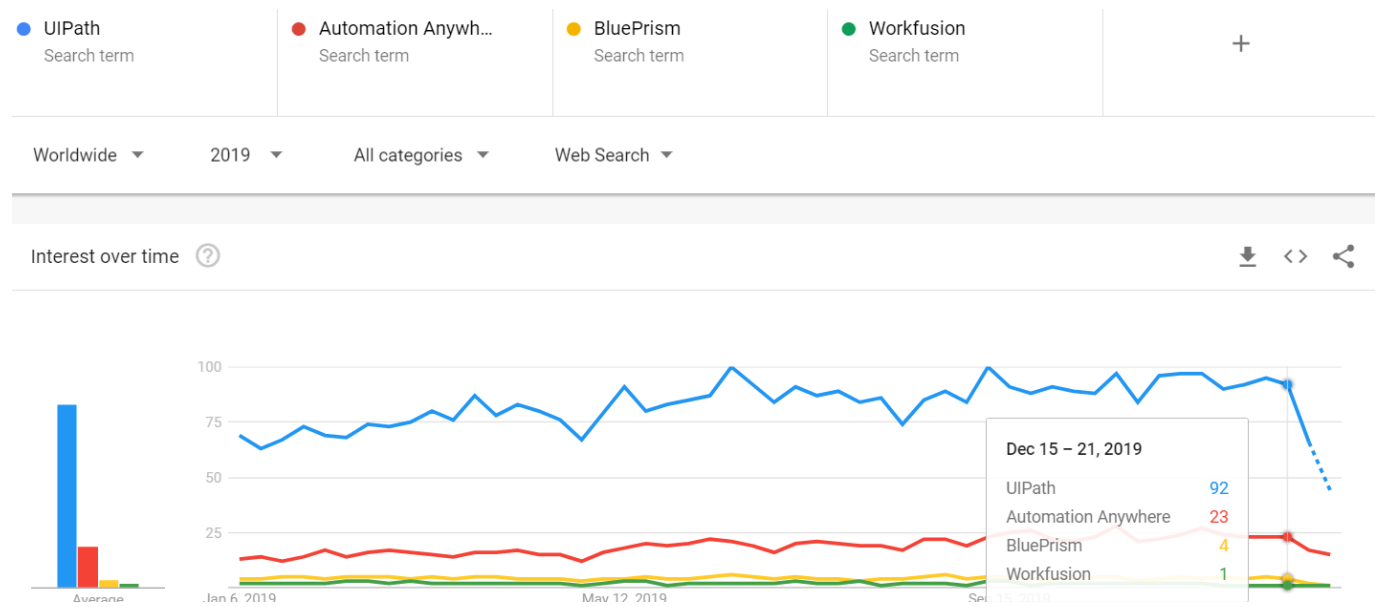

● **Leader**

blueprism

★ **Star Performers**

UiPath

AUTOMATION ANYWHERE

● **Major Contender**

WorkFusion

Source: Everest Group Research - "Technology Vendor Landscape with Products Peak Matrix Assessment 2019"

4

IBA GROUP

	UiPath	AUTOMATION ANYWHERE	blueprism
Overall Peer Rating	4.6 ★★★★★ (1253 reviews)	4.4 ★★★★☆ (873 reviews)	4.4 ★★★★☆ (302 reviews)
Willingness to recommend	92% Yes 👍 1253 Reviewer(s)	85% Yes 👍 873 Reviewer(s)	82% Yes 👍 302 Reviewer(s)
Product Capabilities	4.6 — 1253 Reviewer(s)	4.4 — 873 Reviewer(s)	4.4 — 302 Reviewer(s)
Scalability	4.5 — 1242 Reviewer(s)	4.4 — 853 Reviewer(s)	4.5 — 291 Reviewer(s)
Integration	4.5 — 1242 Reviewer(s)	4.4 — 852 Reviewer(s)	4.3 — 291 Reviewer(s)
Customization	4.5 — 1241 Reviewer(s)	4.2 — 852 Reviewer(s)	4.2 — 288 Reviewer(s)
Ease of use	4.7 — 1241 Reviewer(s)	4.6 — 849 Reviewer(s)	4.4 — 289 Reviewer(s)

*WorkFusion is another major player but have received only 51 reviews on www.gartner.com as of January 2020

Source: www.gartner.com

Google Trends Popularity in 2019

- UIPath — Search term
- Automation Anywh... — Search term
- BluePrism — Search term
- Workfusion — Search term

Worldwide ▾   2019 ▾   All categories ▾   Web Search ▾

Interest over time ⓘ

Dec 15 – 21, 2019
UIPath	92
Automation Anywhere	23
BluePrism	4
Workfusion	1

Jan 6, 2019   May 12, 2019   Sep 15, 2019

Leaders according to Google Keyword Planner in 2019

Keyword ↑	Avg. monthly searches
automation anywhere	260
blue prism	260
uipath	880
workfusion	10

Differentiating Features

IBA GROUP

Features	AUTOMATION ANYWHERE	blueprism	UiPath	WorkFusion
Products	• AAE (RPA) A2019 Community Edition • IQ Bot • Bot Insight • Bot Store • Mobile App	• Blue Prism Intillegent RPA Platform v6.6 • Digital Exchange • Decipher • Process Discovery Tool	• UiPath v2019.10 • UiPath Explorer family • Mobile App	The Intelligent Automation Cloud • Express • Business • Enterprise
Free public training. Free platform edition	Automation Anywhere University offers free training. AA free Community Edition for small businesses, developers, and students.	Blue Prism University offers to join learning Community for free and recommends paid trainings from training partners. Blue Prism Academia Program is available for educational institutions, students and instructors. No free edition, free trials for individuals and for learning purposes.	UiPath Academy offers free training. UiPath Community Cloud for individual RPA developers, small teams and students.	Workfusion Automation Academy offers free training. The Intelligent Automation Cloud Express for individuals creating desktop RPA.
Hosting options and licensing model	• On-premise and cloud • Subscription licensing, pricing per bot	• On-premise, cloud & hybrid • Subscription licensing, pricing per bot	• On-premise and cloud • Subscription licensing, pricing per bot	• On-premise and cloud • Subscription licensing, pricing per bot
Base technology Automations	Microsoft stack Supports both - unattended and attended automation. Attended cases are more in-scope.	MS .Net Framework Supports both - unattended and attended automation. Attended cases are more in-scope.	Microsoft stack Supports both - unattended and attended automation.	Java Supports both - unattended and attended automation. Unattended cases are more in-scope.
Bot development/ core UI/ desktop functions score*	5.00	3.00	5.00	2.00
RPA Analytics score*	4.20	2.20	4.20	3.80
AI capabilities	Has built-in AI capabilities and integrates third-party AI solutions	Has built-in AI capabilities and integrates third-party AI solutions	Has built-in AI capabilities and integrates third-party AI solutions	Has stronger built-in AI capabilities and integrates third-party AI solutions
Citrix Integration. Automation on virtual environments	Possible. Need to act in terms of the surface automation concept or develop middleware.	Possible. Need to act in terms of the surface automation concept or develop middleware.	The leader in Citrix/RDP automations. UiPath Studio has embedded recorder specifically designed for Citrix.	Possible. Need to act in terms of the surface automation concept or develop middleware.
Security	• Veracode Verified Continuous (top tier) • Comprehensive and granular Role-Based Access Control	• Veracode Verified Continuous (top tier) • Comprehensive and granular Role-Based Access Control	• Veracode Verified Continuous (top tier) • Comprehensive and granular Role-Based Access Control	• Varutra security audit • Comprehensive and granular Role-Based Access Control

*Source: Forrester Research - "The Forrester Wave: Robotic Process Automation, Q4 2019"
All scores are based on a scale of 0 (weak) to 5 (strong).

So, which RPA tool is the best?

Obviously there is no right answer - it depends on your business needs.