



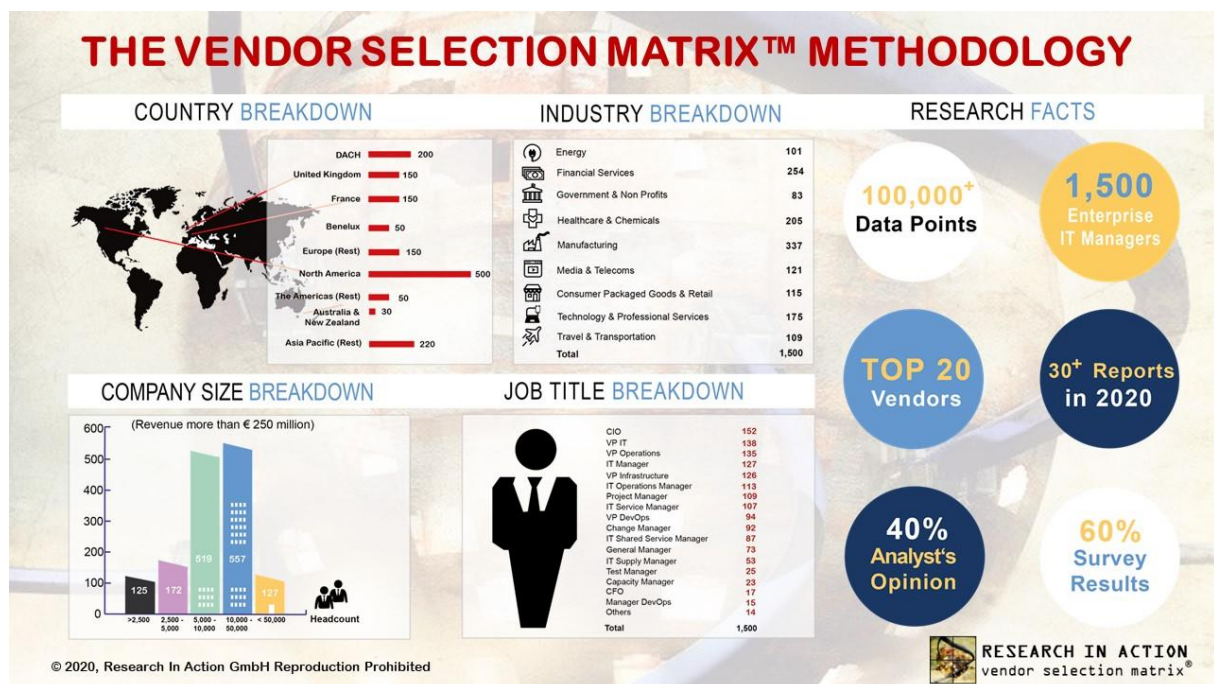
## New Research In Action Report – Robotic Process Automation: The Top Global Vendors 2020

**Germany – 20. April 2020: The leverage of Robotic Process Automation accelerates the Digital Transformation for global enterprises and vendors are continuously expanding their capabilities.**

Manual processes are found in every business of today. Robotic Process Automation (RPA), a market which has experienced tremendous growth but also has stirred some debates about the replacement of workers, consists of a large set of vendors offering attended, unattended and hybrid bots that mimic human actions to complete repetitive tasks and processes. Acquisitions have shaped this market in 2019 and will continue in 2020. Security requirements, improved licensing models, the central control of robots and the challenges of process knowledge has shaped the solution offerings across the vendors.

Research In Action GmbH publishes its global market analysis report Vendor Selection Matrix™ – Robotic Process Automation Software: The Top Global Vendors 2020. The Vendor Selection Matrix™ is a unique, primarily survey-based methodology for comparative vendor evaluation. A minimum of 60% of the evaluation results are based on a survey covering 1,500 IT buyers in enterprises worldwide. The analyst’s opinion accounts for a maximum of 40% of the evaluation results (not close to 100% as in most other vendor evaluations).

Report details can be viewed here: <http://researchinaction.de/wp-content/uploads/2020/04/RIA-VSM-RPA-2020-WWW.pdf>





Eveline Oehrlich, Research Director for IT Automation at Research In Action GmbH comments:

- **Automation of manual and repetitive tasks stays top priority.** Business operation and IT enterprise teams are adopting RPA to automate repetitive tasks and processes with many different use cases.
- **Disruptive value is being recognized.** Claims of savings in labor and with it in costs of more than 60% over humans and the reduction of errors, as the tasks or processes are automated, accelerates the adoption of this disruptive technology.
- **AI within RPA is becoming more advanced.** Leveraging artificial intelligence and the continuous development of processing increasingly complex data allows for the emulation of human level decision making.
- **Where to start and use bots might still be a hurdle.** A significant amount of organizations is still hesitant with adopting RPA within business or IT functions. An initial path starting and automating small and highly manual processes proofing quick wins will be needed to build momentum with key stakeholders in IT and other business functions such as finance, human resources or sales.
- **Training, services and support will become more important over time.** RPA does not interfere with existing system of records or business applications and therefore is much easier to adopt. However, the technology and its use cases must be trained and learned across organizations.
- **Center of Excellence (COE) for Robotic Process Automation are essential.** Citizen developers, IT oversight, security, mobile app development and other team members and topic owners are needing to assemble into center of excellence to accelerate the path to innovation. Without such a center of excellence there might be disconnect between the different teams in IT and business personnel regarding the level of concern over for example security and governance.
- **Who came out on top?** Here are the Top 10 vendors of the Vendor Selection Matrix™ – Robotic Process Automation Software 2020:
  1. BLUE PRISM
  2. AUTOMATION ANYWHERE
  3. UIPATH
  4. SERVICETRACE
  5. WORKFUSION
  6. ANOTHER MONDAY
  7. KOFAX



8. PEGASYSTEMS
9. KRYON
10. SOFTOMOTIVE

**Vendor Selection Matrix™ Disclaimer:**

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**About Research In Action:**

Research In Action GmbH is a leading independent information and communications technology research and consulting company. The company provides both forward-looking as well as practical advice to enterprise as well as vendor clients.

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