

2020 SPRING

CUSTOMER SUCCESS REPORT



ROBOTIC PROCESS AUTOMATION CATEGORY

ROBOTIC PROCESS AUTOMATION OVERVIEW

Robotic process automation (RPA) software uses bots to automate routine work within software programs normally executed by an enterprise's employees. These solutions help to save time and remove the need for human staff members to perform tedious, repetitive, and time-consuming tasks.

To build these automations, RPA tools present development environments that can be followed by agents to create workflows. These development environments are typically drag-n-drop, codeless systems that can be utilized even by non-developers to build needed processes. As an alternative to the manual method of creating workflows, many solutions provide the capability to record activities by a human in a software program and translate them into workflows in the RPA application. Virtual agents execute actions following the workflows both without and with human intervention or supervision.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2020 Customer Success Awards

Check out this list of the highest rated Robotic Process Automation software based on the FeaturedCustomers Customer Success Report.



Logos for Market Leaders category:

- NICE
- blueprism®
A Digital Workforce for Every Enterprise
- CAMUNDA
- helpsystems
- KOFAX
- UiPath™
- WorkFusion



Logos for Top Performers category:

- Appian
- edgeverve
An Infosys company
- eggplant
- Jacada
AUTONOMOUS CX
- K2
- KRYON™
- PEGA



Logos for Rising Stars category:

- ANTWORKS™
- automai®
ROBOTIC AUTOMATION PLATFORM
- BP3
- DATAMATICS®
Data to Intelligence
- servicetrace
- softomotive
— THE MAKERS OF —
winautomation

OVERALL BEST

OF ROBOTIC PROCESS AUTOMATION





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ABOUT UIPATH

The May 23rd, 2019 Gartner Report "Market Share Analysis: Robotic Process Automation, Worldwide on RPA Market Share -2018" declared UiPath Officially #1. "UiPath saw the most significant revenue growth in 2018 and moved up four places in rank. This vendor achieved the market-share-leading position, thanks to its strong partner ecosystem, active investor backing, a very focused brand-building effort and a loyal customer base. UiPath has grown phenomenally over the past three years, reaching an industry-leading size and significant market awareness as reflected in Gartner inquiry calls." Previously, during 2018, UiPath was ranked Leader & Star Performer by the Everest Group and received the highest Current Offering score by the Forrester Wave Report. Three areas of unrivaled customer value led to these accolades and leadership: innovative products; a global enterprise footprint and a customer-focused culture. Innovation: while Everest & Forrester gave highest marks to our current RPA products, the major VC investment in UiPath by CapitalG (Alphabet/Google) speaks volumes about the transformational RPA technology they see coming. Global footprint: our customer & revenue growth, by far the industry's largest, is spread evenly across the Americas, EMEA & APAC - where we also have large product development centers. UiPath currently has 33 offices in 19 countries. Customer culture: having pioneered free customer success support, we now have over 250 people helping customers around the world - 78% of whom report RPA met/exceeded expectations (Everest Group survey). Now, we're pioneering immersion labs across geographies where customers can reimagine the possibilities of automation. All good reasons to have us join your RPA journey!

220

Customer references from happy UiPath users

[VIEW ALL REFERENCES](#)

"We quickly determined that UiPath and its RPA technology could give us a better way to extract members' clinical documents, and do it in a HIPAA-compliant manner with little to no involvement from our clients' technical resources."

Joe Bonazza
Director of Data Integration, Health Fidelity

"We realized quickly that complex rules were governing the type of product and service levels that customers have. Luckily, the UiPath robot was powerful enough that we could map and develop the rules into the robot itself. If a customer change breaks a rule, then the robot automatically marks it as an exception and immediately notifies the..."

Salla Valkonen
Head of Process Automation, DNA

"I would definitely recommend UiPath as a platform of choice because of its ease of use and flexibility. Its ecosystem provides easy integration with AI tools, the cloud and various other synergies."

Yashpal Wala
General Manager, RPA and AI Consulting, Hexaware

"UiPath is a great technology for gluing together various systems such as databases, information systems, web and client interfaces and legacy systems through API's, web services and application user interfaces. The open platform allows for development of automation robots that are not only quick and accurate, but also intelligent, with learning capabilities..."

Jannie Strydom
Chief Executive Officer, LarcaAI



2020 MARKET LEADERS



KOFAX

NICE®





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ABOUT AUTOMATION ANYWHERE

Automation Anywhere is the leader in Robotic Process Automation (RPA), the platform on which more organizations build world-class Intelligent Digital Workforces. Automation Anywhere's enterprise-grade platform uses software bots that work side by side with people to do much of the repetitive work in many industries. It combines sophisticated RPA, cognitive and embedded analytic technologies. Over 1,600 organizations use this AI-enabled solution to manage and scale business processes faster, with near-zero error rates, while dramatically reducing operational costs. Automation Anywhere provides automation technology to leading financial services, insurance, healthcare, technology, manufacturing, telecom and logistics companies globally.

240

Customer references from happy Automation Anywhere users

[VIEW ALL REFERENCES](#)

“With Automation Anywhere Enterprise we are able to automate processes in just 2 to 4 weeks. The platform allows us to monitor all bots that are in operation, which lets us see productivity in real-time.”

Tiago Machado
CoE RPA Leader, CPFL Energia

“RPA has begun to show benefits towards our corporate objectives. Thanks to Thirdware and Automation Anywhere, we have been able to improve performance, increase efficiency and reduce our invoice backlog simultaneously. Our success with RPA to date has given us the confidence to move forward and automate even more processes.”

Andy Anderson
Chief Information Officer, Stant

“I love the feature of being able to record keystrokes to create the automation code and then go in and modify the code to make Automation Anywhere do exactly what I want.”

David Deering
IT Operations Administrator, Capital Communications Federal Credit Union

“RPA gave us the means to create repeatable processes that scale at the click of a button. With Automation Anywhere's platform in place, we can go farther, faster and exceed our customers' expectations.”

Jaimeen Trivedi
Associate Principal, ZS Associates



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Walgreens



 Fannie Mae



Coca-Cola

ABOUT BLUE PRISM

In this digital era where start-ups are constantly disrupting markets, only the most agile and innovative enterprises survive and thrive. At Blue Prism, we pioneered Robotic Process Automation (RPA), emerging as the trusted and secure intelligent automation choice for the Fortune 500 and public-sector market. Now we bring you connected-RPA supported by the Digital Exchange (DX) app store—marrying internal entrepreneurship with the power of crowdsourced innovation. Blue Prism connected-RPA can automate and perform mission critical processes, allowing your people the freedom to focus on more creative, meaningful work. More than 1,000 major enterprise customers leverage Blue Prism's digital workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business.

121

Customer references from happy Blue Prism users

[VIEW ALL REFERENCES](#)

 "Blue Prism strategically is one of the most important tactile assets we have in our arsenal. Blue Prism enables us to work with visionary stake holders to reduce cost, flex capacity, enhance quality and accelerate enterprise processes."

Stephen Chilton
Director of IT Services, NHS Lothian

 "The benefit of RPA for the customer is that they get a quicker service that is done accurately and without human error. Our teams benefit from RPA because they don't have to do mundane data-entry tasks and can move to more value-added tasks."

Mick Ripley
Project Lead, Revenue and Benefits, Engie UK

 "Companies need well integrated platform capabilities that can enable AI solutions at scale. Blue Prism is addressing this demand through its API integrations with leading cloud AI partners. This should complement Blue Prism's well-established RPA capabilities and speed up user's journeys to intelligent automation solutions."

Sarah Burnett
Research Vice President, Everest Group

 "Blue Prism has vastly improved our operational agility and given us the capability to react to new market opportunities and support a successful financial product launch with an automated process that took only two days to build."

Marie Marsden
Head of Credit Operations, Shop Direct Group



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ABOUT CAMUNDA

Camunda is an open source software company innovating process automation with a developer-friendly approach that is standards-based, highly scalable and collaborative for business and IT. A community of thousands of users across companies such as Allianz, ING and T-Mobile design, automate and improve mission-critical business processes end-to-end with Camunda. Our workflow and decision automation tools enable them to build software applications more flexibly, collaboratively and efficiently, gaining the business agility, visibility and scale needed to drive digital transformation. To learn more visit: <https://camunda.com/>

100

Customer references from happy Camunda users

[VIEW ALL REFERENCES](#)

"Zymergen needed a workflow solution that allows modeling of complex biological manufacturing processes, display of step-by-step directions for humans and robotics, and two-way integration with our data management systems. Camunda gave us the balanced ability to deeply integrate with our automation and digital systems, while providing a flexible..."

Aaron Kimball
CTO, Zymergen

"To stay competitive, we want to provide our customers with an easy and speedy fulfillment process. Camunda BPM plays an important role in this as we use it to automate order execution processes, thus reducing operating costs and shortening fulfillment time. One additional benefit is that Camunda can integrate very easily with other IT systems via..."

Luka Samaržija
Head of Business Support Systems, Iskon

"We chose Camunda BPM as a lightweight product that is individually extensible due to the available source code. We also appreciate that our system architecture (Java EE and existing application servers) is supported, which meant that introducing Camunda BPM had a minimal impact on existing applications. Furthermore, Camunda BPM supports BPMN..."

Hermann Lischka
Architecture Management, Raiffeisen Bank

"Two things are important to us for the automation of our core processes: high availability in a high-load scenario and the integration into our existing Java EE6 programming model. Both are given with Camunda BPM. In productive operation the following load can currently be easily handled."

Mahmut Izci
Head of IT, frenet Group



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ABOUT HELPSYSTEMS

HelpSystems, LLC is a leading provider of systems management, security, and business intelligence solutions. HelpSystems software reduces data center costs by improving operational control and delivery of IT services. Founded in 1982, the company has 14 offices worldwide and more than 7,000 customers from small businesses to Fortune 100 companies. Based in Minneapolis, Minnesota, HelpSystems sells its solutions directly and through strategic partners worldwide.

514

Customer references from happy HelpSystems users

[VIEW ALL REFERENCES](#)

“It’s never an error on our side when a vendor or customer doesn’t get a file. While he is satisfied with the number of tasks that are currently being automated at Single Source, he knows that if they need more, Automate can handle it.”

Robert Newhart
Vice President and CIO, Single Source

“Automate has all the features required for automating any process, as well as a comprehensive toolset for monitoring and notifying staff about the status of processes and applications. After considering all the alternatives, it really was an easy decision for me to choose Automate.”

Chris Prime
Developer, Medmarc Insurance Group

“The feature that has really saved us money is online viewing—currently, we view over 175,000 pages per month online as view-only reports that are printed only if the recipient decides it’s necessary.”

Deborah Richardson
Operations Supervisor, Patrick Industries

“With Skybot Scheduler, it’s easy for us to set up a job that watches for a file and launches another job when it’s available. We push and pull files all day, depending on the company we’re working with.”

Frank McCreery
Director of Production Operations, Service Corporation International



KOFAX

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ABOUT KOFAX

Kofax's Intelligent Automation software platform helps organizations transform information-intensive business processes, reduce manual work and errors, minimize costs, and improve customer engagement. We combine RPA, cognitive capture, process orchestration, mobility and engagement, and analytics to ease implementations and deliver dramatic results that mitigate compliance risk and increase competitiveness, growth and profitability.

426

Customer references from happy Kofax users

[VIEW ALL REFERENCES](#)

"We worked to refine and customize the Kofax solutions so that they really fit with our unique ways of working, and we have been very impressed by the degree of sophistication and flexibility offered by Kofax Transformation in particular."

Todd Estabrooks
Senior Departmental Information Systems Analyst, Santa Cruz County Human Services Department

"Kapow allows us to flexibly extract, integrate, deliver and utilize data from different sources without excessive effort. Using this technology, our IT department can consolidate and display any data on one single platform—as a self-service function."

Günter Rauter
Enterprise Portal/ Collaboration Solutions, Audi

"The Kofax and SharePoint solution means that documents can be identified, classified and transferred into a centrally managed storage platform, reducing the need for physical storage space."

Sandra Burch
Accounts Service Manager, Twinings

"Users are able to log in to a customised Web portal to check and approve invoices, and do not need access to SAP. They can log in from wherever they are, it's simple to use, and we save on SAP user licences and training."

Steve Long
Project Team Lead, Capita



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ABOUT NICE SYSTEMS

NICE Systems is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

451

Customer references from happy NICE Systems users

[VIEW ALL REFERENCES](#)

"The introduction of automated, flexible scheduling delivered cost reductions of 20 percent, producing greater efficiency and reducing our manual tasks."

Daniel Demicheli
Executive Manager, Mission Control, Itaú-Unibanco

"The NICE Cloud solution offered us the opportunity to launch in a shorter time frame by allowing us to leverage the technical expertise at NICE and in-house support on a proven platform. This directly translated into more cost savings over the life of the project."

Charles Suh
Manager, Business Analysis, Consumer Solutions, Telus

"NICE Real-Time Process Optimization has made it possible for Grupo Contax to increase the quality of the services that we can deliver to our clients. This is one of the differentiators we offer in the outsourcer market, which is critical in a scenario of increased competition and reduced margins."

Rivaldo Barbosa
Applications Director, Contax

"We turned to NICE for process automation because we simply can't afford mistakes."

Michael Prokopis
VP of Strategy & Innovation, OnProcess



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ABOUT WORKFUSION

WorkFusion's Intelligent Automation empowers enterprise operations to digitize. WorkFusion combines robotic process automation (RPA), AI-powered cognitive automation, workflow, intelligent conversational agents, crowdsourcing and analytics into enterprise-grade products purpose-built for operations professionals. These capabilities let enterprise leaders digitize their operation, exponentially increasing productivity and improving service delivery.

25

Customer references from happy WorkFusion users

[VIEW ALL REFERENCES](#)

“It’s awesome, because with no training or reading documentation, I was able to build and use a functioning bot in only 10 minutes.”

Greg Meyers
Chief Information Officer, Motorola Solutions

“We’ve evaluated a number of different tools and felt that RPA Express was the right tool to match the current needs of our client but also has a capability to scale as their needs grow.”

Jim Frost
Solutions Architect, R-Path Automation

“RPA Express has lowered the work pressure for my employees and saved me an extra FTE.”

Johan De Krom
Owner, De Krom

“Automating a business process with RPA Express reduced the workload from 2-3 people working 5 days a month to one person working 2 days per month.”

Tim Riewe
RPA & IT Advisor, antites



2020 TOP PERFORMERS

Appian

 **edgeverve**
An Infosys company

 **eggplant**

Jacada
AUTONOMOUS CX



KRYONTM

 **PEGA**



Appian

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U.S. Department of Veterans Affairs



FEMA

ABOUT APPIAN

The Appian Platform makes building, launching, using, and changing powerful enterprise apps easy. Create easy-to-use, natively mobile applications. Unify all of your processes, data, systems, and apps. Build once and deploy everywhere. Be better at what makes your organization stand out. And do it all with one integrated platform that requires virtually no coding.

218

Customer references from happy Appian users

[VIEW ALL REFERENCES](#)

"Appian's Work Platform helps our IT infrastructure to match our brand promise of excellence and high-performance. Appian is fast in terms of application roll-out times, precise in terms of the control it gives us over our operations, and modern in terms of its features, such as native mobility and social collaboration."

Alessandra Banfi
Chief Information Officer, Pirelli Tyre

"With Appian, we are able to blend enterprise innovations such as agile delivery and mobile enablement to make the student experience at USF as easy as possible. Using Appian as an application platform supports our mission to leverage workplace technology to better understand health and how its future can transform our quality of life."

Sidney Fernandes
System Vice President/CIO, University of South Florida

"Appian is focused on the rapid delivery of both process-centric and data/case-centric applications. Appian was the first vendor to introduce social and mobile functionality as foundational components. New capabilities focus on case management, data virtualization, responsive design, and application performance tuning."

Forrester

"Using Appian and Blue Prism together gives us greater power in automating complex processes. Combining the two products extends the reach of our automation initiatives and enables centralized management of the entire workforce."

Adeel Javed
Manager of Process Automation, Options Clearing Corporation



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ABOUT EDGEVERVE

EdgeVerve Systems, a wholly-owned subsidiary of Infosys, develops innovative software products and offers them on premise or as cloud-hosted business platforms. EdgeVerve products help businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. EdgeVerve power their clients' growth in rapidly evolving areas like banking, distributive trade, credit servicing, customer service and enterprise buying. Today, global corporations across financial services, insurance, retail and CPG, life sciences, manufacturing, and telecommunications use EdgeVerve products.

292

Customer references from happy EdgeVerve users

[VIEW ALL REFERENCES](#)

"One of the key differentiators that IDBI Bank found in Finacle universal banking solution was its new generation technology and its use of the Web paradigm. With features like Straight-Through-Processing, 24x7 banking, e-Xtensibility tool kit, Finacle has indeed proved to be the right choice. With Finacle powering our core banking..."

Sanjay Sharma

Vice President & Head Product Development Group, IDBI Bank

"We are impressed with Finacle Bank-in-a-Box. The speed of deployment has been a tremendous support for Bank Sohar to achieve its ambitious growth plans and business objectives of innovation and technology-enabled product and service differentiation."

Mohamed AbdulAziz Kalmoor

CEO, Bank Sohar

"With the migration to Finacle, we can now serve customers comfortably. The ability to be able to create new products is fantastic. The time to market has been reduced and we can roll out products quickly. The experience for customers is great. I am personally impressed with the support that we are getting from the Finacle team. We have not had a single..."

Kayode Ishola

Chief Information Officer, Mainstreet Bank

"Finacle treasury solution has enabled us to streamline operations, improve efficiencies and augment our service offerings to our customers. The adaptability of the solution combined with the comprehensive functionalities delivers an increased cost-benefit ratio and higher operational efficiencies which will enable us to achieve customer delight."

Saša Stanković

Senior Executive Director of Project Management Office, HPB



eggplant™

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ABOUT EGGPLANT

Eggplant provides user-centric, digital automation intelligence solutions that enhance the quality and performance of the digital experience. Only Eggplant enables organizations to test, monitor, analyze and report on the quality and responsiveness of software applications across different interfaces, platforms, browsers, and devices, including mobile, IoT, desktop, and mainframe.

96

Customer references from happy Eggplant users

[VIEW ALL REFERENCES](#)

“We thought the biggest challenge would be the maintenance of scripts when the look or layout of our app would get changed slightly. But as soon as we started working with Eggplant, we realised that the tool mitigates this effort and our scripts didn’t change. From then I knew it would be really easy, and it was.”

Jose Corral

Test Engineer, Financial Times

“For one project, every week the distribution team would have to spend two to three days loading data so that the developers would have something to test the following week. With Eggplant, they have automated that process so they simply press the button in Eggplant on Friday and in eight hours they have all the data they need. They more than cut...”

James Briley

Manager of Unit Shop Floor System, Shaw Industries

“This system can record and reproduce a series of operations including touching an icon and logging on to the service. Recorded operations are stored in a script. This allows easy maintenance and supports iOS, Android and others as a multidevice solution.”

Katsumi Noda

Manager, Service Operations, Service Design Department, NTT Docomo

“Automated testing is a positive trend in the automotive industry and Eggplant is a leading-edge, long-term solution for us. As Eggplant’s capabilities quickly evolve, we rely on HiRain to continue to provide us with strong, local support and guidance.”

Rui Wang

Manager, NIO



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priceline.com



Humana



ABOUT JACADA

Jacada enables organizations to deliver effortless customer self service and agent assisted interactions by implementing cutting edge mobile, smart device, web based visual IVR solutions, as well as optimized agent desktops, and business process optimization tools. Customers can benefit from an improved customer experience at every touch point with the organization, whether at the contact center, on the mobile, the website, or at the retail store.

33

Customer references from happy Jacada users

[VIEW ALL REFERENCES](#)

"Getting value delivered quickly to the business was paramount to demonstrating the value of a unified desktop solution. The whole point of our strategic desktop initiative is to bring agility and flexibility to our contact centre operations."

Gareth Turpin
Head of Customer Service Transformation, Telefonica O2

"The introduction of the Jacada unified desktop has met or exceeded all of our expectations and delivered on our target objectives. We will realise lifetime savings many times greater than the cost of the solution. Jacada provides innovative technology and a proven implementation approach that can significantly improve the efficiency and effectiveness of a..."

Phil Bluck
Commercial Director, Capita

"In the end, Vodafone selected Jacada Fusion because it provided a robust, non-intrusive, rapid, and cost-effective solution to help our SAVES group improve productivity. Jacada Fusion met our criteria on several levels. It utilises the systems we already have in place and is 100 percent non-intrusive, so it required no changes to our existing Windows..."

Steve Jhonson
Chief Architect, Vodafone

"We selected Jacada due to the time-to-market advantages of their software and approach, and their expertise and success in simplifying and automating customer service processes. The Jacada WorkSpace unified service desktop provides a flexible, adaptable and scalable solution that is very compatible with our existing infrastructure and..."

Srinivas Koushik
Chief Information Officer, Nationwide Insurance



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ABOUT K2

K2 is a leading provider of business application platforms and solutions that empower people to build and run business apps, from the very simple to the highly complex, limited only by imagination. The low code platform allows users to create customized business applications --using workflows and forms--that stretch across roles, departments, and data sources. Understanding the importance of getting the right information to the right people at the right time, K2 allows business users to make smarter, data-driven decisions, fast. In this fast-paced environment, workforces can stay focused on building and growing the business, instead of managing processes.

279

Customer references
from happy K2 users

[VIEW ALL REFERENCES](#)

"ASRT employees can use the portal to store corporate information and automate purchasing, as well as search and index documents. By setting up this system, we gave them the infrastructure and the approach to analysis and design to go out and enable other parts of their business."

Holly Anderson
Senior Developer, Interlink, ASRT

"We're now in a position where our core business rules, such as document approvals, are automated and sent to the appropriate party for review. This improves the efficiency of all the related processes and provides visibility across the entire organization."

Vincent Macheda
National IT and Communications Manager, Australian Amalgamated Terminals

"I like K2 because it's a satisfying enterprise workflow solution that easily integrates with our platforms. Moreover, K2 keeps adding new features and enhancements continuously, which keeps us always eager for new experiences. Most of all, their responsive support offers peace of mind."

Mohammed Al-Haddad
Program Manager for Process Automation and Information Technology, Zamil Industrial

"I found the K2 interface very intuitive and easy to use. With the K2 designer, you just drag and drop process events into the workflow canvas, and you can revise them without having to dig through lines of code. Another thing I like is the Process Portal, where I can see the status of the workflow — whose queue it is in and how long it's been there — and..."

Kirsten Larsen
System Administrator, Town of Gilbert



KRYON™

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ABOUT KRYON

Kryon is a leader in enterprise automation, offering the only platform on the market which encompasses both Process Discovery and Robotic Process Automation (RPA). This end-to-end solution maximizes ROI and cuts implementation time by 80%. Powered by proprietary AI technology, Kryon Process Discovery™ automatically generates a comprehensive picture of business processes, evaluates them and recommends which ones to automate. Kryon offers desktop-based RPA, virtual-machine-based RPA or a hybrid combination of both. The company's award-winning platform is used by enterprises worldwide, including AIG, Allianz, American Express, AT&T, Ernst & Young, Ferring Pharmaceuticals, HP, Microsoft, Santander Bank, Singtel Optus, Verizon and Wyndham Hotel Group.

50

Customer references from happy Kryon users

[VIEW ALL REFERENCES](#)

"Kryon's Robotic Process Automation product was a real game-changer for The Cashroom as the platform does not require IT applications developers to create the automated processes, allowing business users to create, test and run the processes within the space of a few weeks. We were impressed with the speed at which we were able to use Kryon's...
Mike Touhey
Head of Service Transformation, The Cashroom

"Kryon's RPA really meets our needs at the Microsoft Royalties Team. We were able to take a rather complex, manually-intensive process and automate it using Kryon's Unattended Automation -the time savings were impressive, and the platform's intuitive interface and visual algorithm made automating smooth and simple."
Dan Rullman
Senior Manager, Finance Operations, Microsoft

"Kryon's Robotic Process Automation solution stood out from the rest due to their intuitive platform, on-demand and friendly support, and extensive capabilities. With Kryon, we've been able to automate complex everyday activities and we plan to expand RPA to other departments at Ferring."
Sébastien Gard
IT Director, Ferring Pharmaceuticals

"The main business value that RPA has brought Mimun Yashir has been felt in several realms. At the most basic level of ROI, our use of RPA has brought us the equivalent of 1,500 work hours [per month], which translates to approximately 1.5 million shekels [\$420,000] per year. But more importantly, I think our workers have benefited from it, as they are...
Ronit Peter
CIO and Fintech, Mimun Yashir



PEGA

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ABOUT PEGASYSTEMS

Pegasystems Inc. is the leader in software for customer engagement and operational excellence. Pega’s adaptive, cloud-architected software – built on its unified Pega® Platform – empowers people to rapidly deploy, and easily extend and change applications to meet strategic business needs. Over its 30-year history, Pega has delivered award-winning capabilities in CRM and BPM, powered by advanced artificial intelligence and robotic automation, to help the world’s leading brands achieve breakthrough business results.

478

Customer references from happy Pegasystems users

[VIEW ALL REFERENCES](#)

"We've been able to centralize the tracking of exchange of adverse events, aggregate reports, and safety signals with our partners in our global group. That was only made possible by having the efficiencies and the automation that the system brought."

Jeffrey Hanson
Senior Information Analyst, Pfizer

"Digital transformation, automation and customer service: all of that really relies on a sound strategy."

Anna Rigney-Phillips
Chief, Financial Customer Support, U.S. Department of Veterans Affairs

"Utilizing the Pega solutions—both robotics as well as workforce intelligence—enables our agents to focus on what’s important. Process that took us two and a half to three minutes previously, was automated to 30 seconds and below."

Robin Gomez
Director - Data & Analytics, Radial

"Pega is not just another vendor in the hype cycle. We use AI to automate decisions making better contextual offers, more personal interactions, and respecting the customer’s preferences for communication."

Jim Saleh
Sr. Director, Process Automation COE, Scotiabank



2020 RISING STARS

ANTWORKS™


 **automai®**
ROBOTIC AUTOMATION PLATFORM

BPO3

 **DATAMATICS®**
Data to Intelligence


servicetrace

softomotive
— THE MAKERS OF —
winautomation



ANTWORKS™

TRUSTED BY

SPARK44



CRISIL
An S&P Global Company



ABOUT ANTWORKS

AntWorks is a global artificial intelligence and intelligent automation company, creating new possibilities with data through digitisation, automation and enterprise intelligence. As the world's first and only Integrated Automation Platform (IAP) powered by fractal science principles and pattern recognition that understands every data type, ANTstein™ SQUARE digitises every piece of information for a diverse range of industries.

24

Customer references from happy AntWorks users

[VIEW ALL REFERENCES](#)

"Deploying the ANTstein solution has been crucial to not only saving time, money and effort, but also enhancing customer acquisition for growth and the re-deployment of staff, focus on strategic innovation and other tasks that require complex thinking."

City Union Bank

"Our first implementation with CMR, we were able to realise a very high accuracy in the conversion rate. In fact, we realised more than 85 percent to be exact."

Jason Chin
Vice President of IT, Scot

"We needed a solution like ANTstein SQUARE that would not just capture the data, but also curate the data accurately. We are experiencing efficiency improvement of almost 50%"

Emma Forster
Managing Director, Spark 44

"AntWorks' Cognitive Machine Reading engine is one of the most powerful technologies we have evaluated that meets our complex machine vision requirements - of highly unstructured data and document formats, dynamic nature of documents and data that can only be handled with powerful machine learning capabilities. And an ability to deliver..."

Preyash Shah
Enterprise Head of Business Solutions Groups, CRISIL



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ABOUT AUTOMAI

Automai specializes in automation solutions for load testing, performance monitoring, regression testing and business automation that are so intelligent and flexible that you can use them “out of the box” to optimize performance of all your business applications. Automai’s Testing suite was born out of necessity for headache free solutions. They are committed to keeping their solutions relevant, they encourage their clients to become involved in what’s next in automation. Their development team works off feedback in the field. After all, that is how they got started.

12

Customer references from happy Automai users

[VIEW ALL REFERENCES](#)

“After evaluating a few different load testing products, we chose AppLoader for its turnkey service package and ready to use hardware configuration. AppLoader matched the demand we required for stress testing the performance of our Oracle application before moving it to a public cloud.”

Kas Naderi
Chief Information Officer, CompuCredit

“Before AppsWatch, trying to locate the source of the problem typically entailed days of consultation with several departments and multiple vendors. We found that we were not able to react effectively to performance issues, much less be proactive about them. With AppsWatch this is possible in a matter of minutes.”

Robert Goodhand
Director of Special Projects, University of Arkansas for Medical Sciences

“I am currently using this for automating an audit where we have about 5000 loans on record. For each line, it would take 30 key clicks through the app to make the correct entry in the correct field in the database. The automated audit was completed (error free) in a few hours.”

Roger Smith
Chief Technical Officer, Commerce Home Mortgage

“Troubleshooting time has been cut by almost 70%. There are so many angles to Epic and Meditech that it would sometimes take the whole department to find one little thing. AppsWatch can quickly identify whether it’s a network or application problem so we can get to it and fix it sooner. We got the results we were looking for with AppsWatch. This...”

Edgar Iraheta
Lead Engineer, Cambridge Health Alliance



BP3

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ABOUT BP3 GLOBAL

BP3 Global delivers transformative solutions that help enterprise-level organizations improve overall performance by connecting people, processes and technologies. Providing digital process, decision management and analytics software and services to Fortune 500 businesses in the financial services, retail, healthcare and energy sectors.

33

Customer references from happy BP3 Global users

[VIEW ALL REFERENCES](#)

“This solution makes us more proactive with pollutions. BP3 Global had never worked with a water company before, but they explored how our network operates, engaged us about our concerns and their collaboration was impressive.”

Andy Henton
Information Systems Architect, Severn Trent Water

“Instead of updating our CSS across every coach (UI) in the application we used the CSS picker in the Brazos tool kit and seconds later, Carlsberg green! It saved us weeks of development time.”

Anders Vinther
Carlsberg Lead BPM Developer, Carlsberg Group

“The recruitment project is a major step in the modernization of the HR departments systems and processes, and we’re planning to take a similar approach with several other projects, such as a new solution for learning management. Again, we expect the combination of UHB’s lean management expertise, BP3’s technical skills and [the] business process...”

Suzanne Hartshorne
Deputy Director of HR, University Hospitals Birmingham

“Taking a broader view, business process management is key to UHB’s ongoing strategy across every department. By blending technologies into a service-oriented approach, we can deliver significant and continuous improvements in many areas of UHB’s operations...we were introduced to BP3 by another of our partners, and we saw a number of areas where...”

Stephen Chilton
Director of IT, University Hospitals Birmingham



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TATA COMMUNICATIONS

JET AIRWAYS 



ABOUT DATAMATICS

Datamatics is a global provider of Consulting, Information Technology (IT), Data Management and Business Process Management services to several Fortune 500 companies. Datamatics has a fully integrated offering to support digital transformation of organizations through Smart Processes, Smart Systems, Smart Devices and Smart Data. These solutions are powered by Robotics, Artificial Intelligence and Machine Learning algorithms which offer improved business efficiency in the interconnected world.

223

Customer references from happy Datamatics users

[VIEW ALL REFERENCES](#)

"Huge volumes of papers used to be generated which need to be maintained for long years. The processes were not streamlined. We found that Datamatics has excellence expertise and capabilities in Document management system and were the perfect match for our requirements. Datamatics project team was very good and quick in understanding our...
Subhojit Roy
Vice President-IT, SBI Funds Management Pvt. Ltd.

"It was indeed a great pleasure to work with the Datamatics team on Documentum based Project for Tata Power. Tata Power's matured business processes and Datamatics' domain expertise helped in successful integration of Documentum with our existing systems. Datamatics' solution and delivery capabilities have facilitated in improving our productivity....
Ujjal K Ghatak
CIO, Tata Power

"Datamatics deployed digitisation solution from receipt of documents, scanning, auto data indexing of images and so forth. They also used automated data extraction tool with fuzzy logic and AI. The deployment was effective as it was done in a short duration of time. Today our processes are highly efficient leading to quick retrieval of documents."
Ramesh Narayan
GM-RRM & Indirect Taxation, Mahanagar Gas Ltd.

"To begin our move to cloud, we engaged with consulting partner, Datamatics. After migrating to AWS, if I have to provision a new server, it is a matter of a few minutes. We are now able to provision infrastructure with business growth requirements."

Deepak Bhardwaj
SAP head, Ashapura Minechem Ltd



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ABOUT SERVICETRACE

Servicetrace has been delivering innovation in robotic solutions for 15 years. They are a visionary in robotic process automation (RPA) and the undisputed leader in synthetic user experience monitoring for application performance and test automation. Their robotic solutions enable organizations to begin their automation journey simply and safely to deliver value more quickly than anyone else. Servicetrace holds multiple patents and their technology is trusted by global enterprises across all industries.

63

Customer references from happy Servicetrace users

[VIEW ALL REFERENCES](#)

"With Servicetrace Application Performance Monitoring, we can assess the quality of service with the eyes of our customers. We detect failures anywhere in the world within seconds."

Uwe Gebhard

Head of Infrastructure Operations, Merck

"The fast and reliable automation of complex standardized test procedures significantly relieves our team."

Bastian Schäfer

Head of Department Command Center, ekom21

"This is really the only tool with which we can carry out complex tests in all applications. We can map all essential functionalities from the user's point of view, across all processes and interfaces to third-party vendors."

Katharina Hauch

Head of the Test Factory, Dekra

"With this no code solution, employees can quickly automate test cases themselves after some short training - no further expertise or external consulting is needed."

Andreas Förch

Head of the QA, I&I



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ABOUT SOFTOMOTIVE

Softomotive is one of the leading worldwide providers of Robotic Process Automation solutions, trusted by more than 8,000 companies worldwide. Both attended and unattended RPA are delivered through powerful, robust RPA technology from desktop installation to server-based software which is quick to deploy, easy to use and provides the best value for money.

12

Customer references from happy Softomotive users

[VIEW ALL REFERENCES](#)

"We are still just scratching the surface of what RPA can do for Technicolor. Our global IT team now plans to follow our lead and use RPA to transform processes across the whole business. Softomotive's support has been a critical part of our success so far, and we will continue to work closely together in the next stages of our automation journey."

Xavier Rodriguez

Global Director, Finance Shared Services Center, Technicolor

"Softomotive had taken over a complex investment management program that another automation firm was unable to complete after more than 2 1/2 years. Softomotive professional services experts allowed us to get the program back on track in 4 months."

James Murray

JDM Wealth Management

"Because of its power, flexibility and ease of use, Softomotive won out in our final analysis. Thank you for an outstanding automation software and a first class professional services team to accelerate our ROI."

David Criswell

Harris & Ford, LLC

"With Softomotive Robotic Automation, we are realizing increased effectiveness and agility across work streams. High speed of execution across business applications has allowed for more value-add time to the company for analysis and increased overall control on financials."

Sander Schippers

Implementation Manager, Finance Business Transformation, Xerox