

Robotic Process Automation Software Category



Robotic Process Automation Software Category

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

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

MARKET PRESENCE SCORE

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

COMPANY SCORE

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

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.



2021 Customer Success Awards

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



MARKET LEADERS

appian

AUTOMATION
ANYWHERE[®]
Go be great.

blueprism[®]

CAMUNDA

KOFAX

NICE[®]

nintex

UiPath[™]

WorkFusion



TOP PERFORMERS

ANTWORKS[™]

DATAMATICS

edgeverve
An Infosys company

helpsystems

Jacada
AUTONOMOUS CX

KRYON[™]

PEGA



RISING STARS

automai[®]
ROBOTIC AUTOMATION PLATFORM

BP3
There's a faster way to do that[®]

eggplant



servicetrace
A Salesforce Company

* Companies listed in alphabetical order





ABOUT APPIAN

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.



299

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Using Appian Cloud for process automation checks all the boxes for our security and reliability requirements. Appian RPA's cloud-native bots running on that trusted infrastructure gives us confidence in expanding our use of RPA.”



PACIFIC LIFE INSURANCE COMPANY

“The value of RPA lies in its ability to enhance human capabilities, reduce response times and errors. Appian RPA has given us not only powerful tools for bot development but also a complete automation platform for workflow management.”



LUIS GONZÁLEZ GUGEL
ROBOTICS PARTNER MANAGER, DELOITTE

“Appian provides us a single point of enterprise visibility, control, and optimization over key cross-functional processes that directly impact our customers.”



RAY LUNABURG
DIRECTOR OF PROCESS ANALYSES AND IMPROVEMENT, GENERAL KINEMATICS

“Unlimited bots for a fixed price is a compelling proposition by itself. That proposition combined with Appian's low-code automation platform is the reason we are excited about Appian RPA.”



THYSSENKRUPP

TRUSTED BY

amazon.com

Cigna
HealthSpring

enterprise





ABOUT AUTOMATION ANYWHERE



Automation Anywhere is a global leader in Robotic Process Automation (RPA), empowering customers to automate end-to-end business processes with intelligent software bots –AI-powered digital workers that perform repetitive and manual tasks, resulting in dramatic productivity gains, optimized customer experience and more engaged employees. The company offers the world's only cloud-native and web-based automation platform combining RPA, artificial intelligence, machine learning and analytics, yielding significantly lower TCO, higher security, and faster scalability than legacy monolithic platforms. Its Bot Store is the world's first and largest marketplace with more than 1,200 pre-built, intelligent automation solutions. Automation Anywhere has deployed over 2.8 million bots to support some of the world's largest enterprises across all industries in more than 90 countries. For ...



350
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Automation Anywhere helped us accurately transfer 30 years of data in 24 hours and saved us about \$6000 in software costs.”



SKY MARRESE
GENERAL CLINICAL ADMINISTRATOR, FAMILY MEDICAL CENTER OF HART COUNTY

“We're excited to see the quick wins automation has delivered to the business. Now we're leveraging those wins to drive automation deeper into customer facing processes. Combining RPA with cognitive automation and analytics gives us the foundation to transform how we serve customers.”



RICHARD MENDOZA
AUTOMATION CAPABILITIES LEADER, ELI LILLY AND COMPANY

“When you choose a partner for your RPA journey, don't do it on a purely cost basis, but ensure you select a partner that will support you at the times you need it most. Automation Anywhere was with us on every moment of our journey, helping us achieve our success.”



PRATEEK KAPOOR
LEAN DIGITAL TRANSFORMATION LEADER, JUNIPER NETWORKS

“We have achieved a 50% increase in customer service efficiency in the branches where front office automation has been implemented.”



JORGE IVAN OTALVARO
VP SERVICE DELIVERY AND OPERATIONS, BANCOLOMBIA S A

TRUSTED BY





ABOUT BLUE PRISM

blueprism®

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.



280

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Blue Prism is our partner. Its RPA platform is considered an excellent and scalable enterprise product that is well suited for our operating environment.”



NIKOLAS BARTH

HEAD OF INNOVATION AND DIGITALIZATION, BUSINESS PROCESS SHARED SERVICES, SIEMENS

“EY believes Robotic Process Automation is a revolutionary technology and we are delighted to be delivering innovative, high value solutions utilizing Blue Prism's proven enterprise RPA platform.”



CHRIS LAMBERTON

PARTNER, HEAD OF ROBOTICS, EY

“We had to process 15,000 records a month. It would take 20 to 30 days to respond, with almost nine people involved. With RPA, the setup time is reduced by a third and the number of resources involved has dropped to one. We saw a huge benefit overnight.”



DERK WEINHEIMER

VICE PRESIDENT OF COST EFFICIENCY AND CONTINUOUS IMPROVEMENT, INTERCONTINENTAL HOTELS GROUP

“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

TRUSTED BY





ABOUT CAMUNDA

CAMUNDA

Camunda is the leader in process orchestration software. Our software helps orchestrate complex business processes that span people, systems, and devices. With Camunda, business users collaborate with developers to model and automate end-to-end processes using BPMN-powered flowcharts that run with the speed, scale, and resiliency required to compete in today's digital-first world. Hundreds of enterprises such as Allianz, ING, and Vodafone design, automate, and improve mission-critical business processes with Camunda to drive digital transformation. To learn more visit camunda.com.



142

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Camunda enables us to orchestrate the many RPA bots, APIs and other tasks within our automated processes. With this latest release, our team is looking forward to the new catalog for RPA services, which allow us to more easily integrate existing RPA bots into our processes and eventually completely replace them with more robust APIs.”



CHRISTOPH ANZER
PROJECT MANAGER RPA, DEUTSCHE TELEKOM

“Zymergen's platform includes an industrial biofactory where servers and robots interact with scientists to accomplish complex workflows. We have extended Camunda to coordinate and execute work in the factory while collecting, analyzing, and responding to data.”



DYLAN WEBSTER
PRODUCT MANAGER, ZYMERGEN

“We chose Camunda because it feels to be one of the more developer friendly business automation tools at a price point which makes in-house development of a similar system seem impractical. The open platform makes it possible for us to tailor it extensively to our needs as a business and build upon it to make tooling that our non-technical business customers can use to automate and improve their workflows.”



ANDREAS HJORTLAND
TEAM LEAD FOR THE REAL-ESTATE SOFTWARE TEAM, WEBSYSTEMER

“Because of the high variability in market processes in different regulated markets, we decided to go for a workflow solution which can offer flexibility in an easy way. After investigation, Camunda is selected as the solution to use for modelling business processes within our SaaS platform. Camunda has a big community and offers the flexibility we need for a multitenant platform. Also in combination with our custom platform adapters, Camunda enables our partners to develop and implement faster. We are looking forward to explore Optimize as well.”



JORN OOSTERWIJK
LEAD PRODUCT OWNER, POWERHOUSE

TRUSTED BY

Deloitte.



ATLASSIAN



Panasonic



ABOUT KOFAX

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.

471

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The Kofax RPA robots were so efficient at identifying sales leads that the solution delivered a return on investment before the POC had even finished.”



TAYFUN ÖZÇAY
CHIEF INFORMATION OFFICER, BORUSAN CAT

“The increased automation delivered by Kofax RPA has enabled us to give back around 5,000 hours annually to our finance teams. Additionally, robotics has enabled new processes which were not possible earlier due to huge amounts of manual work.”



MARKUS KATILA
DIRECTOR OF FINANCE DEVELOPMENT, KEMIRA

“Kofax RPA has enabled us to scale our IT resources and drive expenses out of our business processes while providing the company with real-time visibility into critical operational data information.”



DON SLOAN
CHIEF INFORMATION OFFICER, RANDSTAD

“Kofax RPA transformed our business. It eliminated a lot of time-consuming manual work in a very short space of time, and our internal users are grateful that they don't have to do so much paper-chasing.”



ANDREW GLEASON
VICE PRESIDENT OF BUSINESS DEVELOPMENT, REDWOOD LOGISTICS

TRUSTED BY





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.



494

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“NICE RPA helps minimize the disruptive business impact of unpredictable, dynamic, and shortnotice external demands.”



MOLLY WALKER
MANAGER OF BUSINESS EXCELLENCE, PCSU

“We were happily surprised by the benefits of NICE Robotic Automation. We have seen, very quickly, processes being completed without mistakes, and a real savings in terms of handle time, quality and cost.”



LORIS LIMONTA
DEPUTY HEAD OF OPERATION, VIRTUAL UNIT, BANCA POPOLARE DI SONDRIO

“It was by far the easiest and cleanest install I've ever done, and I've done at least four installs with robotic process automation software.”



RICHARD CARTER
DIRECTOR OF AUTOMATION, THE RESULTS COMPANIES

“NICE Desktop Automation is the best solution for robust development, reducing implementation time for both assisted and unassisted automations.”



ROBERTO CALDEIRA
CUSTOMER RELATIONS MANAGER, TIM BRAZIL

TRUSTED BY





ABOUT NINTEX



Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes.



543

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“I usually program Nintex RPA scripts to work with our FSP application the primary front-end for the UltraData application - but have also used it for solutions programmed into the green-screen environment. Nintex RPA works flawlessly. I'm very glad we invested in Nintex RPA.”



JON ULINCY
IT MANAGER, ASHLAND CREDIT UNION

“Nintex RPA made an enormous difference in our ability to enter all of our applications in one day and minimize the amount of HR resources we had to use. It took what was normally a very difficult day and made it a very easy one. We just let Nintex RPA do its job.”



CARY SINNET
DIRECTOR, PAY IT FORWARD SCHOLARSHIPS

“Using Nintex RPA for our RDC approvals helps us better serve our customers – faster and when they need us. The solution will save our call center staff approximately 1,200 hours per year. This is time that they can use to focus on higher-value tasks that better support our business and customers' needs.”



CAL STEVENS
VICE PRESIDENT AND BUSINESS PROCESS IMPROVEMENT MANAGER, EXTRACO BANKS

“Prior to Nintex RPA, managing our overdraft protection had become overwhelming. It took 32 employee-hours to complete. Now with Nintex RPA, we can do this entire process in about an hour, automatically.”



RHONDA RAWLINGS
VICE PRESIDENT, FIRST MID-ILLINOIS BANK & TRUST

TRUSTED BY





ABOUT UIPATH



UiPath has a vision to deliver the Fully Automated Enterprise™, one where companies use automation to unlock their greatest potential. UiPath offers an end-to-end platform for automation, combining the leading Robotic Process Automation (RPA) solution with a full suite of capabilities that enable every organization to rapidly scale digital business operations.



439

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“As automation experts we have been relying on RPA since 2018. Our strategic objective is to drive the optimization of our processes with RPA and reduce the monotonous routine tasks for our employees. Furthermore, we want to increase the value creation rate, improve data quality and availability and use RPA as a temporary short-term solution for the integration of IT systems, if the development of an interface takes longer than expected.”



PATRICK ZECH
OPERATIONAL EXCELLENCE PROJECT MANAGER, KUKA

“We were looking for RPA technology that was extremely easy—easy to use, configure, learn, adopt, and manage. Admittedly, we had extremely high expectations, and UiPath exceeded them all. They clearly stood apart from the competition in this important area, which is the main reason we picked them.”



CARLOS NORTE
ACCOUNTING MANAGER, EDP VALOR

TRUSTED BY



Cognizant

dentsu



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.

47

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“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

“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

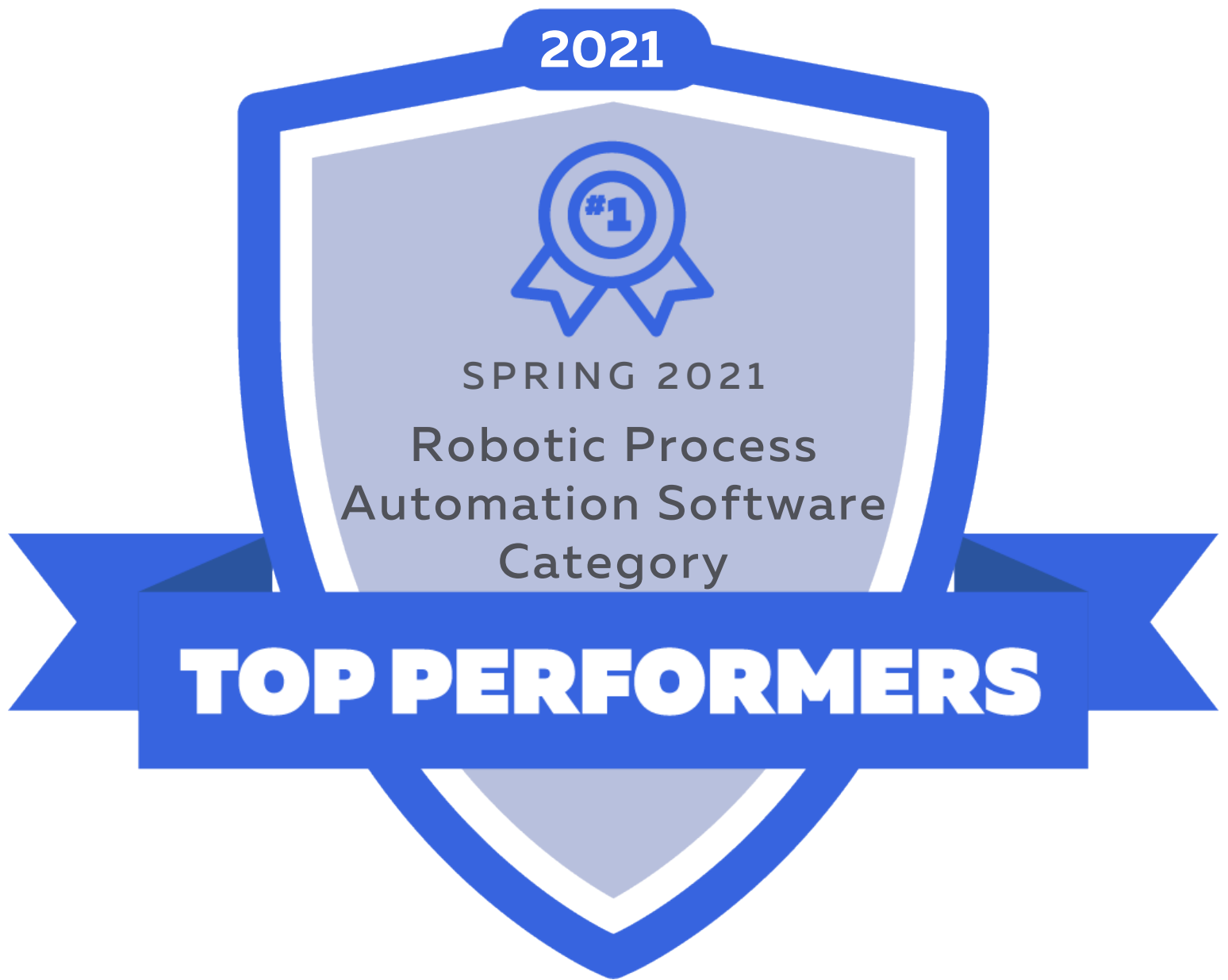
“WorkFusion's AI-driven automation capabilities are also being used to create efficiencies in the time-consuming process of adverse media screening, as part of the bank's know-your-customer screening processes. The software scans news sentiment and context for negative news, rather than looking for rudimentary word associations.”



DILIPKUMAR KHANDELWAL
GLOBAL CHIEF INFORMATION OFFICER, CORPORATE FUNCTION TECHNOLOGY, DEUTSCHE BANK

TRUSTED BY







ABOUT ANTWORKS

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.

★★★ 39

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“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

“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 superior Natural Language-based classification with limited data sets.”



PREYASH SHAH
ENTERPRISE HEAD OF BUSINESS SOLUTIONS GROUPS, CRISIL

“AntWorks CMR's high accuracy across the tested document types, even with small training sets, and its outstanding ease-of-use allows buyers to democratise the use of document cognition across the organisation easily.”



MIKE SMART
SR DIGITAL TRANSFORMATION ANALYST, NELSONHALL

“While evaluating vendors for our digital transformation project, we were impressed with AntWorks' capability and vision...we appreciate their strength and focus in using a business-led approach, instead of a technology-led approach, to problem solving.”



RICK KOO
DIGITAL TECHNOLOGY LEADER MERCER, MERCER

TRUSTED BY





232

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT DATAMATICS

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.

Featured Testimonials

“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.

“Datamatics was empaneled for automating our Accounts Payables processes. We get about 30,000-40,000 invoices per month which was earlier processed manually. We partnered with Datamatics with an aspiration to digitize our entire invoice processing suite. We are using Datamatics' tool TruCap+ which helps in automatically reading the invoices and feeding the details into Oracle which is our ERP for Finance. Any request we put forth to Datamatics were immediately taken up on a priority basis and was implemented in an efficient manner.”



PRASANTA PADHIARY
HEAD FINANCE & ACCOUNTING COE, TATA PROJECTS

“We had an interesting time with Datamatics when we implemented RPA. After RPA implementation, a process which used to take five days, now took only 2 days and we are now able to do our regulatory reporting in time. Second process we automated was policy admin processing wherein we got nonstandard data from customers and with automation it was converted into standard data. Not only we improved our efficiency but the customer experience also improved over time.”



SHAILESH PUTHRAN
HEAD OPERATIONS, ADITYA BIRLA SUNLIFE INSURANCE COMPANY LTD

“We are new to the RPA world and although we are experts in what we do, Datamatics has shown us how it can be done more efficiently with RPA. Since I am working on the RPA initiatives, Datamatics are giving their expertise and providing solutions on RPA.”



MANISH JAIN
REGIONAL HEAD, INDUSIND BANK

TRUSTED BY

JET AIRWAYS 





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.



309

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“A transformative solution, AssistEdge RPA, brought about long-term benefits with increased effort savings and coverage across the organization and bringing the entire Alcon confirmation process using bots. This has greatly reduced manual intervention, operation overheads, and manual errors.”



NIRANJAN VS
VP, DELIVER HEAD, INFOSYS VALIDATION SOLUTIONS

“AssistEdge bots reduces the manual intervention of billing activities which helps in raising the multiple confirmations much faster.”



DEEPA MOHAN
SENIOR PROJECT MANAGER, TRACTOR SUPPLY ACCOUNT

“We're currently in the middle of a pilot using Infosys' IIP Platform. We're looking to implement AssistEdge which is a cool technology to take what could be a very protracted process for somebody in helpdesk that may have to go through four screens before they can get all the information they need. It mashes it all up and collects it on one screen for presentation, but then you can also act on it, and it will go back and hit the backend ERP tables as well.”



GAIL GUILLOTTE
VICE PRESIDENT ENTERPRISE SOLUTIONS, RICOH AMERICAS CORPORATION

“AssistEdge BOTs are much faster compared to previous bots and the Finacle automation runs flawlessly.”



NATIONS TRUST BANK

TRUSTED BY





ABOUT HELPSYSTEMS



HelpSystems is a leading provider of systems and network management, business intelligence, and security and compliance solutions. Our software reduces data center costs by improving operational control and delivery of IT services. Founded in 1982, we have offices worldwide and more than 8,700 customers from small businesses to Fortune 100 companies. Based in Minneapolis, Minnesota, our mission is to be an expert provider of data center software that solves real business problems. We take pride in offering the best service in the industry. Our calls are answered the old fashioned way—by a live person. We do not use interactive voice response. And our support teams provide award-winning, knowledgeable, and friendly service. HelpSystems brands include: Robot, Sequel, Powertech, Skybot (now Automate Schedule), Automate, Safestone, Bytware, Showcase, ...



523

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Dacotah Bank has been a Robot customer since 1994 and we’ve always been happy with the products and support. We have been able to automate night processing, utilizing our 'night' operator during afternoon hours and only monitoring the night jobs.”



TEDDI DAHL
DATA WAREHOUSE MANAGER, DACOTAH BANK ABERDEEN

“The Robot suite of products are a key component of our business plan. Not only have these tools helped our SaaS business run more cost-effectively, they have also been a catalyst to help our clients take their own data center operations to a new level.”



SCOTT COLLINS
VICE PRESIDENT, CU ANSWERS, INC.

“We were able to drastically consolidate our EnterpriseOne job instances using the EVERY schedule code in Robot Schedule. Needless to say, a 95 percent reduction is a real time saver.”



LARRY WILLIAMS
SENIOR SYSTEMS ADMINISTRATOR, TRIDENT SEAFOODS

“One thing we like about Robot/SCHEDULE Enterprise is how we can manage all of our systems and processes with one job scheduler from one platform and one display—use one system to run everything.”



JERRY KARTH
SYSTEM ADMINISTRATOR, KEY ENERGY SERVICES

TRUSTED BY





59

Total Customer References

[VIEW ALL REFERENCES](#)

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.

Featured Testimonials

“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 strategic direction, and should deliver a quick return on our investment. The ability to implement the solution quickly, without modifying our existing systems or infrastructure, was key in our decision to go with Jacada.”



SRINIVAS KOUSHIK
CHIEF INFORMATION OFFICER, NATIONWIDE INSURANCE

“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 call centre operation.”



PHIL BLUCK
COMMERCIAL DIRECTOR, CAPITA

“Our first deployed automation for password management has simplified a multi-step, highly manual process for our agents, enabling them to make calls more efficient and decrease call time. We continue to identify additional use cases and look forward to leveraging Jacada's expertise to further improve the member experience for our Owner credit unions.”



RINI FREDETTE
SENIOR VICE PRESIDENT OF CONTACT CENTERS, PSCU

“Jacada is an important part of our overall vision to make it easier for customers to self-serve through their preferred channels. As PSE continues to invest and find ways to improve our customer experience, working with Jacada to update our automated voice system allows us to offer a customized and innovative option.”



JOSH JACOBS
DIRECTOR OF BUSINESS INTEGRATION, PUGET SOUND ENERGY

TRUSTED BY





55

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT KRYON

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.

Featured Testimonials

“Kryon's RPA product is best in class - its easy-to-use and intuitive UI enables partners like Virtual AI to demonstrate the benefits and capabilities of RPA in a fraction of the time compared to other RPA products. Our blue chips media clients have been surprised at how quickly and cost effectively we can save them money, improve the accuracy of their business processes and increase productivity. We look forward to a long-term partnership with Kryon and delivering superior business outcomes for our clients.”



IAN WHITFIELD
FOUNDER, VIRTUAL AI

“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 Robotic Process Automation meaningfully and the functionality available to us.”



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

TRUSTED BY





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.



483

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“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

“We have an automated platform, which is resilient. We are using Pega tools to automate our continuous integration, continuous deployment and testing. We will grow using what we harvest from our current implementations to go even further, to go even faster.”



WOUT VAN WIJNGAARDEN
CTO, DICTU

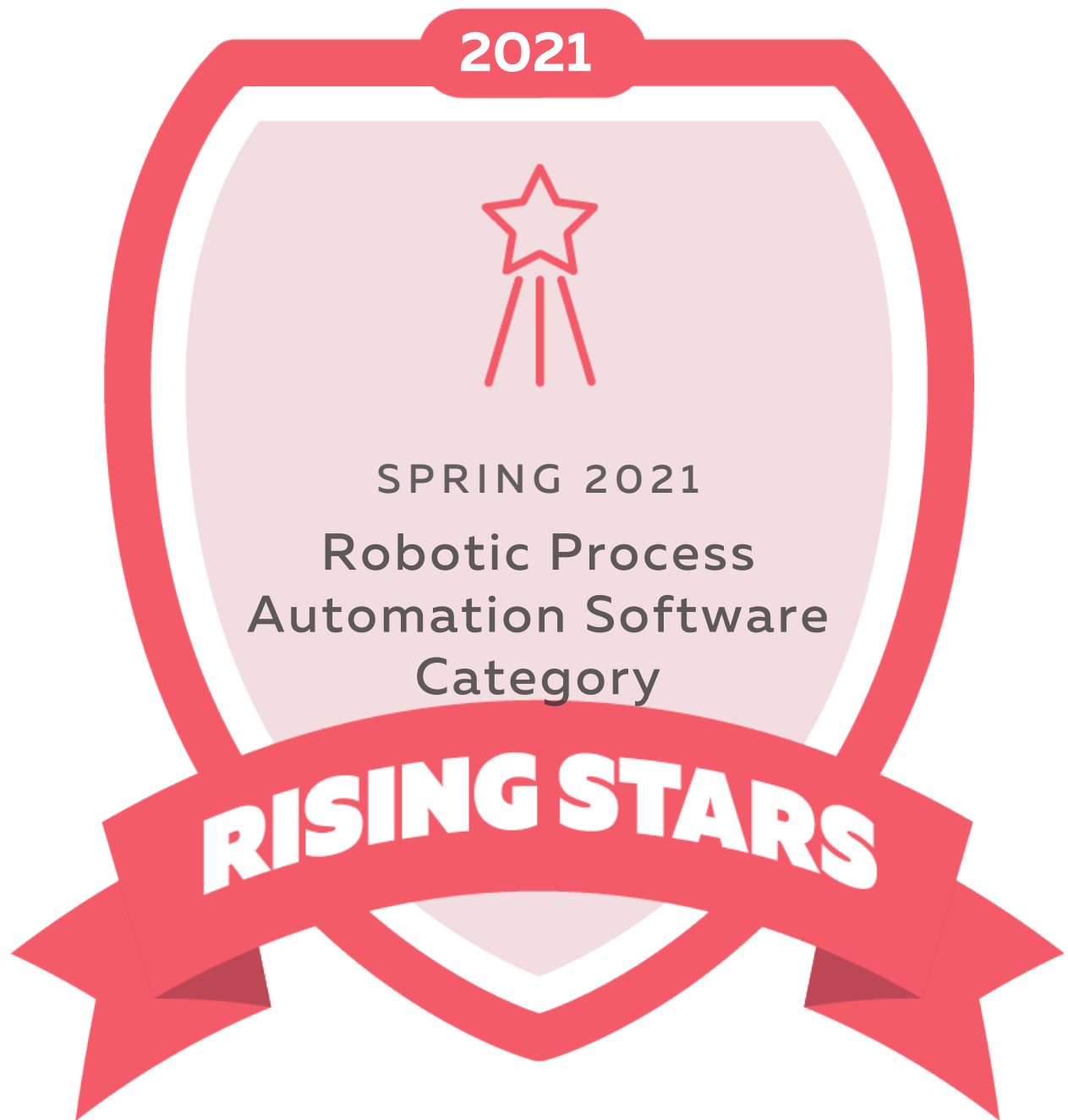
“I'm very excited at the progress we've made using PCS to assist in streamlining the processes associated with product build management.”



PHAEDRA SWANN
PROGRAM MANAGER, CAREFIRST BLUECROSS BLUESHIELD

TRUSTED BY







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.

13

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“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

“AppVerify allowed us to automate all our Oracle Enterprise Business Suite tests. We continuously test all our critical ERP processes and make sure that everything works as it should.”



STEVE SUTPHIN
SENIOR ORACLE EBS, EXPERT CONSULTANT, ORACLE

“I didn't have much programming experience and I found Apploader to be very intuitive and easy to use. With the help of Automai's excellent support, I was always able to simulate scenarios that we needed to test thoroughly. Thanks again for all your help! If I need to test another application, I'll be sure to call you guys first.”



TONY DOW
SYSTEMS ADMINISTRATOR, CACI

“Automai's unique no-code, flow-based ScenarioBuilder greatly simplifies load testing by allowing you to test processes without writing custom scripts. The platform makes it easy to move from testing business-critical applications in Citrix and/or WVD, to testing them.”



SHANE KLEINERT
SOLUTIONS ARCHITECT, CHOICE SOLUTIONS

TRUSTED BY





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.

35

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“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 their capabilities were a good match for our requirements.”



STEPHEN CHILTON
DIRECTOR OF IT, UNIVERSITY HOSPITALS BIRMINGHAM

“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 management software to help us transform the way we work. Besides accelerating various stages of the recruitment cycle and reducing manual effort and paperwork, the solution also gives us much better visibility throughout the process.”



SUZANNE HARTSHORNE
DEPUTY DIRECTOR OF HR, UNIVERSITY HOSPITALS BIRMINGHAM

“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

“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

TRUSTED BY





108
Total Customer References

[VIEW ALL REFERENCES](#)

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.

Featured Testimonials

“We can now deliver the Automation project successfully from a cost and time perspective - it's been brilliant. We have managed to get Regression test creation down from 4 days effort in our previous tool to 4 hours using Eggplant, which means we automate quicker and will allow our testers to focus on other areas of testing and development in the future.”



JUSTINE SHARP
IT TEST MANAGER, STUDIO RETAIL LIMITED

“First of all, partnering with Eggplant significantly contributed to reformation of the way we work by drastically reducing man-hours. In addition, it allowed us to enhance product quality by strengthening test coverage and shortening lead time by executing automated tests during the night and holidays.”



WATARU SASAKI
DEPUTY DEPARTMENT MANAGER OF THE SOFTWARE DEVELOPMENT DEPARTMENT, FUJIFILM

“As we seek to continue to improve the efficiency and quality of our testing, we believe that Eggplant's automation capabilities will be a key factor in helping us achieve this goal. We forecasted around a 50-percent reduction in the time taken to run our regression test packs, through the use of Eggplant's automation capability.”



MARTIN DI RUZZA
TEST ARCHITECT, NATIONWIDE BUILDING SOCIETY

“With Eggplant, we have quickly maximized our test capacity and saved significant time and effort by reducing manual testing in our testing department. Previously, testing would take about two days for each platform, but can now be completed in just two or three hours for each platform using Eggplant.”



AYFER ESEN
QUALITY ASSURANCE SUPERVISOR, GITTIGIDIYOR

TRUSTED BY





ABOUT REDWOOD SOFTWARE



Redwood Software delivers IT, finance and business process automation to help modern enterprises excel in the digital age. Redwood orchestrates and automates business processes across complex hybrid IT environments so enterprise organizations can focus on business agility, cost efficiency, and customer experiences. Our automation solutions help thousands of organizations across 150 countries execute with speed and precision.



50

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“With Redwood, Faurecia was able to successfully automate 32,000 global manual journal entries per month and onboard 1,300 end users from both the controlling and GBS teams. 80% of journal entries are now automated, leaving only human review and approvals tasks.”



CHRISTOPHE MACGARRY
GLOBAL FINANCE TRANSFORMATION DIRECTOR, FAURECIA

“Redwood software is worth a good look for any serious finance and administration operation looking to automate tasks.”



FORRESTER

“Redwood's Cronacle is the crucial process automation component that acts as the glue holding together the entire GEAR solution. We were able to count on Redwood's expertise, especially in the final weeks of the project. Thanks to their tireless cooperation we were able to meet the timeframe and budget.”



THIERRY SCHAFFLUTZEL
GEAR PROJECT MANAGER, UBS

“Redwood Robotics has helped us in a very positive way by supporting our growth and delivering efficiencies through a solid and strong solution that is user friendly.”



BRIAN THOMSEN
FINANCE DIRECTOR, ARLA FOODS

TRUSTED BY

Walmart 



Allianz 

3M Science.
Applied to Life.™

Raytheon



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.

90

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“I have looked at many RPA solutions very closely, including those from the major American providers. Servicetrace has really taken a unique and very successful approach with the X1 platform and integrated lifecycle management. This has many advantages, especially in the medical sector.”



HUBERTUS SCHMITZ-WINNENTHAL
CHIEF PHYSICIAN, KLINIKUM ASCHAFFENBURG-ALZENAU

“Our next generation Retail Management System is a business-critical enterprise software project for the British Heart Foundation, and the Servicetrace Test Automation solution was best placed to address our demanding volume and transactional software testing requirements.”



SARAH YATES
PROJECT MANAGER, BRITISH HEART FOUNDATION

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



BASTIAN SCHÄFER
HEAD OF DEPARTMENT COMMAND CENTER, EKOM21

“Automation was the only way to implement the project in this situation and in such a short time frame.”



MARCO AUGUSTIN
HEAD OF PRODUCTION PLANNING, SESOTEC

TRUSTED BY

MERCK

FUJITSU



SIEMENS

