Everest Group®

Everest Group PEAK Matrix for Process Mining Technology Provider 2022

Focus on UiPath
June 2022

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MATRIX®

Background of the research

Background of the research

Everest Group defines process mining as a type of analytics product that involves a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information primarily from event logs generated by enterprise systems (e.g., ERP, CRM, etc.). The technology provides a data-based approach to process optimization through numerous applications and use cases spanning industries and process areas. This has led to process mining being and continuing to be one of the fastest growing markets in the Intelligent Automation (IA) space. Adoption of process mining not only helps enterprises achieve traditional benefits such as cost savings and operational efficiency, but also opens avenues to target business/strategic outcomes such as top-line growth, accelerated digital transformation, enhanced customer experience, and sustainability. In order to support the enterprise objectives, products are rapidly evolving in the sophistication of their capabilities, features, and functionalities.

In this study, we assess process mining software products in the market that can analyze process-related information captured in event logs to discover process maps and are available independent of professional services.

In the full report, we analyze the process mining technology landscape across various dimensions:

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

Scope of this report

Geography
Global

Technology providers
19 leading process mining technology providers

Product
Process Mining

Process Mining Products PEAK Matrix® characteristics

Leaders:

Celonis, Minit, Software AG, and UiPath

- Leaders continue to differentiate themselves by offering innovative features such as action triggers, AI-based process simulations, and next-best-action recommendations. They continue to invest in robust training programs, thought leadership initiatives, and service provider partnerships, to increase awareness in the market

- Leaders are expanding their packaged solutions to a wide variety of processes (accounts payable, accounts receivable, incident management, meter-to-cash, and hire-to-retire) and systems (BMC Remedy, Coupa, JD Edwards, Microsoft Dynamics AX, and Oracle EBS) to accelerate the adoption of process mining

- Leaders are ahead in offering pre-built integration with Business Intelligence (BI) platforms, such as Microsoft Power BI and Tableau, to increase the breadth and depth of analytics and visualization capabilities. They are also focusing on forging partnerships with or developing in-house capabilities for complementary technologies such as a, RPA, IDP, process orchestration, and conversational AI

Major Contenders:

ABBYY, Appian, Apromore, Datricks, Everflow, IBM, iGrafx, MPM ProcessMining, QPR Software, SAP Signavio, and UpFlux

- Major Contenders are following Leaders in offering advanced process discovery and monitoring features. They are also focusing to enhance conformance checking capabilities such as offering out-of-the-box process templates for benchmarking analysis and AI-based root-cause analysis

- A few Major Contenders are differentiating themselves by investing in R&D to offer AI-based simulation capability and enhance their predictive monitoring capabilities to identify potential KPI breaches and trigger proactive alerts via email or message. Some of them are also offering task mining capability either through in-house investments or third-party partnerships

- While Major Contenders are expanding their presence across industries, geographies, and buyer sizes, they have relatively fewer partnerships with service providers; thus limiting their ability to support large-scale implementations

Aspirants:

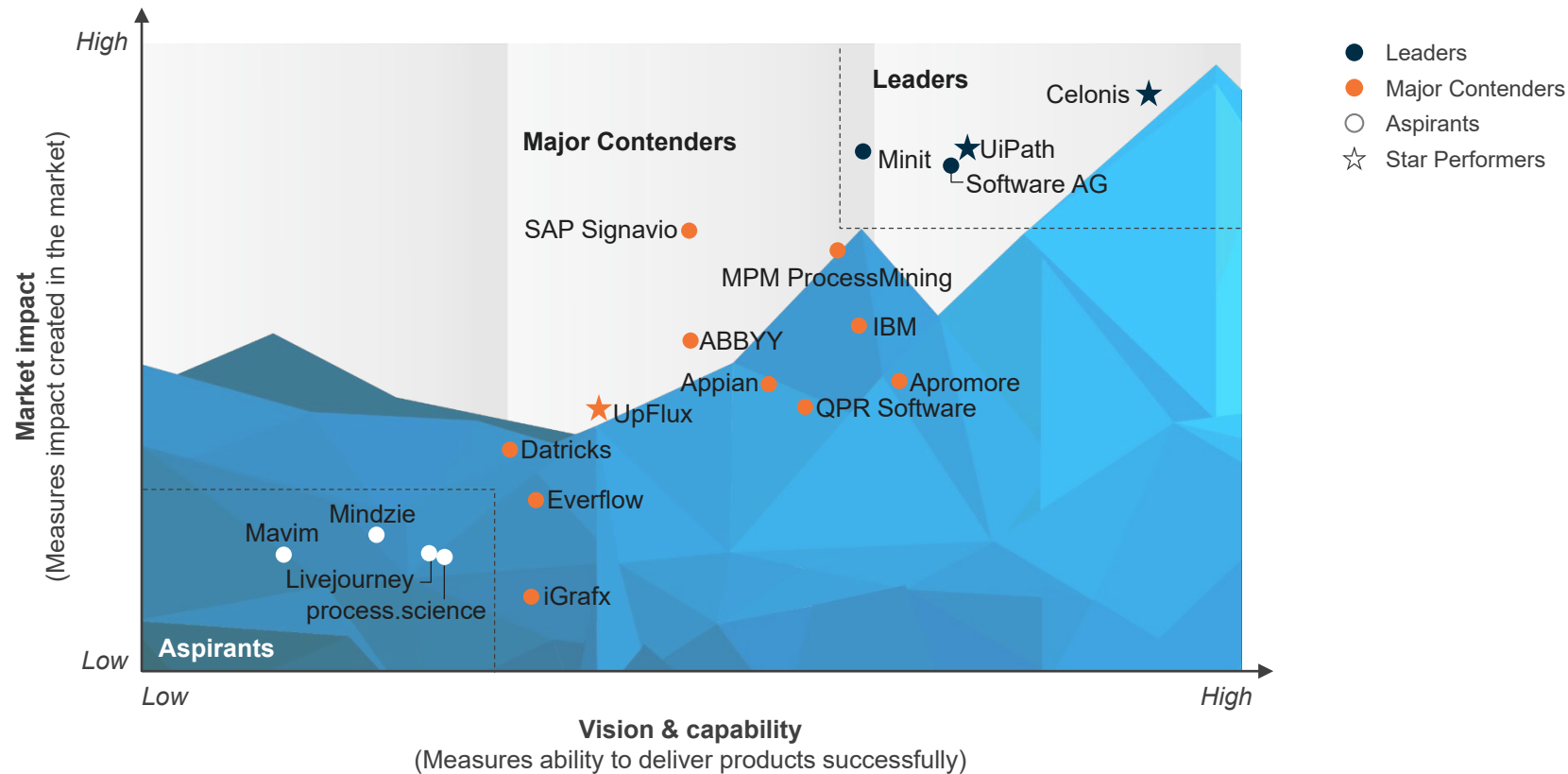Livejourney, Mavim, Mindzie, and process.science

- Aspirants are relatively newer entrants in the market. They are investing in expanding data setup and preparation capabilities, enhancing core process mining capabilities around process discovery and conformance checking, and developing advanced process monitoring functionality

- All the Aspirants offer a SaaS-based process mining solution and most of them have observed significant adoption of the offering among their client bases

- Most Aspirants are creating their niches and differentiating themselves by serving client needs in specific geographies, process areas / use cases, or buyer size segments

Everest Group PEAK Matrix®
Process Mining Products PEAK Matrix® Assessment 2022 | UiPath positioned as Leader and Star Performer

Everest Group Process Mining Products PEAK Matrix® Assessment 2022[1]

1   Analyses for Everflow, Logpickr, and Minit are based on their capabilities before their acquisition by Pegasystems, iGrafx, and Microsoft respectively

Note: Star Performers are selected based on a relative comparison of providers' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Providers with the highest Year-over-Year (YoY) improvement are designated as Star Performers. The Star Performer title does not reflect the overall market leadership position, which is designated through Leaders, Major Contenders, or Aspirants

Source: Everest Group (2022)

UiPath | process mining product profile (page 1 of 7)
Overview

Company overview

Founded in 2005, UiPath is a technology provider that offers an end-to-end platform for process mining, automation, and optimization. The company helps enterprises in areas such as data extraction and migration, process automation, application integration, and process reengineering. UiPath's presence extends to over 40 offices across 19 countries in geographies such as North America, Europe, Middle East, the UK, and Asia Pacific. It has over 4,000 employees for the delivery of its services.

Key leaders

- **Daniel Dines,** Co-founder & Chief Executive Officer
- **Marius Tirca,** Co-founder & Chief Technology Officer
- **Param Kahlon,** Chief Product Officer

Headquarters: New York, US

Key clients include: Adobe, Applied Materials, Chevron, Chipotle Mexican Grill, CrowdStrike, CVS Health, Deutsche Post DHL, EY, Generali, KDDI, SBA Communications, Takeda Pharmaceuticals, and Uber

Website: www.uipath.com

Recent deals and announcements (not exhaustive)

- **December 2021:** announced partnership with Qlik and the launch of direct integration between Qlik Cloud® analytics and its enterprise automation software platform
- **November 2021:** announced the appointment of Dr. Oren Etzioni to chair its new Artificial Intelligence (AI) Advisory Board
- **November 2021:** announced its end-to-end automation platform being incorporated into PwC Perform, an operations improvement methodology and management system
- **September 2021:** announced the expansion of strategic partnership and new integrations with Alteryx
- **September 2021:** partnered with People Tech Group to launch an RPA services capability for organizations looking to increase efficiency through enterprise automation software
- **August 2021:** announced the formation of its first Public Sector Advisory Board. The Board comprises former government technology officials, economists, and academia
- **June 2021:** announced new integrations with Smartsheet, an enterprise platform for dynamic work, to make it easier for users to retrieve, update, and share data in Smartsheet
- **May 2021:** launched UiPath Platform 21.4 release that is expected to support large-scale automation programs to deliver more business value while making it easier to improve ROI

Split of process mining revenue by buyer industry
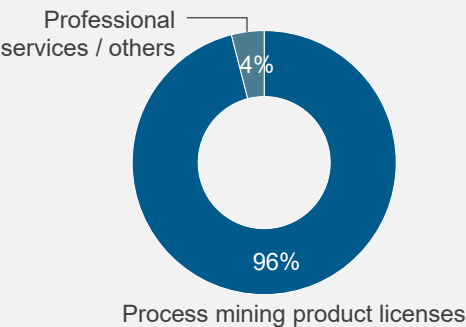
Not disclosed

Split of process mining revenue by process areas

Not disclosed

Split of process mining revenue by buyer geography

Not disclosed

Split of process mining revenue by offerings

Professional services / others — 4%

96%

Process mining product licenses

Note: Operational and product-/offering-related information as of December 2021, collected as part of the study / based on Everest Group estimates
Source: Everest Group (2022)

UiPath | process mining product profile (page 2 of 7)
Overview

Product overview:

UiPath Process Mining uses data from different enterprise systems, such as ERP and CRM, using built-in ETL functionality to develop visual process maps and provide enterprises insights into bottlenecks and discrepancies. The process mining solution allows users to identify root causes of process deviations and monitor processes against pre-set KPIs. The solution is integrated with UiPath Orchestrator and Action Center to help enterprises leverage insights gained through process mining to trigger requisite actions such as assigning tasks to users and executing pre-built automations. The platform contains a role-based user management system to control KPIs, data fields, and dashboards. Its task mining solution enables enterprises to record user activities performed across multiple desktops and helps them identify potential automation opportunities.
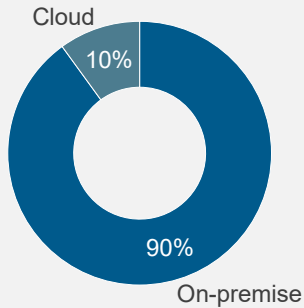
Version number: UiPath Process Mining 2021.10

Release date: October 2021

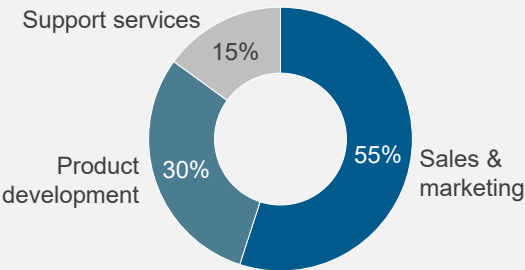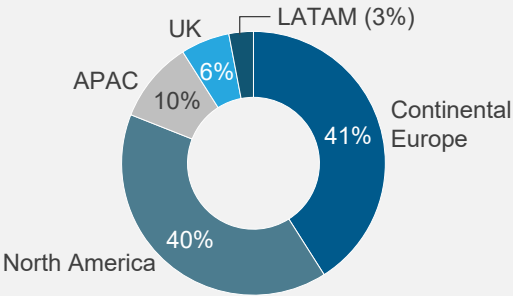| Market adoption and capability overview		
Description	**2021**	**YoY growth**
Process mining clients **(individual logos)**	201	214%
Total FTEs (represents total employee base)	3,527	*Not disclosed*
Number of service provider partners / resellers	5,100	27%
Number of technology/software partners	500	Not disclosed
Key service provider partners / resellers	Ashling Partners, Capgemini, CGI, Cognizant, EY, Grupo Assa/Globant, PwC, and SYKES Digital Services	
Key technology/software partners	ABBYY, Adobe, Alteryx, AWS, Box, Google, Microsoft, Oracle, Qlik, Salesforce, SAP, ServiceNow, Tableau, and Workday	

Process mining revenue mix by buyer size[1]

Not disclosed

Process mining client mix by hosting model

Cloud 10%
On-premise 90%

Split of total FTEs by function[2]

Support services 15%
Sales & marketing 55%
Product development 30%

Split of process mining FTEs by geography

UK
LATAM (3%)
APAC
6%
10%
Continental Europe 41%
North America 40%

1   Buyer size is defined as large (>US$5 billion in revenue), midsize (US$1-5 billion in revenue), small (US$50 million-US$1 billion in revenue), and SMBs (<US$50 million in revenue)
2   Includes total company FTEs in product development, support services (product support, implementation, etc.), and sales & marketing; excludes FTEs in corporate functions such as HR and IT
Note: Operational and product-/offering-related information as of December 2021, collected as part of the study / based on Everest Group estimates
Source: Everest Group (2022)

UiPath | process mining product profile (page 3 of 7)
Capabilities

| | Available | | In the roadmap | | Available via formal partnership | | Not available |

Capability & offerings

Process setup and data preparation	Built-in ability to pre-process (prepare, clean, and transform) event logs data	Ability to detect outliers in the event logs	Ability to merge event logs from different information systems for a process model	Ability to configure/modify case IDs, resources, and any specific attributes in event log data
	Ability to supplement event logs with data from IoT devices for discovering processes	Ability to ingest data from event logs in near real time		
Interoperability	Pre-built connectors for SAP applications	Pre-built connectors for Oracle applications	Pre-built connectors for ServiceNow applications	Pre-built connectors for Salesforce applications
	Pre-built connectors for Microsoft applications	Support for Windows OS	Support for Linux OS	Support for Mac OS
	Online repository of pre-built packaged solutions for specific systems/processes	Ability to access all platform functionalities through open APIs		
Integration with complementary capabilities	Task mining	Robotic Process Automation (RPA)	Business Intelligence (BI) / data visualization	Extract Transform Load (ETL)
	Process orchestration	Intelligent Document Processing (IDP)	Conversational AI / chatbots	
Process discovery	Ability to create Business Process Modeling Notation (BPMN) 2.0 compliant process models	Ability to display time/frequency for each process step	Ability to display cost for each process step	Ability to display resources consumed for each process step
	Ability to detect exceptions (failed transactions) in process	Ability to detect anomalies / fraudulent transactions in a process	Out-of-the-box dashboards to assess rework percentage for identified process loops	Ability to merge two or more process models
	Ability to display all discovered process variants side-by-side	Ability to discover organization-level relationships / social networks	Ability to discover customer journey maps by mining customer interactions (through websites)	Ability to display all interconnected processes spanning multiple departments in a single graph

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UiPath | process mining product profile (page 4 of 7)
Capabilities

	Available	In the roadmap	Available via formal partnership	Not available

Capability & offerings

Conformance checking	Ability to define target process workflow through a built-in process modeler	Ability to import BPMN models to define standard model	Out-of-the-box process templates based on industry best practices (e.g., for O2C, P2P)	Ability to use one of the discovered process variants as the reference model
	Ability to perform gap analysis to identify (un-) desirable deviances/violations	Ability to perform root-cause analysis to identify causes of process path deviations	Ability to check compliance rules such as segregation of duties	
Process monitoring and reporting	Ability to create customized dashboards based on user requirements	Ability to monitor processes in near real time against defined KPIs	Ability to enable users to create custom KPIs for monitoring process performance	Ability of the software to identify optimal process variant
	Ability to create custom metrics to identify optimal process variant, by using functions	Ability to export dashboards and insights via presentation tools such as PDF and PPT	Ability to allow users to collaborate within the platform or through MS Teams, Slack, etc.	
Process enhancement	Ability to automatically send notifications to users for post KPI breaches	Ability to use AI/ML to predict and highlight any potential KPI breach	Ability to automatically send notifications to users in case of expected KPI breach	Ability to use AI/ML to recommend next-best-action to process owners in near-real time
	Ability to define scenarios and run multiple simulations (what-if analysis / scenario testing)	Ability to export simulated process models of various what-if scenarios in BPMN format	Ability to identify processes for automation	Ability to automatically trigger RPA robots to carry out high-severity process steps
Security and compliance	Availability of pre-built algorithms in system connectors to encrypt/decrypt event log data	Ability to create different environments with restricted user access authorization	Active directory integration	Compliant with the industry security standards, such as SOC 2 and GDPR
	Availability of role-based access to the system	Availability of an anonymization option for any specific attributes in log data		
Product architecture and hosting options	Product architecture based on loosely coupled microservices	Product architecture based on lightweight docker containers	Supports multi-tenant deployments	On-premise (central server or virtual machine)
	Private cloud	Public cloud	Delivered as a Software-as-a-Service (SaaS) offering	Hybrid model with some components on-premise and some components on cloud

UiPath | process mining product profile (page 5 of 7)
Capabilities

	Available	In the roadmap	Available via formal partnership	Not available

Capability & offerings

Product training and support	Training and certification by technology provider	Training and certification by partners	Classroom training	Online portal for product training/certification
	Online self-paced training modules	Role-based product training courses	Online certification courses	Free training modules
	Interactive online training	Community edition of the product	Embedded help tool	Online user community / support forum

Commercial model	Perpetual licensing	Subscription licensing	User-based licensing	Process-based licensing
	Event logs volume-based / case-based / server capacity-based licensing	Hybrid of user-based and event logs volume-based licensing	Hybrid of user-based and process-based licensing	Hybrid of event logs volume-based and process-based licensing
	Hybrid of user-based, process-based, and event logs volume-based licensing			

Key areas of enhancements in the latest product releases (as of December 2021)

- Hosting
  - Introduced Cloud Process Mining (SaaS), which will allow UiPath Automation Cloud customers to use process mining to discover process improvement and automation opportunities within end-to-end business processes such as order-to-cash and purchase-to-pay
- Application creation
  - Released TemplateOne, an easy-to-use customizable starting point for enterprise to create robust process mining applications

UiPath | process mining product profile (page 6 of 7)
Everest Group assessment – Leader and Star Performer

Measure of capability: ◔ Low ● High

Market impact				Vision & capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Process set-up and integration	Process intelligence	Implementation and support	Commercial and sales model	Overall
◕	◕	◕	◕	◔	◔	◔	◔	◔	◔

Strengths

- UiPath's vision for process mining is to help enterprises consume more than just insights and achieve a state of continuous discovery, wherein they can leverage as-is process understanding and outcome-based actions to continuously monitor and optimize their processes

- It has a balanced client portfolio, serving enterprises across geographies such as North America, Continental Europe, and APAC, and industries such as healthcare & pharma, manufacturing, professional services, BFSI, and telecom

- The platform provides a built-in ETL capability and allows near real-time data ingestion. It also provides pre-built connectors for enterprise systems such as SAP, Salesforce, Oracle, ServiceNow, and Microsoft Dynamics. It offers an integrated task mining capability to help enterprises that are looking to identify task-level automation opportunities beyond enterprise systems

- It offers key process discovery features such as the ability to identify exceptions (e.g., failed transactions), detect process loops along with rework rate, and discover organization-level relationships. It offers the ability to create BPMN 2.0 compliant process models. Clients appreciate the platform for ease and speed of process discovery

- UiPath is focusing on demonstrating thought leadership in the process mining space through workshops, blogs, enterprise playbooks, webinars, and customer success events

- It offers an out-of-the-box process mining application, AppOne, that provides standard monitoring dashboards and templates to reduce time to insight. It also offers a process compare feature to visually compare processes over time or across departments. Clients are satisfied with the platform's out-of-the-box analytics functionalities

- Clients appreciate the integrated ecosystem offered by UiPath, that includes process mining, AI, and various components of the RPA platform such as Action Center and Orchestrator. Enterprises leverage insights gained from process mining and utilize the ecosystem/integration to trigger requisite actions such as assigning tasks to users and executing pre-built automations

- It leverages two tools, Automation Hub and Task Capture, from its broader intelligent automation platform, to support enterprises with automation requirements. While Automation Hub recommends automation opportunities and calculates their RoI, Task Capture enables users to record process models that can be sent to UiPath Studio to create robots

- It also provides process mining as a cloud solution, integrated within the UiPath Automation Cloud, aiding clients with the flexibility offered by cloud to optimize processes

- Clients are satisfied with UiPath's responsiveness in terms of offering product support and ensuring customer success

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UiPath | process mining product profile (page 7 of 7)
Everest Group assessment – Leader and Star Performer

Measure of capability: ◔ Low ● High

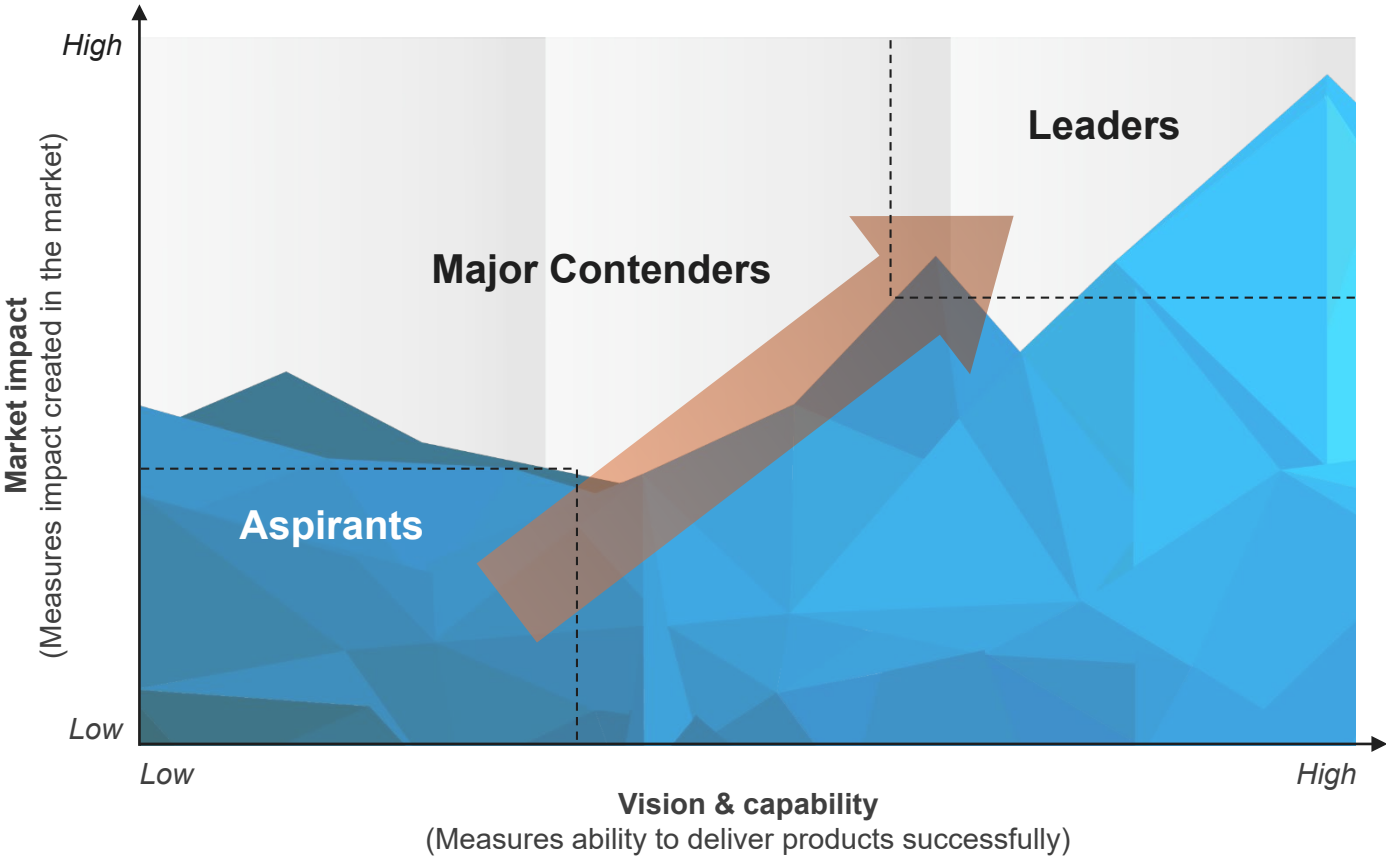| Market impact				Vision & capability					
Market success	Portfolio mix	Value delivered	Overall	Vision and strategy	Process set-up and integration	Process intelligence	Implementation and support	Commercial and sales model	Overall
◕	◕	◕	◕	◔	◔	◔	◕	◔	◔

Limitations

- UiPath process mining platform is compatible with Windows OS and currently does not support Linus and Mac OS natively. In terms of interoperability, clients expect more pre-built connectors for system-specific processes such as order-to-cash

- Most of the platform's functionalities, including case/event querying and performance analyses such as rework or bottleneck detection, are currently not accessible through a REST API

- Although the platform supports conformance checking using reference models from Task Capture, it currently does not offer the ability to import BPMN 2.0 models as reference process models

- While it offers near real-time process monitoring against defined KPIs, its value proposition is limited in terms of process intelligence features such as the ability to predict lead time / delays and proactively notify/alert users

- Although UiPath Automation Hub acts as a collaboration center for users, there exists scope to increase flexibility for clients by providing out-of-the-box integration with third-party collaboration and project management tools such as Microsoft Teams, Asana, and Jira

- It has limited value proposition for enterprises looking for process enhancement features such as the ability to conduct simulation analysis, wherein they can define scenarios and run simulations to evaluate the impact of process redesign and/or automation

- While UiPath offers task mining in-house, there exists scope to forge partnerships with task mining providers to cater to enterprises looking to integrate best-of-breed technologies

- UiPath does not offer a free community version of its process mining platform. This could limit its familiarity and adoption in the market, especially among small enterprises and SMBs. Clients have highlighted the need for a better user community and support forum

- It currently offers a user-based licensing model, but lacks flexibility in terms of offering multiple options, such as process-based, event logs volume-based, or hybrid constructs, to clients

- Although clients appreciate the academy training options provided by UiPath, they expect developer training and documentation to be enhanced

- Clients have indicated that there is scope to further improve the performance of the software with respect to handling larger datasets and enhancing scalability

- Clients have highlighted scope for UiPath to improve the platform's dashboarding capabilities and offer more easy-to-use drag-and-drop interface to create custom KPIs and other dashboard elements. They also seek additional out-of-the-box analysis/dashboards that highlight potential automation opportunities

Appendix

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

Everest Group PEAK Matrix

Process Mining Products PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions
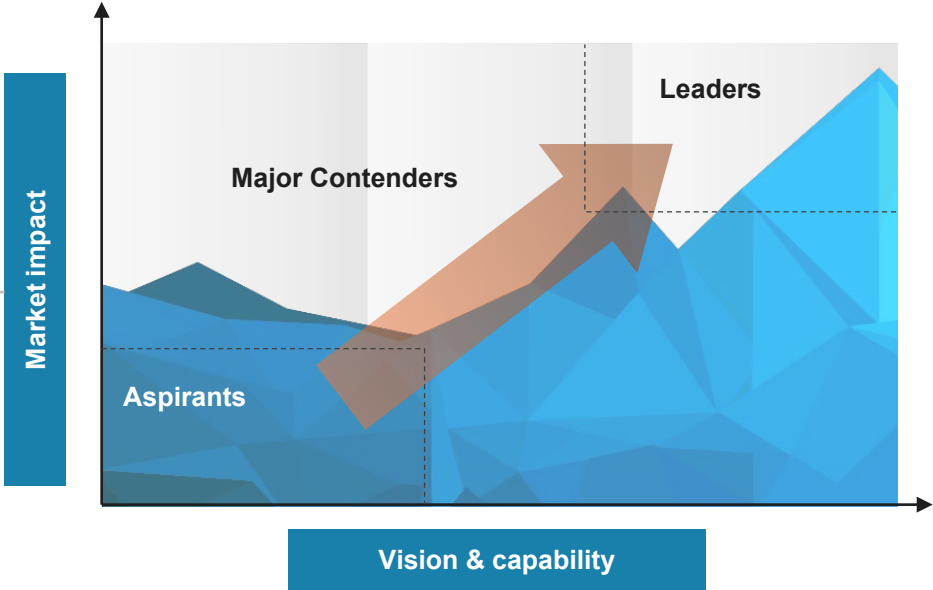
Market adoption

Number of clients, revenue base, and YoY growth

Portfolio mix

Breadth of coverage of industries, geographies, processes / use cases, and enterprise size class

Value delivered

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

Market impact

Leaders

Major Contenders

Aspirants

Vision & capability

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

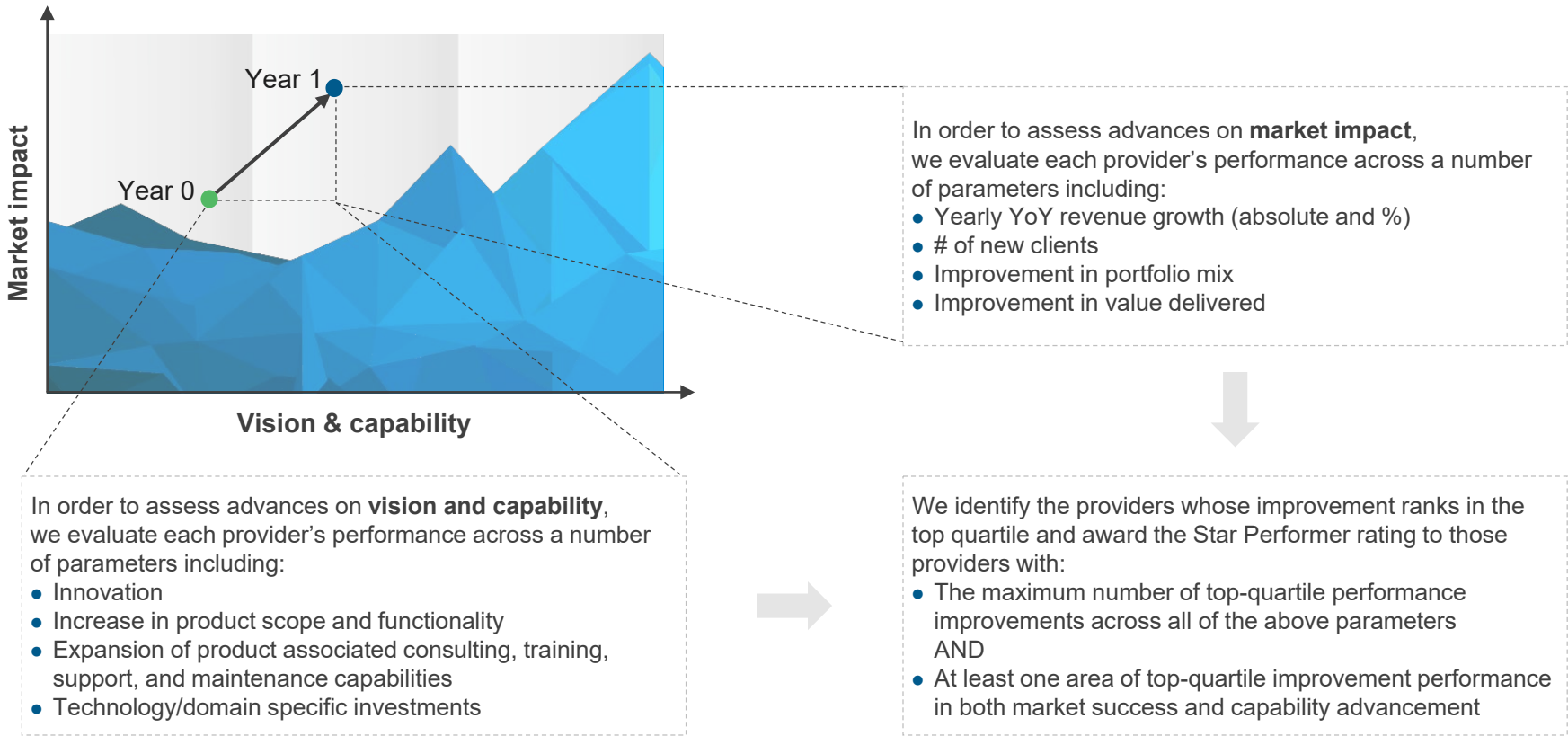| Vision and strategy	Process setup and integration	Process intelligence	Implementation and support	Commercial and sales model
Vision for the client and itself; key investments, future roadmap, and strategy	Data preparation and import; integration with enterprise applications & complementary capabilities	Process discovery, conformance checking, process monitoring & reporting, and process enhancement	Product training & support, partnerships with service providers, ease of use, product architecture, hosting options, and data security	Flexibility, progressiveness, and client adoption of available commercial models; sales channel effectiveness

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

Methodology

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

In order to assess advances on **market impact**, we evaluate each provider's performance across a number of parameters including:
- Yearly YoY revenue growth (absolute and %)
- # of new clients
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each provider's performance across a number of parameters including:
- Innovation
- Increase in product scope and functionality
- Expansion of product associated consulting, training, support, and maintenance capabilities
- Technology/domain specific investments

We identify the providers whose improvement ranks in the top quartile and award the Star Performer rating to those providers with:
- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

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

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?
Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

Is being a "Major Contender" or "Aspirant" on the PEAK Matrix, an unfavorable outcome?
No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the "PEAK Matrix position"?
A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a "Leader", "Major Contender," or "Aspirant" title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?
- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own "profile" that is published by Everest Group as part of the "compendium of PEAK Matrix providers" profiles

What is the process for a provider / technology vendor to leverage their PEAK Matrix positioning and/or "Star Performer" status ?
- Providers/vendors can use their PEAK Matrix positioning or "Star Performer" rating in multiple ways including:
  – Issue a press release declaring their positioning. See citation policies
  – Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  – Quotes from Everest Group analysts could be disseminated to the media
  – Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

Does the PEAK Matrix evaluation criteria change over a period of time?
PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises

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With you on the journey

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