



# Market Analysis

## Digital Transformation Technologies and Services

# Process Understanding 2023

### Report Abstract

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71 pages

### Contents of Full Report

1. Changing Shape of Process Understanding
2. Client Requirements
3. Market Size & Growth
4. Vendor Market Shares
5. Vendor Offerings
6. Vendor Capability Summaries
7. Vendor Selection Criteria & Success Factors
8. Appendix: Vendors Interviewed for Analysis

## Who is This Market Analysis For?

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NelsonHall’s Process Understanding 2023 report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the process understanding platform market
- Vendor marketing, sales, and business managers developing strategies to target process reengineering opportunities
- Financial analysts and investors specializing in the digital transformation platform sector, including those analyzing task and process mining platforms.

## Key Findings & Highlights

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NelsonHall’s market analysis of the process understanding market consists of 71 pages. The report focuses on process understanding platforms and builds on the earlier “Process Discovery & Mining Technology Evaluation” projects with an updated view of the current functionality and planned roadmaps of process discovery & mining platforms, including their capabilities in:

- ETL — to extract, transform, and load transactional data from IT systems for analysis and integration with third-party platforms for enabling automation and proactive interventions
- Desktop recording — to collect streams of desktop work that includes application data, environmental variables, and user interactions and use AI/ML to parse work from streams of recordings
- Conformance checking and proactive intervention — to understand how work is performed against organizational policies and best practices and to leverage ML and heuristics to trigger automations (workflows and RPA bots) and real-time process guidance on desktops
- Root cause analysis — to find factors that are contributing to certain process behaviors and outcomes
- What-if/simulation/forecasting — to simulate scenarios of process transformation and to understand potential impacts before making changes
- Enabling process reengineering — finding processes that would benefit from process improvement and deploying technologies such as automation, OCR, email templates, AI/ML, etc.

The key drivers for organizations to use process understanding platforms are to improve the overall visibility and transparency of processes. Service buyers are also looking to reduce undesirable outcomes and cycle times. Key inhibitors are the cost and complexity of processes, which can make the onboarding and understanding of processes more difficult.

## Scope of the Report

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The report analyzes the market's major process understanding platforms and addresses the following questions:

- What is the market size and projected growth for the process understanding platforms market by geography?
- What is the profile of activity in the process understanding platforms market by industry sector?
- What are the top drivers for adoption of process understanding platforms?
- What are the benefits currently achieved by users of process understanding platforms?
- What factors are inhibiting user adoption of process understanding platforms?
- What pricing mechanisms are typically used within process understanding platforms and how is this changing?
- Who are the leading process understanding platform vendors globally and by geography?
- What combination of capabilities are typically provided within process understanding platforms?
- What are the challenges and success factors within process understanding platforms?

## Process Understanding Platform Evaluation Vendor Assessments available for:

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ABBYY  
ActiveOps  
Appian  
Apromore  
BusinessOptix  
Celonis  
Decisions  
Futuroot  
IBM  
Infosys  
Mehrwerk  
Skan  
SoftwareAG  
UiPath  
Upflux  
Workfellow.

## About The Author

Mike is a Senior Analyst and Operations Officer at NelsonHall. His main research focus is on digital transformation technologies, including RPA, blockchain, IoT, artificial intelligence, cognitive, and machine learning.

Highly regarded for his analytical talents, Mike also leads data modeling and analytics initiatives in support of NelsonHall's ITS and BPS market forecasts and market surveys. He was responsible for transforming NelsonHall's extensive global market forecast engine, including the introduction of NelsonHall's unique interactive Self-Forecasting Tool.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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