



Robotic Process Automation

Automate business processes to improve efficiency, consistency and accuracy

2024 CONSTELLATION SHORTLIST

The Constellation ShortList™ presents vendors on different categories of the market relevant to early adopters. In addition, products included in this document meet the threshold criteria for this category as determined by Constellation Research.

This Constellation ShortList of vendors for a market category is compiled through conversations with early adopter clients, independent analysis and briefings with vendors and partners.

ABOUT THIS SHORTLIST

When people are faced with mundane or repetitive tasks, their employee satisfaction drops and the quality of their work suffers. Thankfully, there are applications available that help automate rote work and therefore alleviate some of these tasks, improving the quality of work as well as reducing the costs of that work. These tools are referred to as robotic process automation (RPA).

RPA software is trained to understand the workflows or business processes in which human employees are responsible. This could range from data entry to intricate steps in a loan application or insurance claim. Instead of relying on complex programming languages, the software robots can be easily configured or trained using low-code or no-code approaches that allow configuration through visual process maps, process definitions, and even watch-and-learn training.

While the RPA market is converging with business process management (BPM) and workflow tools, this evaluation considers the standalone vendors. Buyers should expect these tools to leverage artificial intelligence (AI), including generative AI (GenAI), to blur the lines between human and machine processes.

SS&C BluePrism, Rocketbot, IBM RPA and Robocorp have been removed from this Shortlist.

5 SOLUTIONS TO KNOW

Constellation evaluates more than **45 solutions** categorized in this market. This Constellation ShortList is determined by client inquiries, partner conversations, customer references, vendor selection projects, market share and internal research.



AUTOMATION ANYWHERE



**MICROSOFT POWER
AUTOMATE**



NINTEX RPA



PEGA



UIPATH

LIKE WHAT YOU SEE?

Consider partnering with Constellation Research on your go-to-market-strategy. Email ShortList@ConstellationR.com for more info.

To learn more about Constellation Research Shortlists visit:
www.constellationr.com/ShortList

THRESHOLD CRITERIA

Constellation considers the following criteria for these solutions:

- Attended and unattended features for AI learning and operation
- Server- and cloud-based solutions
- Data pooling, cleaning, and collection
- Bot development, including low code, no code and GenAI-based creation
- Control room operations
- Reporting tools and analytics
- Automatic scale-up/down and fault recovery
- Macro or scripted automation
- Templates, use cases and GenAI generation for BPM
- Plug-in architecture tools, frameworks and integration
- Automation management features including IT and DevOps support
- Product versus services focus
- Robust input/output options

BUSINESS THEMES



Future of Work



Technology Optimization

ABOUT CONSTELLATION RESEARCH

As an award-winning Silicon Valley-based strategic advisory and futurist analyst firm, Constellation Research serves leaders and organizations navigating the challenges of digital strategy, business-model disruption and digital transformation. Constellation works closely with solution providers, partners, C-suite executives, board of directors, and its Constellation Executive Network of buy-side leaders to lead the way in research coverage and advise clients how to achieve valuable business results.

FREQUENCY OF EVALUATION

Each Constellation ShortList is updated at least once per year. Updates may occur after six months if deemed necessary.

EVALUATION SERVICES

Constellation clients can work with the analyst and the research team to conduct a more thorough discussion of this ShortList. Constellation can also provide guidance in vendor selection and contract negotiation.



Doug Henschen
VP & Principal Analyst

Doug Henschen focuses on data-driven decision-making. His Data-to-Decisions research examines how organizations employ data analysis to reimagine business models and gain a deeper understanding of customers. His research acknowledges the fact that innovative data-driven applications require a multidisciplinary approach, starting with integration and orchestration technologies, including next-generation data platforms, continuing through business intelligence and analytics, and harnessing third-party data enrichment and cutting-edge machine learning and deep learning techniques.

