2020 UiPath released role-based licensing, SaaS-based RPA, conversational AI and test automation. UiPath's near-term roadmap includes low-code business

community platform (version 8.4), which offers RPA along with complementary iBPMS, multiexperience development platform (MXDP), CRM and LCAP.

Pegasystems is a Visionary in this Magic Quadrant; in the last iteration of this research, it was a Visionary. Pegasystems includes its RPA product within the

Strengths

Vendor Strengths and Cautions

Flows. This runtime

customers worldwide.

SAP's overall viability.

integration with Microsoft Power Automate, Office 365 entitlement. Microsoft states that existing customers get Power Automate capabilities within their Of

Innovation:

Microsoft's cloud-based architecture delivers flexibility and scaling potential, with a relatively low learning curve to get started, along with a robust

Integration:

Cautions

some difficulty with document processing and automation. This may be something that customers should research in advance of purchase.

Value for money:

Customers focusing on intelligent document processing may

Licensing:

Customers looking for

Partner ecosystem:

some difficulty with data migration.

Pricing:

Servicetrace's product delivers a secure environment within which to run automations. Services execute either on a user's desktop or hidden in

Product experience:

Servicetrace's product delivers a secure environment within which to run automations. Services execute either on a user's desktop or hidden in

Prospective customers of WorkFusion outside North America and Europe need to check the availability of effective local guidance and support.

HelpSystems' product consistently supports the basic functions of RPA, such as task automation, UI interaction and administration.

Kofax targets the automation needs of large organizations with a portfolio of capabilities including RPA, intelligent document ingestion,
The RPA software market is one of the fastest-growing segments in the enterprise software market, with a rising competitive bar and many new entrants. It has democratized integration and automation, leading to widespread business adoption. Unlike traditional screen scraping, RPA tools offer orchestrated UI interaction with access provisioning, security management, document ingestion and many other capabilities.

Following are some key trends in the RPA market:

- **Hyperautomation**: Alongside RPA are intelligent business process management suites, integration platform as a service (iPaaS) platforms and decision management systems.
- **Innovation and vision**: Some Niche Players are poised to improve their Ability to Execute and enterprise features, allowing them to evolve into Challengers. Others will discover opportunities to excel. Typically, these vendors appeal to leading-edge customers and may even have minimal mainstream presence or name recognition. Some will look to strengthen and broaden their businesses to segment and its customers.

Geographically, the market is diverse, with vendors from around the world offering solutions that meet the needs of customers globally. The RPA landscape continues to evolve, with new vendors entering the market and existing vendors expanding their offerings. For organizations looking to implement RPA, it is important to carefully evaluate the vendor landscape and choose a solution that aligns with the organization's needs and goals.

### Evaluation Criteria

- **Market Growth**: The growth of the RPA software market is measured by the annualized revenue of vendors for 2019, recognized as per generally accepted accounting principles (GAAP).
- **Market Impact**: This criterion evaluates the impact of a vendor's RPA offerings on the market. It includes the vendor's ability to influence the market's direction, and the success in capitalizing on their vision.
- **Competitive Capabilities**: This criterion assesses how well vendors perform against the Gartner position. Vendors are rated on their ability to execute and their completeness of vision.
- **Pros and Cons**: Pros and cons are provided for each vendor to help organizations make informed decisions.

### Inclusion and Exclusion Criteria

- **Inclusion Criteria**: A vendor must meet all the following criteria to be included in the RPA Software Quadrant:
  - Offerings available to all customers since 31 January 2020.
  - Such users/customers must be able to verify that the RPA tool vendor meets our inclusion criteria.

- **Exclusion Criteria**: Vendors may be excluded from the RPA Software Quadrant if:
  - They require the purchase and/or installation of other unrelated products or platforms offered by the same vendor (e.g., a CRM application or content management system).
  - They require a specific industry market or geography for the solution to be deployed by a service partner in your specific industry market or geography. This more focused type of vendor would not appear as a Leader in the overall quadrant.

- **Sales Strategy**: Sales strategy is defined as the vendor's strategy to direct resources, skills and offerings to meet the specific market. This includes current product/service capabilities, quality, feature sets, skills and so on, whether offered natively or through OEM agreements/partnerships as defined by the vendor.

### Geographic Presence

- **High**: The vendor's strategy to direct resources, skills and offerings to meet the specific market. This includes current product/service capabilities, quality, feature sets, skills and so on, whether offered natively or through OEM agreements/partnerships as defined by the vendor.
- **Medium**: The vendor's strategy to direct resources, skills and offerings to meet the specific market. This includes current product/service capabilities, quality, feature sets, skills and so on, whether offered natively or through OEM agreements/partnerships as defined by the vendor.
- **Low**: The vendor's strategy to direct resources, skills and offerings to meet the specific market. This includes current product/service capabilities, quality, feature sets, skills and so on, whether offered natively or through OEM agreements/partnerships as defined by the vendor.