Chazey
Partners

CHOOSING THE RIGHT RPA VENDOR

Investing in the right RPA tool that matters to your automation journey!

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RPA VENDOR LANDSCAPE

CAPABILITY

- **Basic** - Automation of basic "swivel chair" tasks, replacing or mimicking mundane, routine human interactions ("record & replay").
- **Cognitive** - The ability to learn, adapt and work with less structured data in more complex processes (machine learning)·
- **Artificial Intelligence** - Predicted to perform much more human work, managing higher degrees of complexity, decision-making & end-to-end processing

VENDOR OFFERINGS

Vendor offerings vary from publicly available, free, but more brittle "macros on steroids" to much more advanced, stable, learning solutions, sold as commercial software licenses or As-A-Service solutions.

BUSINESS ORIGINS

- Established technology solution providers who have started offering basic automation solutions back in 90's such as Kofax.
- RPA focused solution providers such as BluePrism, UiPath and Automation Anywhere. These firms tend to be the mainstream of the RPA vendor marketplace.
- Business Process Outsourcing (BPO) providers such as Capgimini and Infosys. These BPO providers reposition their service offerings by incorporating RPA into their business model and domain knowledge.

KEY CONSIDERATIONS

Security & Compliance

A multi-tiered security framework should be used to certify the security of the bots and meet legal and compliance requirements.

Pricing & Licensing

Differences have emerged as vendors expand capabilities, incorporate business process management solutions, and taken on a higher level of integration.

Scalability & Innovation

Select an automation tool that can scale up and offer more intelligent robotics capability to push your digitalization to the next level.

Attended vs Unattended

An "attended" solution that integrates cognitive contribution by a human operator; or a server-based "platform" approach for "unattended" work.

Support

What type of training is available, how RPA implementations are managed, how to deal with changes to the underlying applications the RPA tool relies on.