

— Knowledge Brief —

Quadrant Knowledge Solutions

Sopra Steria is a Leader in
SPARK Matrix: Intelligent Process Automation
(IPA) Solutions and Services, 2022



An Excerpt from Quadrant Knowledge Solutions
“SPARK Matrix: Intelligent Process Automation Solutions and Services, 2022”

Sopra Steria is Leader in SPARK Matrix: Intelligent Process Automation Solutions and Services, 2022

Quadrant Knowledge Solutions defines “intelligent process automation (IPA) as solutions and services that combines robotic process automation (RPA) with technologies like process mining, artificial intelligence (AI), intelligent character recognition (ICR), optical character recognition (OCR), and advanced analytics to create, manage, and integrate complete business processes with decision-making models that can continuously think, learn and adapt the business processes autonomously. The IPA solutions and services offer both - technology platforms along with the services like maintenance, consulting, and implementation of the whole solution into the organization’s ecosystems.”

IPA solutions and services are referred to as hyperautomation, intelligent automation, and digital process automation (DPA) that leverages RPA, AI, OCR, ICR, and process mining to enhance business operations with automated end-to-end business processes that allow organizations to increase speed, productivity, and innovation to drive cognitive transformation in business process and decision-making initiatives. IPA solutions and services deliver enhanced customer value with its ability to autonomously learn and act at the right time through utilizing contextual insights gathered from analytical tools. IPA also offers custom-built components for data extraction, content processing, and decision-making models to deliver smarter business processes. IPA solutions and services uplift operational efficiency & workforce performance and enhance customers’ experience. It also assists the workforce by automating manual, repetitive, and routine tasks that are previously performed by humans.

There is tremendous growth for IPA solutions and services with regards to the increasing demand for automated IT systems. Additionally, increased utilization of optimized resources such as intelligent automation in response to minimizing human interactions is an alternative for excelling the growth of the market along with increasing investment in digitization, leading to a positive impact on market growth. The technology expansion of automation processes improves the work efficiency that drives the technology development of the IPA market.

The technology adoption in the IPA solution and services is divided into computer vision, machine learning (ML), natural language processing, artificial intelligence (AI), and other advanced technologies. The main goal of the implementation of these above technologies is to allow computers to understand without any human intervention and provide the recommended actions to the users. Rising advancements in technology are uplifting the accuracy of the systems, which is acting as a fuel to the market growth. An exponential rise in advanced technologies such as machine learning, voice recognition, and image recognition has increased the system accuracy.

Most organizations adopt IPA solutions and services as this helps them to run their business more efficiently. Automation of repetitive and scheduled tasks ensures smooth governance, minimizing risk and compliance, process transparency across the entire customer journey, and agile business process. IPA assists businesses in recognizing business models, evaluating operations, improving business results, optimizing management, and automating organizational activities.

Quadrant Knowledge Solutions' [SPARK Matrix: Intelligent Process Automation Solutions and Services, 2022](#) research includes a detailed analysis of the global market regarding short-term and long-term growth opportunities, emerging technology trends, market trends, and future market outlook. This research provides strategic information for service vendors to better understand the existing market & support their growth strategies, and for users to evaluate different vendors' capabilities, competitive differentiation, and market position.

The research includes detailed competition analysis and vendor evaluation with the proprietary SPARK Matrix analysis. SPARK Matrix includes ranking and positioning of the leading IPA Solutions and Services vendors with a global impact. The SPARK Matrix™ includes an analysis of vendors, including Accelirate, Accenture, Atos, Capgemini, Cognizant, Datamatics, Digital Workplace, Exela Technologies, EXL, Firstsource, Genpact, HCL Technologies, IBM, Infosys, iOPEX, Mphasis, NTT DATA, Persistent Systems, PwC, Roboyo, RPA Tech, Sitel Group, Softtek, Sopra Steria, SS&C Technologies, TCS, Tech Mahindra, UST, Visionet, and Wipro.

Market Dynamics and Trends

The following are the key market drivers as per Quadrant Knowledge Solutions' IPA Solutions and Services solution strategic research:

The IPA solutions and services market is expected to grow significantly in the next two to three years as most of the industry verticals are focusing on adopting automation to improve their business process efficiencies and meet customer's expectations while integrating automation with the recent technologies. Quadrant's analysts believe that the IPA solutions and services satisfy the increasing needs of the organization by supporting various functions such as user management, asset management, software monitoring, and consulting services to improve the user experience while reducing operational costs.

On a global scale, the IPA solutions and services market is growing rapidly. It is estimated to grow more significantly as companies are moving towards adopting automation and transforming digitally. The primary growth driver for an increased demand for IPA solutions and services is the increased adoption of scalable and secured cloud-based technologies in the market. Further, the IPA solutions are continuing to gain traction due to the integration of workflows automation and services related to these technologies. The above-mentioned trends are expected to play a vital role in improving the penetration rate and overall market growth of IPA solutions and services.

Technology Trends

Following are the key technology and services trends as per Quadrant Knowledge Solutions' Intelligent Process Automation Solutions and Services solution strategic research:

- Increasing focus on low code/no-code automation platforms that can broaden the horizons for citizen developers for achieving easy and quick workflow automation.
- Vendors offering the seamless integration capability of organizational tools and processes with the existing IT landscape.
- Focusing on offering new commercial models based on consumption pricing for Digital Operations-as-a-Service.
- Vendors also focus on providing a multipurpose digital workforce and enterprise asset management using machine learning (ML) and business intelligence (BI) tools to orchestrate, monitor, and manage the entire robotic estate for agile and super-productive operations.
- The rise in remote work and contactless customer experiences fueled by the COVID-19 pandemic have led to increased adoption of desktop automation with attended bots for more customer-facing/front-office functions to improve productivity and customer experience.
- The IPA solutions and services coupled with the process mining tools will increasingly generate meaningful information about the overall process efficiencies and automation opportunities. Hence, the process discovery and managed support services will increase the IPA demand.

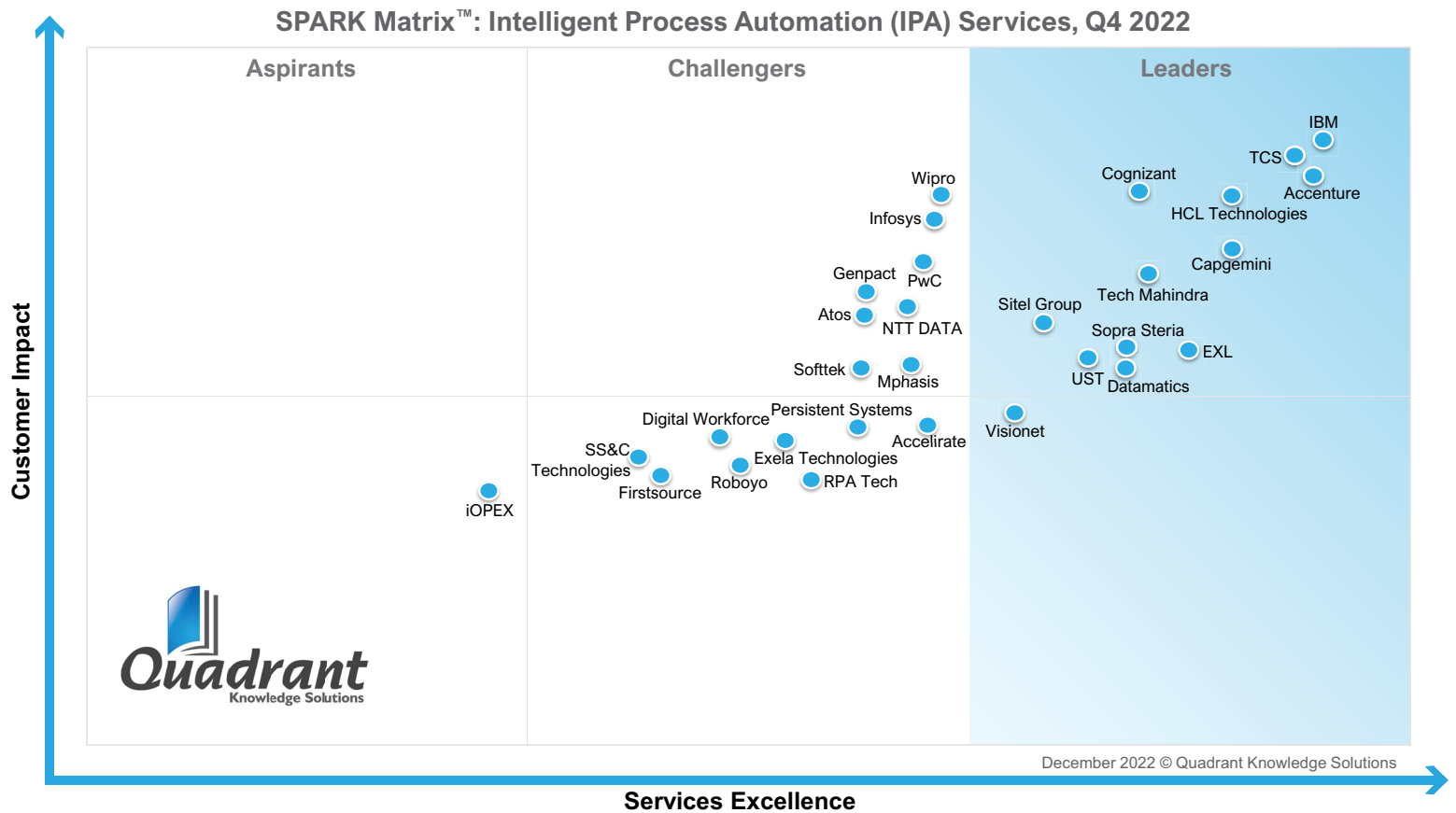
SPARK Matrix Analysis of the Intelligent Process Automation Solutions and Services Market

[Quadrant Knowledge Solutions](#) conducted an in-depth analysis of the major IPA Solutions and Services vendors by evaluating their product portfolio, market presence, and customer value proposition. IPA Solutions and Services market outlook provides competitive analysis and rankings of the leading vendors in the form of a proprietary SPARK Matrix™. SPARK Matrix analysis provides a snapshot of the key market participants and a visual representation of market participants. It provides strategic insights on how each vendor ranks related to their competitors based on their respective service excellence and customer impact parameters. The evaluation is based on primary research including expert interviews, analysis of use cases, and Quadrant's internal analysis of the overall IPA Solutions and Services market.

Service Excellence	Weightage	Customer Impact	Weightage
Sophistication of Service Capabilities	25%	Diversity of Client Base	25%
Competitive Differentiation Strategy	25%	Market Presence	25%
Industry Experience & Domain Knowledge	25%	Proven Record	25%
Global Reach & Service Capabilities	15%	Customer Service Excellence	15%
Vision & Roadmap	10%	Unique Value Proposition	10%

According to the SPARK Matrix analysis of the global IPA Solutions and Services market, “Sopra Steria, with a robust functional capability of its Intelligent Process Automation Solutions and Services, has secured strong ratings across the performance parameters of service excellence and customer impact and has been positioned amongst the service leaders in the 2022 SPARK Matrix of the Intelligent Process Automation Solutions and Services market.”

Figure: 2022 SPARK Matrix™
(Strategic Performance Assessment and Ranking)
Intelligent Process Automation Solutions and Services Market



Sopra Steria Capabilities in the Global Intelligent Process Automation Solutions and Services Market

Founded in 1968 and headquartered in Paris, France, [Sopra Steria](#) offers consulting & digital services and software development to its clients globally and helps them to drive digital transformation to obtain tangible and sustainable benefits. Sopra Steria provides a modular range of services, including a digital innovation factory, enabling companies to support the changing needs of governance, innovation, human resources, technologies, and operations.

Analyst Perspective

Following is the analysis of Sopra Steria offerings in the global Intelligent Process Automation Solutions and Services market:

- Sopra Steria offers IPA solutions, including process mining, Business Process Management (BPM), Robotic Process Automation (RPA), AI/ML, Natural Language Processing (NLP), chatbots, and document extraction. Their SaaS solution, Trusted Digital Platform (TDP), allows them to control the resources they offer to their clients. The solutions offered by the company can be easily customized because of the various accelerators, which can be modified as per the needs of customers. They also provide plugins for integration with various platforms such as Salesforce and ServiceNow.
- Some of the key differentiators for Sopra Steria in intelligent process automation (IPA) services include helping clients achieve their digital transformation and obtaining tangible and sustainable benefits. The company has developed proprietary solutions that cover the domains of Intelligent Document Processing (IDP) (the DataScience pipeline, and conversational AI (Alive). Sopra Steria has extensive libraries of reusable components and several deployment accelerators listed on the partner marketplace. Additionally, these reusable components are offered as a service on their dedicated cloud platform, the Trusted Digital Platform (TDP).

- In terms of geographical presence, Sopra Steria has a commanding presence in Europe and the Asia Pacific region. The company holds a strong customer base, including some of the leading brands across organizational verticals such as CPG & retail, manufacturing, energy & utilities, healthcare & lifesciences, government & public sector, automotive, logistics & transportation, electronics & semi-conductor, food & beverages, education, Banking, Financial Services and Insurance (BFSI), and telecom.
- Some of the top use cases of Sopra Steria include an end-to-end solutions for the processing of invoices, document verification for loan processing, support center automation with Alive Intelligence, and formalization of processes to facilitate user experience, deletion of papers, and elimination of double entries through the implementation of a BPM platform.
- The key challenge for Sopra Steria is the growing competition from emerging and established vendors in this space. However, with its sophisticated service offerings, comprehensive functional capabilities, and strong customer value proposition, the company is well-positioned to expand its share in the global intelligent process automation (IPA) services market.
- Sopra Steria is rapidly expanding its partner network and has a strong global network of resellers, distributors, system integrators, and management consulting firms. Their major global partners include IBM, Google Cloud, UiPath, Automation Anywhere, Microsoft Azure, AWS, SAS, and Celonis.
- In terms of its future roadmap, Sopra Steria is increasingly focusing on enhancing its business assets by adding new functionality based on experience gained from its projects and customer interactions. The company is working on increasing the promotion of employees certified in their partners' technologies. Additionally, Sopra Steria continues to deploy models that could be used in processes in their Data Science platform called InnerData.