

Phase II: Vendor Landscape – Analyze BPM Requirements and Shortlist Vendors

Determine how your process automation needs align with the scenarios and solutions in the market.

Vendor Landscape use-case scenarios are evaluated based on weightings of features and vendor/product considerations



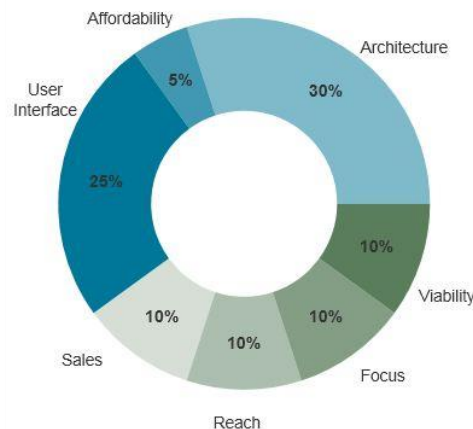
4.1 Scoring Overview

Use cases were scored around the features identified in the general scoring as being relevant to the functional considerations and drivers for each scenario.

Calculation Overview

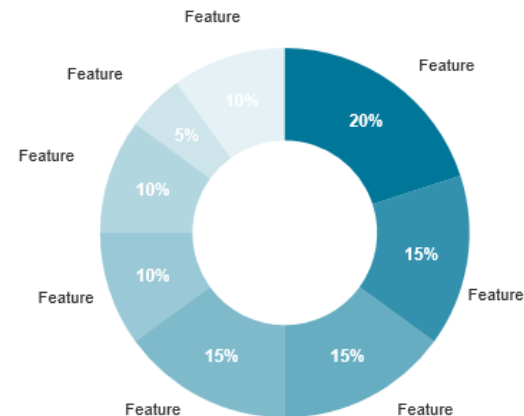
Advanced Features Score X Vendor Multiplier = Vendor Performance for Each Scenario

Please note that both advanced feature scores and vendor multipliers are based on the specific weightings calibrated for each scenario.



Product and Vendor Weightings

Feature Weightings



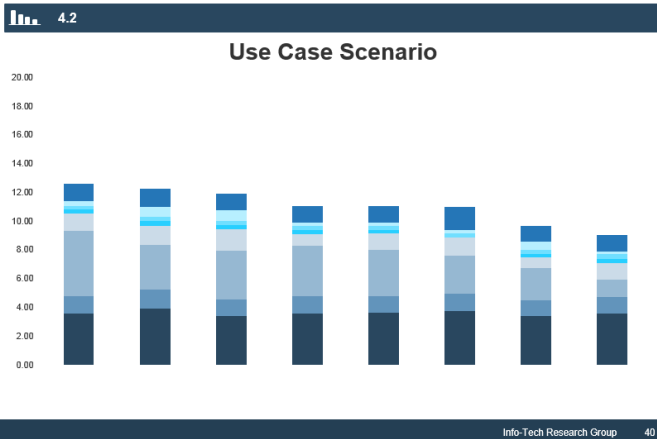
Advanced Features Weightings

Vendor performance for each use-case scenario is documented in a weighted bar graph



4.1 Scoring Overview

Vendor Performance for the Use Case Scenario



Vendor Performance

Vendors qualify and rank in each use-case scenario based on their relative placement and scoring for the scenario.

Vendor Ranking

Champion: The top vendor scored in the scenario.

Leaders: The vendors who placed second and third in the scenario.

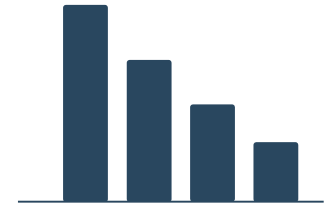
Players: Additional vendors who qualified for the scenarios based on their scoring.

Value Index for the use case scenario



Value Score™

Each use-case scenario also includes a Value Index that identifies the Value Score™ for a vendor relative to their price point. This additional framework is meant to support price conscious enterprises identify vendors who provide the best “bang for the buck.”



4.2 Review the BPM Vendor Evaluation

Review the Vendor Landscape of the BPM market to identify vendors that meet your solution requirements

 4.2

The following section includes an overview of the BPM market, as well as the high-level scoring of each vendor analyzed in the Vendor Landscape.

Vendors Evaluated

ORACLE®

IBM®

OPENTEXT

 software AG

 Pega

Agiloft

Appian

TIBCO™

 AGILEPOINT
the power of smart process

 intellect

BP LOGIX
Process Driven, Business Focused

Each vendor in this landscape was evaluated based on their **features, product criterion, and vendor criterion**. Each vendor was profiled using these evaluations; based on their performance, they were qualified and placed in specific use-case scenarios.

BPM Market Overview



4.2

How it got here

- BPM software emerged out of a desire for business processes to be automated as traditional, manual methods of creating, conducting, and managing workflow became too cumbersome.
- Early workflow systems were developed that employed a basic task list user interface to move work around the organization, but required a lot of customization to integrate into applications.
- Document management vendors began integrating workflow into their software suites, but were bound by the processes defined within the suite and could not model or monitor beyond those capabilities.
- The emergence of service-oriented architecture (SOA) allows app functions exposed as web services to be integrated into process activities without significant effort and let task lists be integrated into web pages, portals, and applets with relative ease.



Where it's going

- Vendor solutions are becoming more dynamic and adaptive, with features and capabilities that move beyond workflow functions and allow for agile application development.
- BPM solutions are building their own niche in the applications of an Intelligent Business Operations (IBO). A business's predictive modelling can be enhanced through the improved analytics and dynamic nature of a more intelligent BPM product or IBPMS solution.
- Vendors are no longer tied to providing on-premise BPM solutions, with an increasing number of vendors being born in the cloud, many vendors are leading with their cloud offerings and are providing a variety of deployment options for their solutions.



As the market evolves, capabilities that were once cutting edge become default and new functionality becomes differentiating. Mobile has become a Table Stakes capability and should no longer be used to differentiate solutions. Instead focus on advanced modeling features and integration capabilities to get the best fit for your requirements.

Vendors selected for Info-Tech's BPM Vendor Landscape



4.2

- Vendors included in this report provide a comprehensive and/or innovative solution for designing and monitoring business processes to automate and simplify workflows within an organization.
- For this Vendor Landscape, Info-Tech focused on those vendors that offer broad capabilities across multiple platforms and that have a strong market presence and/or reputational presence among mid- and large-sized enterprises.

Included in this Vendor Landscape:

- **AgilePoint.** A vendor that combines its SOA architecture with Microsoft tools.
- **Agiloft.** A vendor specializing in business automation software with a particular focus on BPM.
- **Appian.** A vendor with a clear focus on market trends and customer service.
- **BP Logix.** A privately held vendor that is pushing to automate business processes further through predictive modelling.
- **IBM.** Major player and innovator in the automation and integration space since the 1980s.
- **Intellect.** SaaS and mobile BPM solution, available in the cloud and on premises, focused on speed and agility.
- **OpenText.** A EIM-focused vendor who entered the BPM space in 2011 with a focus on case management.
- **Oracle.** Long-time player in the automation space with a clear knowledge of market trends.
- **Pegasystems.** Pure play vendor that focuses on integrating BPM and case management.
- **Software AG.** German-based software vendor with an extensive business process application portfolio.
- **TIBCO.** Large infrastructure software developer with extensive channel reach.

Table Stakes features were used to select and eliminate vendors for this landscape

 4.2

The Table Stakes

Feature	What it is:
Workflow Automation	Processes within the workflow are automatically triggered when specific conditions are met.
Instant Report Building	Data from processes is automatically recorded and generated in a report.
Business Rules Management	Business rules can be edited, and new rules can be extracted from repeated processes.
Customizable User Interface	The user interface can be changed and optimized to users' preferences.
Process Modeler	Visual process modeler with a minimum of swim lane or event process chain view.
Mobile	The BPMS is able to be used on a mobile basis and has a responsive interface.

What does this mean?

The products assessed in this Vendor Landscape™ meet, at the very least, the requirements outlined as Table Stakes.

Many of the vendors go above and beyond the outlined Table Stakes, some even do so in multiple categories. This section aims to highlight the products' capabilities **in excess** of the criteria listed here.

An Evolving Landscape

Vendors across the BPM market have recognized that mobile has become a core requirement for modern business and have incorporated this top technology trend as a core feature in their out-of-the-box offerings.



If Table Stakes are all you need from your BPM solution, the only true differentiator for the organization is price. Otherwise, dig deeper to find the best price to value for your needs.

Advanced Features are the capabilities that allow for granular differentiation of market players and use-case performance



4.2

Scoring Methodology

Info-Tech scored each vendor's features on a cumulative four-point scale. Zero points are awarded to features that are deemed absent or unsatisfactory, one point is assigned to features that are partially present, two points are assigned to features that require an extra purchase in the vendor's product portfolio or through a third party, three points are assigned to features that are fully present and native to the solution, and four points are assigned to the best-of-breed native feature.

Feature	What we looked for:
Ad Hoc Workflow	Processes are able to be revised while in flight and ad-hoc processes can be added without IT intervention.
Advanced Form Building	Forms are automatically generated at design time based on process data and are auto-populated and responsive to process information at run-time.
Social Media Integration	The suite is able to communicate and integrate with social media in real time. Users are able to review and respond within the system.
Adv. Simulation	Test and optimize the performance of a process using historical data.
Timeline Awareness	Workflows are able to monitor and analyze process completion time at both general and event levels.
Process Accelerators	The suite contains repositories that support process designs. Functional and industry specific process models are available.
Process Analytics	The suite contains monitoring capabilities that allow for process analytics, capturing performance to be measured and viewed in dashboards.
Case Folders	Information and documents within cases are stored collectively and linked.
Dynamic Task Assignment	The suite has dynamic task assignment capabilities that allow ad hoc collaboration.
Case Modelling	The suite has a case management modelling capability.
BPMN Compatibility	The suites designer interface complies with Business Process Model and Notation (BPMN) standards.
Ad Hoc Workflow	Processes are able to be revised while in flight and ad hoc processes can be added without IT intervention.

For an explanation of how Advanced Features are determined, see [Information Presentation – Feature Ranks \(Stoplights\)](#) in the Appendix.

Vendor scoring focused on overall product attributes and vendor performance in the market

4.2

Scoring Methodology

Info-Tech Research Group scored each vendor's overall product attributes, capabilities, and market performance.

Features are scored individually as mentioned in the previous slide. The scores are then modified by the individual scores of the vendor across the product and vendor performance features.

Usability, overall affordability of the product, and the technical features of the product are considered and scored on a five-point scale. The score for each vendor will fall between worst and best in class.

The vendor's performance in the market is evaluated across four dimensions on a five-point scale. Where the vendor places on the scale is determined by factual information, industry position, and information provided by customer references and/or available from public sources.

Product Evaluation Features

User Interface	The end-user and administrative interfaces are intuitive and offer streamlined workflow.
Affordability	Implementing and operating the solution is affordable given the technology.
Architecture	Multiple deployment options, platform support, and integration capabilities are available.

Vendor Evaluation Features

Viability	Vendor is profitable, knowledgeable, and will be around for the long term.
Focus	Vendor is committed to the space and has a future product and portfolio roadmap.
Reach	Vendor offers global coverage and is able to sell and provide post-sales support.
Sales	Vendor channel partnering, sales strategies, and process allow for flexible product acquisition.

Review vendor scoring for each product and vendor consideration (1/2)

4.2: Performance Overview



















































	Product				Vendor				
	Overall	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
AgilePoint									
Agiloft									
Appian*									
BP Logix									
IBM									
Intellect									
Legend	=Exemplary	=Good	=Adequate	=Inadequate	=Poor				

*The vendor declined to provide pricing and publically available pricing could not be found

For an explanation of how the Info-Tech Harvey Balls are calculated, see [Information Presentation – Criteria Scores \(Harvey Balls\)](#) in the Appendix.

Review vendor scoring for each product and vendor consideration (2/2)

4.2: Performance Overview

	Product				Vendor				
	Overall	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
OpenText									
Oracle									
Pegasystems*									
Software AG*									
TIBCO*									
Legend	 =Exemplary  =Good  =Adequate  =Inadequate  =Poor								

*The vendor declined to provide pricing and publically available pricing could not be found

For an explanation of how the Info-Tech Harvey Balls are calculated, see [Information Presentation – Criteria Scores \(Harvey Balls\)](#) in the Appendix.

Review each vendors' performance for each advanced feature



4.2: Performance Overview

	Evaluated Features										
	Ad Hoc Workflow	Advanced Form Building	Social Media Integration	Advanced Simulation	Timeline Awareness	Process Accelerators	Process Analytics	Case Folders	Dynamic Task Assignment	Case Modelling	BPMN Compatibility
AgilePoint											
Agiloft											
Appian											
BP Logix											
IBM											
Intellect											
Legend	= Feature is best in its class					= Feature is fully present in its native solution					
	= Feature is present at additional cost					= Feature is partially present		= Feature is absent			

For an explanation of how Advanced Features are determined, see [Information Presentation – Feature Ranks \(Stoplights\)](#) in the Appendix.

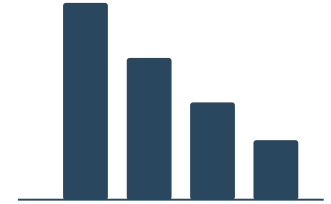
Review each vendors' performance for each advanced feature



4.2: Performance Overview

	Evaluated Features										
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OpenText											
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Legend	= Feature is best in its class					= Feature is fully present in its native solution					
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For an explanation of how Advanced Features are determined, see [Information Presentation – Feature Ranks \(Stoplights\)](#) in the Appendix.



4.3.2: Mid-Market BPM Use-Case Scenario

Feature weightings for the Mid-Market BPM



4.3.2

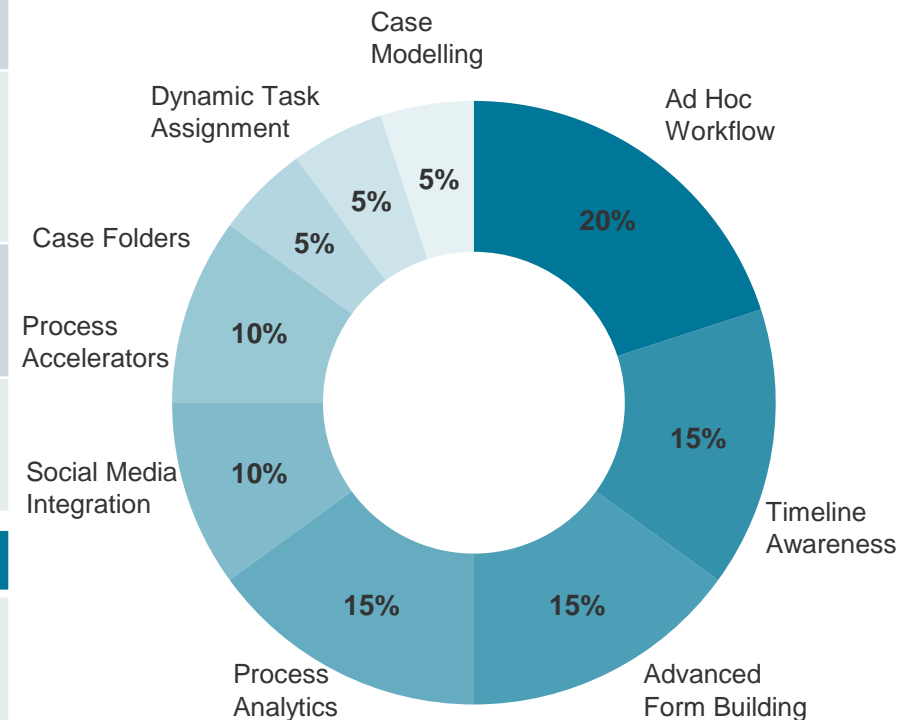
Core Features

Ad Hoc Workflow	Processes are able to be revised while in flight and ad hoc processes can be added without IT intervention.
Advanced Form Building	Forms are automatically generated at design time based on process data and are auto-populated and responsive to process information at run-time.
Timeline Awareness	The suite contains repositories that support process designs. Functional and industry-specific process models are available.
Process Analytics	The suite contains repositories that support process designs. Functional and industry-specific process models are available.

Additional Features

Social Media Integration
Process Accelerators
Case Folders
Dynamic Task Assignment
Case Modelling

Feature Weightings



Note the vendors were also evaluated for BPMN Compatibility and Advanced Simulation, but these feature scores were not used to assess the vendor performance for this scenario.

Vendor considerations for the Mid-Market BPM



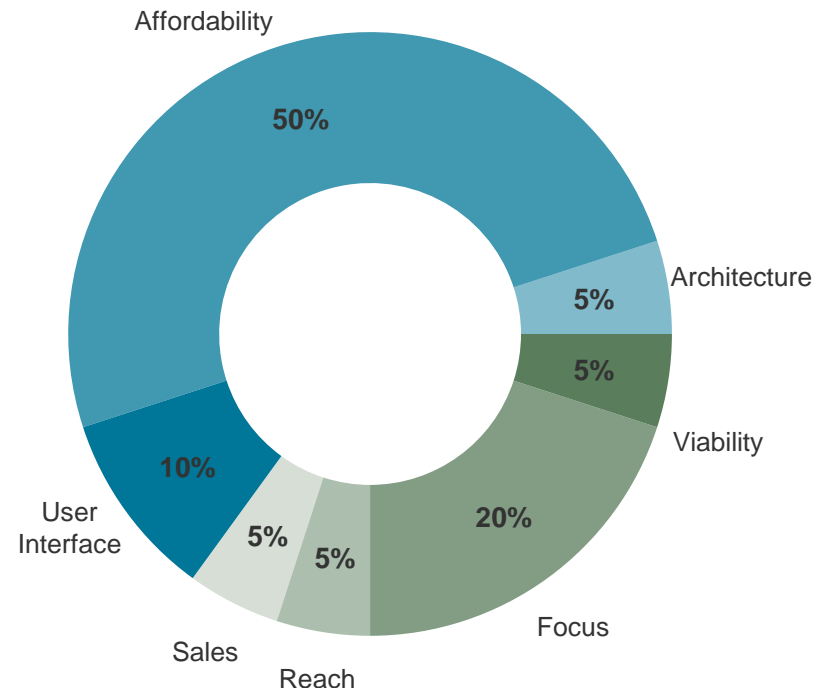
4.3.2

Product Evaluation Features

User Interface	While a good user interface is important for any market segment, affordability is more important.
Affordability	Affordability is important for organizations in the mid-market.
Architecture	Fewer legacy applications exist in mid-market organizations and therefore, more applications that support open interfaces exist, easing integration.

Vendor Evaluation Features

Viability	Viability is important, but a vendor's strategy to support the market is more important.
Focus	Vendor is committed to the market segment and product improvements and listens to customer's requests for new features.
Reach	Smaller organizations tend to be more localized, but still need support from their vendor.
Sales	The sales process for the mid-market needs to be flexible and adaptable to meet the budgetary constraints of these organizations.



The following vendors qualified for the Mid-Market BPM use case based on their evaluation results



4.3.2

Qualifying Vendors

Agiloft
AgilePoint
Appian
BP Logix
IBM
Intellect
OpenText
Pegasystems



Mid-Market BPM

Vendor Performance in the Info-Tech Use-Case Scenario Assessment

Champion

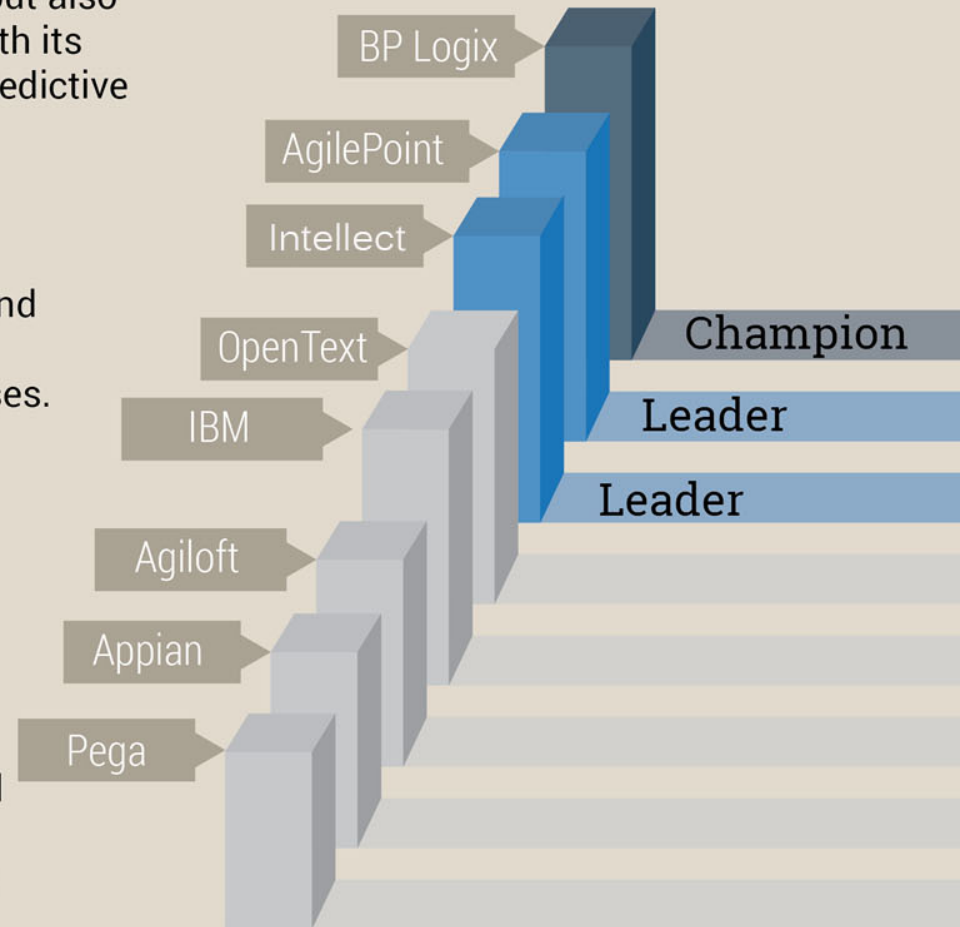
BP Logix provides a solution that is not only affordable and meets the functional requirements of the use-case scenario, but also includes a best-in-class Timeline Awareness feature with its patented Process Timeline technology that provides predictive analytics and process monitoring.

Leaders

AgilePoint's solution includes the advanced features and flexible architecture that enable the suite to meet the functional requirements for many mid-market businesses.

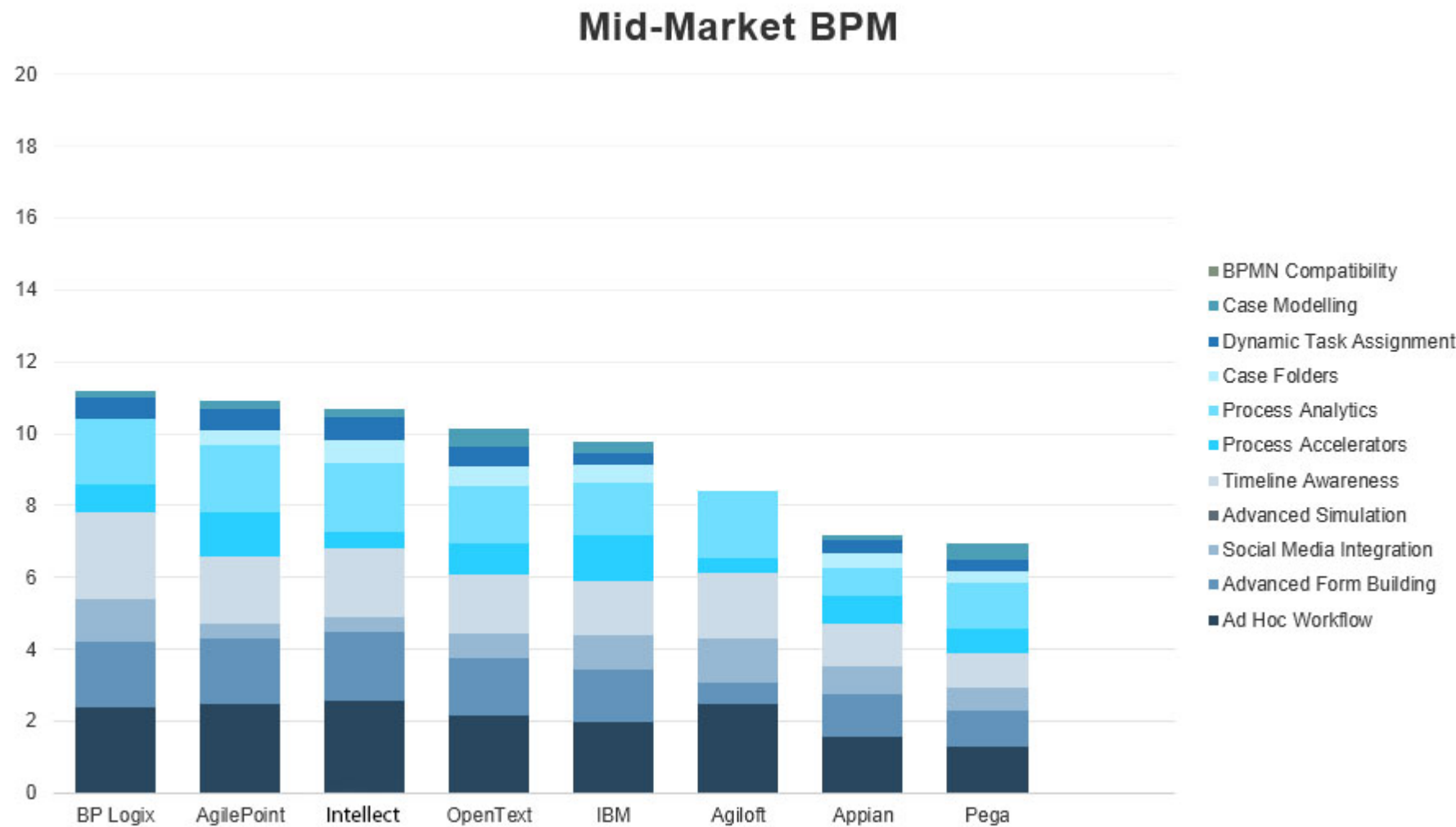
Intellect specifically targets its solution's functional capabilities to the needs of its mid-market clients, providing a platform that is closely aligned with the growing needs and wants of this segment.

The mid-market doesn't need all of the advanced features evaluated, and it is looking for products that will meet its budgets and procurement processes. Features that mid-market clients ask for, affordability, and market strategy, are weighted heavier in this evaluation.



Vendor performance for the Mid-Market BPM use-case scenario

 4.3.2



Value Index for the Mid-Market BPM scenario

4.3.2

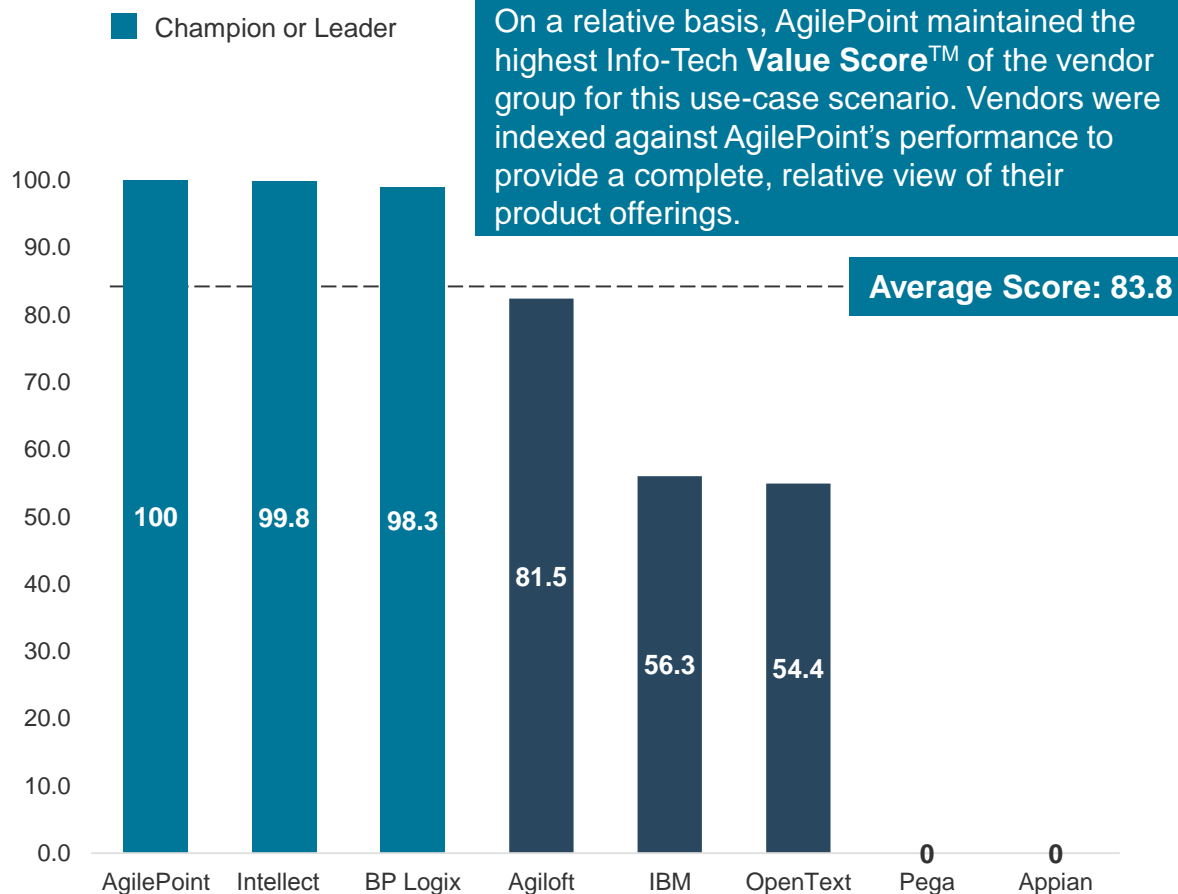
What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to its price point**. It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

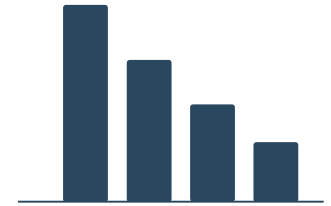
Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

*Vendors who scored 0 declined to provide pricing and publicly available pricing could not be found.



For an explanation of how Price is determined, see [Information Presentation – Price Evaluation](#) in the Appendix.

For an explanation of how the Info-Tech Value Index is calculated, see [Information Presentation – Value Index](#) in the Appendix.



4.3.3: Case Management Use-Case Scenario

Value Index for the Case Management



4.3.3

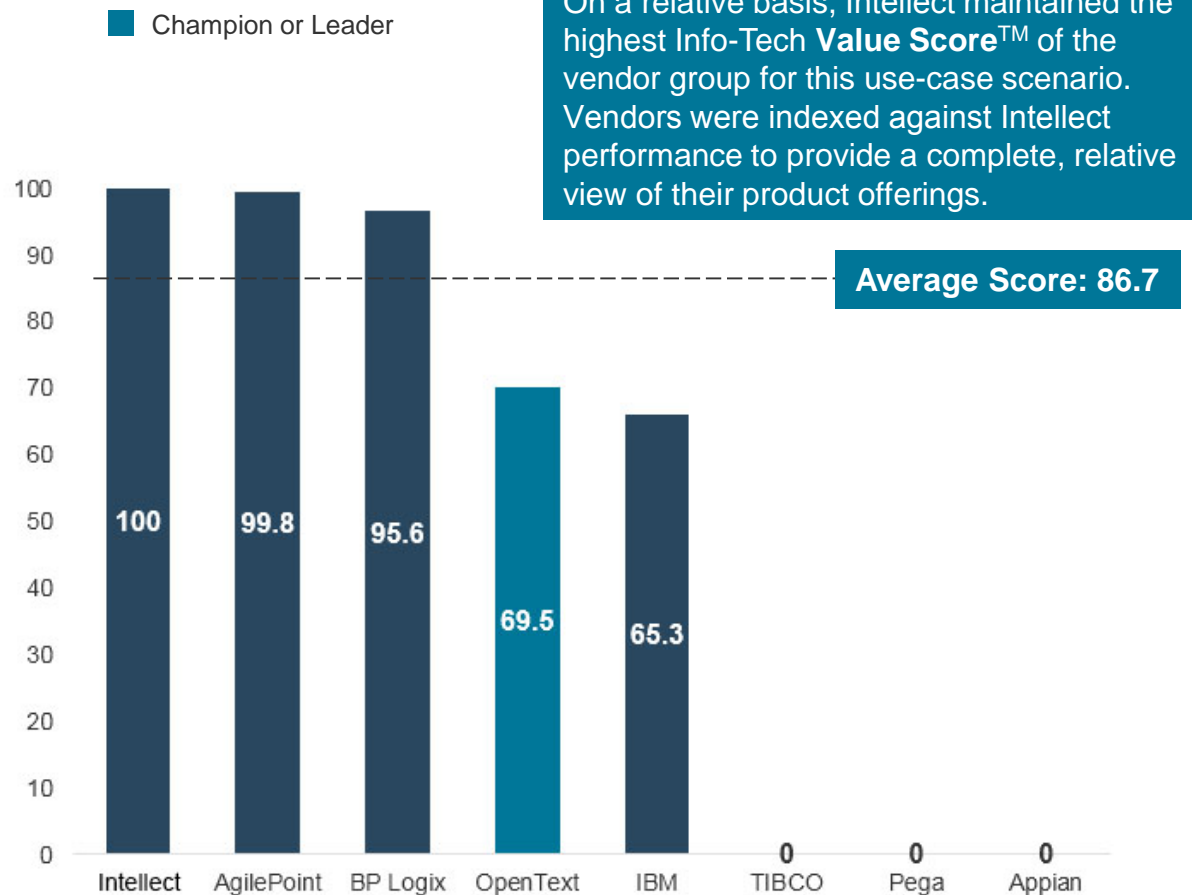
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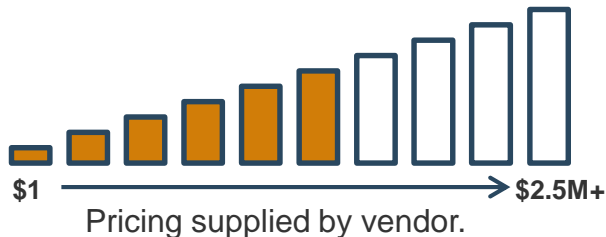
Intellect



Product: Intellect 8
Employees: Los Angeles, CA
Headquarters: Intellect.com June,
Website: 2000 Privately
Founded: Held
Presence:



3 year TCO for this solution falls into pricing tier 6, between \$100,000 and \$250,000



Overview

Intellect is a web-based BPM solution that prides itself on the absence of coded programming, which enables easy and optimal deployment and process optimization for web and Smart Mobile Apps.

Strengths

- Intellect Intellect's no code environment creates a design environment that is friendly to non-programmers.
- Intellect can be deployed either on-premise or via the web as a cloud solution.
- Intellect MobileApps enable development of native mobile BPM apps, that can be used on- or off-line.
- The solution includes out-of-the-box process analytics and dashboards that can be customized for individual user displays.
- Intellect is focused on the mid-market, providing features that are aligned with mid-market product requirements.
- Intellect Intellect provides flexible design functions and case folder capabilities that enable dynamic case management.

Challenges

- The solution lacks a specific modelling environment for case management.

Intellect



Product				Vendor				
Overall	Usability	Afford.	Arch.	Overall	Viability	Focus	Reach	Sales

Info-Tech Recommends:

Intellect is a compatible solution for organizations looking for a business-friendly solution with strong mobile capabilities.

Use-Case Scenario Performance

Scenario Performance	Case Management	Business App. Development	Mid-Market BPM
	<p>6 out of 8</p>	<p>8 out of 8</p> <p>91.9 3 out of 8</p>	<p>99.8 2 out of 8</p>

Features

Ad Hoc Workflow	Advanced Form Building	Social Media Integration	Advanced Simulation	Timeline Awareness	Process Accelerators	Process Analytics	Case Folders	Dynamic Task Assignment	Case Modelling	BPMN Compatibility