ROBOTIC PROCESS AUTOMATION

SOFTWARE OVERVIEW

Robotic process automation (RPA) software uses bots to automate routine work within software programs normally executed by an enterprise’s employees. These solutions help to save time and remove the need for human staff members to perform tedious, repetitive, and time-consuming tasks. To build these automations, RPA tools present development environments that can be followed by agents to create workflows. These development environments are typically drag-n-drop, codeless systems that can be utilized even by non-developers to build needed processes. As an alternative to the manual method of creating workflows, many solutions provide the capability to record activities by a human in a software program and translate them into workflows in the RPA application. Virtual agents execute actions following the workflows both without and with human intervention or supervision.

RPA solutions utilize artificial or cognitive intelligence such as computer vision to train the bot agents in virtual environments. These products also offer analytics functionalities as well as a central system to maintain and control all the bots deployed in an enterprise. RPA software is typically used in departments where manual processes are utilized such as supply chain, sales, and finance and operations units.
CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:
1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:
1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:
1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS

Market Leader (90 - 100)
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

Top Performer (85 - 89)
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer’s products are highly rated by its customers but have not achieved the customer base and scale of a Leader.

Rising Star (80 - 84)
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
### ALL VENDORS

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<th>MARKET LEADERS</th>
<th>TOP PERFORMERS</th>
<th>RISING STARS</th>
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<td><img src="image" alt="Market Leaders Logo" /></td>
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<td><img src="image" alt="top performers logos" /></td>
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</tbody>
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**Market Leaders:**
- UiPath
- blueprism
- Pega
- Kofax
- NICE
- Verint
- K2

**Top Performers:**
- Redwood
- thoughtonomy
- edgeverve
- helpsystems
- camunda

**Rising Stars:**
- EnableSoft
- ADLIB
- BP3
- eggplant
ABOUT AUTOMATION ANYWHERE

Automation Anywhere is the leader in Robotic Process Automation (RPA), the platform on which more organizations build world-class Intelligent Digital Workforces. Automation Anywhere’s enterprise-grade platform uses software bots that work side by side with people to do much of the repetitive work in many industries. It combines sophisticated RPA, cognitive and embedded analytic technologies. Over 1,600 organizations use this AI-enabled solution to manage and scale business processes faster, with near-zero error rates, while dramatically reducing operational costs. Automation Anywhere provides automation technology to leading financial services, insurance, healthcare, technology, manufacturing, telecom and logistics companies globally.

TRUSTED BY:

“Thanks to Automation Anywhere, our company became responsive to market changes and was able to grow a satisfied customer base.”

K. Patel
Senior Director, Marketing (Worldwide), MediaRing

“I was surprised by how much the software cost – in a good way. The number of things you can do is impressive compared to its competitors, especially for the price, and I think that’s a massive plus for Automation Anywhere.”

Steve Greenhill
QA Engineer, Satellite Information Services

“When you choose a partner for your RPA journey, don’t do it on a purely cost basis, but ensure you select a partner that will support you at the times you need it most. Automation Anywhere was with us on every moment of our journey, helping us achieve our success.”

Prateek Kapoor
Lean Digital Transformation Leader, Juniper Networks

“Automation Anywhere’s deep experience with large enterprise accounts, speed of deployment and global presence makes them a partner we know will benefit from the innovative and transformational services we provide for our clients.”

Deloitte

CONTENT 98
SOCIAL 100
COMPANY 95

TOTAL WEIGHTED SCORE: 98

READ ALL 134 CUSTOMER SUCCESS REVIEWS FROM AUTOMATION ANYWHERE USERS
2018 saw UiPath emerge as the clear leader of the RPA industry, having been ranked Leader & Star Performer by the Everest Group and receiving the highest Current Offering score by the Forrester Wave Report. Three areas of unrivaled customer value led to these accolades and leadership: innovative products; a global enterprise footprint and a customer-focused culture.

Innovation: while Everest & Forrester gave highest marks to our current RPA products, the major VC investment in UiPath by CapitalG (Alphabet/Google) speaks volumes about the transformational RPA technology they see coming. Global footprint: our customer & revenue growth, by far the industry’s largest, is spread evenly across the Americas, EMEA & APAC - where we also have large product development centers. UiPath currently has 33 offices in 19 countries. Customer culture: having pioneered free customer success support, we now have over 250 people helping customers around the world - 78% of whom report RPA met/exceeded expectations (Everest Group survey). Now, we’re pioneering immersion labs across geographies where customers can reimagine the possibilities of automation. All good reasons to have us join your RPA journey!

"UiPath is definitely leading the pack in terms of bringing all the partners in an ecosystem to have very successful clients."
Carlos Hernandez
Partner - Global Lead Business & Digital Transformation, Avasant

"We selected UiPath for our automation journey due to their inherently high flexibility to react to our evolving requirements. No other provider demonstrated a better understanding of our needs nor was more responsive."
Thorben Finken
Head of Linde Global Services, Linde

"I started my journey as RPA developer a year ago and it was just to feed my curiosity about how to speed up my daily tasks as a Finance guy. It has been full of fantastic challenges and rewards. Now finishing  of trainings available in UiPath - one of the best places to learn about automation for free. Thanks to everyone that is a part of it."
Miguel Lopez
Senior Apps Developer RPA, UnitedHealth Group

"I am continually amazed by the dynamics of the RPA and AI market. UiPath is demonstrating that they have a platform that delivers incredible customer value fast. We believe that we are at the very early stage for companies to broadly benefit from automation and AI. Accel is honored to deepen its support for UiPath as the leader in the era of true digital…"
Rich Wong
Partner, Accel

"Trust the Journey..."
READ ALL 80 CUSTOMER SUCCESS REVIEWS FROM UIPATH USERS

TOTAL WEIGHTED SCORE:

CONTENT 97
SOCIAL 95
COMPANY 94

TOTAL WEIGHTED SCORE: 97
ABOUT BLUE PRISM

In this digital era where start-ups are constantly disrupting markets, only the most agile and innovative enterprises survive and thrive. At Blue Prism, we pioneered Robotic Process Automation (RPA), emerging as the trusted and secure intelligent automation choice for the Fortune 500 and public-sector market. Now we bring you connected-RPA supported by the Digital Exchange (DX) app store—marrying internal entrepreneurship with the power of crowdsourced innovation. Blue Prism connected-RPA can automate and perform mission critical processes, allowing your people the freedom to focus on more creative, meaningful work. More than 1,000 major enterprise customers leverage Blue Prism’s digital workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business.

TRUSTED BY:

“Companies need well integrated platform capabilities that can enable AI solutions at scale. Blue Prism is addressing this demand through its API integrations with leading cloud AI partners. This should complement Blue Prism’s well-established RPA capabilities and speed up user’s journeys to intelligent automation solutions.”

Sarah Burnett
Research Vice President, Everest Group

“Blue Prism is our partner. Its RPA platform is considered an excellent and scalable enterprise product that is well suited for our operating environment.”

Nikolas Barth
Head of Innovation and Digitalization, Business Process Shared Services, Siemens

“Our biggest change management success has been how we’ve managed to sell robotics to the business, and how there is no fear. People are genuinely excited about Blue Prism. They love talking about the robots.”

Emma Kirby-Kidd
Process Automation Lead, Ageas

“Blue Prism’s Digital Workers have helped us enhance the customer experience by liberating human resources to spend more time on issues that might be affecting customers.”

Karla Younger
Vice President of HR Services, Coca-Cola

CONTENT 95
SOCIAL 99
COMPANY 94

TOTAL WEIGHTED SCORE: 96
ABOUT PEGASYSTEMS

Pegasystems Inc. is the leader in software for customer engagement and operational excellence. Pega’s adaptive, cloud-architected software – built on its unified Pega® Platform – empowers people to rapidly deploy, and easily extend and change applications to meet strategic business needs. Over its 30-year history, Pega has delivered award-winning capabilities in CRM and BPM, powered by advanced artificial intelligence and robotic automation, to help the world’s leading brands achieve breakthrough business results.

TRUSTED BY:

“What we liked about PEGA was that they were clearly different from the competition. Their solution encompassed process, technology and embedded intelligence.”

Donald MacDonald
Head of Group Customer Analytics and Decisioning, OCBC Bank

“We can make our analytics operational and actionable. We can bring them to life for the agent. We can overlay customer value and overlay our strategic priorities. We tripled our next best action presentations and quadrupled our successfully accepted offers.”

Suzanne Woolley
Head of Customer Base Management, EE

“With the [Pega] mobile solution, everyone knows what’s happening at all times, so our management team can respond more quickly to any customers issues.”

Martin Gowran
IT Project Manager, Heineken Ireland

“Pega was the only single platform that seamlessly integrated CRM and BPM capabilities – which is what we needed to bridge the gap between our front end and back end processes.”

Marc Bakermans
Business Change Manager, VIVAT

CONTENT: 97
SOCIAL: 98
COMPANY: 89

TOTAL WEIGHTED SCORE: 96

READ ALL 334 CUSTOMER SUCCESS REVIEWS FROM PEGASYSTEMS USERS
ABOUT KOFAX

Kofax’s Intelligent Automation software platform helps organizations transform information-intensive business processes, reduce manual work and errors, minimize costs, and improve customer engagement. We combine RPA, cognitive capture, process orchestration, mobility and engagement, and analytics to ease implementations and deliver dramatic results that mitigate compliance risk and increase competitiveness, growth and profitability.

TRUSTED BY:

“We look forward to building on our strategic partnership with ITEC and Kofax to introduce more advanced solutions and systems that will further enhance our corporate performance.”

Ahmed Al Alim
Manager, Jordan Customs

“We reviewed many different options and chose the Kofax solution because of its ability to integrate with our workflow, the simplicity of its interface, and reputation for being a low maintenance solution.”

Denise Baker
Project Manager, PPL Corporation

“Weofax was the perfect solution at the right time for Personnel Concepts [it] resulted in such measurable process improvements and cost savings that our Ontario office has gained global exposure as a technology innovator within the Brady Corporation. It was a win for all.”

Steve Slezak
Director of Quality Management - Direct Marketing Americas, Personnel Concepts

“We’re seeing a 95% reduction in manual effort from our Customer Service Representatives. Kapow handles what our users were doing, automatically, more consistently and more accurately.”

Darren Klaum
Director of Business Systems, PITT OHIO

CONTENT 95
SOCIAL 93
COMPANY 90

TOTAL WEIGHTED SCORE: 95

READ ALL 327 CUSTOMER SUCCESS REVIEWS FROM KOFAX USERS
ABOUT NICE SYSTEMS

NICE Systems is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE’s solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

TRUSTED BY:

“NICE Real-Time Process Optimization has made it possible for Grupo Contax to increase the quality of the services that we can deliver to our clients. This is one of the differentiators we offer in the outsourcer market, which is critical in a scenario of increased competition and reduced margins.”

Rivaldo Barbosa
Applications Director, Contax

“We saw rapid improved performance and productivity due to NICE Uptivity’s automated workflows and real-time metrics.”

Graham Thomson
Director of Call Centre Operations, Panago Pizza

“NICE Interaction Analytics gives us real-world feedback on customer experience, which ties into our core values and proves its own value.”

Candy Cartwright
Contact Center Director, Nelnet

“We give us a platform to run a global business without the need to search through multiple providers. And that makes it easier for us to tell our customers that we can meet their requirements.”

Denis Menard
Head of Training and Support, Webhelp

“NICE gives us a platform to run a global business without the need to search through multiple providers. And that makes it easier for us to tell our customers that we can meet their requirements.”

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TOTAL WEIGHTED SCORE: 93

READ ALL 349 CUSTOMER SUCCESS REVIEWS FROM NICE SYSTEMS USERS
ABOUT VERINT SYSTEMS

Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions. Actionable Intelligence is a necessity in a dynamic world of massive information growth because it empowers organizations with crucial insights and enables decision makers to anticipate, respond and take action. Verint Actionable Intelligence solutions help organizations address three important challenges: customer engagement optimization; security intelligence; and fraud, risk and compliance. More than 10,000 organizations in over 180 countries, including over 80 percent of the Fortune 100, use Verint solutions to improve enterprise performance and make the world a safer place.

TRUSTED BY:

"Verint plays a vital role in helping to convert website traffic into new customers, consolidate market leadership, and increase trust."

Dominic Stöcklin
Head of Social Media, Comparis

"The Verint Video Solution allows the Loss Prevention Manager at each store to view video on site or remotely."

Marvin Ellison
Vice President of Loss Prevention, The Home Depot

"With our workforce management solution from Verint, we were able to move our stores away from complicated, manual spreadsheets to simple and easy forecasting and scheduling. Verint helped us understand the capabilities already built into the software and how best to capitalize on those features and functionalities. Once we learned to…"

Joe Rosado
Vice President, Real Estate Lending, Grow Financial Federal Credit Union

"We’re very satisfied with the results we’ve seen so far with Verint Workforce Management. Now we can easily balance workloads, helping to reduce costs from overstaffing and overtime."

Project Manager
ABN AMRO

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SOCIAL 89
COMPANY 89

TOTAL WEIGHTED SCORE: 93

READ ALL 350 CUSTOMER SUCCESS REVIEWS FROM VERINT SYSTEMS USERS
ABOUT K2

K2 is a leading provider of business application platforms and solutions that empower people to build and run business apps, from the very simple to the highly complex, limited only by imagination. The low code platform allows users to create customized business applications --using workflows and forms--that stretch across roles, departments, and data sources. Understanding the importance of getting the right information to the right people at the right time, K2 allows business users to make smarter, data-driven decisions, fast. In this fast-paced environment, workforces can stay focused on building and growing the business, instead of managing processes.

TRAUSTED BY:

"Now that we can measure the success of the procurement system, it’s easy to see how similar advantages could be achieved in other areas where we currently use paper-based, manual processes."
Sebastian Probst
Enterprise Administrator, AutoVision GmbH

"K2 blackpearl is powerful. To be able to bring high-end technology and build solutions that we would not be able to build otherwise … this is impressive. It essentially levels the playing field."
John Flamholtz
Director of Technical Solutions, Avante Group

"With K2, we can also reuse workflows or parts of workflows to build new ones. We don’t have to rip everything up. We can use what we have, pull it all together and make enhancements where we need to."
Sonya Hawkins
Business Process Consultant, City of Charlotte

"The turnaround time of business processes in the company has improved by at least 40 percent with K2, which has allowed employees to be more productive and to complete more work daily."
Robert Chan
IT Project Manager, Emerson Network Power Asia

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COMPANY 92
TOTAL WEIGHTED SCORE: 91

READ ALL 170 CUSTOMER SUCCESS REVIEWS FROM K2 USERS
ABOUT REDWOOD SOFTWARE

Redwood is the world leader of Enterprise Process Automation™. With over 20 years of experience and more than 3,000 customers worldwide, Redwood partner with clients to eliminate the costs, risks and wasted time of manual tasks. Redwood unique approach enables organizations to automate mission critical IT and business processes, such as those supporting the financial close, supply chain, and business intelligence (BI) to achieve greater reliability, consistency and accuracy. Customers can select from multiple deployment options including software, cloud or appliance. Redwood's Automated Process Packages (APPs) are preconfigured to streamline your end to end processes.

TRUSTED BY:

"Redwood streamlined and automated our closing process across 650 businesses — and gave us complete visibility."

Jeroen Hollema
IT Project Manager, Royal Dutch Shell

"Redwood's Cronacle is the crucial process automation component that acts as the glue holding together the entire GEAR solution. We were able to count on Redwood's expertise, especially in the final weeks of the project. Thanks to their tireless cooperation we were…"

Thierry Schafflutzel
GEAR Project Manager, UBS

"We process more than 500,000 records daily. Since implementing Redwood we haven’t had a single bad revenue cycle or closing. It’s completely changed the way we work."

Geetanjali Mohidekar
Senior Technical Manager, AOL

"Redwood has provided us with a means for controlling everything effectively and efficiently, while giving us complete visibility into our core business."

Claire Joel
IT Director, French Connection

91

SOCIAL

81

COMPANY

87

TOTAL WEIGHTED SCORE: 89

READ ALL 74 CUSTOMER SUCCESS REVIEWS FROM REDWOOD SOFTWARE USERS
ABOUT THOUGHTONOMY

Thoughtonomy IS a UK headquartered software company with multi-award winning automation technology platform used by enterprise clients across the globe to digitize manual work processes, improve workforce productivity, and free valuable skilled staff to undertake more productive activities. The Thoughtonomy Virtual Workforce is a highly flexible intelligent automation platform. It uses software to replicate the way people work in existing applications and systems, the processes they follow, and the decisions they make, to deliver automation without disruption. With frictionless cloud deployment and as-a-service delivery, it requires no infrastructure, no replacement of applications, deployment of agents, software development or system integration.

TRUSTED BY:

"By moving manually intensive tasks from service desk analysts to a virtual workforce initiated on demand, we are able to offer rapid, error-free 24/7 execution of key activities and allow our service desk staff to focus on providing world-class customer service.”

Simon Oecken
Group Director, Managed Services, Computacenter

"We (Utilita) are a rapidly growing company, and we actively sought out automation solutions not to get rid of people, but to free up our team to deliver to the best of their ability. The Thoughtonomy Virtual Workforce® provided us with an easy-to-implement RPA solution to achieve our strategy of gaining business efficiencies, and to nurture a happier…"

Martin Filler
Operational Change Manager, Utilita

"Processes that were otherwise considered impossible to automate, were automated using virtual workers.”

Manager
Leading Food Manufacturing Company

"We delivered a new digital customer experience within 2 months, without replacing legacy systems.”

Manager
Finance Services Providing Company

CONTENT 90
SOCIAL 83
COMPANY 85

TOTAL WEIGHTED SCORE: 88

READ ALL 26 CUSTOMER SUCCESS REVIEWS FROM THOUGHTONOMY USERS
ABOUT JACADA

Jacada enables organizations to deliver effortless customer self service and agent assisted interactions by implementing cutting-edge mobile, smart device, web based visual IVR solutions, as well as optimized agent desktops, and business process optimization tools. Customers can benefit from an improved customer experience at every touch point with the organization, whether at the contact center, on the mobile, the website, or at the retail store.

TRUSTED BY:

"The introduction of the Jacada unified desktop has met or exceeded all of our expectations and delivered on our target objectives. We will realise lifetime savings many times greater than the cost of the solution. Jacada provides innovative technology and a proven implementation approach that can significantly improve the efficiency and...

Phil Bluck
Commercial Director, Capita

"Overall, we’re very pleased with what JAS has been able to achieve, even in the relatively short time since the full implementation went live,” she adds. “We’ve built a strong relationship with Jacada over the years and have found them very easy to deal with. Whenever we’ve had a question or wanted to make a change, Jacada has always been very...

Julia Murphy
Change Manager, Telefonica O2

"We selected Jacada due to the time-to-market advantages of their software and approach, and their expertise and success in simplifying and automating customer service processes. The Jacada WorkSpace unified service desktop provides a flexible, adaptable and scalable solution that is very compatible with our existing infrastructure and...

Srinivas Koushik
Chief Information Officer, Nationwide Insurance

"In the end, Vodafone selected Jacada Fusion because it provided a robust, non-intrusive, rapid, and cost-effective solution to help our SAVES group improve productivity. Jacada Fusion met our criteria on several levels. It utilises the systems we already have in place and is 100 per cent non-intrusive, so it required no changes to our existing...

Steve Jhonson
Chief Architect, Vodafone

CONTENT

SOCIAL

COMPANY

TOTAL WEIGHTED SCORE:

89
81
88

88

READ ALL 29 CUSTOMER SUCCESS REVIEWS FROM JACADA USERS
ABOUT EDGEVERVE

EdgeVerve Systems, a wholly-owned subsidiary of Infosys, develops innovative software products and offers them on premise or as cloud-hosted business platforms. EdgeVerve products help businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. EdgeVerve power their clients’ growth in rapidly evolving areas like banking, distributive trade, credit servicing, customer service and enterprise buying. Today, global corporations across financial services, insurance, retail and CPG, life sciences, manufacturing, and telecommunications use EdgeVerve products.

TRUSTED BY:

"As a core banking platform it allows us the ability to offer more products, get the benefits of scale, using a single platform rather than multiple platforms."

Sridhar Rallabandi
Head of IT and Retail Operations, Axis Bank Ltd

"The IVS team was very flexible in adapting the testing schedule based on code fixes and very knowledgeable about the product. Their experience from previous projects allowed them to quickly identify where functionality could be improved. IVS also provided new ideas and differentiation in the Test, Defect Management and Escalation process."

Neal Motilal
Manager - ITM Division, Republic Bank

"IVS has been invaluable with assisting the bank in planning and preparing for performance testing. They have been extremely open and flexible at looking at new alternatives which leverage the banks existing application monitoring tools and using new best of breed cloud based testing solutions."

Julie Colarusso
Senior Vice President, Digital Channel Solutions Director, Eastern Bank

"TM aims at becoming the convergence champion and the OVAL program, powered by AssistEdge is helping us create an enriching customer experience. With this solution, we are confident that our agents are able to make every conversation convert in to a connection, fostering us to drive client delight and effortlessly augment our productivity and…"

Ahmad Nasri Mohamed
VP, Customer Experience Transformation, Telekom Malaysia

READ ALL 152 CUSTOMER SUCCESS REVIEWS FROM EDGEVERVE USERS

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TOTAL WEIGHTED SCORE: 86
ABOUT HELP SYSTEMS

HelpSystems, LLC is a leading provider of systems management, security, and business intelligence solutions. HelpSystems software reduces data center costs by improving operational control and delivery of IT services. Founded in 1982, the company has 14 offices worldwide and more than 7,000 customers from small businesses to Fortune 100 companies. Based in Minneapolis, Minnesota, HelpSystems sells its solutions directly and through strategic partners worldwide.

TRUSTED BY:

“When the RPA engine was integrated with our tool to validate requests coming from customers, our agents could finally focus on value and provide the correct amount of supplies based on their actual usage.”
Andrea Gombac
Director of Customer Service, Ricoh

“It’s a great monitoring system with easy setup...You specify how you want it to look and it sends the messages right to your display.”
Sherry Morris
Senior computer operator, American Hotel Register Company

“It was all for Caterpillar dealers, which was excellent. To create specific training for Caterpillar dealers illustrated the degree of commitment HelpSystems had—it was cool.”
Doug Vaughn
Lead Technical Support person, Whayne Supply

“It was a big factor for us that the products would be something we could install and use easily. It wasn’t complicated. In fact, the products have proved to be quite intuitive to use.”
Steve Goodwin
Infrastructure Services Manager, RBS International

CONTENT 87
SOCIAL 84
COMPANY 85

TOTAL WEIGHTED SCORE: 86

READ ALL 516 CUSTOMER SUCCESS REVIEWS FROM HELP SYSTEMS USERS
ABOUT CAMUNDA

Camunda is a software company reinventing workflow automation. Hundreds of companies including 24 Hour Fitness, Goldman Sachs, Lufthansa Technik and Zalando trust Camunda to automate core business processes to the highest possible extent, allowing their business to scale and revenue to grow without proportionally increasing operating costs. With its open source-based workflow automation and decision platform, Camunda provides detailed visibility into business operations across distributed systems, boosts system resilience and enables enterprises to overcome “big workflow” challenges resulting from digital transformation.

TRUSTED BY:

"Camunda BPM made the race as the product’s vision and roadmap could convince most.”

Jörg Sauer
Head of Application Development, Allianz

"Camunda complements our system landscape perfectly, as it is based on a Java platform and a good fit for our agile process. We also want to work with the BPMN 2.0 standard and thus accelerate the process automation within CSS.”

Michael Rieger
Head of Projects, CSS Group

"Our expectations that experts from the business side and IT can work together based on the BPMN 2.0 standards were fully met. Camunda is the key player in the development and establishment of the BPMN2.0 standards in the German-speaking area. Camunda BPM offers us a complete software stack that fully covers our needs.”

Stefan Lehmkühler
Head of IT, S-Kreditpartner

"We chose Camunda because it feels to be one of the more developer-friendly business automation tools at a price point which makes in-house development of a similar system seem impractical. The open platform makes it possible for us to tailor it extensively to our needs as a business and build upon it to make tooling that our non-technical business…"

Andreas Hjortland
Team lead for the Real-Estate Software Team, Websystemer

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SOCIAL 86

COMPANY 80

TOTAL WEIGHTED SCORE: 85

READ ALL 95 CUSTOMER SUCCESS REVIEWS FROM CAMUNDA USERS
ABOUT ENABLESOFT

The Foxtrot User Network or as we like to say – FUN, is the premier Foxtrot information resource and networking establishment. FUN consists of beginner and advanced Foxtrot users who all share the goal of collaboration and education surrounding the use and functionality of the EnableSoft’s Robotic Process Automation technology, Foxtrot. The FUN goal is to share and distribute information, questions, and answers and to create a knowledge network of Foxtrot users.

TRUSTED BY:

“Foxtrot can quickly and easily find and select a new value in that drop down rather than having someone manually do that for us.”
Stacy Kimpston
AVP, Standard Bank

“Foxtrot works flawlessly. I’m very glad we invested in Foxtrot.”
Jon Ulincy
IT Manager, Ashland Credit Union

“We write a Foxtrot script, and it will run for eight hours while everyone [else] does their other work. I just check on it every once in a while.”
Amy Suddith
Assistant Vice President, CB&S; Bank

“As our staff has become better acquainted with Foxtrot and more confident in using the scripts we have generated for its use, we have uncovered other ways to harness the technology to our needs.”
Rita Kerkman
AVP Management Reporting Specialist, Johnson Financial Group

CONTENT 85
SOCIAL 81
COMPANY 80

TOTAL WEIGHTED SCORE: 84

READ ALL 20 CUSTOMER SUCCESS REVIEWS FROM ENABLESOFT USERS
ABOUT ADLIB SOFTWARE

Adlib Software has been transforming the way enterprise organizations overcome unstructured data challenges for over 15 years. Integrating with various business applications, Adlib enables digital preparation of documents for improved migration, compliance, privacy and security, digital transformation, capture, and classification. Our document enrichment solutions allow over 5,500 customers globally to elevate their content and derive the insight that is needed to support critical decision-making and secure a competitive advantage.

TRUSTED BY:

“Having documents in electronic form will also allow us to automate a number of workflows currently carried out manually, thus helping to streamline and increase the speed of legal proceedings, another area of concern for the Ministry.”

Carlo Bauleo
IT Officer, Italian Minister of Justice

“With Adlib PDF Enterprise, we felt we would be getting a really solid product that was scalable and at a reasonable price. Adlib sealed the decision with us by offering us a limited-time ‘Enterprise Upgrade Program’ that allowed us to upgrade our Adlib licenses for both Production and Development.”

Mr. Neves
Director, AEI Services LLC

“For years, automated PDF transformation from Adlib has enabled us to reduce our costs associated with the delays and errors of manual intervention within business processes. With this new offering, Adlib enables us to leverage their capability on a broader scale which will further assist the department with its diplomatic mission.”

David Compton
IT Project Manager, U.S. Department of State

“Adlib’s Job Ticket technology was the key for me. It means that as long as my scripts are written properly, my documents are always processed correctly.”

Mr. Larisch
European Parliament

READ ALL 86 CUSTOMER SUCCESS REVIEWS FROM ADLIB SOFTWARE USERS

CONTENT 83
SOCIAL 82
COMPANY 83

TOTAL WEIGHTED SCORE: 83
ABOUT BP3 GLOBAL

BP3 Global delivers transformative solutions that help enterprise-level organizations improve overall performance by connecting people, processes and technologies. Providing digital process, decision management and analytics software and services to Fortune 500 businesses in the financial services, retail, healthcare and energy sectors.

TRUSTED BY:

"Taking a broader view, business process management is key to UHB’s ongoing strategy across every department. By blending technologies into a service-oriented approach, we can deliver significant and continuous improvements in many areas of UHB’s operations...we were introduced to BP3 by another of our partners, and we saw a number of areas..."

Stephen Chilton
Director of IT, University Hospitals Birmingham

"The recruitment project is a major step in the modernization of the HR departments systems and processes, and we're planning to take a similar approach with several other projects, such as a new solution for learning management. Again, we expect the combination of UHB’s lean management expertise, BP3’s technical skills and [the]...

Suzanne Hartshorne
Deputy Director of HR, University Hospitals Birmingham

"Instead of updating our CSS across every coach (UI) in the application we used the CSS picker in the Brazos tool kit and seconds later, Carlsberg green! It saved us weeks of development time."

Anders Vinther
Carlsberg Lead BPM Devleoper, Carlsberg Group

"This solution makes us more proactive with pollutions. BP3 Global had never worked with a water company before, but they explored how our network operates, engaged us about our concerns and their collaboration was impressive."

Andy Henton
Information Systems Architect, Severn Trent Water

CONTENT

SOCIAL

COMPANY

TOTAL WEIGHTED SCORE:

READ ALL 15 CUSTOMER SUCCESS REVIEWS FROM BP3 GLOBAL USERS
ABOUT EGGPLANT

Eggplant provides user-centric, digital automation intelligence solutions that enhance the quality and performance of the digital experience. Only Eggplant enables organizations to test, monitor, analyze and report on the quality and responsiveness of software applications across different interfaces, platforms, browsers, and devices, including mobile, IoT, desktop, and mainframe.

TRUSTED BY:

“With Eggplant’s help, we’re uncovering and fixing the things that are slowing down our website. And having a faster website is already making a positive impact on our business, with better conversion rates and lower bounce rates. I can highly recommend Eggplant’s products and expertise.”

Jemima Ferguson
Head of Customer Marketing and Digital, Cook

“Eggplant’s synthetic monitoring gives an independent business critical insight to website availability and performance 24/7, 365 days a year. We are interested to see how Eggplant’s addition of user experience monitoring and analytics can provide more intelligence around the entire customer experience.”

Dave Whyte
Operations Engineering Lead, Auto Trader

“The ease with which we can get people up and running on Eggplant is incredible — we had an intern join our team for a short time and they were quickly able to start doing scripts, which just wouldn’t be possible with other tools. Now even some of our business intelligence team are starting to look at Eggplant to see if they can use it in other areas.”

Allan Crisp
General Manager, Systems Support, Jet2

“We will be rolling out Eggplant to cover more systems — both increasing the percentages for the systems it is already used on, as well as applying it in new projects. Thanks to Eggplant, I’m glad to say that test automation is on the rise at Banco Sabadell!”

Graham Moran
Independent QA Consultant, Banco Sabadell

CONTENT
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SOCIAL
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COMPANY
80

TOTAL WEIGHTED
SCORE:
80

READ ALL 72 CUSTOMER SUCCESS REVIEWS FROM EGGPLANT USERS