Cicero

Robotic Process Automation

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI vendor assessment for Cicero is a comprehensive assessment of Cicero's RPA offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within RPA

- Automation decision makers exploring the benefits and inhibitors of RPA as evidenced from the clients and vendor capability

- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within managed service programs

- Financial analysts and investors specializing in, or covering the RPA industry and suppliers.

Key Findings & Highlights

Cicero Inc. was incorporated in New York in 1988 as Level 8 Systems, Inc. and re-incorporated in Delaware in 1999. The company's current course and direction in RPA began in 2002, when Level 8 acquired a desktop integration product set called Trusted Global Advisor from its original developer, Merrill Lynch. In 2004, Level 8 launched Cicero, an expansion of Trusted Global Advisor's existing capability set.

Key clients include Merrill Lynch/Bank of America and UBS, Inc., each of which have accounted for ~10% of Cicero's revenues during the past two fiscal years. Other key clients include a large U.S. regional bank, a major financial institution, a large logistics provider, a global computer manufacturer and a top insurance underwriter, as well as a number of unnamed business process services firms, which utilize Cicero software in their own delivered BPS solutions.

NelsonHall estimates Cicero's 2017 full-year revenues at ~$1.8m. For the first six months of 2017, Cicero posted revenues of $834,000.

Scope of the Report

The report provides a comprehensive and objective analysis of Cicero's offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments in both its service and technology

- Analysis of the company's strengths, challenges, and outlook

- Revenue

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's key offerings (service model and service components)

- Analysis of the company's delivery capability (including the location, size and scale of delivery operations; and delivery via technology).

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