Process Discovery & Mining Technology Evaluation 2021

Soroco

Report Abstract

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NelsonHall

13-pages

Contents of Full Report

Who is This Vendor Assessment For?

NelsonHall's Process Discovery & Mining Technology Evaluation, provides an assessment of Soroco's process discovery & mining platform designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Process Discovery & Mining platforms and identifying vendor suitability for RFPs

- Process reengineering and RPA and intelligent automation center of excellence personnel evaluating process discovery & mining platform capability

- Vendor marketing, sales, and business managers looking to benchmark their platforms against their peers

- Financial analysts and investors covering intelligent automation and process discovery & mining platforms.

Key Findings & Highlights

Soroco approaches clients' toil reduction efforts with a framework to enable a continuous improvement journey with Scout: Discover, Prioritize, Realize, and Catalyze.

Soroco offers Scout Platform with multiple deployment options from SaaS to on-premise (including client-managed cloud/VPC) to hybrid where only parts are on-premise. The software is unified across deployment methods, so there are no feature parity issues.

To collect data, Soroco's Scout Platform has a desktop software data agent that passively records user desktop interactions using proprietary "deep capture" technology – meaning the desktop user does not manually start or stop recordings. The 'teach me' functionality is where process experts perform a desktop process 3-5 times to provide samples to Scout to learn a baseline template.

Built-in analyses supported by Scout include: benchmarking, flowchart analysis, hotspot analysis, influence analysis, and work graphs.

Scout offers root cause analysis functionality as part of its Work Insights module. That also includes side-by-side process views for benchmarking.

Currently, Scout only offers prebuilt analyses for digging into work; it does not offer custom dashboarding capabilities for clients to build tooling that matches their needs. The functionality is coming towards the end of 2021, along with callbacks to, e.g., trigger alerts that can help clients action on the insights.

Soroco's pricing model is based on per-user licenses. Additionally, the company offers multiple trial options for Scout Platform.

Soroco is headquartered in Boston, Massachusetts, with offices in Bangalore and London.

The Scout Platform client base primarily consists of Fortune 2000 and mid-market enterprises.

Scope of the Report

The report provides a comprehensive and objective analysis of Soroco's process discovery and mining capabilities, covering Scout's functionality for:

- Data extraction, transformation, and loading
- Process analysis
- Process improvement
- Process monitoring
- Corrective action enablement
- Administration.

This report also assesses Soroco's product development strategy and strengths and challenges.

Process Discovery & Mining Vendor Assessments also Available for:

ABBYY

Apromore

Celonis

EdgeVerve

FortressIQ

Kryon

Logpickr

Mehrwerk

Minit

myInvenio

Process Analytics Factory (PAF)

Process Diamond

QPR Software

Skan

Software AG

StereoLOGIC

UiPath

UpFlux

About The Author

Bailey is a Research Analyst with shared responsibility for digital transformation technology research, working alongside Mike Smart within NelsonHall's Digital Transformation Technologies & Services practice.

In this role, Bailey focuses on products that use machine learning and cognitive AI, including business process management, process mining & discovery, and virtual agents.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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