



## Process Understanding 2024

# ActiveOps

### Report Abstract

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NelsonHall

9 pages

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## Who is this Vendor Assessment for?

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NelsonHall's Process Understanding profile on ActiveOps is a comprehensive assessment of ActiveOps' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Process Understanding and identifying vendor suitability for Process Understanding RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Digital Transformation Technologies sector.

## Key Findings & Highlights

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ActiveOps capabilities vary from other task mining platforms; the platform is not currently geared towards building process flow diagrams and identifying areas for process improvement such as automation. Instead the platform mines user data with an aim to provide managers the tools with which to make strategic workforce decisions via workforce analysis, forecasting, and capability management.

These workforce analytics capabilities could include the management of capacity and the reallocation of workers to processes within the client organization in which the employee is skilled and for which the client requires additional resources.

## Scope of the Report

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The report provides a comprehensive and objective analysis of ActiveOps' Process Understanding offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

## Process Understanding Vendor Assessments available for:

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ABBYY, ActiveOps, Apromore, EdgeVerve, Mehrwerk, Skan, SoftwareAG, Soroco, UiPath.

## About The Author

Mike is a Senior Analyst and Operations Officer at NelsonHall. His main research focus is on digital transformation technologies, including RPA, blockchain, IoT, artificial intelligence, cognitive, and machine learning.

Highly regarded for his analytical talents, Mike also leads data modeling and analytics initiatives in support of NelsonHall's ITS and BPS market forecasts and market surveys. He was responsible for transforming NelsonHall's extensive global market forecast engine, including the introduction of NelsonHall's unique interactive Self-Forecasting Tool.

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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., Continental Europe, and Asia, 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. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts 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](mailto:guy.saunders@nelson-hall.com)

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