



Digital Transformation Technologies & Services Business Process & Case Management Technology Evaluation

Report Abstract

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Who is This Market Analysis For?

NelsonHall's "Business Process & Case Management Technology Evaluation" report is a comprehensive market assessment report designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Business Process & Case Management platforms and identifying vendor suitability for RFPs
- Process management and reengineering and intelligent automation center of excellence personnel evaluating business process & case management platform capability
- Vendor marketing, sales, and business managers looking to benchmark their platforms against their peers
- Financial analysts and investors covering the space of business process management, case management, intelligent automation, and adjacent areas.

This market analysis complements NelsonHall's [Intelligent Automation Platform](#) evaluation.

Key Findings & Highlights

The current business process & case management market is driven by standardizing and automating existing workflows and processes but as organizations mature, they will look to use platforms to innovate and launch new products or pursue new business models.

Principal drivers for business process & case management solutions are ease of integration for a single source of truth and modularity of capabilities for interoperability. Benefits sought from engaging a vendor for business process & case management focus on improving regulatory compliance and process agility.

Revenue from business process & case management solutions will reach \$18.7bn by 2025. North America remains the largest market for business process & case management solutions, closely followed by EMEA, with strong growth in North America and the Asia Pacific regions. Need to streamline operational processes and expedite customer/patient cases for CSAT and regulatory policies drive BFSI and healthcare to be the largest spenders in the space.

Key success factors for business process & case management vendors focus on flexibility and actionable analytics. Current investments are focused on expediting development, smart capabilities for improved outcomes, and analytics for continual improvement.

Scope of the Report

The report analyzes the worldwide market for business process & case management platforms and addresses the following questions:

- What is the market size and projected growth for the global business process & case management market by geography?
- What is the profile of activity in the global business process & case management market by industry sector?
- What are the top drivers for adoption of business process & case management solutions?
- What are the benefits currently achieved by users of business process & case management solutions?
- What factors are inhibiting user adoption of business process & case management solutions?
- Who are the leading business process & case management vendors globally and by geography?
- What are the current capabilities being delivered by business process & case management vendors, and how is this changing?
- What are the challenges and success factors for vendors of business process & case management solutions?

Business Process & Case Management Vendor Assessments Available for:

Appian

BizFlow

Bonitasoft

Camunda

Creatio

Hyland

K2

Newgen

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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