



Business Process & Case Management Technology Evaluation

Creatio

Report Abstract

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Bailey Kong

Digital Technology Analyst

NelsonHall

17-pages

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Who is This Vendor Assessment For?

NelsonHall's Business Process & Case Management Technology Evaluation, provides an assessment of Creatio's business process and case management platform 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.

Key Findings & Highlights

Creatio offers a platform built on mainstream technologies and increasing support for Object Management Group's modeling standards. At the core of Creatio's platform is Studio, its suite of tools for creating custom solutions. The capabilities of Studio focus in the following areas:

- Studio free edition: a free cloud-based version with a subset of features from its enterprise edition, including visual tools that enable team collaboration for process design and process documentation
- Business Process Management: tools for process modeling, execution, and monitoring
 - Process Designer: a tool to create and edit business processes
 - Process Log: a tool for overall business process monitoring and analysis, and inspecting individual process instances
- Case Management: tools for designing cases, execution, and monitoring
 - Case Designer: a tool to automate, build and customize unstructured business processes
- System Designer: the primary tool for creating and configuring applications
 - Mobile Application Wizard: customize mobile app experience for different types of users
 - Machine Learning Service: create and train machine learning models for predictive analysis
- Integrations: UI-based integrations to external systems/services using prebuilt connectors, e.g., MS Exchange, Google services, and user accounts and roles with LDAP
- Development Framework: the framework for developing customizations and extensions to platform capabilities, including analytics, connectors, and machine learning models.

Creatio has built a developer community around its employees, clients, and partners.

Scope of the Report

The report provides a comprehensive and objective analysis of Creatio's business process & case management capabilities, covering its platform's functionality for:

- App development and functionality
- Mobile integration
- Data integration and interoperability
- Process modeling
- Business process management
- Case management
- Task management.

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

Business Process & Case Management Vendor Assessments also Available for:

Appian

BizFlow

Bonitasoft

Camunda

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.

Bailey can be contacted at:

- Email: bailey.kong@nelson-hall.com
- Twitter: @BaileyK_NH



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

Boston

Riverside Center,
275 Grove Street, Suite 2-400,
Newton MA 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook,
Molly Millars Lane,
Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266 766

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