



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

Process Discovery & Mining Technology Evaluation

NICE Systems

Report Abstract

May 2020

Bailey Kong

Digital Technology Analyst

NelsonHall

11-pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability
5. Target Markets
6. Strategy
7. Strengths & Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's Process Discovery & Mining Technology Evaluation, provides an assessment of NICE Systems' 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

NICE Systems platform offers Automation Finder and Desktop Analytics products for process discovery and business intelligence. The two products combined offer:

- Data collection
- Process analysis
- Process improvement.

NICE Systems offers a capable product for process discovery. Automation Finder's ML technology to discover tasks/routines and its capability to analyze the interaction of tasks/routines to build process maps without any input from business analysts.

NICE uses unsupervised ML to split a day's worth of work into individual routines (tasks, e.g., Updating an Order in SAP) and processes (set connected routines, e.g., Ship to Receive).

NICE plans to enhance its ML for process/routine discovery to incorporate user input.

Scope of the Report

The report provides a comprehensive and objective analysis of NICE Systems' process discovery and mining capabilities, covering its Automation Finder and Desktop Analytics products' functionality for:

- Data collection
- Process analysis
- Process improvement
- Administration.

This report also assesses NICE Systems' product development strategy and strengths and challenges.

Process Discovery & Mining Vendor Assessments also Available for:

ABBYY

AntWorks

BusinessOptix

Celonis

EdgeVerve

Fluxicon

Kryon

Lana Labs

myInvenio

Process Diamond

QPR Software

Signavio

Skan

Software AG

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.

Bailey can be contacted at:

- Email: bailey.kong@nelson-hall.com
- Twitter: [@BaileyK_NH](https://twitter.com/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

Copyright © 2020 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.