Jacada

RPA and AI Technology Evaluation

**Vendor Assessment
Report Abstract**

January 2018

By David Mayer

Principal Research Analyst

NelsonHall

9 pages

Who Is This Vendor Assessment For?

NelsonHall's RPA and AI Technology Evaluation vendor assessment for Jacada is a comprehensive assessment of Jacada's RPA offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within RPA

- Automation decision makers exploring the benefits and inhibitors of RPA as evidenced from the clients and vendor capability

- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within managed service programs

- Financial analysts and investors specializing in, or covering the RPA industry and suppliers.

Key Findings & Highlights

Jacada is an older name within the RPA sector, as the firm was founded in 1990, and one that has its roots deep in the automation of information technology. To give a sense of perspective on this, at one point its primary focus was on automating and 'Web-ifying' green-screen mainframe applications on AS/400s. Today, the Jacada roadmap is very much about shared services and enabling a single instance of automation technology, to serve the client 'front to back', from the contact center through to the back-office.

Jacada has tended to target those sectors with the most evolved customer interaction management levels. As such, telecommunications is a top pursuit vertical for Jacada, along with BFSI, retail, utilities, healthcare, and logistics.

Jacada's offerings span multiple task areas within the contact center, but its automation-relevant products include Jacada Digital Customer Experience, its CX offering (including chatbot capability); Jacada Intelligent Assistant; and Jacada Enterprise Automation, its broader RPA offering.

Scope of the Report

The report provides a comprehensive and objective analysis of Jacada's offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments in both its service and technology

- Analysis of the company's strengths, challenges, and outlook

- Revenue

- 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 key offerings (service model and service components)

- Analysis of the company's delivery capability (including the location, size and scale of delivery operations; and delivery via technology).

Contents

Report Length

9 pages

Report Author

David Mayer

david.mayer@nelson-hall.com