NelsonHall Vendor Profile

Process Discovery & Mining Technology Evaluation 2021

FortressIQ

Report Abstract

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NelsonHall

11-pages

Contents of Full Report

Who is This Vendor Assessment For?

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

FortressIQ aims to unlock the potential of workforces using its process discovery solution, Process Intelligence. Privacy and security are major considerations of the solution's development. Firstly, the company has architected it to ensure client data never leaves the client network. Secondly, it has developed an Event API layer allowing external systems and business rules to trigger desktop observations by desktop sensors that reduce privacy and security risks compared to continuous monitoring solutions.

Beyond its standard solution, FortressIQ also offers modules that package together dashboards, reports, workflows, application accelerators, goals, and KPIs catered for use cases. It currently offers a module for application migration and is working on another one for mergers & acquisitions (M&A). FortressIQ also has partners who are developing ones for revenue cycle management, and compliance and audit.

The company has a small but focused partner network, with technology partners who provide solutions that bring more contextual process data and enable clients to act on its insights. 90% of FortressIQ's engagements involve partners who bring domain and sector expertise.

FortressIQ targets large enterprises with $1bn+ revenues; it is in 4 Fortune 10 companies, and 75% of its client base is in the Fortune 500.

FortressIQ previously targeted contact center work, but it now makes up less than 25% of its business.

Scope of the Report

The report provides a comprehensive and objective analysis of FortressIQ's process discovery and mining capabilities, covering Process Intelligence's functionality for:

- Data collection and extraction
- Process analysis
- Process improvement
- Process monitoring
- Corrective action enablement
- Administration.

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

Process Discovery & Mining Vendor Assessments also Available for:

ABBYY

Apromore

Celonis

EdgeVerve

Kryon

Logpickr

Mehrwerk

Minit

myInvenio

Process Analytics Factory (PAF)

Process Diamond

QPR Software

Skan

Software AG

Soroco

StereoLOGIC

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.

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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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