



IPsoft

AI & RPA Technology

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI vendor assessment for IPsoft is a comprehensive assessment of IPsoft's intelligent automation platforms and capabilities across 1Desk, Amelia, and IPcenter, designed for:

- Sourcing managers investigating sourcing developments within RPA and intelligent automation
- Automation decision makers exploring the benefits and inhibitors of intelligent automation as evidenced from the clients and vendor capability
- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within intelligent automation
- Financial analysts and investors specializing in, or covering, the intelligent automation industry and suppliers.

Key Findings & Highlights

IPsoft's primary offerings include:

- 1Desk: positioned as an "autonomic backbone," combining autonomic (IPcenter) and cognitive (Amelia) technology and Robotic Process Automation (1RPA) into a unified platform and the company's current flagship product
- Amelia: its customer- and employee-facing cognitive agent
- IPcenter: its autonomic ITSM & IT operations platform.

Launched in 2018, the 1Desk platform is focused on addressing enterprise shared services beyond IT.

IPsoft is positioning 1Desk by increasingly talking about ROAI (the return on AI) and suggesting that organizations can achieve 35% ROAI (rather than the current 6%) if they adopt integrated end-to-end automation and bypass intermediary systems such as ticketing systems.

Launched in 2014, Amelia is a cognitive platform including voice and text-based customer interactions designed for deployment in multiple employee- and customer-facing use cases. Amelia does not use scripts or decision trees, but instead learns best practices from existing data and interactions between human customer and employee care agents and brings them into its own interactions.



Scope of the Report

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

- Revenue summary
- Analysis of the company's intelligent automation platform functionality
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Identification of the company's strategy, emphasis, and new developments within its technology and services
- Analysis of the company's strengths, challenges, and outlook

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Report Length

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