



Everest Group Intelligent Process Automation (IPA) Solutions PEAK Matrix® Assessment 2025

Focus on Capgemini
April 2025

Introduction

The need to evolve into a digital-first business is becoming increasingly important for organizations to remain resilient and competitive. Manual operations pose numerous challenges, and hence, organizations are striving to shift to digital, automated, and intelligent business processes. Digital technologies, including IA, are becoming ubiquitous. With rapid advances in gen AI, enterprises are not only accelerating automation initiatives but also focusing on more adaptive, context-aware, and human-like automation solutions that enhance decision-making and process optimization. Additionally, agentic AI is emerging as a key enabler, allowing AI-powered systems to execute complex tasks autonomously while continuously learning and improving. Solution providers have recognized the demand and are pivoting quickly to a digital-powered model to provide these benefits to their buyers. One of the most potent digital levers enabling this transformation is Intelligent Process Automation (IPA).

Everest Group defines IPA as IA in business processes achieved through any combination of automation technologies such as Robotic Process Automation (RPA) and cognitive-/AI-based automation. The scope of this report includes:

- IPA solutions: sourcing of IPA technology products along with consulting, implementation, and maintenance services; but no traditional Business Process Outsourcing (BPO) services
- IPA services only: sourcing of IPA services such as consulting, implementation, and maintenance

The report does not cover IPA technology products that are licensed independently or embedded within broader BPO deals.

The full report includes the profiles of the following 24 leading IPA solution providers featured on the [Intelligent Process Automation \(IPA\) Solutions PEAK Matrix® Assessment 2025](#):

- **Leaders:** Accenture, Capgemini, Cognizant, IBM, PwC, and TCS
- **Major Contenders:** Datamatics, EXL, Firstsource, Genpact, HCLTech, LTIMindtree, Mphasis, Persistent Systems, Roboyo, Softtek, Sopra Steria, Sutherland, Virtusa, and Wipro
- **Aspirants:** Ashling Partners, Exela Technologies, Happiest Minds, and Visionet

Scope of this report

Geography: global

Industry: all industries and business functions

Solutions: Intelligent Process Automation (IPA)

IPA solutions PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, IBM, PwC, and TCS

- Leaders maintain their emphasis on enhancing technological capabilities, focusing on areas such as gen AI, cognitive automation, and Low-code/No-code (LCNC); broadening their partner networks; and crafting reusable assets, accelerators, and packaged solutions for various business processes. Many Leaders are also making significant investments in agentic AI, enabling AI-powered systems to function autonomously, adapt dynamically, and collaborate across workflows with minimal human intervention
- They utilize their exceptional consulting, implementation, and maintenance capabilities, along with educational services, to tackle rising demands such as responsible AI, ensuring data privacy and IP protection, change management, ensuring sustainability, and promoting enterprise-wide intelligent automation efforts

Major Contenders

Datamatics, EXL, Firstsource, Genpact, HCLTech, LTIMindtree, Mphasis, Persistent Systems, Roboyo, Softtek, Sopra Steria, Sutherland, Virtusa, and Wipro

- Major Contenders are gaining ground on Leaders in IA adoption, investing in innovation, and expanding their solution range across processes and geographies. They have adapted to changing market needs, advancing in cognitive automation with as-a-Service (aaS) models, and have made progress in offering dynamic engagement models and enhancing Centers of Excellence (CoEs) in client environments
- They continue to make significant strides in terms of gen AI and low-code/no-code technologies, and are distinguished by their extensive services capability, but still have gaps to bridge in terms of market reach and breadth of offerings

Aspirants

Ashling Partners, Exela Technologies, Happiest Minds, and Visionet

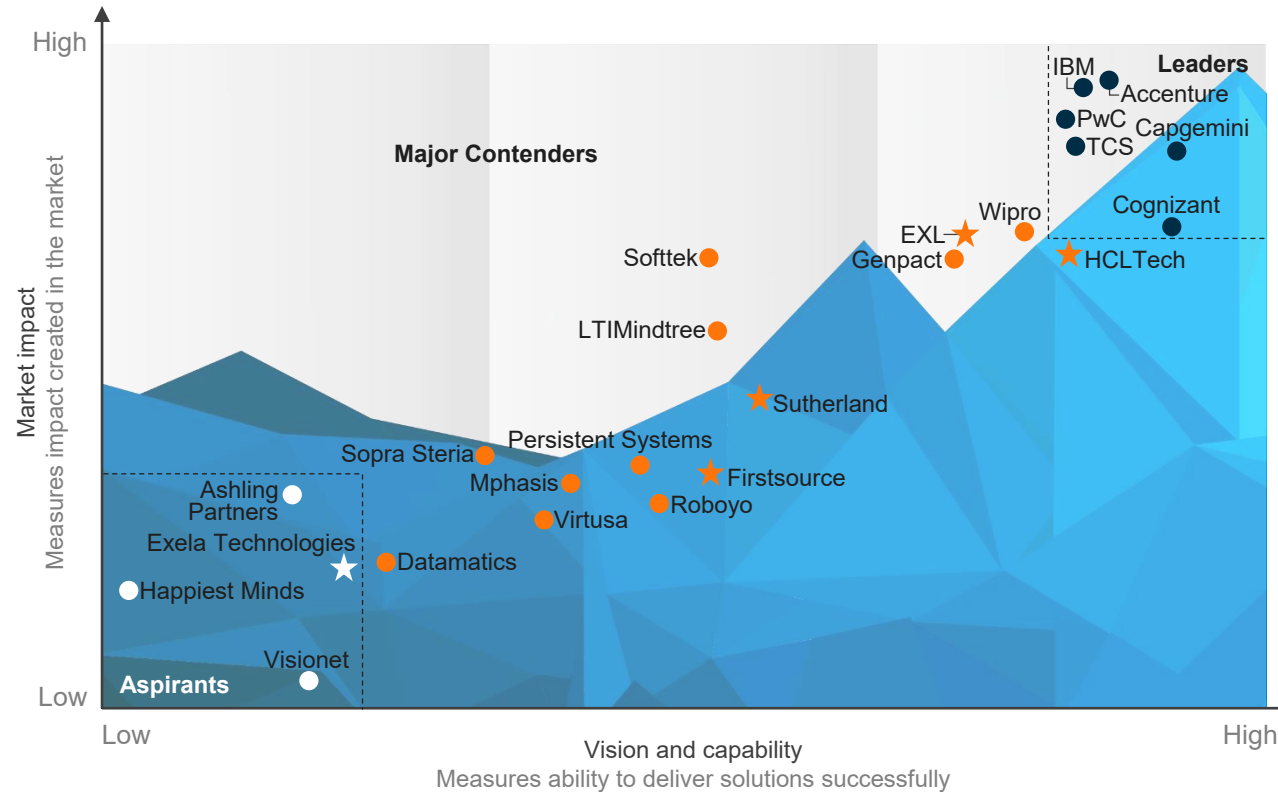
- Aspirants are setting themselves apart with specialized consulting services and customizing their automation solutions to align with specific enterprise requirements. Yet, to approach the effectiveness of Leaders and Major Contenders, they must integrate advanced technological innovations and strive for broader market adoption
- Aspirants often experience risk due to their focus on clients within narrow geographies or sectors. To catch up with Leaders and Major Contenders, they need to diversify their services across various business functions, industries, and geographies to stimulate revenue growth in the competitive IPA market

Everest Group PEAK Matrix®

Intelligent Process Automation (IPA) Solutions PEAK Matrix® Assessment 2025 | Capgemini is positioned as a Leader

Everest Group Intelligent Process Automation (IPA) Solutions PEAK Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for Accenture, Genpact, PwC, and Wipro exclude solution provider inputs on this particular study. Assessments for IBM and Virtusa are based on partial inputs from the providers. The analysis is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these solution providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete
Source: Everest Group (2025)

Capgemini profile (page 1 of 6)

Overview

Company overview

Capgemini’s vision is to infuse Triple-A (Artificial Intelligence (AI), Analytics, and Automation) at the heart of every business process transformation. It understands dynamic market demand and represents an outcome-focused approach, offering a wide range of sustainable operations. By leveraging assets and frameworks around AI, process analytics, and IA, Capgemini promises to deliver value and business process optimization to clients at scale. The provider tailors this transformation per domain and per sector to help its clients transition to the Frictionless Enterprise, one that is free from institutionalized friction and has a seamless flow of operations.

Headquarters: Paris, France

Website: www.capgemini.com

Key leaders

- Oliver Pfeil, CEO of Business Services
- Laliitha Kompella, Vice President, Global head of Automation, Generative AI and Analytics
- Balaji CS Suryanarayana, IPA Senior Director, Extended Europe
- Sebastien Guibert, VP, IPA
- Marek A. Sowa, Global Head of Generative Technologies and Senior Director

Recent deals and announcements (not exhaustive)

- **2024:** completed the acquisition of Syniti, strengthening Capgemini’s data-driven digital transformation services, including large-scale SAP transformations such as SAP S/4HANA migration, with Syniti’s 1,200+ data experts
- **2024:** partnered with RHI Magnesita to drive innovation, operational excellence, and digitalization in Capgemini’s internal shared services
- **2024:** trained 120,000+ employees in generative AI, while continuing to invest in related tools and platforms
- **2023:** announced a multi-year collaboration with AWS to scale generative AI adoption, leveraging AWS Centers of Excellence (CoEs) and Amazon Bedrock for secure and scalable solutions

Key clients

Not disclosed

● Not offered ● Offered

Commercial model

- Input-/FTE-/T&M-based
- Outcome-based
- Fixed price model
- Transaction-based

As-a-Service offering

- RPA-as-a-Service (RPAaaS) / Intelligent Automation-as-a-Service (IAaaS)

Key locations with IPA FTEs

North America	Continental Europe and the UK	Asia Pacific
US and Canada	Poland, Romania, Nordics, UK, France, and Germany	India, China, and others
Latin America	Middle East and Africa	
Guatemala		

Adoption and capability overview

Number of clients: 450-500 Number of IPA FTEs: not disclosed

Capgemini profile (page 2 of 6)

Capabilities

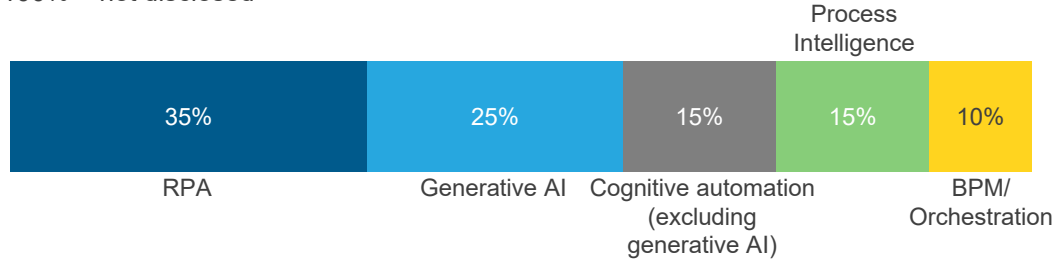
Split of IPA FTEs by scope of services

100% = not disclosed

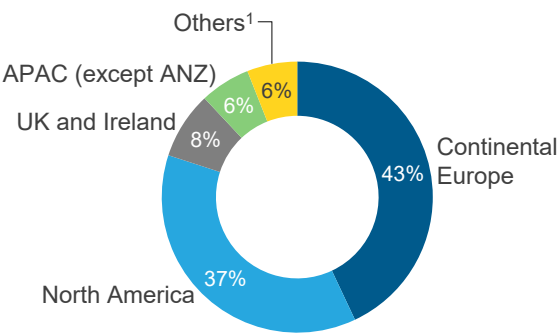


Split of IPA FTEs by automation type

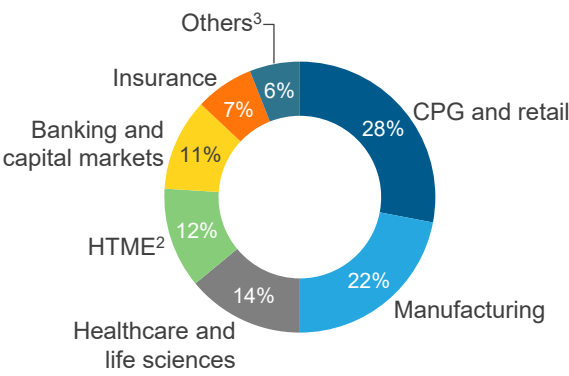
100% = not disclosed



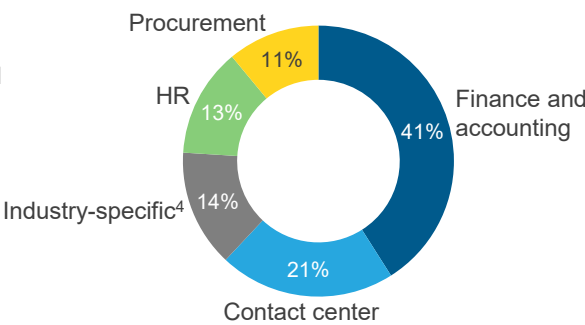
IPA revenue mix by buyer geography



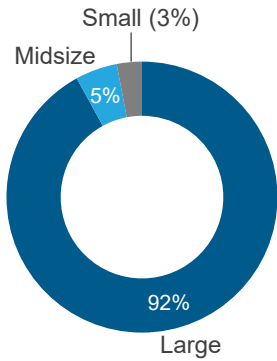
IPA revenue mix by buyer industry



IPA revenue mix by business function / process area



IPA revenue mix by buyer size⁵



1 Others includes Latin America, Australia and New Zealand, and Middle East and Africa

2 Hi-tech, telecom, media, and entertainment industries

3 Others includes energy and utilities, government and public sectors, and travel and logistics

4 Industry-specific for IPA revenue mix by business function includes banking and capital markets, insurance, healthcare and life sciences, HTME, CPG and retail, manufacturing, and energy and utilities industry-specific processes

5 Buyer size is defined as large (>US\$5 billion in revenue), midsize (US\$1-5 billion in revenue), and small (<US\$1 billion in revenue)

Source: Everest Group (2025)

Capgemini profile (page 3 of 6)

Solutions portfolio

Solutions	RPA	Intelligent Document Processing (IDP)	Conversational AI	Generative AI	Agentic AI	AI-based analytics and advisor tools	Process mining	Task mining / Digital interactions intelligence	Process Orchestration
Top partnerships	UiPath, S&C Blue Prism, Microsoft, Automation Anywhere, and Nintex (Kryon)	UiPath, Microsoft, Amazon, ABBYY, and Google	Kore.ai, Google, Amazon, Salesforce, and ServiceNow	Amazon, Google, Microsoft, Databricks, and NVIDIA	UiPath, Mistral AI, Microsoft, Amazon, Salesforce, and NVIDIA	Google, Amazon, Microsoft, Databricks, and Salesforce	Celonis, SAP Signavio, Microsoft, UiPath, and SS&C Blue Prism	Soroco, KYP.ai, and UiPath	UiPath, S&C Blue Prism, Pega, ServiceNow, and BusinessOptix
Proprietary solutions	Enterprise Automation Framework (EAF)	Capgemini Document AI (updated), IPA document understanding toolkit (IPA verse), and Language Dependency Reduction for Documents	Central management Application, VoltAlre, prompt hydration service, and intent mining	Generative AI strategy, custom generative AI for enterprise, generative AI for customer experience, and generative AI for software engineering	Reliable AI Solutions Engineering (RAISE) and AI-powered Unparalleled Responsive Assistant (AURA)	Digital Acceleration Navigator (DAN), Intelligent Business Insights (IBI), and contact center analytics	Capgemini's digital twin for operations and distributed PQD	Capgemini PROMPT and distributed PQD	CategorizeAI and IPA intelligent orchestrator

Capgemini profile (page 4 of 6)



Solutions portfolio











Top packaged solutions	Process area	Deployment options	Description	No. of clients
Intelligent Business Insights	Process-agnostic	All clouds	It employs advanced analytics and generative AI to drive adoption with simulations and recommendations; employs data-driven discovery to uncover the real process behind a business; and offers personalized experiences and generative insights.	50+
RAISE	Process-agnostic	All clouds	It is a platform designed to enable clients to experiment with and industrialize custom generative AI projects. It includes modules such as an experimentation platform, FMOps, generative AI guardrails, reusable solution components, and implementation of LLMs. It aims to address three critical dimensions of generative AI – cost, scale, and trust.	35+
Capgemini Digital Twin for Operations	Process-agnostic	All clouds	It is a solution that utilizes a blend of process mining, task mining, and data mining techniques to detect bottlenecks and inefficiencies within a process, and constructs a digital twin of the business process to simulate different business scenarios.	30+

Key automation suites	Description	Independent licensing / Included as part of service delivery
Capgemini EAF	It is an insights-driven, purpose-built, plug-and-play solution that aims to establish a unified digital IT management environment. It provides administration of infrastructure, applications, and business processes through data-driven automation, helping enterprises to optimize value across all activities at scale.	Both

Capgemini profile (page 5 of 6)

Everest Group assessment – Leader

Measure of capability:  Low  High



Market impact				Vision and capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
									











Strengths

- Capgemini provides a unified ecosystem of business automation capabilities to empower clients to leverage data through intelligence and augmentation
- It has launched a framework, Reliable AI Solution Engineering (RAISE), designed to facilitate the development and deployment of gen AI and agentic projects at scale. One of the components under this umbrella is RAISE AgenticOps which is a framework and toolkit to orchestrate agentic workloads across an enterprise
- It has deployed a significant number of gen AI solutions in production and has also forged wide array of partnership in this technology area. It launched an accelerator, RED, that can identify both technical and business information threats in a gen AI application or Large Language Model (LLM)
- It has a rich partnership ecosystem, including its partnerships with major providers such as Nvidia, Microsoft, Microsoft, ABBYY, Celonis, UiPath, and AWS, among others in all key IA areas such as RPA, conversational AI, and process orchestration technologies
- It has developed a diverse portfolio of joint solutions with partners and offers a range of proprietary solutions such as Capgemini's Digital Twin for Operations, which creates virtual replicas of business processes such as finance, human resources, and supply chain management, enabling organizations to monitor, simulate, and optimize their operations
- It offers an enterprise-wide platform, Enterprise Automation Fabric (EAF), that provides integrated end-to-end intelligent automation. It is a unified IAaaS platform enabling real-time bot deployment, monitoring, AIOps integration, analytics, and controls
- It has significant experience in providing cloud-based delivery and also provides a comprehensive array of packaged solutions spanning various business processes including an agentic AI-based solution for business operations for customer service, finance, supply chain, and cybersecurity
- It offers industry-agnostic RPAaaS and IAaaS leveraging proprietary as well as third-party products assembled from multiple providers in the areas of RPA, IDP, AI, etc. It employs hybrid pricing comprising fixed and variable components for such offerings

Capgemini profile (page 6 of 6)

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact				Vision and capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
									

Limitations

- It has rich experience in serving clients from North America and Europe, but has limited experience in serving clients in other geographies including Latin America (LATAM), MEA, and ANZ
 - Capgemini’s clientele primarily comprises large enterprises with more than US\$5 billion in annual revenue, and it has limited experience in serving small and midsize enterprises
- Although it offers frameworks for scaling up, its experience in executing large-scale RPA projects and deploying IPA for a wide range of process areas within a client organization is limited
 - Although it offers progressive commercial models such as outcome-based and transaction-based, the adoption of these constructs is relatively low among its clients

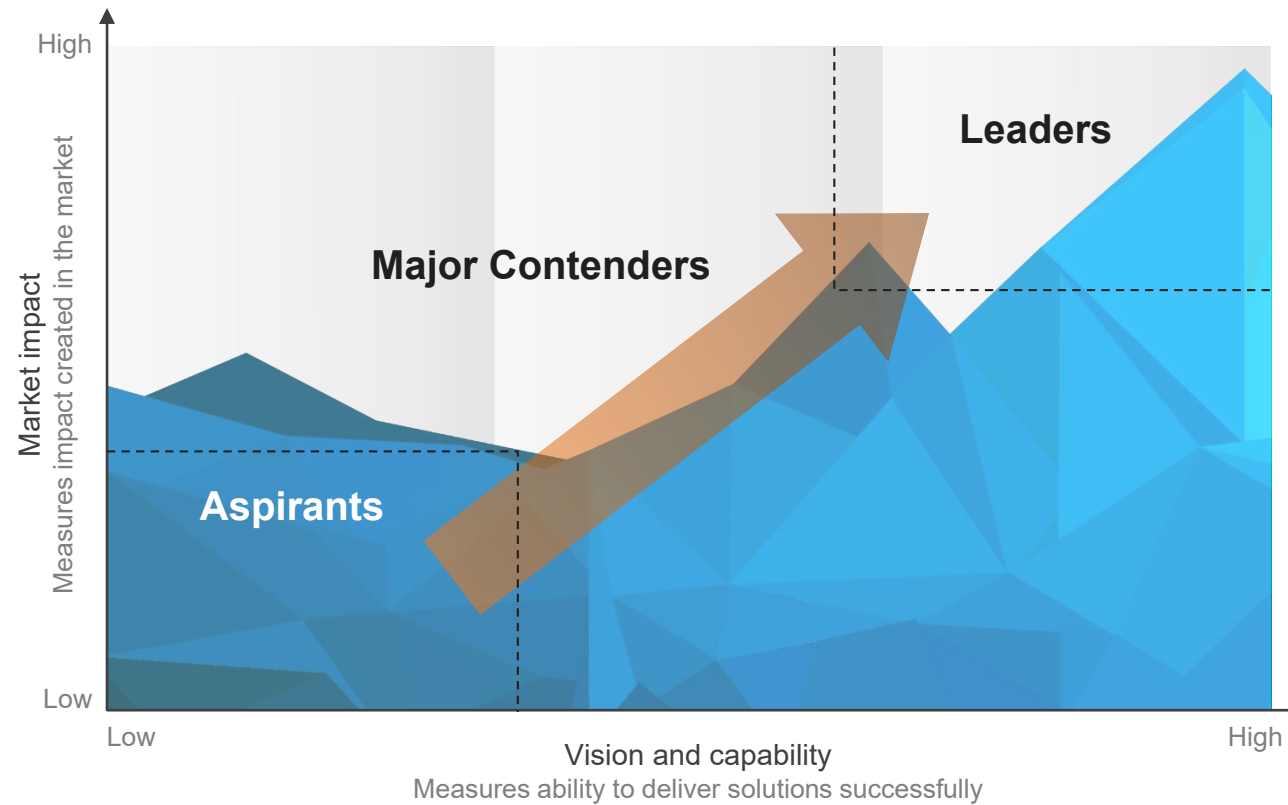
Appendix

PEAK Matrix® framework

FAQs

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



Solutions PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption

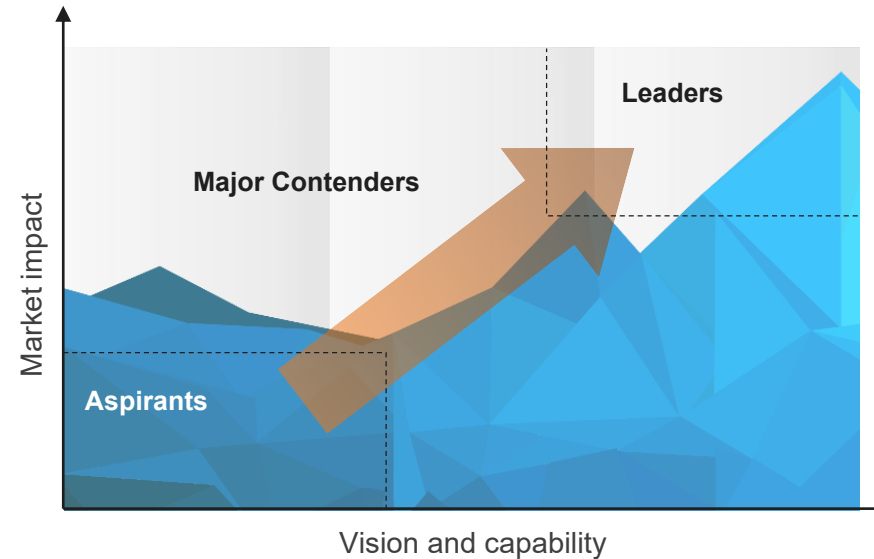
Size and growth of deployments across the solution portfolio

Portfolio mix

Solution footprint across geographies, industries, and buyer size segments

Value delivered

Value delivered to the client based on customer feedback and other measures



Vision and capability
Measures ability to deliver solutions successfully.
This is captured through five subdimensions

Vision and strategy

Vision for the client and itself; future roadmap and strategy

Technology capability

Technical sophistication and breadth/depth across the technology suite

Services capability

Effectiveness and breadth/depth of services portfolios across the services suite

Innovation and investments

Innovation and investment in the solution suite

Engagement and commercial model

Progressiveness, effectiveness, and flexibility of engagement and commercial models

FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

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