

Small-Business Grid[®] Report for Robotic Process Automation (RPA)

Fall 2022



Robotic Process Automation (RPA) Software

| | | | | | | | | | |
|------------|--|--|--|--|-----------------|--|--|--|--|
| Contenders | | | | | Leaders | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| Niche | | | | | High Performers | | | | |

Satisfaction

Market Presence

G2 Grid[®] Scoring

(Robotic Process Automation (RPA) Software continues on next page)

© 2022 G2, Inc. All rights reserved. No part of this publication may be reproduced or distributed in any form without G2's prior written permission. While the information in this report has been obtained from sources believed to be reliable, G2 disclaims all warranties as to the accuracy, completeness, or adequacy of such information and shall have no liability for errors, omissions, or inadequacies in such information.

Robotic Process Automation (RPA) Software (continued)

Robotic Process Automation (RPA) Software Definition

Robotic process automation (RPA) software utilizes bots to automate routine tasks within software applications normally performed by a company's employees. These products are used to save time and eliminate the need for human employees to conduct time-consuming, repetitive, and tedious tasks.

To develop these automations, RPA solutions provide development environments for building workflows that the agents then follow. These development environments are usually codeless, drag-and-drop systems, so they are accessible enough that non-developers can build necessary processes. As an alternative method of building workflows manually, many tools also provide the ability to record actions performed by a human within a software tool that can be translated into workflows within the RPA product. The virtual agents perform actions following these workflows both with and without human supervision or intervention.

It is common for RPA solutions to contain some form of cognitive or artificial intelligence, usually computer vision for training the bot agents in virtual environments or general machine learning to improve bot decision-making. Additionally, products within the RPA category often contain analytics features and a central platform for maintaining and controlling all the bots deployed across a company. RPA software can be implemented in any facet of an organization where manual processes are in place, but are most commonly used in finance and operations, sales, and supply chain departments.

To qualify as a Robotic Process Automation tool, a product must:

- ▶ Deploy bots into third-party applications
- ▶ Allow users to build workflows for said bots to follow, via development environments or recording capabilities
- ▶ Automate tasks for employees, both with and without human intervention

Small-Business Robotic Process Automation (RPA) Grid® Scoring Description

Products shown on the Small-Business Grid® for Robotic Process Automation (RPA) have received a minimum of 10 reviews/ratings in data gathered by August 30, 2022. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- ▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [UiPath RPA | Robotic Process Automation](#), [Automation Anywhere - RPA | Robotic Process Automation](#), [IBM Robotic Process Automation](#), and [SS&C Blue Prism - RPA | Robotic Process Automation](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [Rocketbot](#), [Aiwozo](#), [Robocorp](#), and [Laiye RPA](#)
- ▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: [Microsoft Power Automate](#)
- ▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [akaBot](#), [ElectroNeek](#), [Apify](#), [Pega Platform](#), [Automate Robotic Process Automation](#), [WinAutomation by Softomotive](#), and [Laserfiche](#)

Grid® Scores for Small-Business Robotic Process Automation (RPA) Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Small-Business Grid®. To learn more about each of the products, please see the profile section.

Leaders

| | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--|--------------|--------------|-----------------|----------|
| UiPath RPA | 1002 | 96 | 95 | 95 |
| Automation Anywhere - RPA Robotic Process Automation | 725 | 93 | 95 | 94 |
| IBM Robotic Process Automation | 93 | 91 | 61 | 76 |
| SS&C Blue Prism - RPA Robotic Process Automation | 28 | 55 | 54 | 55 |

High Performers

| | | | | |
|---------------------------|-----|----|----|----|
| Rocketbot | 111 | 77 | 21 | 49 |
| Aiwozo | 127 | 72 | 24 | 48 |
| Robocorp | 37 | 67 | 28 | 48 |
| Laiye RPA | 30 | 56 | 21 | 39 |

Contenders

| | | | | |
|--|----|----|----|----|
| Microsoft Power Automate | 18 | 33 | 52 | 43 |
|--|----|----|----|----|

(Grid® Scores for Small-Business Robotic Process Automation (RPA) Software continues on next page)

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.



Grid® Scores for Small-Business Robotic Process Automation (RPA) Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Small-Business Grid®. To learn more about each of the products, please see the profile section.

Niche

| | # of Reviews | Satisfaction | Market Presence | G2 Score |
|---|--------------|--------------|-----------------|----------|
| akaBot | 27 | 38 | 49 | 43 |
| ElectroNeek | 28 | 47 | 18 | 33 |
| Apify | 10 | 47 | 17 | 32 |
| Pega Platform | 17 | 22 | 41 | 31 |
| Automate Robotic Process Automation | 17 | 24 | 25 | 24 |
| WinAutomation by Softomotive | 64 | 36 | 6 | 21 |
| Laserfiche | 10 | 12 | 16 | 14 |

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

Grid® Methodology

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Robotic Process Automation (RPA) category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Segmented Grid® Scoring Methodology

When viewing a Grid® by segment size, the same Grid® scoring methodology applies. However, the review data used is only from reviewers who are employed by a company within a particular company segment.

G2 uses the following definitions for company segments:

- ▶ Small-Business Review: A review from someone who works at a company with 50 or fewer employees
- ▶ Mid-Market Review: A review from someone who works at a company with 51-1,000 employees
- ▶ Enterprise Review: A review from someone who works at a company with 1,001+ employees

Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Small-Business Grid® Report for Robotic Process Automation (RPA) | Fall 2022 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through August 30, 2022. To view the Robotic Process Automation (RPA) Grid® with the most recent data, please visit the [Robotic Process Automation \(RPA\)](#) page.

Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

- ▶ Customer satisfaction with end user-focused product attributes based on user reviews
- ▶ Popularity and statistical significance based on the number of reviews received by G2
- ▶ Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)
- ▶ Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- ▶ Customers' satisfaction with administration-specific product attributes based on user reviews
- ▶ Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

Note: The customer satisfaction score is normalized for each Grid®, meaning the scores are relative.

(Grid® Methodology continues on next page)

** Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

Grid® Methodology (continued)

Market Presence

The Market Presence score is affected by the following (in order of importance):

- ▶ Market presence is a combination of 15 metrics from G2's reviews, publicly available information, and third-party sources
- ▶ Both the software sellers and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than seller metrics

| Criteria | Measured For | | Metrics |
|--------------------------------------|--------------|--------|--|
| | Product | Seller | |
| Number of Employees | ✓ | ✓ | Employee Count (based on social networks and public sources) |
| Reviews | ✓ | | Review Count (weighted by recency) |
| Web Presence | ✓ | ✓ | |
| Social Presence | ✓ | ✓ | |
| Growth | ✓ | ✓ | Employee Growth, Web Presence Growth |
| Seller Age | | ✓ | |
| Employee Satisfaction and Engagement | | ✓ | |

- ▶ Each input is normalized by category and segment. This means that scores are relative to other products in the category/segment and may change from segment to segment
- ▶ The scores are then scaled from 0-100

Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Grid® have passed through G2's categorization methodology and meet G2's category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

(Grid® Methodology continues on next page)

Grid® Methodology (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through August 30, 2022. The ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

Grid® Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [Robotic Process Automation \(RPA\)](#) category.

Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.



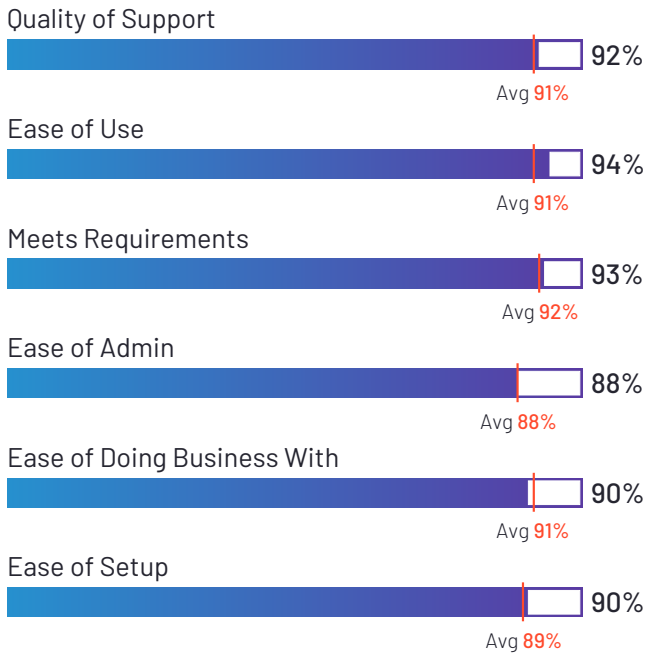
UiPath RPA | Robotic Process Automation

4.6 ★★★★★ (5,835)

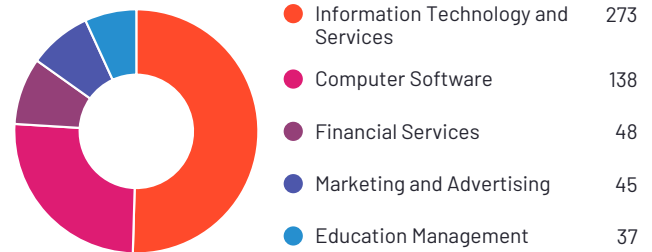


UiPath RPA | Robotic Process Automation has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. UiPath RPA has the largest Market Presence and received the highest Satisfaction score among products in Robotic Process Automation (RPA). 99% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend UiPath RPA at a rate of 94%. UiPath RPA is also in the SAP Store, Low-Code Development Platforms, Automation Testing, and Process Mining categories.

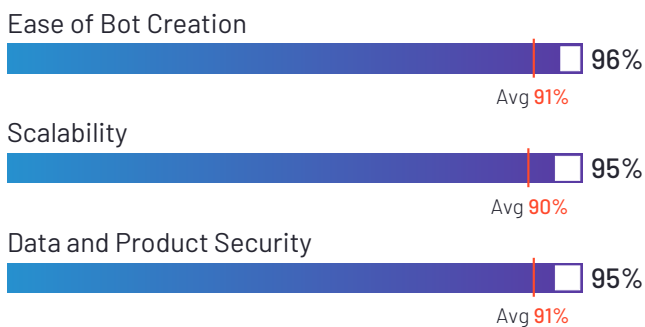
Satisfaction Ratings



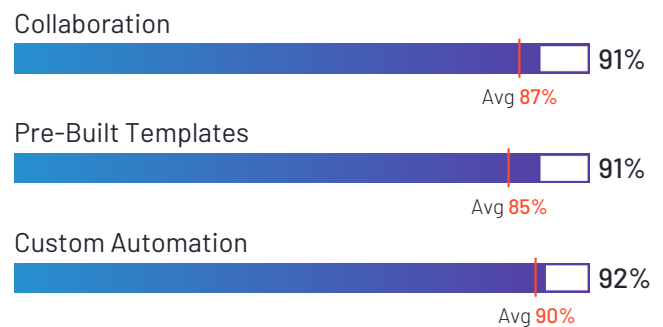
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
UiPath



HQ Location
New York, NY



Year Founded
2005



Employees (Listed On LinkedIn)
4,526



Company Website
www.uipath.com



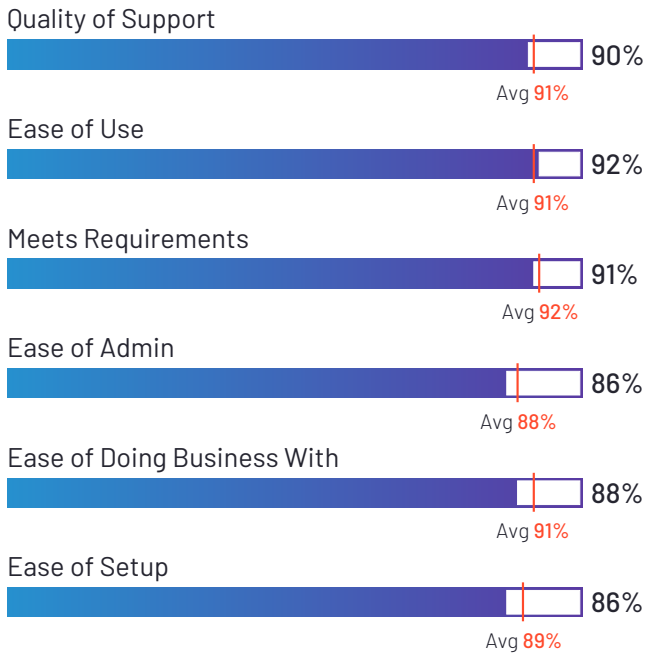
Automation Anywhere - RPA | Robotic Process Automation

4.5 ★★★★★ (5,275)

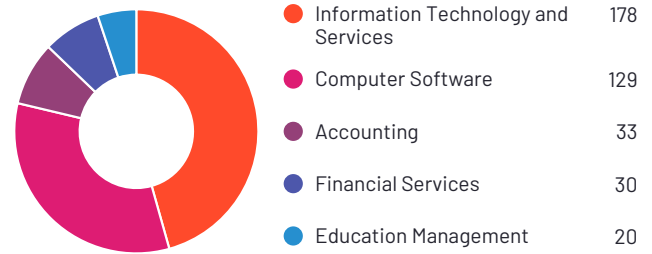


Automation Anywhere - RPA | Robotic Process Automation has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 97% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Automation Anywhere - RPA | Robotic Process Automation at a rate of 91%. Automation Anywhere - RPA | Robotic Process Automation is also in the SAP Store category.

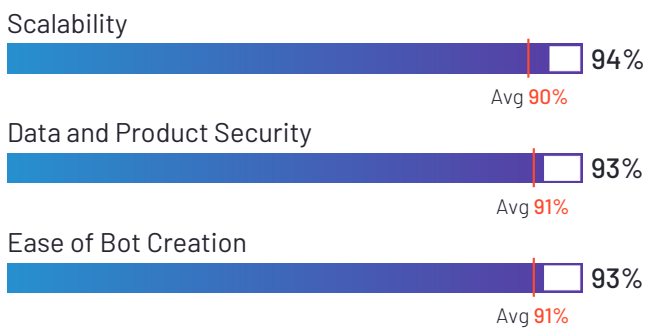
Satisfaction Ratings



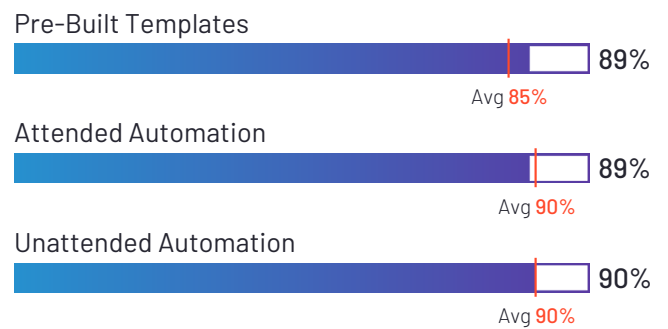
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Automation Anywhere



HQ Location
San Jose, CA



Year Founded
2003



Employees (Listed
On LinkedIn)
6,826



Company Website
automationanywhere.com



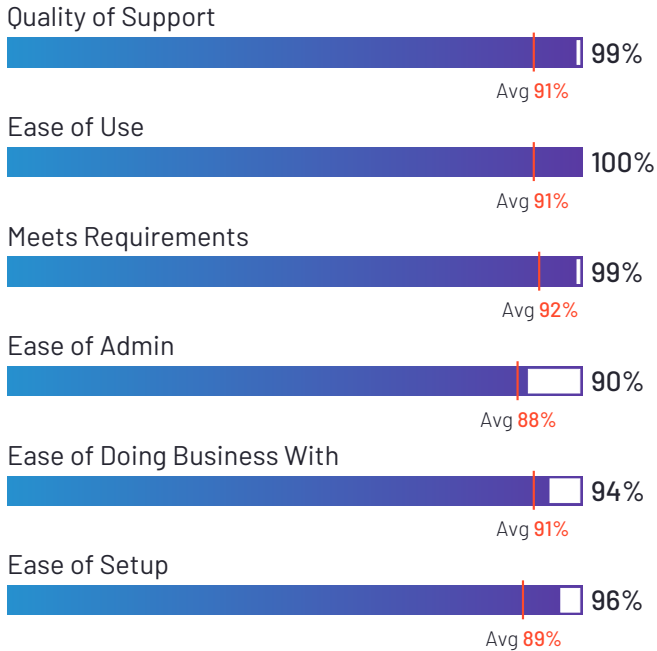
IBM Robotic Process Automation

4.8 ★★★★★ (162)

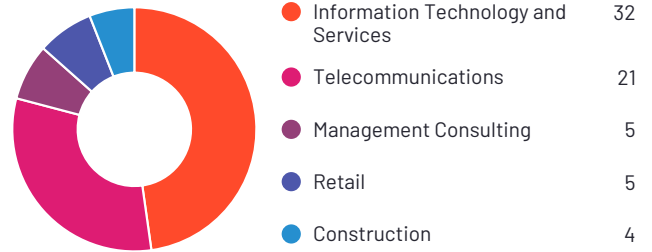
IBM Robotic Process Automation has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 99% of users rated it 4 or 5 stars, 99% of users believe it is headed in the right direction, and users said they would be likely to recommend IBM Robotic Process Automation at a rate of 98%.



Satisfaction Ratings



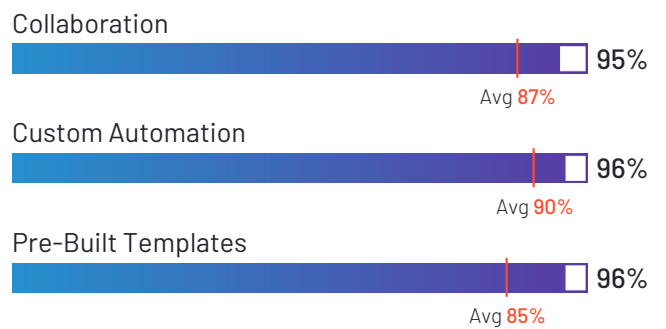
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
IBM



HQ Location
Armonk, NY



Year Founded
1911



Total Revenue
\$73,621 (USD MM)



Employees (Listed On LinkedIn)
531,710



Company Website
www.ibm.com



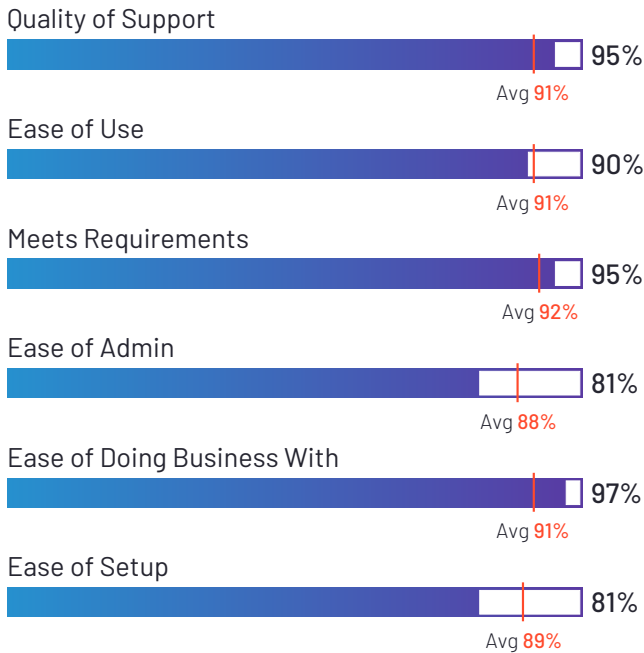
SS&C Blue Prism - RPA | Robotic Process Automation

4.5 ★★★★★ (253)

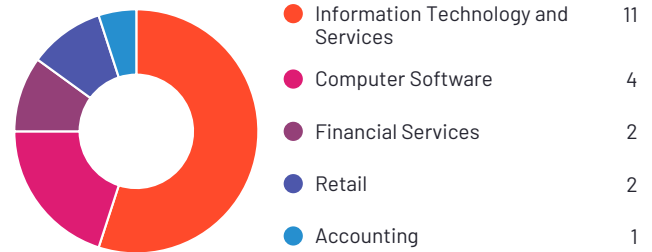


SS&C Blue Prism - RPA | Robotic Process Automation has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend SS&C Blue Prism - RPA | Robotic Process Automation at a rate of 91%. SS&C Blue Prism - RPA | Robotic Process Automation is also in the Low-Code Development Platforms category.

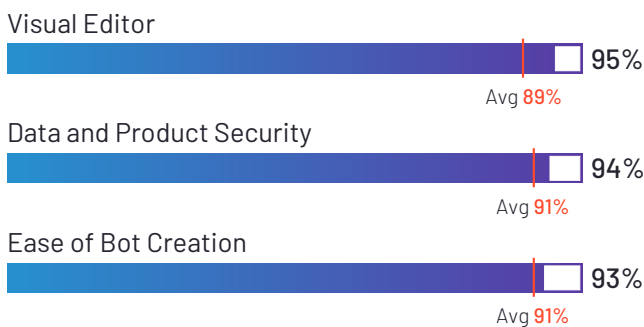
Satisfaction Ratings



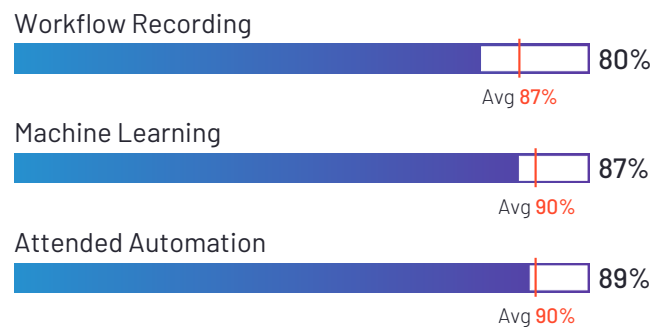
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



| | | | | | |
|---|---|-------------------------------------|--|---|---|
| <p>Ownership SS&C Technologies Holdings, Inc</p> | <p>HQ Location Windsor, CT</p> | <p>Year Founded 1986</p> | <p>Total Revenue \$4,668 (USD MM)</p> | <p>Employees (Listed On LinkedIn) 18,896</p> | <p>Company Website ssctech.com</p> |
|---|---|-------------------------------------|--|---|---|



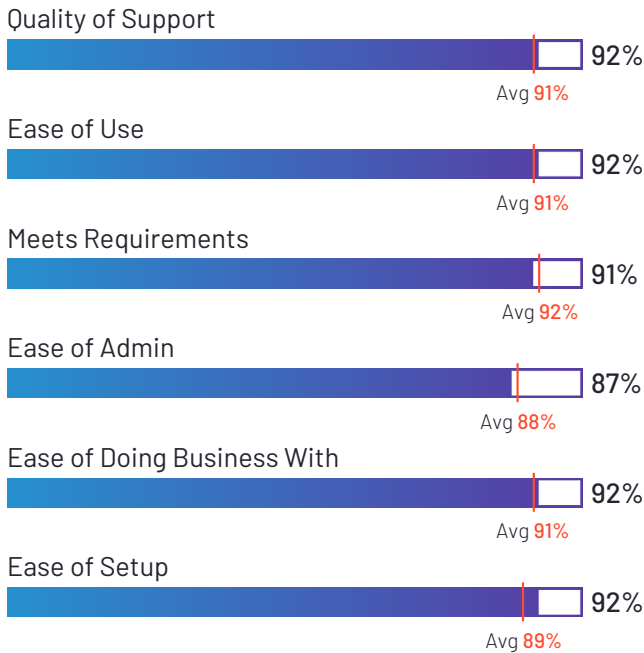
Rocketbot

4.6 ★★★★★ (237)

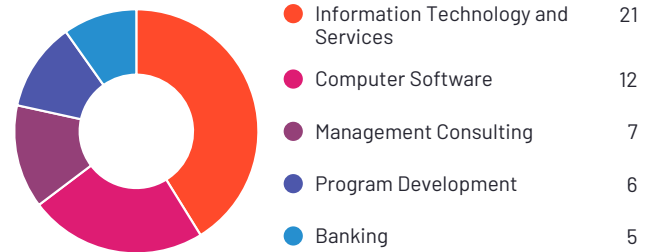


Rocketbot has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Rocketbot at a rate of 92%.

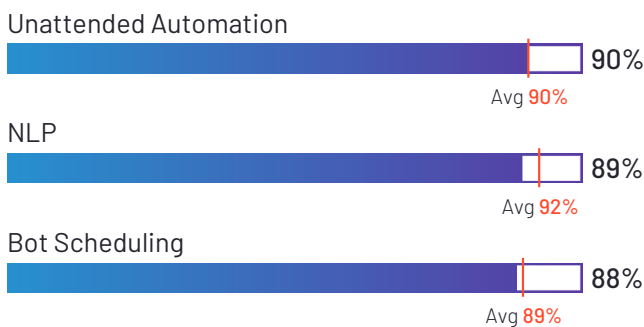
Satisfaction Ratings



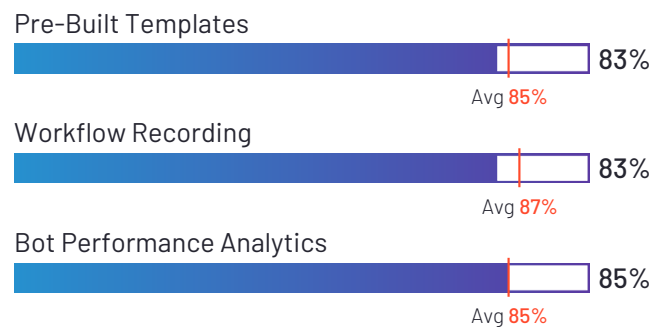
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Rocketbot



HQ Location
Santiago, Region Metropolitana de Santiago



Year Founded
2018



Employees (Listed On LinkedIn)
50



Company Website
rocketbot.co



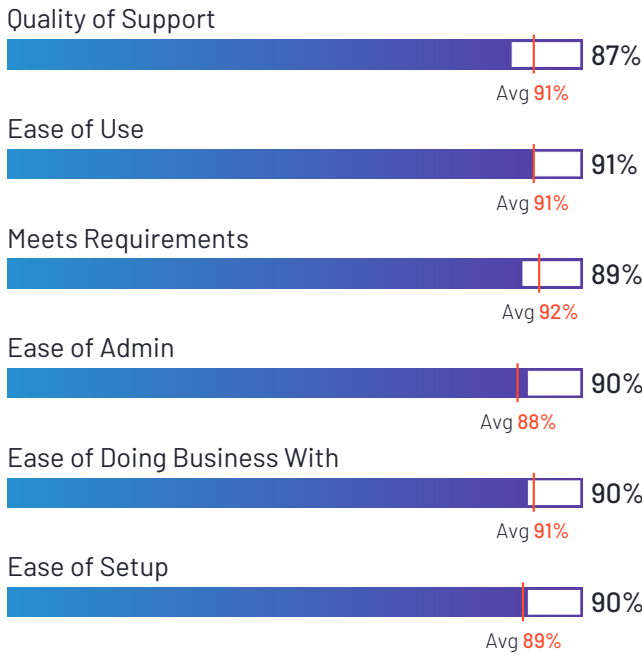
Aiwozo

4.5 ★★★★★ (303)

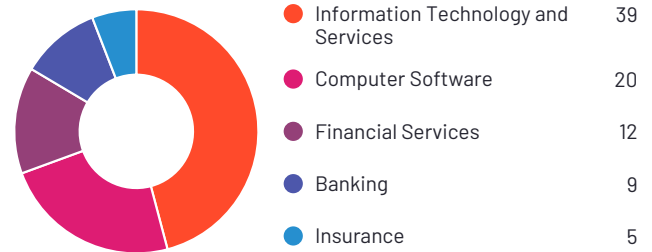


Aiwozo has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend Aiwozo at a rate of 88%.

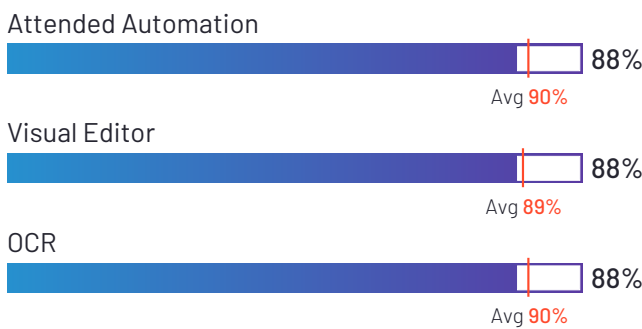
Satisfaction Ratings



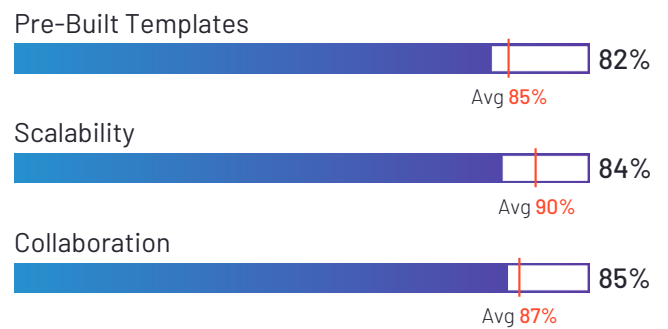
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Quale Infotech



HQ Location
Gurgaon, Haryana



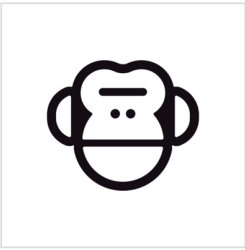
Year Founded
2017



Employees (Listed On LinkedIn)
73



Company Website
qualeinfotech.com



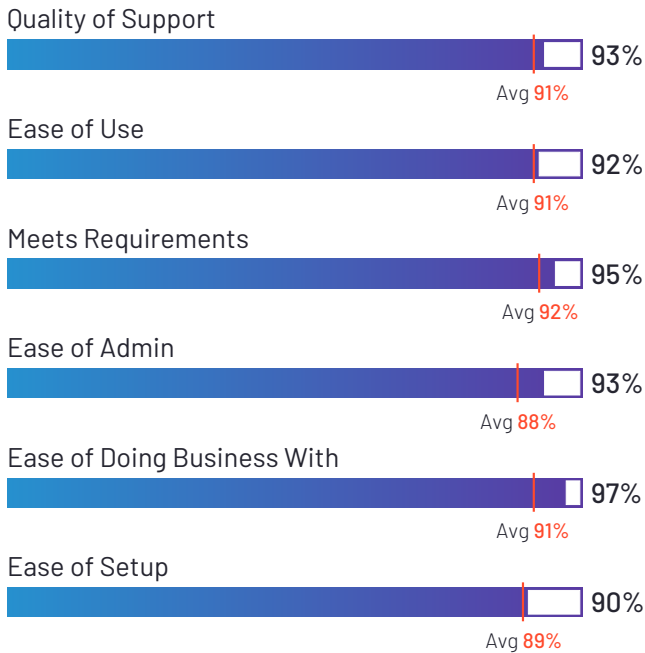
Robocorp

4.6 ★★★★★ (81)

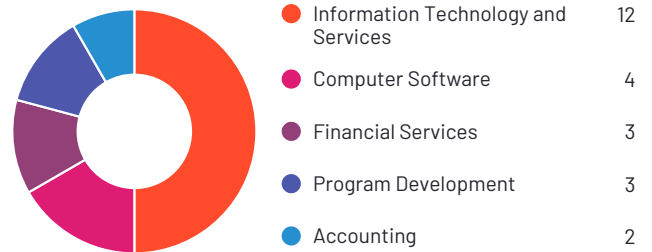


Robocorp has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Robocorp at a rate of 94%.

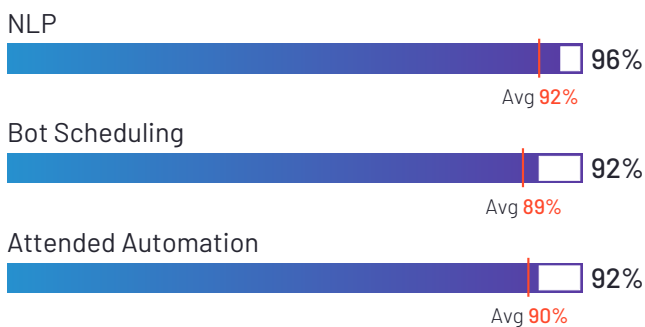
Satisfaction Ratings



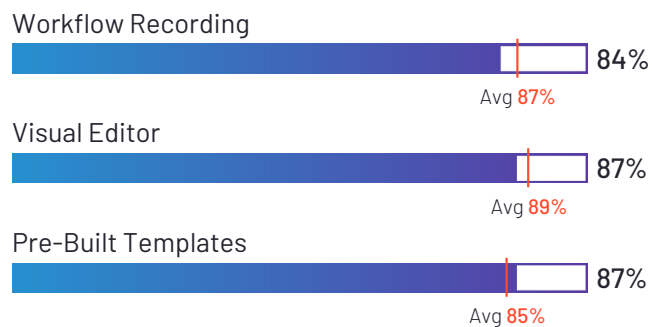
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Robocorp



HQ Location
San Francisco, CA



Year Founded
2019



Employees (Listed On LinkedIn)
52



Company Website
robocorp.com



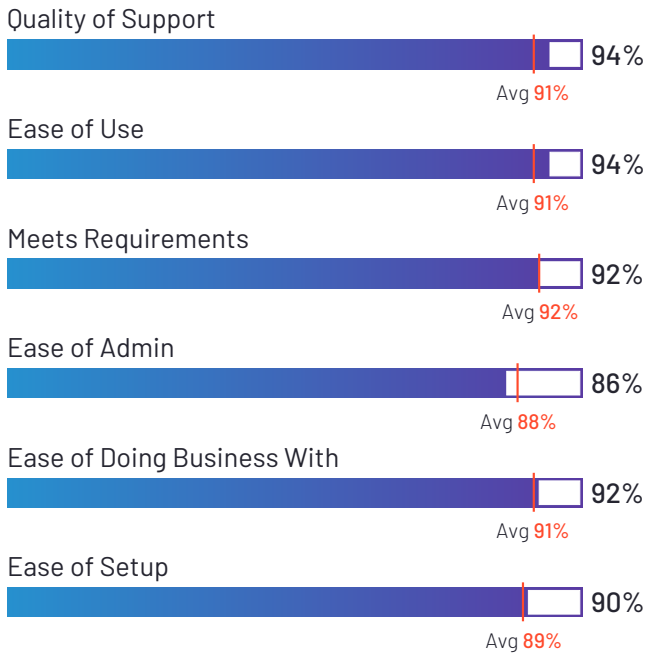
Laiye RPA

4.8 ★★★★★ (105)

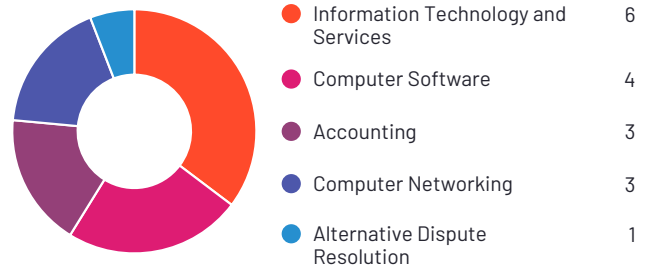


Laiye RPA has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Laiye RPA at a rate of 93%.

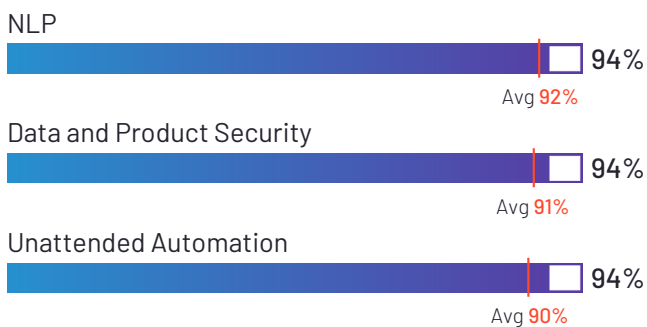
Satisfaction Ratings



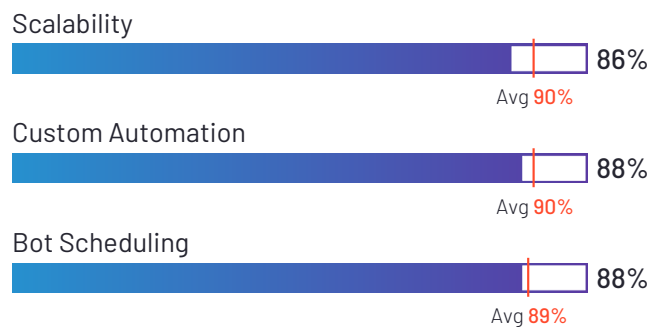
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
laiye



HQ Location
Beijing, Beijing



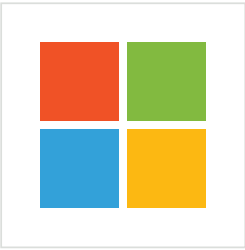
Year Founded
2015



Employees (Listed
On LinkedIn)
550



Company Website
www.laiye.com

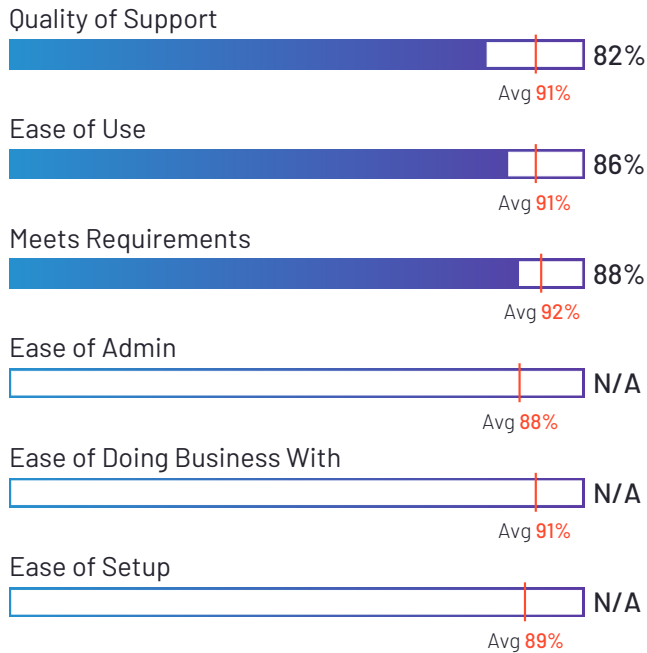


Microsoft Power Automate

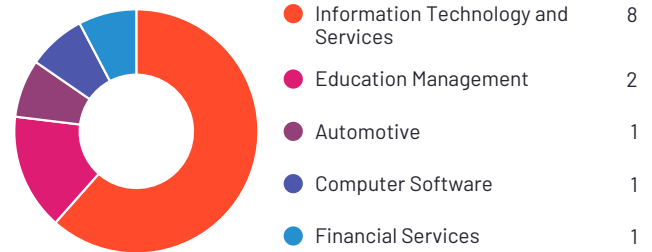
4.6 ★★★★★ (107)

Microsoft Power Automate has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Microsoft Power Automate at a rate of 93%. Microsoft Power Automate is also in the Business Process Management category.

Satisfaction Ratings

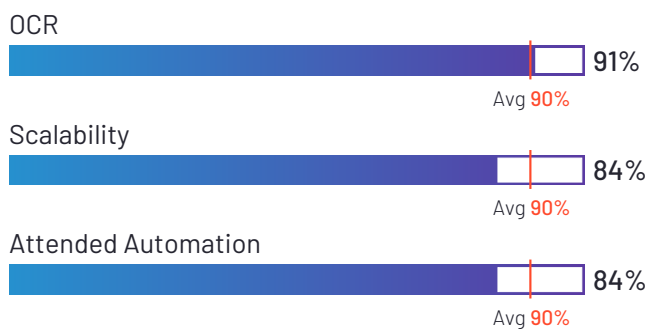


Top Industries Represented

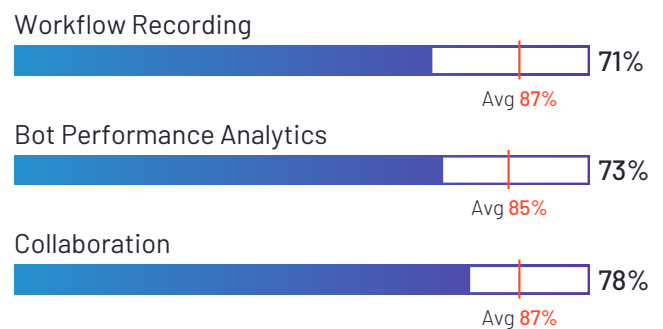


*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features



Lowest-Rated Features



| | | | | | |
|---------------------------------------|---|-------------------------------------|--|--|---|
| <p>Ownership Microsoft</p> | <p>HQ Location Redmond, WA</p> | <p>Year Founded 1975</p> | <p>Total Revenue \$143,015 (USD MM)</p> | <p>Employees (Listed On LinkedIn) 223,768</p> | <p>Company Website microsoft.com</p> |
|---------------------------------------|---|-------------------------------------|--|--|---|

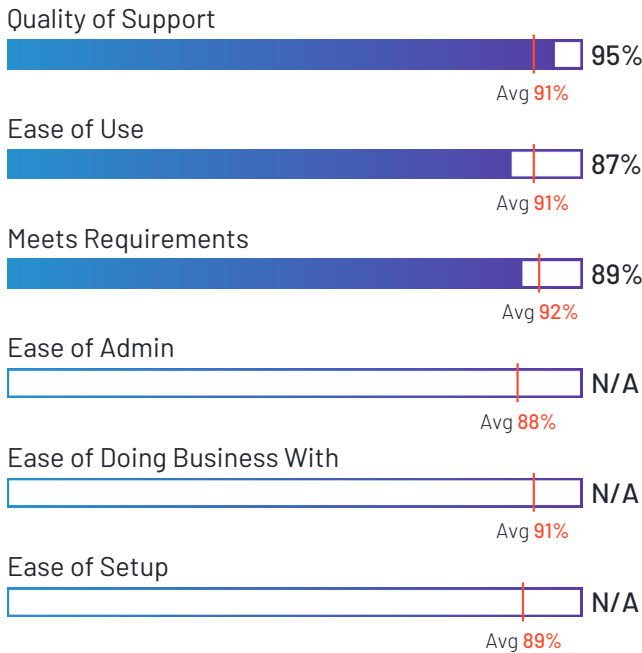


akaBot

4.6 ★★★★★ (117)

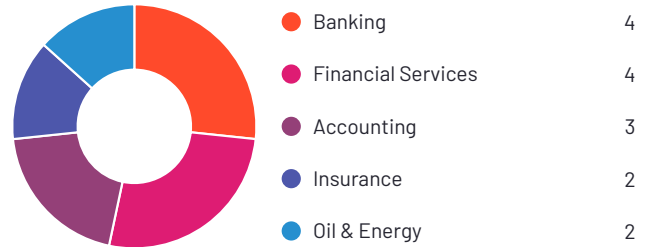
akaBot has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend akaBot at a rate of 93%.

Satisfaction Ratings

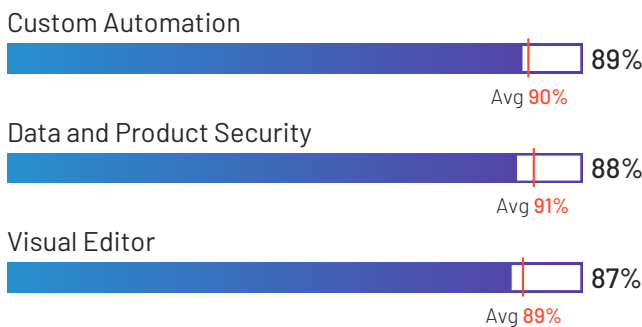


*N/A is displayed when fewer than five responses were received for the question.

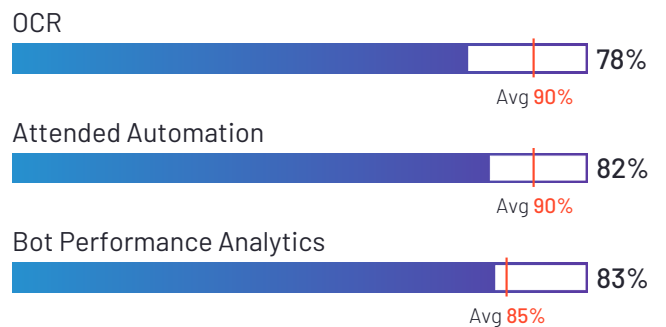
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
FPT Software



Year Founded
1999



Employees (Listed On LinkedIn)
14,697



Company Website
fpt-software.com

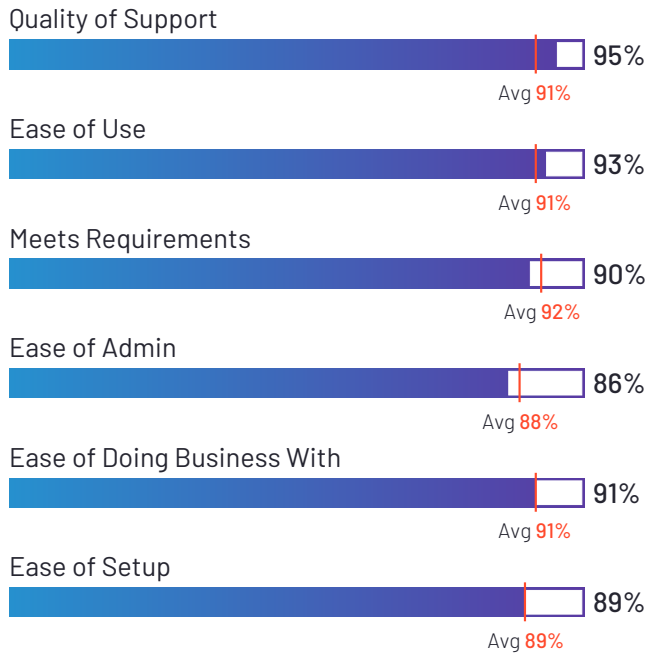


ElectroNeek

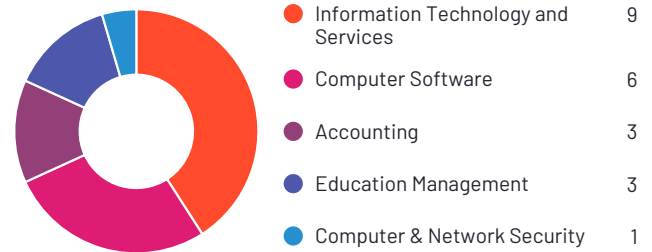
4.5 ★★★★★ (64)

ElectroNeek has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 96% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend ElectroNeek at a rate of 92%.

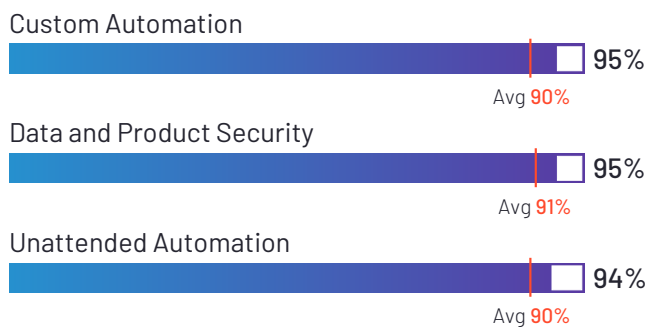
Satisfaction Ratings



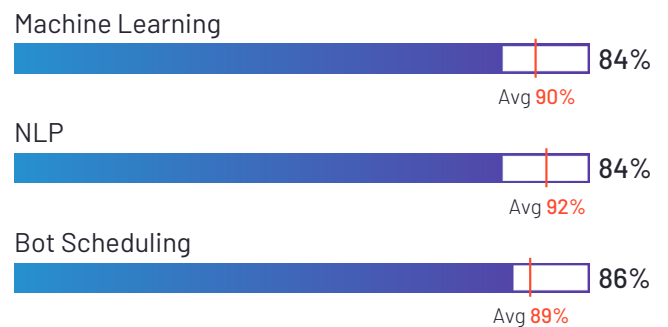
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
ElectroNeek Robotics



HQ Location
South San Francisco, CA



Year Founded
2019



Employees (Listed On LinkedIn)
246



Company Website
electroneek.com

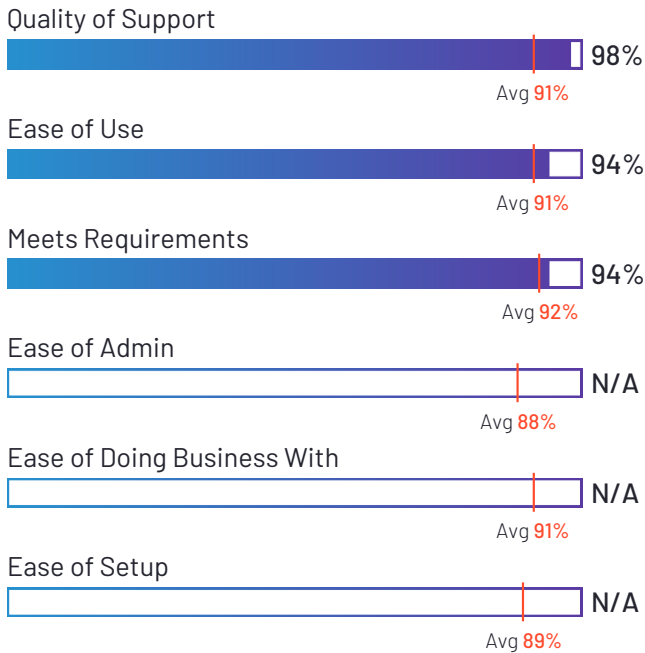


Apify

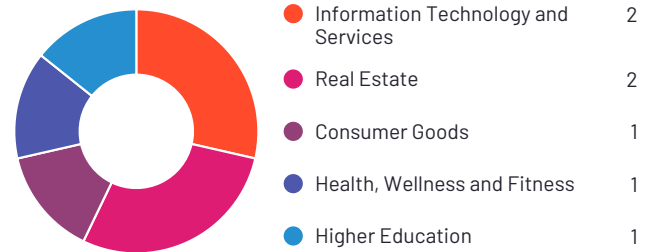
4.8 ★★★★★ (62)

Apify has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Apify at a rate of 100%. Apify is also in the Proxy Network, Data Extraction, and Lead Mining categories.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.



Ownership
Apify



HQ Location
Praha, Hlavní město Praha



Year Founded
2015



Employees (Listed On LinkedIn)
89



Company Website
apify.com

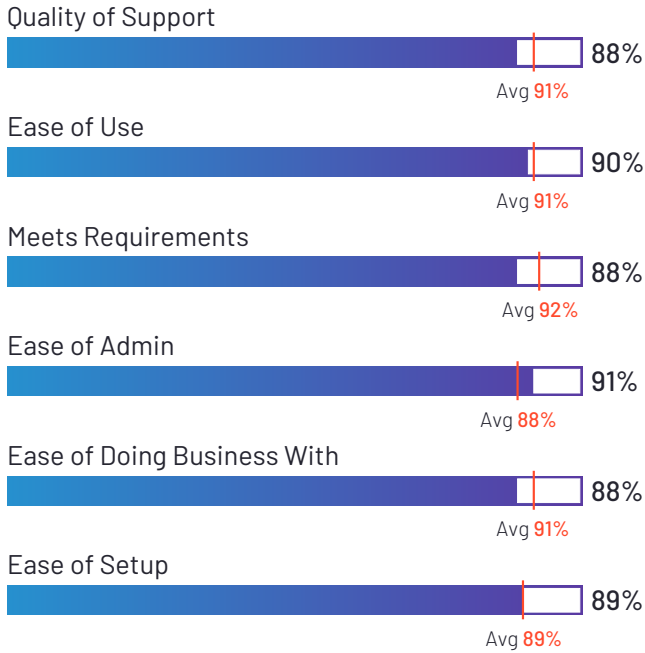


Pega Platform

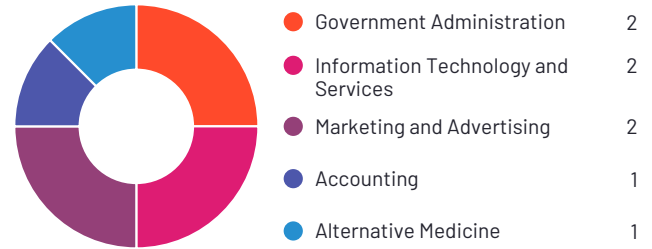
4.2 ★★★★★ (255)

Pega Platform has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 88% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Pega Platform at a rate of 86%. Pega Platform is also in the Application Development Platforms, Warranty Management, Workplace Innovation Platforms, Customer Journey Analytics, Low-Code Development Platforms, Business Process Management, Field Service Management, Process Mining, Digital Process Automation (DPA), Workflow Management, and Bot Platforms categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Pegasystems



HQ Location
Cambridge, MA



Year Founded
1983



Total Revenue
\$1,018 (USD MM)



Employees (Listed On LinkedIn)
6,058



Company Website
www.pega.com

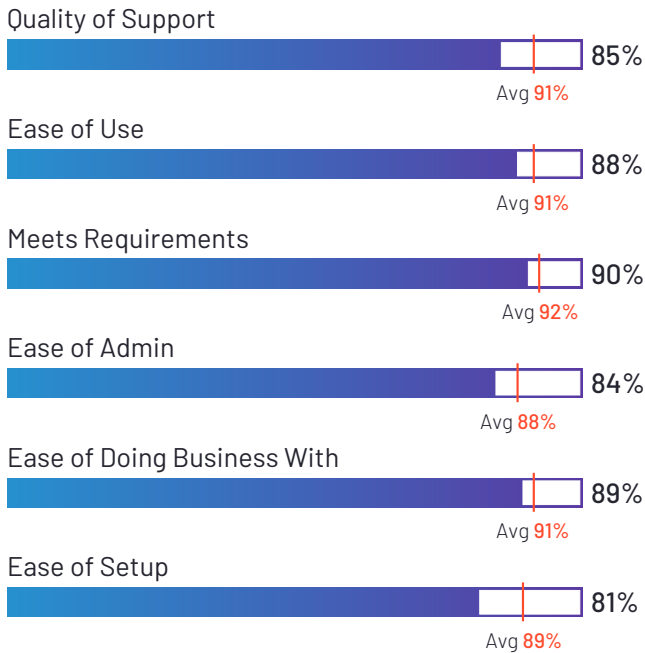
Automate Robotic Process Automation



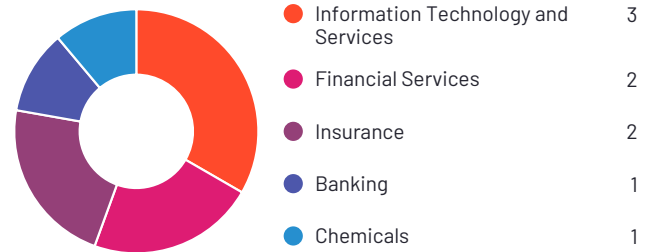
4.5 ★★★★★ (92)

Automate Robotic Process Automation has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Automate Robotic Process Automation at a rate of 91%.

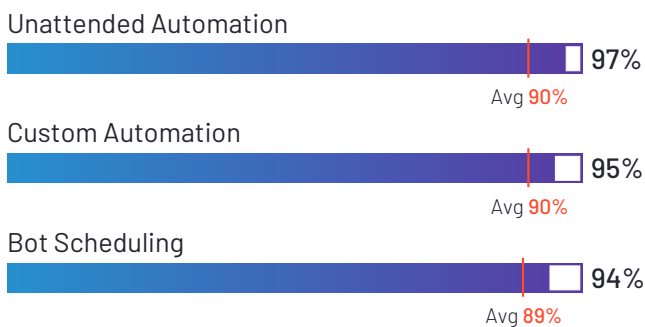
Satisfaction Ratings



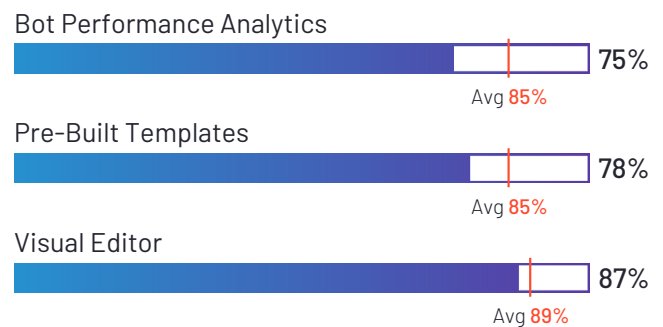
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
HelpSystems



HQ Location
Eden Prairie,
Minnesota



Year Founded
1982



Employees (Listed On LinkedIn)
1,150



Company Website
helpsystems.com

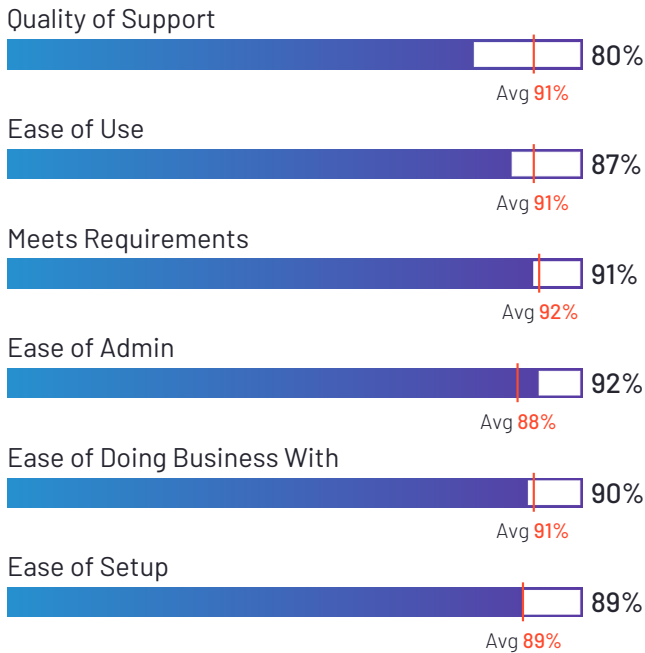


WinAutomation by Softomotive

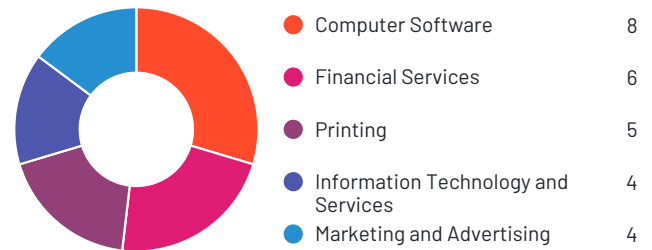
4.4 ★★★★★ (189)

WinAutomation by Softomotive has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 89% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend WinAutomation by Softomotive at a rate of 86%.

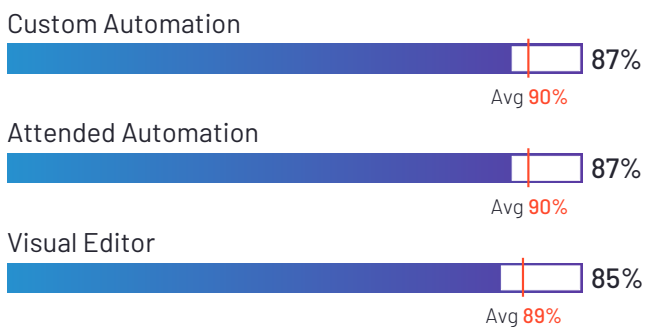
Satisfaction Ratings



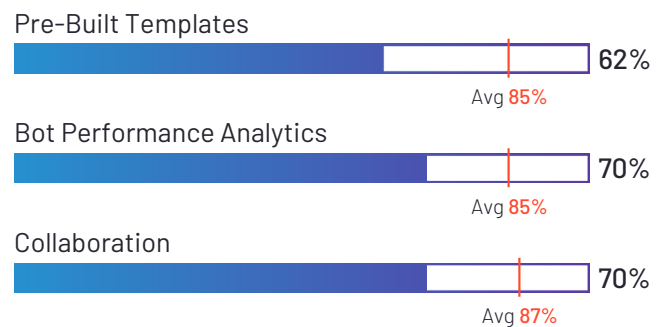
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Softomotive



HQ Location
London, United Kingdom



Year Founded
2005



Employees (Listed On LinkedIn)
11



Company Website
softomotive.com

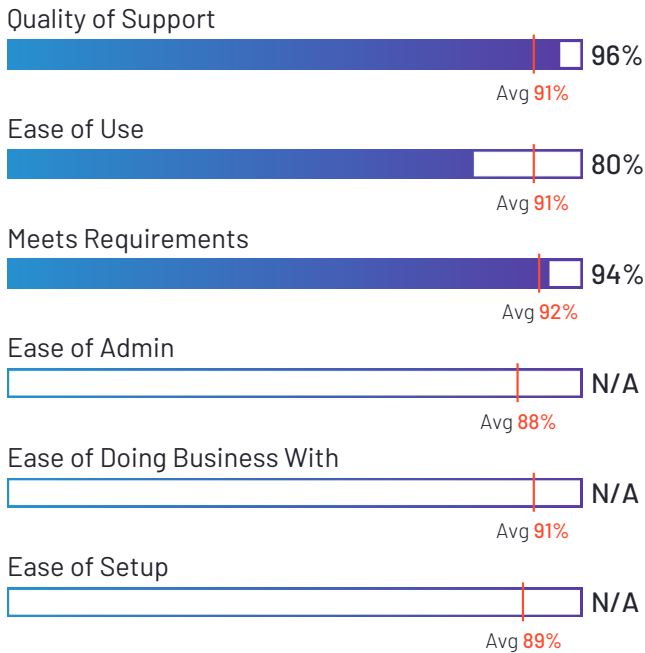


Laserfiche

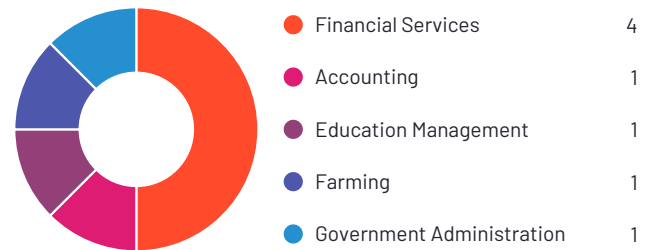
4.6 ★★★★★ (432)

Laserfiche has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Laserfiche at a rate of 95%. Laserfiche is also in the Document Scanning, Digital Process Automation (DPA), AP Automation, OCR, Online Form Builder, Enterprise Content Management (ECM), and Business Process Management categories.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features



Lowest-Rated Features



Ownership
Laserfiche



HQ Location
Long Beach,
California



Year Founded
1987



**Employees (Listed
On LinkedIn)**
409



Company Website
laserfiche.com

Satisfaction Ratings for Robotic Process Automation (RPA)

G2 reviewers rated software sellers' ability to satisfy their needs as shown in the table below.

| | Satisfaction | | Satisfaction by Category | | | | | | Net Promoter Score (NPS) |
|--|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|---|
| | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use | Net Promoter Score (NPS) (Range from -100 to +100) |
| UiPath RPA | 94% | 96% | 93% | 88% | 90% | 92% | 90% | 94% | 82 |
| Automation Anywhere - RPA Robotic Process Automation | 91% | 91% | 91% | 86% | 88% | 90% | 86% | 92% | 73 |
| IBM Robotic Process Automation | 98% | 99% | 99% | 90% | 94% | 99% | 96% | 100% | 93 |
| SS&C Blue Prism - RPA Robotic Process Automation | 91% | 90% | 95% | 81% | 97% | 95% | 81% | 90% | 78 |
| Rocketbot | 92% | 95% | 91% | 87% | 92% | 92% | 92% | 92% | 74 |
| Aiwozo | 88% | 96% | 89% | 90% | 90% | 87% | 90% | 91% | 56 |
| Robocorp | 94% | 95% | 95% | 93% | 97% | 93% | 90% | 92% | 89 |
| Laiye RPA | 93% | 100% | 92% | 86% | 92% | 94% | 90% | 94% | 90 |
| Microsoft Power Automate | 93% | 91% | 88% | N/A | N/A | 82% | N/A | 86% | 77 |
| akaBot | 93% | 96% | 89% | N/A | N/A | 95% | N/A | 87% | 92 |
| ElectroNeek | 92% | 91% | 90% | 86% | 91% | 95% | 89% | 93% | 82 |
| Apify | 100% | 100% | 94% | N/A | N/A | 98% | N/A | 94% | 100 |
| Pega Platform | 86% | 87% | 88% | 91% | 88% | 88% | 89% | 90% | 47 |
| Automate Robotic Process Automation | 91% | 86% | 90% | 84% | 89% | 85% | 81% | 88% | 64 |
| WinAutomation by Softomotive | 86% | 80% | 91% | 92% | 90% | 80% | 89% | 87% | 56 |
| Laserfiche | 95% | 100% | 94% | N/A | N/A | 96% | N/A | 80% | 90 |
| Average | 92% | 93% | 92% | 88% | 91% | 91% | 89% | 91% | 78 |

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100

Feature Comparison for Robotic Process Automation (RPA)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Automation Building

| | Visual Editor | Workflow Recording | Pre-Built Templates | Custom Automation | Collaboration | Ease of Bot Creation |
|--|---------------|--------------------|---------------------|-------------------|---------------|----------------------|
| UiPath RPA | 93% | 93% | 91% | 92% | 91% | 96% |
| Automation Anywhere – RPA Robotic Process Automation | 90% | 90% | 89% | 90% | 90% | 93% |
| IBM Robotic Process Automation | 99% | 97% | 96% | 96% | 95% | 99% |
| SS&C Blue Prism - RPA Robotic Process Automation | 95% | 80% | 90% | 90% | 89% | 93% |
| Rocketbot | 85% | 83% | 83% | 88% | 87% | 88% |
| Aiwozo | 88% | | 82% | 87% | 85% | 87% |
| Robocorp | 87% | 84% | 87% | 92% | 89% | 92% |
| Laiye RPA | 92% | 90% | 90% | 88% | 90% | 92% |
| Microsoft Power Automate | 81% | 71% | 80% | 80% | 78% | 82% |
| akaBot | 87% | 86% | 84% | 89% | 84% | 85% |
| ElectroNeek | 91% | 93% | 90% | 95% | 90% | 92% |
| Apify | N/A | N/A | N/A | N/A | N/A | N/A |
| Pega Platform | N/A | N/A | N/A | N/A | N/A | N/A |
| Automate Robotic Process Automation | 87% | 90% | 78% | 95% | 93% | 88% |
| WinAutomation by Softomotive | 85% | 82% | 62% | 87% | 70% | N/A |
| Laserfiche | N/A | 86% | N/A | N/A | N/A | N/A |
| Average | 89% | 87% | 85% | 90% | 87% | 91% |

(Feature Comparison for Robotic Process Automation (RPA) continues on next page)

*N/A is displayed when fewer than five responses were received for the question.

**A blank box indicates that a seller has selected that they do not offer that feature.

Feature Comparison for Robotic Process Automation (RPA)(continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Bot Management & Execution

| | Bot Scheduling | Attended Automation | Unattended Automation | Bot Performance Analytics | Data and Product Security | Scalability |
|--|----------------|---------------------|-----------------------|---------------------------|---------------------------|-------------|
| UiPath RPA | 93% | 93% | 92% | 92% | 95% | 95% |
| Automation Anywhere - RPA Robotic Process Automation | 92% | 89% | 90% | 90% | 93% | 94% |
| IBM Robotic Process Automation | 98% | 97% | 97% | 97% | 97% | 98% |
| SS&C Blue Prism - RPA Robotic Process Automation | 90% | 89% | 90% | 89% | 94% | 91% |
| Rocketbot | 88% | 87% | 90% | 85% | 87% | 87% |
| Aiwozo | 87% | 88% | 87% | 86% | 87% | 84% |
| Robocorp | 92% | 92% | 92% | 89% | 90% | 92% |
| Laiye RPA | 88% | 92% | 94% | 90% | 94% | 86% |
| Microsoft Power Automate | 81% | 84% | 80% | 73% | 81% | 84% |
| akaBot | 86% | 82% | 87% | 83% | 88% | 85% |
| ElectroNeek | 86% | 94% | 94% | 86% | 95% | 90% |
| Apify | N/A | N/A | N/A | N/A | N/A | N/A |
| Pega Platform | N/A | N/A | N/A | N/A | N/A | N/A |
| Automate Robotic Process Automation | 94% | 93% | 97% | 75% | 88% | 89% |
| WinAutomation by Softomotive | 83% | 87% | 82% | 70% | N/A | N/A |
| Laserfiche | N/A | 91% | 91% | N/A | N/A | N/A |
| Average | 89% | 90% | 90% | 85% | 91% | 90% |

(Feature Comparison for Robotic Process Automation (RPA) continues on next page)

*N/A is displayed when fewer than five responses were received for the question.

**A blank box indicates that a seller has selected that they do not offer that feature.

Feature Comparison for Robotic Process Automation (RPA)(continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Intelligent Automation

| | OCR | Machine Learning | NLP |
|--|-----|------------------|-----|
| UiPath RPA | 93% | 95% | 95% |
| Automation Anywhere - RPA Robotic Process Automation | 91% | 91% | 92% |
| IBM Robotic Process Automation | 98% | 98% | 99% |
| SS&C Blue Prism - RPA Robotic Process Automation | 90% | 87% | 90% |
| Rocketbot | 88% | 86% | 89% |
| Aiwozo | 88% | 86% | 86% |
| Robocorp | 92% | 92% | 96% |
| Laiye RPA | 93% | 93% | 94% |
| Microsoft Power Automate | 91% | 83% | N/A |
| akaBot | 78% | | |
| ElectroNeek | 86% | 84% | 84% |
| Apify | N/A | N/A | N/A |
| Pega Platform | N/A | N/A | N/A |
| Automate Robotic Process Automation | N/A | N/A | |
| WinAutomation by Softomotive | N/A | N/A | N/A |
| Laserfiche | N/A | N/A | N/A |
| Average | 90% | 90% | 92% |

*N/A is displayed when fewer than five responses were received for the question.

**A blank box indicates that a seller has selected that they do not offer that feature.

Additional Data for Robotic Process Automation (RPA)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

Implementation

| | Deployment | | Implementation Method | | | |
|--|------------|-------------|-----------------------|----------------------|------------------------|------------|
| | Cloud | On-Premises | In-House Team | Seller Services Team | Third-Party Consultant | Don't know |
| UiPath RPA | 39% | 61% | 73% | 9% | 2% | 15% |
| Automation Anywhere - RPA Robotic Process Automation | 34% | 66% | 64% | 16% | 3% | 17% |
| IBM Robotic Process Automation | 50% | 50% | 86% | 14% | 0% | 0% |
| SS&C Blue Prism - RPA Robotic Process Automation | 44% | 56% | 75% | 13% | 13% | 0% |
| Rocketbot | 35% | 65% | 54% | 24% | 13% | 10% |
| Aiwozo | 29% | 71% | 62% | 10% | 0% | 29% |
| Robocorp | 78% | 22% | 78% | 0% | 11% | 11% |
| Laiye RPA | 83% | 17% | 67% | 33% | 0% | 0% |
| Microsoft Power Automate | N/A | N/A | N/A | N/A | N/A | N/A |
| akaBot | N/A | N/A | N/A | N/A | N/A | N/A |
| ElectroNeek | 38% | 63% | 83% | 0% | 17% | 0% |
| Apify | N/A | N/A | N/A | N/A | N/A | N/A |
| Pega Platform | 38% | 63% | 60% | 0% | 20% | 20% |
| Automate Robotic Process Automation | 20% | 80% | 90% | 10% | 0% | 0% |
| WinAutomation by Softomotive | 9% | 91% | 100% | 0% | 0% | 0% |
| Laserfiche | N/A | N/A | 80% | 0% | 0% | 20% |

(Additional Data for Robotic Process Automation (RPA) continues on next page)

*N/A is displayed when data is not publicly available.

Additional Data for Robotic Process Automation (RPA)(continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

Market Presence

| | Seller Name | Year Founded | Revenue (\$MM) | Employees on LinkedIn (Seller) | LinkedIn Followers | Twitter Followers (Seller) | Glassdoor Rating |
|---|---------------------------------|--------------|----------------|--------------------------------|--------------------|----------------------------|------------------|
| UiPath RPA | UiPath | 2005 | N/A | 4,526 | 311,465 | 95,153 | 4.2 |
| Automation Anywhere - RPA Robotic Process Automation | Automation Anywhere | 2003 | N/A | 6,826 | 236,237 | 58,952 | 3.7 |
| IBM Robotic Process Automation | IBM | 1911 | \$73,621 | 531,710 | 14,296,858 | 696,414 | 4.1 |
| SS&C Blue Prism - RPA Robotic Process Automation | SS&C Technologies Holdings, Inc | 1986 | \$4,668 | 18,896 | 181,587 | 4,438 | 3.2 |
| Rocketbot | Rocketbot | 2018 | N/A | 50 | 6,074 | 31 | 3.5 |
| Aiwozo | Quale Infotech | 2017 | N/A | 73 | 8,829 | 23 | 4.3 |
| Robocorp | Robocorp | 2019 | N/A | 52 | 7,068 | 959 | 4.0 |
| Laiye RPA | laiye | 2015 | N/A | 550 | 18,969 | 0 | 4.2 |
| Microsoft Power Automate | Microsoft | 1975 | \$143,015 | 223,768 | 17,587,038 | 11,472,744 | 4.4 |
| akaBot | FPT Software | 1999 | N/A | 14,697 | 116,329 | 796 | 3.8 |
| ElectroNeek | ElectroNeek Robotics | 2019 | N/A | 246 | 24,692 | 0 | 4.2 |
| Apify | Apify | 2015 | N/A | 89 | 2,392 | 1,078 | 5.0 |
| Pega Platform | Pegasystems | 1983 | \$1,018 | 6,058 | 285,372 | 47,546 | 3.9 |
| Automate Robotic Process Automation | HelpSystems | 1982 | N/A | 1,150 | 16,293 | 1,611 | 4.2 |
| WinAutomation by Softomotive | Softomotive | 2005 | N/A | 11 | 10,782 | 812 | 4.2 |
| Laserfiche | Laserfiche | 1987 | N/A | 409 | 16,666 | 5,027 | 3.3 |

*N/A is displayed when data is not publicly available.