



# Innovation Watch: Agentic AI Products 2025

May 2025

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# Introduction and overview

Background of the research

Scope of the report

Introduction to agentic AI

Key business problems, challenges, and resolutions

Agentic AI use case prioritization

Agentic AI's impact on solving business problems

Everest Group Innovation Watch Assessment

Summary dashboard

## Background of the research

In today's rapidly evolving business landscape, companies are constantly seeking ways to improve efficiency, simplify processes, and reduce costs. To address these demands, automation has evolved significantly. It has progressed from Robotic Process Automation (RPA), which targeted specific repetitive tasks, to AI-powered intelligent automation, utilizing Machine Learning (ML), deep learning, and Natural Language Processing (NLP) to tackle more intricate operations. The rise of generative AI has propelled automation even further, enabling the creation of content, ideas, and solutions with unprecedented creativity. The emergence of agentic AI, which imparts systems with autonomy, adaptability, and decision-making capabilities like human agents, is poised to push the boundaries even further. It will allow for more sophisticated, context-aware automation that can operate independently in changing environments.

Technology providers are driving a new wave of automation in the agentic AI space by developing innovative solutions and enhancing their existing offerings with advanced capabilities, empowering enterprises to achieve their objectives more easily and effectively.

In this report, we assess technology providers that offer agentic AI products to address various business use cases. The scope of the study is limited to pre-built and customizable products and low-code/no-code platforms to build agents. It does not include agentic AI frameworks or code-based platforms that require technical/coding expertise.

The report features the profiles of 24 leading agentic AI technology providers, assessed on the Everest Group Innovation Watch Assessment.

The providers are classified as Luminaries, Fast Followers, Influencers, and Seekers based on their market performance and ecosystem drivers. While market performance is based on maturity and scale, ecosystem drivers consist of partnerships and investments.

The profiles provide an overview of the providers' agentic AI products and examine agentic AI's impact on solving crucial business challenges of today.

### Scope of this report

**Geography:** global


**Providers:** AGENTS.inc, AWS, Automation Anywhere, Datamatics, DRUID AI, Dust, Ema, EvolutelQ, Google Cloud, IBM, Kore.ai, LambdaTest, Lyzr AI, Microsoft, Newo.ai, OneReach.ai, Orby AI, Relevance AI, Salesforce, ServiceNow, SoundHound AI, Tungsten Automation, UiPath, and Writer

**Products:** agentic AI

# Scope of the report

This report evaluates agentic AI products focused on business/non-technical users, such as low-code/no-code agent builder platforms and pre-built/customizable agents. It excludes developer-oriented services and tools such as agentic AI frameworks and pro-code developer services/tools

## Agentic AI products

 Focus of the study

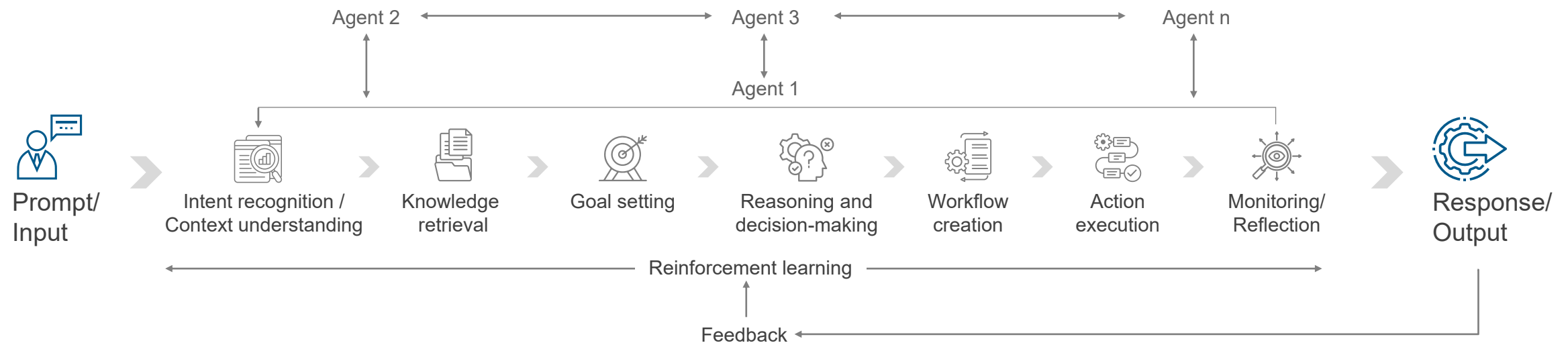
| Pre-built/Customizable agents  | Low-code/No-code agent builder platforms   | Agentic AI frameworks   | Developer services and tooling for agentic systems   |
|--|--|---|--|
| AI agents that can be deployed directly and/or with minimal configuration; often focused on specific domains or tasks. | Low-code/No-code or prompt-driven platforms that enable non-technical users to create and deploy agents without extensive programming knowledge. | Core software frameworks that provide modular components and guidelines such as planning, memory, and tool use to build agents. | Developer-focused platforms with supporting infrastructure (APIs, SDKs, etc.), scripting environments, and services to programmatically define, configure, test, and deploy AI agents. |
| <b>Examples:</b> Pre-built agents offered by Dust and Lyzr AI for sales, customer support, banking, etc.               | <b>Examples:</b> IBM watsonx.ai and Microsoft Copilot Studio   | <b>Examples:</b> LangChain and Microsoft Autogen  | <b>Examples:</b> OpenAI Assistants API and Vertex AI   |

# Introduction to agentic AI





Agentic AI is an evolved form of AI that creates agents possessing autonomy, decision-making, and adaptability. These agents can execute tasks. They can analyze the goal to be achieved, divide it into tasks and sub-tasks, and execute actions accordingly.

Key characteristics of agentic AI include:

- **Autonomy:** ability to execute actions on its own without constant human intervention
- **Reasoning:** ability to process information, draw inferences, and make decisions
- **Adaptability:** perceive and interpret the environment and modify goals accordingly
- **Multiagent orchestration:** collaboration and coordination with multiple agents
- **Workflow optimization:** efficiently execute multistep, complex processes
- **Continuous improvement:** ability to learn from feedback, outcomes, and experience

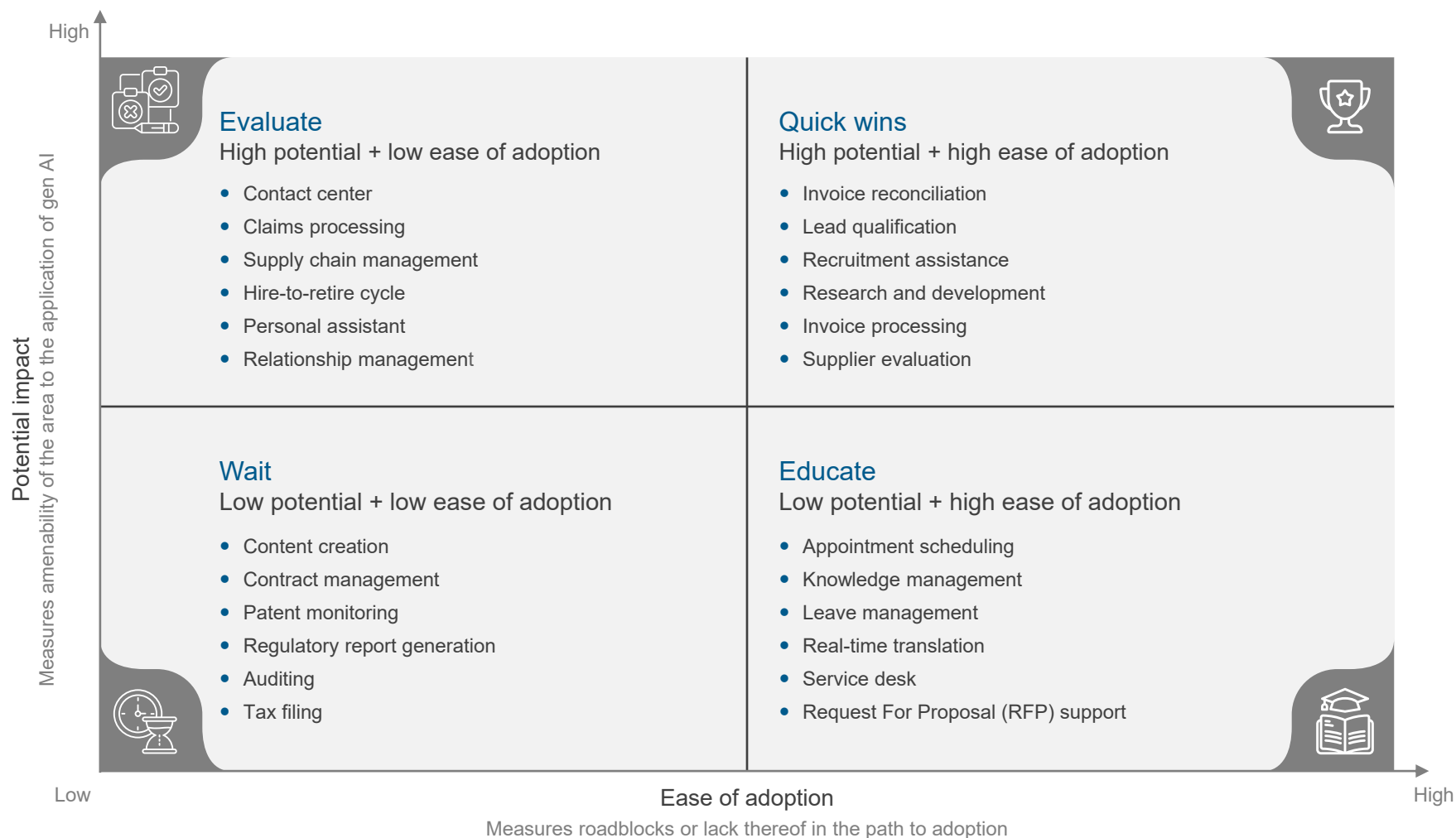


# Representative business problems and challenges, as well as agentic AI resolution

| Function   | Key business problems and challenges  | Outcomes with agentic AI  |
|--|---|---|
|  Sales and marketing    | <ul style="list-style-type: none"> <li>Pursuing unqualified leads</li> <li>One-size-fits-all messaging</li> <li>Outdated Customer Relationship Management (CRM) data</li> <li>Inaccurate sales forecast</li> </ul>              | <ul style="list-style-type: none"> <li>Data and insight-based lead qualification</li> <li>Hyper-personalized messaging</li> <li>Autonomously updated CRM logs</li> <li>Pipeline and trend analysis for accurate forecasts</li> </ul>                                      |
|  Finance and accounting | <ul style="list-style-type: none"> <li>Invoice and purchase order discrepancy</li> <li>High cycle time for invoice processing</li> <li>Transaction and billing disputes</li> <li>Compliance and regulatory adherence</li> </ul> | <ul style="list-style-type: none"> <li>Automated invoice reconciliation</li> <li>Automated invoice submission and status check</li> <li>Fraud management</li> <li>Comprehensive audit trail with compliance checks</li> </ul>   |
|  HR                     | <ul style="list-style-type: none"> <li>Suboptimal candidate selection</li> <li>Generalized training modules</li> <li>Hire-to-retire lifecycle management</li> <li>Large volume of administrative tasks</li> </ul>               | <ul style="list-style-type: none"> <li>Automated sourcing, screening, and scheduling of prospects</li> <li>Adaptive training program</li> <li>Access control, transition, and documentation management</li> <li>HR agent for automated leave, expense approval</li> </ul> |
|  Customer support     | <ul style="list-style-type: none"> <li>High cost of multilingual resources</li> <li>Absence of round the clock support</li> <li>Standardized, non-customized responses</li> <li>Hugh customer churn rate</li> </ul>             | <ul style="list-style-type: none"> <li>Multi-language support</li> <li>24/7 availability of support</li> <li>Contextualized responses</li> <li>Sentiment analysis</li> </ul>  |

# Agentic AI use case prioritization

Prioritize quick wins to reap early benefits of agentic AI and acclimatize the workforce





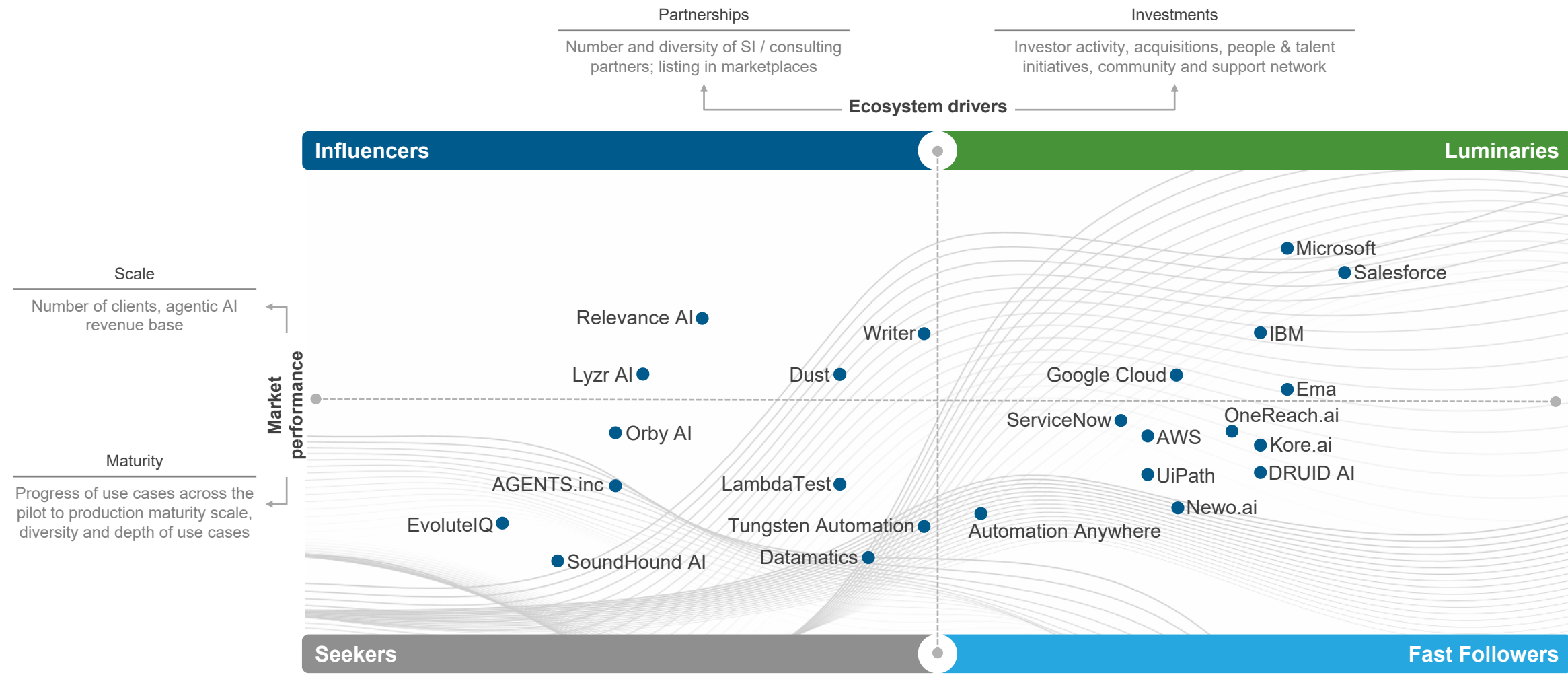
# Agentic AI's impact on solving business problems

Initiate agentic AI strategy with training the models on diverse datasets and a human-in-the loop setup for audits

| Use case                             | Value addition from gen AI  | Challenges in adoption   | Keys to success  |
|--------------------------------------|---|--|--|
| Develop targeted marketing campaigns | <ul style="list-style-type: none"> <li>• Develops personalized content across multiple touchpoints</li> <li>• Enables real-time optimization based on customer interaction</li> <li>• Faster go-to-market</li> </ul>        | <ul style="list-style-type: none"> <li>• Data privacy and compliance concerns</li> <li>• Alignment of campaign content with voice of the brand</li> <li>• Trust deficit related to sensitivity and sentiment of content</li> </ul> | <ul style="list-style-type: none"> <li>• A/B testing to evaluate effectiveness of campaign</li> <li>• Periodic feedback mechanism to refine output</li> <li>• Set clear objectives for marketing channel</li> </ul>                              |
| Invoice processing                   | <ul style="list-style-type: none"> <li>• Autonomous fraud detection</li> <li>• Minimizes error rates</li> <li>• Reduces total cycle time and payment delays</li> </ul>  | <ul style="list-style-type: none"> <li>• Data sensitivity</li> <li>• Integration within the ecosystem</li> <li>• Resolving disputed exceptions</li> </ul>  | <ul style="list-style-type: none"> <li>• Periodic audit mechanism</li> <li>• Human review for exceptional cases</li> <li>• Ensure compliance with financial regulations</li> </ul>   |
| Recruitment                          | <ul style="list-style-type: none"> <li>• Autonomous matching of skill sets with job description</li> <li>• Automated screening and scheduling of interviews</li> <li>• Eliminates prejudice in selection process</li> </ul> | <ul style="list-style-type: none"> <li>• Mitigating algorithm bias</li> <li>• Risk of rejecting suitable candidates</li> <li>• Maintaining a positive candidate experience</li> </ul>  | <ul style="list-style-type: none"> <li>• Transparent process to build trust</li> <li>• Phased implementation with low-risk stages being a priority</li> <li>• Clear communication and expectation setting with prospective candidates</li> </ul> |
| Supplier selection                   | <ul style="list-style-type: none"> <li>• Faster, data-driven selection process</li> <li>• Improves reliability and cost efficiency</li> <li>• Increases visibility of alternatives</li> </ul>                               | <ul style="list-style-type: none"> <li>• Risk of missing qualitative aspects of a relationship</li> <li>• Integration into the existing workflows</li> </ul>   | <ul style="list-style-type: none"> <li>• Human in the loop for complex cases</li> <li>• Define clear evaluation criteria</li> </ul>  |

















































# Everest Group Innovation Watch Assessment

Everest Group assessed 24 leading agentic AI providers on their market performance and ecosystem drivers, and classified them into Luminaries, Influencers, Fast Followers, and Seekers



















































# Summary dashboard | providers' market performance and ecosystem drivers' assessment for agentic AI products (page 1 of 3)

Measure of capability:  Low  High



| Provider            | Market performance  |   |   | Ecosystem drivers   |   |   |
|---------------------|---|---|---|---|---|---|
|                     | Market adoption   | Maturity  | Overall   | Partnerships  | Investments   | Overall   |
| AGENTS.inc          |    |    |    |    |    |    |
| Automation Anywhere |    |    |    |    |    |    |
| AWS                 |    |    |    |    |    |    |
| Datamatics          |    |    |    |    |    |    |
| DRUID AI            |    |    |    |    |    |    |
| Dust                |  |  |  |  |  |  |
| Ema                 |  |  |  |  |  |  |
| EvolutelQ           |  |  |  |  |  |  |

















































# Summary dashboard | providers' market performance and ecosystem drivers' assessment for agentic AI products (page 2 of 3)

Measure of capability:  Low  High

| Provider     | Market performance  |   |   | Ecosystem drivers   |   |   |
|--------------|---|---|---|---|---|---|
|              | Market adoption   | Maturity  | Overall   | Partnerships  | Investments   | Overall   |
| Google Cloud |    |    |    |    |    |    |
| IBM          |    |    |    |    |    |    |
| Kore.ai      |    |    |    |    |    |    |
| LambdaTest   |    |    |    |    |    |    |
| Lyzr AI      |    |    |    |    |    |    |
| Microsoft    |  |  |  |  |  |  |
| Newo.ai      |  |  |  |  |  |  |
| OneReach.ai  |  |  |  |  |  |  |

# Summary dashboard | providers' market performance and ecosystem drivers' assessment for agentic AI products (page 3 of 3)

Measure of capability:  Low  High

| Provider            | Market performance  |   |   | Ecosystem drivers   |   |   |
|---------------------|---|---|---|---|---|---|
|                     | Market adoption   | Maturity  | Overall   | Partnerships  | Investments   | Overall   |
| Orby AI             |    |    |    |    |    |    |
| Relevance AI        |    |    |    |    |    |    |
| Salesforce          |    |    |    |    |    |    |
| ServiceNow          |    |    |    |    |    |    |
| SoundHound AI       |    |    |    |    |    |    |
| Tungsten Automation |  |  |  |  |  |  |
| UiPath              |  |  |  |  |  |  |
| Writer              |  |  |  |  |  |  |

# Provider profiles

AGENTS.inc

Automation Anywhere

AWS

Datamatics

DRUID AI

Dust

Ema

EvoluteIQ

Google Cloud

IBM

Kore.ai

LambdaTest

Lyzr AI

Microsoft

Newo.ai

OneReach.ai

Orby AI

Relevance AI

Salesforce

ServiceNow

SoundHound AI

Tungsten Automation

UiPath

Writer

# AGENTS.inc profile (page 1 of 2)

## Overview

### Company overview

AGENTS.inc offers AI agents and an AI platform to deliver RoI to customers and reduce hallucinations of typical Large Language Models (LLMs). The solutions offer data control and security, streamline processes through advanced automation, and provide a user-friendly experience. Digital employees (AI agents) integrate internal and external data sources with knowledge graphs and AI models for real-time, reliable results available round the clock.

**Headquarters:** Berlin, Germany

**Website:** [www.agents.inc](http://www.agents.inc)

### Key leaders

- Sebastian Denef, CEO
- Tatjana Samsonowa, CRO

### Key market segments where AGENTS.inc is present

#### Industries

- Energy, oil, and gas
- Automotive
- Hi-tech

#### Business functions

- Risk management
- Market intelligence
- Compliance

### Recent deals/investments/announcements

- **2025:** formed strategic partnership with consulting company Sopra Steria
- **2024:** announced winner in Fraunhofer Challenge
- **2024:** announced winner in E.ON innovation challenge

### Key clients

- E.ON
- Petrobras
- SIEMENS
- BMW

### Key partnerships

- Microsoft
- Scaleway
- Google
- Sopra Steria

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
|                    |            | ✓                 |               |

# AGENTS.inc profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name       | Release year | Description  |
|--------------------|--------------|--|
| AGENTS HQ Platform | 2021         | A scalable, enterprise-grade AI platform for deploying and managing AI agents; it provides a secure AI infrastructure and AI data cloud, enabling automation of business intelligence, decision-making, and operational workflows. |

| Key use case           | Description / Illustrative case study   | Use case progress                           |
|------------------------|---|---|
| Risk monitoring        | AI agents provide real-time risk intelligence by continuously scanning global news, regulatory updates, and market shifts. Businesses receive instant alerts and actionable insights to anticipate and mitigate potential threats.              | <div><div></div></div> <div>PilotProd</div> |
| M&A targeting          | AI-powered scouting identifies, evaluates, and monitors acquisition targets based on precise criteria. Automated analysis of market data, financials, and competitive positioning streamlines deal sourcing and decision-making.                | <div><div></div></div> <div>PilotProd</div> |
| Technology foresight   | AI agents track emerging technologies, industry breakthroughs, and research trends, providing organizations with strategic foresight and readiness levels. This enables companies to capitalize on innovation opportunities before competitors. | <div><div></div></div> <div>PilotProd</div> |
| Competition monitoring | AI agents monitor competitors across 150+ languages, translating and summarizing their strategies, market moves, and product developments. Businesses gain a strategic edge by acting on real-time competitive intelligence.                    | <div><div></div></div> <div>PilotProd</div> |
| Regulatory monitoring  | AI agents continuously track regulatory updates across multiple jurisdictions, ensuring businesses stay compliant and avoid costly penalties. Automated alerts and in-depth reports help companies proactively align with new regulations.      | <div><div></div></div> <div>PilotProd</div> |



# AWS profile (page 1 of 2)

## Overview

### Company overview

Amazon is a multinational technology company specializing in e-commerce, cloud computing (AWS), digital streaming, and artificial intelligence. It develops AI-driven solutions, including Alexa and recommendation algorithms, and has been investing in agentic AI for automation and customer interactions. Through its AI-powered chatbots, smart assistants, and fulfillment automation, Amazon enhances customer experience and streamlines operations. Additionally, Amazon invests in AI education, aiming to provide free AI skills training to two million people by 2025 through its AI Ready initiative. The company is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking.

**Headquarters:** Seattle, Washington      **Website:** [www.amazon.com](http://www.amazon.com)

### Key leaders

- Jeffrey P. Bezos, Executive Chair
  - Andy Jassy, President and CEO
- Brian T. Olsavsky, Senior VP and CFO
  - Matt Garman, CEO AWS

### Key market segments where Amazon is present

- Industries**

  - CPG and retail
  - Healthcare and pharma
  - BFSI
  - Manufacturing
- Business functions**

  - Contact center
  - Finance and accounting
  - IT services

### Recent deals/investments/announcements

- **2025:** partnered with Commonwealth Bank of Australia (CBA) to accelerate AI adoption, launching CommBiz Gen AI for business customers under a five-year cloud agreement
- **2024:** announced a series of new deals and a US\$500 million investment in nuclear energy to reduce the carbon footprint of its AI and data center operations
- **2024:** announced partnership with SAP to integrate gen AI into SAP's cloud ERP applications, enhancing business process automation and efficiency
- **2024:** announced the launch of Amazon Nova, a collection of foundation models for AWS AI technology, which enhances existing services such as Amazon Bedrock, offering capabilities for text, image, and video processing
- **2024:** expanded strategic collaboration with Intel, helping advance US-based chip manufacturing
- **2024:** announced generative AI updates at the AWS Summit New York 2024, including enhancements to Amazon Bedrock and Amazon Q Developer

### Key clients

- Alida
  - Accenture
  - BlackBerry
- Bynder
  - Exscientia
  - HappyFox
- SmugMug
  - Toyota

### Key partnerships

- Anthropic
  - Coherence
  - Redis
- General Catalyst
  - Meta
- Neo4j
  - Stability AI

### Commercial model

|                    |            |   |               |
|--------------------|------------|---|---------------|
| Subscription-based | User-based | Consumption-based   | Outcome-based |
|                    |            |  |               |

# AWS profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name       | Release year      | Description   |
|--------------------|-------------------|---|
| Amazon Q Business  | 2025 <sup>1</sup> | Amazon Q Business will introduce an AI-enabled workflow automation capability and 50+ integrations with platforms such as Salesforce, ServiceNow, and JIRA. Users can describe workflows in natural language, upload an SOP, or record a process video, and Amazon Q Business will generate a detailed automation plan within minutes.  |
| Amazon Q Developer | 2024              | Amazon Q Developer is an AI-enabled assistant to enhance software development by automating tasks such as unit testing, documentation, and code reviews. It integrates with the AWS Management Console, GitLab, Integrated Development Environment (IDEs), and other tools, providing support. Its intelligent agents help modernize Windows .NET applications, transform VMware workloads to cloud-native architectures, and accelerate mainframe modernization. |

| Key use case        | Description / Illustrative case study  | Use case progress                           |
|---------------------|--|---|
| Coding automation   | Developers often face the challenge of manually upgrading applications to new language versions, a process that is time-consuming and prone to errors. Amazon Q Developer enhances software development by automating code transformations, providing real-time suggestions, and improving security with automated code reviews and scanning. It integrates with IDEs and CLI tools to streamline upgrades, boost productivity, and simplify complex coding tasks.       | <div><div></div></div> <div>PilotProd</div> |
| Patient care        | Healthcare faces significant challenges, including the complexity of patient care coordination, the vast amounts of data clinicians must process, and the administrative burdens leading to staff burnout. Agentic AI systems address these issues by autonomously managing complex tasks such as interpreting intricate medical data, streamlining care coordination among specialties. This integration enhances operational efficiency and improves patient outcomes. | <div><div></div></div> <div>PilotProd</div> |
| Customer experience | Customer service operations face challenges such as high contact volumes, escalating customer expectations, and agent burnout. Integrating agentic AI systems can address these issues by transcribing calls in real time, recommending responses to complex queries, assisting supervisors in performance evaluations, and automating tasks like contact categorization and summarization, leading to faster issue resolution and increased agent productivity.         | <div><div></div></div> <div>PilotProd</div> |

<sup>1</sup> The product will be released soon

# Automation Anywhere profile (page 1 of 2)

## Overview

### Company overview

Automation Anywhere is a global software company specializing in Agentic Process Automation and is guided by its vision to unleash human potential through automation. Its Agentic Process Automation integrates specialized AI and gen AI to support process discovery, RPA, end-to-end process orchestration, document processing, and analytics, with a security and governance-first approach. By streamlining workflows and enhancing efficiency, Automation Anywhere helps enterprises drive innovation, improve customer service, and accelerate business growth.

**Headquarters:** San Jose, California    **Website:** [www.automationanywhere.com](http://www.automationanywhere.com)

### Key leaders

- |  |   |
|--|---|
| • Mihir Shukla, CEO and Co-founder       | • Ankur Kothari, Co-founder, COO, and CPO |
| • Vikram Khosla, Chief Financial Officer | • Adi Kuruganti, Chief Product Officer    |

### Key market segments where Automation Anywhere is present

| Industries | Business functions |
|------------|--------------------|
|------------|--------------------|

- |                                |                          |
|--------------------------------|--------------------------|
| • Banking and capital markets  | • Finance and Accounting |
| • Healthcare and life sciences | • HR                     |
| • Manufacturing                | • IT services            |
| • Others <sup>1</sup>          | • Others <sup>2</sup>    |

<sup>1</sup> Others includes oil and gas  
<sup>2</sup> Others includes service operations

### Recent deals/investments/announcements

- **2025:** partnered with PwC to integrate its agentic AI capabilities into PwC India's Intelligent Spend Management Suite (ISMS); this collaboration aims to enhance business efficiency, decision-making, and automation in spend and payable operations
- **2024:** appointed Jeff Tworek as the new Chief Sales Officer to drive growth amid the AI-powered automation boom
- **2024:** collaborated with Microsoft through the integration of Microsoft Azure OpenAI Service within Automation Anywhere's new AI + Automation Enterprise System, to help enterprises automate complex end-to-end processes across enterprise applications using AI agents

### Key clients

- |              |        |
|--------------|--------|
| • Eletrobras | • Vale |
|--------------|--------|

### Key partnerships

- |             |                |                                  |
|-------------|----------------|----------------------------------|
| • Accenture | • Google Cloud | • Microsoft Azure OpenAI Service |
| • AWS       | • HCLTech      | • Novatio                        |
| • Cognizant | • Infosys      | • Recode                         |
| • Deloitte  | • Lydonia      | • Wipro                          |

### Commercial model

Not available

# Automation Anywhere profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name    | Release year | Description   |
|-----------------|--------------|---|
| AI Agent Studio | 2024         | AI Agent Studio is a low-code platform that enables businesses to build and manage AI-enabled agents for automating complex workflows. These AI agents integrate AI-driven intelligence with automated actions to handle complex cognitive tasks, such as identifying stock shortages and autonomously initiating product replacements. They are adaptive, can learn from complex enterprise data, and take swift action for quick resolution and higher return on investment. They can also be embedded and orchestrated within broader enterprise workflows using process orchestration engines and tooling, ensuring seamless integration into existing business operations. |

| Key use case                                      | Description / Illustrative case study   | Use case progress                           |
|---|---|---|
| Capturing and centralizing transactions           | Streamlines real-time transaction capturing in F&A, reducing errors in manual entry, enhancing data accuracy, and providing immediate insights for better financial decision-making and compliance.   | <div><div></div></div> <div>PilotProd</div> |
| Customer support                                  | Streamlines customer support by providing instant responses to common inquiries, reducing wait times, and enhancing customer satisfaction; also analyzes customer interactions to identify areas for improvement, thereby enhancing service operations' efficiency. | <div><div></div></div> <div>PilotProd</div> |
| Personalized treatment and predictive diagnostics | Agents can analyze patient data to create personalized treatment plans, continuously learning from patient outcomes. They can also learn from historic medical data to predict disease outbreak and suggest preventive measures.                                    | <div><div></div></div> <div>PilotProd</div> |
| Supply chain optimization                         | Agents can analyze documents and data to streamline shipment flows, such as delivery acceptance, and improve order processing by identifying back-ordered product replacements.   | <div><div></div></div> <div>PilotProd</div> |

# Datamatics profile (page 1 of 2)

## Overview

### Company overview

Datamatics is a digital technologies, operations, and experiences company. With an AI-first approach, it has built a suite of AI-powered solutions leveraging agentic AI, RPA, and IDP. It serves a wide range of global clients in banking, financial services, professional services, manufacturing, and travel and logistics.

**Headquarters:** Mumbai, India                      **Website:** [www.datamatics.com](http://www.datamatics.com)

### Key leaders

- Shashi Bhargava, Executive VP and Head, Intelligent Automation Products
  - Mitul Mehta, Executive VP and Chief Marketing Officer
- Hemraj Sadhnani, Senior VP and Head, Product Engineering

### Key market segments where Datamatics is present

#### Industries

- BFSI
- Manufacturing
- Travel and logistics
- Professional services

#### Business functions

- Finance and Accounting
- HR
- Customer support
- IT

### Recent deals/investments/announcements

- **2024:** partnered with Microsoft to build AI solutions through copilots
- **2024:** earned ISO 42001:2023 certification for Artificial Intelligence Management Systems (AIMS)
- **2024:** granted patent for its proprietary AI-powered IDP software
- **2024:** appointed Dinesh Kumar VK as Executive Vice President and Global Sales Head
- **2024:** announced the acquisition of Dextara Digital, a provider of Salesforce services

### Key clients

Not available

### Key partnerships

- Microsoft
  - Google
- Amazon
- Salesforce

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  | ✓          | ✓                 |               |

# Datamatics profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description   |
|--------------|--------------|---|
| TruAgent     | 2024         | <p>TruAgent is a visual and natural language-based solution to create, govern, and manage AI agents to increase the speed of operation, reduce inaccuracies, and free up employees' time to solve complex challenges. Through this, customers can:</p> <ul style="list-style-type: none"><li>• Leverage low-code to build AI agents at speed in the secure environment of Datamatics TruAgent</li><li>• Access pre-built agent templates</li><li>• Integrate with foundation models or their custom LLMs</li><li>• Enable multiagent collaboration where specialized agents can work together</li></ul> <p>It supports foundation models such as GPT (OpenAI), Gemini (Google), Claude (Anthropic), and LLaMA (Meta), and programming languages such as VB.Net, C#, and JavaScript (Node.js).</p> |

| Key use case       | Description / Illustrative case study  | Use case progress                           |
|--------------------|--|---|
| Customer support   | Automating the review and analysis of customer service and sales calls by transcribing, flagging compliance violations, and assessing call quality   | <div><div></div></div> <div>PilotProd</div> |
| HR/Recruitment     | Shortening recruitment cycles by automating the scouting process; the AI agent can draw up a list of suitable candidates for a particular position based on the desired skill sets and carry out further processes | <div><div></div></div> <div>PilotProd</div> |
| Financial analysis | Automating financial report analysis by extracting key metrics, comparing trends, and generating actionable investment insights  | <div><div></div></div> <div>PilotProd</div> |
| Claims processing  | Automating Property and Casualty (P&C) insurance claims processing by validating claim details, extracting policyholder information, and assessing damages   | <div><div></div></div> <div>PilotProd</div> |

# DRUID AI profile (page 1 of 2)

## Overview

### Company overview

DRUID AI's vision is to empower businesses by deploying autonomous AI agents that automate tasks and enhance decision-making across functions, delivering higher efficiency and improved user experiences. Its agentic AI approach orchestrates multiple AI agents to automate workflows and enhance decision-making. DRUID provides a platform that integrates with existing enterprise applications and enables dynamic collaboration between AI agents across functions such as HR, IT, finance, and customer service. One of DRUID's key differentiators is the DRUID Conductor, which allows enterprises to dynamically build, orchestrate, and govern AI agents in real time.

**Headquarters:** New York City, New York

**Website:** [www.druidai.com](http://www.druidai.com)

### Key leaders

- Liviu Dragan, CEO and Founder
  - Andreea Plesea, Co-founder
  - Daniel Balaceanu, Co-founder and CPO
- Martin Kraft, Managing Director, EMEA and APAC
  - Elena Branche, Managing Director, US
  - Bill Schwaab, VP of Sales, North America

### Key market segments where DRUID AI is present

#### Industries

- BFSI
- Healthcare
- Retail
- Education
- Manufacturing
- Telecom
- Utilities

#### Business functions

- Government
- Contact center
- HR
- IT
- Procurement
- Finance
- Sales and marketing

### Recent deals/investments/announcements

- **2024:** announced strategic partnership with Theobald Software to help maximize SAP investments with advanced AI agents
- **2024:** launched KARINA with KRUK, a localized voice-based AI agent
- **2024:** launched DRUID Conductor to enable autonomous AI agent creation and orchestration for enterprises
- **2024:** launched DRUID QA agent, an automated quality assurance testing suite
- **2024:** marked a 2.2x increase in ARR for 2023
- **2024:** launched WHF WIKICARDIO in partnership with World Heart Federation


### Key clients

- Asia Cell
  - Georgia Southern University
- Kmart
  - Liberty Global
- Optegra
  - UiPath

### Key partnerships

- Arena
  - Cognizant
  - Genpact
- Modata
  - Wonderbotz
  - Microsoft
- Roboyo
  - UiPath

### Commercial model

| Subscription-based  | User-based | Consumption-based | Outcome-based |
|---|------------|-------------------|---------------|
|  |            |                   |               |

# DRUID AI profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name    | Release year | Description   |
|-----------------|--------------|---|
| DRUID AI        | 2023         | DRUID AI is an agentic AI platform built on a modular orchestration-driven architecture that integrates conversational AI, enterprise automation, and knowledge management. Few core components of the system include the DRUID Conductor, which is the central orchestration hub, an AI agent framework that enables proactive and goal-driven AI agents, a conversational AI engine with NLP and Natural Language Understanding (NLU) capabilities, an integration layer, and a knowledge management system. The AI agents can perform complex tasks, making real-time decisions, and integrating across business ecosystems. |
| DRUID Conductor | 2024         | At the core of DRUID AI's agentic AI platform is DRUID Conductor, a centralized AI orchestration hub that manages, automates, and dynamically builds AI agents tailored to business-specific workflows. DRUID Conductor enables multiple AI agents to collaborate, manage interdependencies, and complete complex workflows autonomously. It ensures that AI agents work collaboratively, autonomously, and contextually, dynamically prioritizing tasks, distributing workloads, and integrating with enterprise systems in real time.   |

| Key use case   | Description / Illustrative case study   | Use case progress                           |
|--|---|---|
| Knowledge base agent                                 | AI-powered assistant enhances employee access to company documentation to streamline decision intelligence. Integrated with SharePoint, directories, and web-crawling capabilities, it streamlines search/retrieval from both structured and unstructured datasets. It also has role-based access control.  | <div><div></div></div> <div>PilotProd</div> |
| IT support agent                                     | DRUID's AI-enabled system manages the entire IT support life cycle, including problem reporting, resolution, and follow-up. The system automates ticket creation, assigns them to technicians, and provides real-time updates. It also offers instant solutions to common IT issues such as password resets, Wi-Fi connectivity, or troubleshooting software. Additionally, DRUID provides proactive IT support by monitoring systems for potential issues, alerting users to outages, and guiding them through self-service troubleshooting steps. | <div><div></div></div> <div>PilotProd</div> |
| HR agent   | It is a self-service agent through which employees can manage personal information, view pay stubs, enroll in benefits, and submit expense reports. It automates routine HR tasks such as leave requests, payroll management, and performance analysis. It is integrated with UiPath and Microsoft Teams to streamline operations, reduce HR workloads, and enhance employee satisfaction.  | <div><div></div></div> <div>PilotProd</div> |
| Hyper-personalized customer experience orchestration | It delivers individualized experiences across touchpoints by dynamically analyzing customer behavior and preferences. It can build comprehensive profiles from CRM, social media, and purchase history data and anticipate customer needs, offer proactive support, and prevent churn through targeted interventions.   | <div><div></div></div> <div>PilotProd</div> |



# Dust profile (page 1 of 2)

## Overview

### Company overview

Dust is an AI-native company that provides an AI platform for businesses to build and deploy customized virtual assistants tailored to their needs. The company aims to improve team productivity by breaking down internal silos, surfacing important knowledge, and providing tools to build custom apps.

**Headquarters:** Paris, France

**Website:** [dust.tt](https://dust.tt)

### Key leaders

- Stanislas Polu, Co-founder
- Gabriel Hubert, Co-founder

### Key market segments where Dust is present

#### Industries

- Healthcare payer
- Banking and financial services

#### Business functions

- Customer support
- Sales and marketing
- HR
- Software development
- Legal
- IT

### Recent deals/investments/announcements

- 2024:** secured US\$16 million Series A funding round led by Sequoia Capital, with participation from investors such as XYZ, GG1, Connect Ventures, Seedcamp, and Motier Ventures
- 2023:** raised EUR5 million in seed funding led by Sequoia Capital, with participation from XYZ, GG1, AIGrant, and Connect Ventures, among others

### Key clients

- Alan
- PayFit
- Pennylane
- Qonto
- Watershed

### Key partnerships

- AI21
- Anthropic
- Cohere
- Google Cloud
- Meta
- Mistral
- OpenAI

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  | ✓          | ✓                 |               |

# Dust profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description  |
|--------------|--------------|--|
| Dust         | 2023         | Dust is an AI platform used to build and deploy customized virtual assistants in the form of apps. It offers a user-friendly interface that enables combining different function blocks into a workflow that LLMs power, simplifying app development. The platform also provides solutions comprising pre-built agents for functions such as customer support, sales, marketing, and recruiting. |

| Key use case                  | Description / Illustrative case study   | Use case progress                           |
|-------------------------------|---|---|
| HR                            | Answers employee questions through internal HR policies and documented processes. The recruiting assistant streamlines candidate screening, communications, and interview preparation with automated support. The onboarding guide provides tailored assistance for newcomers to discover the company's methods, people, and culture. | <div><div></div></div> <div>PilotProd</div> |
| Performance review            | Helps reviewers collect data to get a holistic view of their teammates' impact and make more accurate evaluations; assists in getting more thoughtful peer reviews, with AI-powered feedback on tone, references to company principles, priorities, and business objectives   | <div><div></div></div> <div>PilotProd</div> |
| Legal helpdesk and monitoring | Provides team members instant legal guidance using the enterprise's approved policies, documentation, and external sources; navigates legal databases and documentation to surface relevant precedents; analyzes contracts or RFPs automatically for compliance and risk, highlighting key terms and obligations                      | <div><div></div></div> <div>PilotProd</div> |
| Knowledge management          | Responds to employees' questions from knowledge through internal documentation and communication; generates automated summaries of company activities, discussions, and project status updates; tracks and structures relevant news and market information into actionable insights and custom reports                                | <div><div></div></div> <div>PilotProd</div> |

Note: Operational and offering-related information is based on Everest Group estimates and lack primary input from providers

# Ema profile (page 1 of 2)

## Overview

### Company overview

Ema, a platform to create employees using agentic AI, helps enterprises enhance their workforce's productivity by democratizing access to automation. Ema's platform enables users to create and deploy custom AI agent meshes (AI employees) using natural language, simplifying automation and workflow integration. Customers can also leverage their library of pre-built AI employees across HR, sales and marketing, and customer support suites.

This is made possible by Ema's patented EmaFusion™ model that combines 100+ LLMs to deliver higher accuracy at lower costs than traditional models and Ema's Generative Workflow Engine (GWE™) that allows users to build AI employees using only natural language instructions (no code required).

**Headquarters:** Mountainview, California

**Website:** [www.ema.co](http://www.ema.co)

### Key leaders

- Surojit Chatterjee, Founder and CEO
- Swati Trehan, Head of Strategy and Operations

- Souvik Sen, Technical Co-founder

Key market segments where Ema is present

### Industries

- BFSI
- Healthcare and pharma
- Professional services
- Others<sup>1</sup>

### Business functions

- Sales and marketing
- Others<sup>2</sup>

### Recent deals/investments/announcements

- **2024:** achieved ISO 42001 certification, reinforcing its commitment to responsible AI
- **2024:** entered into strategic partnerships with Microsoft, Wipro, Hitachi Digital Services, ISG, and NDI
- **2024:** raised US\$36 million as part of Series A funding to build universal AI employees for enterprises
- **2024:** secured US\$25 million in funding led by Accel, Prosus

### Key clients

- Wipro
- Moneyview
- Hitachi
- Envoy Global

### Key partnerships

- Microsoft
- NDI
- Hitachi
- Wipro
- Google
- ISG

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  |            |                   | ✓             |

1 Others includes Global System Integrators (GSIs)  
2.Others includes customer support and employee experience

# Ema profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name        | Release year | Description  |
|---------------------|--------------|--|
| GWE™ + EmaFusion™   | 2025         | Ema’s Generative Workflow Engine (GWE™) enables enterprises to automate complex workflows by coordinating multiple AI agents through a no-code interface. Powered by EmaFusion™, a mixture-of-experts model integrating 100+ LLMs, it optimizes accuracy while minimizing costs. |
| Pre-built AI agents | 2024         | Ema offers pre-built AI agents such as Employee Experience suite to automate hire-to-retain cycle, Sales and Marketing suite to automate deal lifecycle, and Customer Support suite to transform customer experience by leveraging AI agents.                                    |

| Key use case                 | Description / Illustrative case study   | Use case progress                          |
|------------------------------|---|--|
| Customer support             | Moneyview faced a surge in customer support queries, especially in Hindi and Hinglish, overwhelming their team around loan repayment deadlines. By implementing an advanced AI solution, it auto-resolved 80% of tickets, enabled seamless multilingual support, reduced operational costs, and improved efficiency, enhancing customer experience with faster resolutions and higher retention.                  | <div><div></div><div>PilotProd</div></div> |
| Visa and immigration support | Envoy Global struggled with a surge in critical customer support requests for visa and immigration processes, while existing AI models lacked accuracy, and scaling human support was inefficient. By leveraging advanced AI, it auto-resolved over 50% of tickets, saved 70-80% of support team time, improved research efficiency for law firms, and enhanced accuracy, service delivery, and scalability.      | <div><div></div><div>PilotProd</div></div> |
| RFP support                  | Responding to RFPs was time-consuming and labor-intensive, requiring manual data gathering and heavy refinement of AI-generated drafts, leading to inefficiencies and delays. By automating data extraction and enhancing AI accuracy, turnaround time was reduced from days to hours, minimizing manual effort and enabling employees to focus on strategic tasks while continuously improving proposal quality. | <div><div></div><div>PilotProd</div></div> |

# EvolutelQ profile (page 1 of 2)

## Overview

### Company overview

EvolutelQ offers a low-code/no-code platform that combines generative AI, intelligent data, event processing, process automation, RPA, web/mobile application development, and built-in connectors to simplify and accelerate enterprise digital transformation. It helps organizations optimize workflows, reduce operational costs, and drive scalability across industries. It has a presence in the UK, the US, and India.

The EIQ platform brings together fragmented technology landscapes, making them available in a low-code/no-code interface to improve the RoI on existing investments and reduce dependence on niche skills.

**Headquarters:** Stockholm, Sweden

**Website:** [www.evoluteiq.com](http://www.evoluteiq.com)

### Key leaders

- Sameet Gupte, Co-founder and CEO
- Deepak Kinger, Co-founder and Chief Strategy Officer
- Sanjay Koppikar, Co-founder and Chief Product Officer
- Arun Hiremath, Co-founder and CBO, Americas

### Key market segments where EvolutelQ is present

#### Industries

- Healthcare
- Insurance
- Banking and financial services
- Telecom
- Manufacturing
- Travel and logistics

#### Business functions

- Insurance industry-specific
- Healthcare industry-specific
- Telecom industry-specific
- Manufacturing industry-specific
- Contact center
- F&A
- HR

### Recent deals/investments/announcements

- **2025:** signed a strategic partnership with The DDC Group to reshape operations across shipping and logistics, energy and utilities, and retail and e-commerce sectors
- **2024:** secured US\$20 million funding to fuel growth and innovation in AI-powered automation
- **2024:** signed a partnership with Apexon to co-develop comprehensive solutions that integrate AI to enhance productivity, minimize operational complexity, and accelerate digital transformation
- **2024:** won the Stevie Award for the third consecutive year in the low-code/no-code category
- **2024:** launched version 6.2 of the EIQ platform, a complete AI workbench with agentic mesh architecture
- **2024:** went live with multiple gen AI and agentic AI use cases in one of the largest healthcare systems in the US and a leading provider in the pharma and MedTech space

### Key clients

- Medtronic
- Omega Healthcare
- PwC
- Southern Water
- BPCL
- Sagility

### Key partnerships

- HCL
- Firstsource
- Apexon
- Xpertnest
- Prodapt
- RGP
- WNS
- Birlasoft
- The DDC Group
- Tao Digital

### Commercial model

Subscription-based



User-based



Consumption-based



Outcome-based



# EvolutelQ profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description  |
|--------------|--------------|--|
| EIQ          | 2024         | AI Workbench for Agentic Process Automation (APA) and AI agents, powered by a Retrieval Augmented Generation (RAG) framework and agentic mesh architecture |

| Key use case           | Description / Illustrative case study  | Use case progress                          |
|------------------------|--|--|
| Insurance claims agent | Conversational AI agent for customer self-service to help with – enquiring policy details, premium due date, amount, claim intimation, claim status, and requests (such as policy statement, annual statement, and premium receipt).   | <div><div></div><div>PilotProd</div></div> |
| Client communication   | Automates the entire process of engaging clients/contacts by auto-generating specific content based on the preference of topic, communication (such as past conversation and mail), style of the engaging consultant, and role/position of the contact; EIQ's GenIQ offering is tuned using the RAG pipeline. The content is retrieved and chunked, and the vector indices are stored in Facebook AI Similarity Search (FAISS). For generating the communication content, a tuned prompt with the context data (retrieved from FAISS) is passed to LLAMA 2 | <div><div></div><div>PilotProd</div></div> |
| Customer acquisition   | Provides a customer segmentation model and application to enable and accelerate implementation of gen AI-based chatbot, dashboard, reporting, and data movement/data cleansing activities; the complete solution comes with UI design, leads segmentation model, data integration, data quality analysis, and data migration to a new data platform  | <div><div></div><div>PilotProd</div></div> |

Source: Everest Group (2025)

# Google Cloud profile (page 1 of 2)

## Overview

### Company overview

Google Cloud Platform (GCP) or Google Cloud is a comprehensive suite of cloud computing services encompassing a modular range of cloud services and solutions for computing, data storage, data analytics, and machine learning. Additionally, it includes a set of management tools to efficiently control and optimize these services. For gen AI, Google Cloud provides capabilities and offerings ranging from a quick start guide to in-depth consultation. Its agentic AI offering, Agentspace, is a platform for building, deploying, and managing agentic AI applications at enterprise scale.

**Headquarters:** Mountain View, California      **Website:** [cloud.google.com](https://cloud.google.com)

### Key leaders

- Thomas Kurian, CEO
- Philip Schindler, SVP and Chief Business Officer
- Jeff Dean, Chief Scientist, Google DeepMind and Google Research

### Key market segments where Google Cloud is present

#### Industries

- Financial services
- Healthcare and life sciences
- CPG and retail
- Manufacturing

#### Business functions

- Sales and marketing
- Software development
- Customer support

### Recent deals/investments/announcements

- **2025:** launched Agentspace, a platform to help enterprises with intelligent data synthesis, AI-powered search, and custom AI agents
- **2025:** partnered with Deutsche Telekom to improve Radio Access Network (RAN) operations through the development of a network AI agent
- **2025:** collaborated with Wayfair, a provider of online home goods and furniture, which uses Google's Gemini on Vertex AI to significantly improve its product catalog and boost employee productivity
- **2024:** expanded its partnership with NVIDIA to advance AI computing, software, and services

### Key clients

Not available

### Key partnerships

- Firebase
- LangChain
- LlamaIndex

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
|                    |            | ✓                 |               |

Note: Operational and offering-related information is based on Everest Group estimates and lack primary input from providers

# Google Cloud profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description  |
|--------------|--------------|--|
| Agentspace   | 2025         | Google Agentspace brings together AI agents and AI-powered search, combining Gemini’s reasoning, Google-quality search, and enterprise data. It offers NotebookLM Plus for secure data synthesis and insights, a centralized multimodal search agent that can answer questions, make suggestions, and take actions, and a unified space for custom AI agents to enhance employee productivity. |

| Key use case          | Description / Illustrative case study  | Use case progress                           |
|-----------------------|--|---|
| Customer service      | Agents listen to customers, understand their needs, and make appropriate recommendations, similar to a top-tier sales or service professional. They operate seamlessly across channels and integrate into product experiences.             | <div><div></div></div> <div>PilotProd</div> |
| Employee assist       | The agents streamline repetitive tasks, answer questions, and edit communications, which helps employees to focus on higher-value tasks.   | <div><div></div></div> <div>PilotProd</div> |
| Research and analysis | The agents act as knowledgeable analysts and researchers, gathering, analyzing, and synthesizing information to provide accurate insights. They identify trends, generate reports, and offer recommendations for informed decision-making. | <div><div></div></div> <div>PilotProd</div> |
| Sales and marketing   | The agents can summarize target companies and competitive offerings, help preparing customer pitch, formulate go-to-market strategies, conduct personalized marketing, and analyze performance data.                                       | <div><div></div></div> <div>PilotProd</div> |

Note: Operational and offering-related information is based on Everest Group estimates and lack primary input from providers



# IBM profile (page 1 of 2)

## Overview

### Company overview

IBM is focused on advancing, developing, and producing information technologies across various domains, spanning computer systems, software, networking systems, storage devices, and microelectronics. Its vision is to enable the widespread adoption of automation and AI throughout enterprises. A significant focus area for IBM in recent years has been the evolution of AI from passive to agentic systems, enabling agents to autonomously perform tasks, make decisions, and interact with environments in dynamic, enterprise-grade scenarios. IBM watsonx™ is its portfolio of AI products that accelerates the impact of AI in core workflows to drive productivity.

**Headquarters:** New York City, New York

**Website:** [www.ibm.com](http://www.ibm.com)

### Key leaders

- Arvind Krishna, Chairman and CEO
  - Armand Ruiz, VP of AI Platform
  - Maryam Ashoori, Head of Product, watsonx.ai
- Matt Sanchez, VP, Product, watsonx Orchestrate
  - Heather Gentile, Executive Director, watsonx.governance

### Key market segments where IBM is present

#### Industries

- BFSI
- Government
- Healthcare
- Retail
- Telecom

#### Business functions

- Customer support
- HR
- Procurement
- Sales and marketing

### Recent deals/investments/announcements

- **2025:** launched Agentspace, a platform to help enterprises with intelligent data synthesis, AI-powered search, and custom AI agents
- **2025:** partnered with Deutsche Telekom to improve Radio Access Network (RAN) operations through the development of a network AI agent
- **2025:** collaborated with Wayfair, a provider of online home goods and furniture, which uses Google's Gemini on Vertex AI to significantly improve its product catalog and boost employee productivity
- **2024:** expanded its partnership with NVIDIA to advance AI computing, software, and services

### Key clients

- Vodafone
  - US Open
- Avid Solutions
  - D&B
- Tricon Steamship Agency
  - UHCW NHS Trust

### Key partnerships

- Anaconda
  - AWS
- Intel
  - LangChain
- MongoDB
  - UiPath

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  |            | ✓                 |               |

Note: Operational and offering-related information is based on Everest Group estimates and lack primary input from providers

# IBM profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name        | Release year | Description   |
|---------------------|--------------|---|
| watsonx Orchestrate | 2024         | It is a low-code/no-code orchestration tool that enables business users to build, deploy, and manage AI assistants and agents that automate workflows and processes. These agents can perform multistep tasks (for example, scheduling interviews and creating offer letters); integrate with enterprise systems such as Workday, SAP, and Salesforce; and adapt to natural language instructions. The platform also includes domain-specific copilots for areas such as customer service, code generation, and HR. |

| Key use case                    | Description / Illustrative case study  | Use case progress                           |
|---------------------------------|--|---|
| Agent assist                    | IBM watsonx Orchestrate enables enterprises to build AI assistants and agents that harness the power of gen AI and automation to surface insights and relevant information quickly to human agents, so they can respond to customer queries faster and with greater confidence.  | <div><div></div></div> <div>PilotProd</div> |
| Procurement assistant           | D&B Ask Procurement is an AI assistant designed to enable procurement professionals to accelerate the discovery and analysis of supply chain risks and opportunities. Connected to Dun & Bradstreet’s global-leading business risk, financial, and firmographic data and insights, and powered by IBM watsonx Orchestrate and watsonx.ai, Ask Procurement helps teams to query critical supplier insights, expedite analysis and reporting, and identify suppliers for engagement. | <div><div></div></div> <div>PilotProd</div> |
| Lead and opportunity management | IBM watsonx helps assist sales teams in recognizing new opportunities, eliminating delays, and enhancing the quality and speed of sellers’ interactions with customers. Through a natural, conversational experience, it can invoke advanced skills that leverage gen ai and automation to help sales teams identify, progress, and close opportunities more quickly and easily.   | <div><div></div></div> <div>PilotProd</div> |

Note: Operational and offering-related information is based on Everest Group estimates and lack primary input from providers

# Kore.ai profile (page 1 of 2)

## Overview

### Company overview

Established in 2014, Kore.ai is an enterprise AI technology company that helps organizations put AI to work safely, responsibly, and at scale. With its flagship agent platform and specialized business solutions such as AI for work, service, and process, Kore.ai enables organizations to build, deploy, and orchestrate AI agents at scale. Kore.ai combines no-code/pro-code AI tooling, advanced LLM orchestration, and enterprise-grade integrations to drive productivity, efficiency, and innovation across industries. Kore.ai has a global partner ecosystem and offices in 10 cities worldwide.

**Headquarters:** Orlando, Florida      **Website:** [kore.ai](https://kore.ai)

### Key leaders

- |   |   |
|---|---|
| • Raj Koneru, Founder and CEO           | • Prasanna Arikala, CTO and Head of Product     |
| • DK Sharma, President and COO          | • Cathal McCarthy, Chief Strategy Officer       |
| • Peter Wulfraat, Chief Revenue Officer | • Michael Kropidlowski, Chief Marketing Officer |
| • George Murphy, Chief Customer Officer | • David Schreffler, CRO – International         |

### Key market segments where Kore.ai is present

#### Industries

- BFSI
- Healthcare
- Retail
- Hi-tech

#### Business functions

- Customer support
- IT
- HR
- Legal
- Sales and marketing
- Procurement

### Recent deals/investments/announcements

- **2025:** launched AI for Process to transform enterprise business workflows with agentic AI
- **2025:** announced a combined agent platform for building, deploying, and orchestrating agentic applications
- **2025:** opened a new office in the UAE
- **2025:** formed strategic partnerships with AWS, Microsoft, and Inception (G42 company)
- **2024:** announced US\$150 million series D strategic investment from FTV Capital, NVIDIA, and others
- **2024:** launched AI for Work to accelerate AI adoption and business outcomes across users, teams, and enterprises
- **2024:** launched RecruitAssist, an advanced AI solution for intelligent, quick, and inclusive recruitment

### Key clients

- |                  |           |            |
|------------------|-----------|------------|
| • Citibank       | • eBay    | • GoDaddy  |
| • Florida Blue   | • AIRBUS  | • NTT DATA |
| • Morgan Stanley | • ABInBev | • Siemens  |
| • ABInBev        |           |            |

### Key partnerships

- |                      |             |                   |
|----------------------|-------------|-------------------|
| • Mphasis            | • Capgemini | • NVIDIA          |
| • TCS                | • AWS       | • Inception       |
| • PwC                | • Zendesk   | • Teleperformance |
| • Persistent Systems | • Microsoft |                   |

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  |            | ✓                 |               |

# Kore.ai profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name   | Release year | Description   |
|----------------|--------------|---|
| Agent Platform | 2024         | It is a multiagent orchestration infrastructure for developing, deploying, and managing agentic applications at scale. The platform empowers businesses to create and coordinate AI agents with customizable autonomy, from guided agents to fully autonomous systems, enabling enterprises to tailor solutions to solve specific business needs. |

| Key use case      | Description / Illustrative case study   | Use case progress                           |
|-------------------|---|---|
| Procurement       | For submitted purchase orders, the AI agent follows up with vendors, tracks delivery, and sends alerts for budget overages or contract renewals.  | <div><div></div></div> <div>PilotProd</div> |
| IT helpdesk       | The helpdesk agent suggests troubleshooting steps, diagnoses technological issues, initiates steps in case of simple problems such as password resets and provisions access, and creates/updates/resolves tickets autonomously as needed. | <div><div></div></div> <div>PilotProd</div> |
| Meeting assistant | Automatically joins meetings, summarizes, and circulates meeting minutes; it can also follow up on meetings, assign action items, and draft emails  | <div><div></div></div> <div>PilotProd</div> |
| Outbound calling  | Makes outbound calls to remind patients of their upcoming appointments/procedures and any required preparation; it can also initiate rescheduling in case the patient chooses to do so  | <div><div></div></div> <div>PilotProd</div> |

# LambdaTest profile (page 1 of 2)

## Overview

### Company overview

LambdaTest is an AI-native, omnichannel software platform that enables businesses to accelerate time-to-market through intelligent, cloud-based test authoring, orchestration, and execution. LambdaTest serves 2.3+ million users in 130+ countries, providing software testing solutions to 15,000+ customers.

**Headquarters:** San Francisco, California      **Website:** [lambdatest.com](https://lambdatest.com)

### Key leaders

- Asad Khan, CEO and Co-founder
- Jay Singh, Chief Customer Officer and Co-founder
- Mayank Bhola, Head of Product and Co-founder
- Maneesh Sharma, Chief Operating Officer

### Key market segments where LambdaTest is present

#### Industries

- CPG and retail
- BFSI
- Healthcare and pharma
- Travel and logistics
- Media and entertainment
- Others<sup>1</sup>

#### Business functions

Others<sup>2</sup>

### Recent deals/investments/announcements

- **2024:** announced funding from investors such as Avataar Ventures, Qualcomm, Titanium Ventures, and Leo Capital Holding to expand its offerings
- **2024:** launched KaneAI, a gen AI-native testing agent, leveraging LLMs for test creation, intelligent automation, and self-evolving test execution; it integrates directly with Jira, Slack, GitHub, and other DevOps tools
- **2024:** introduced Test Manager to enhance productivity, collaboration, and efficiency in test management

### Key clients

- |             |             |                 |
|-------------|-------------|-----------------|
| • Microsoft | • Dunlem    | • Bajaj Finserv |
| • Dashlane  | • Transavia | • Boohoo        |

### Key partnerships

- |             |             |                |
|-------------|-------------|----------------|
| • Microsoft | • UiPath    | • Wipro        |
| • AWS       | • Infosys   | • Qualitykiosk |
| • GCP       | • Qualitest | • Katalon      |
| • Accenture |             |                |

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
| ✓                  |            |                   |               |

<sup>1</sup> Others includes tech/software, Information Technology Enabled Services (ITES), renewables, and EdTech

<sup>2</sup> Others includes quality assurance and engineering

# LambdaTest profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description  |
|--------------|--------------|--|
| KaneAI       | 2024         | KaneAI by LambdaTest is an AI-native QA Agent-as-a-Service that enables natural language test authoring, management, and debugging. It automates test planning, execution, and healing using Large Language Models (LLMs), reducing manual effort in test automation. KaneAI supports multi-language code export and intelligent test analysis, making testing faster and more efficient. It integrates directly with Jira, Slack, GitHub, and other DevOps tools. |

| Key use case                   | Description / Illustrative case study   | Use case progress                          |
|--------------------------------|---|--|
| Test creation                  | Enables test creation using natural language instructions, converting high-level objectives into executable test cases for web and mobile applications; users can leverage KaneAI tags to integrate with Jira, Slack, or GitHub and automate test details into executable cases via the LambdaTest Marketplace application; quality engineering teams can reduce their manual effort in test script generation  | <div><div></div><div>PilotProd</div></div> |
| Debugging and issue resolution | KaneAI's test agent provides AI-assisted debugging, automated Root Cause Analysis (RCA), and categorized error reports, helping teams with quicker error detection.   | <div><div></div><div>PilotProd</div></div> |
| Regression testing             | Trepp, a leading provider of commercial real estate data and analytics, faced challenges in accelerating their regression testing processes to support faster application releases. Traditional testing methods were time-consuming, hindering their ability to deploy updates swiftly. By integrating KaneAI, Trepp achieved significant improvements in their QA strategy. KaneAI's predictive analytics and pattern detection capabilities enabled Trepp to anticipate issues proactively, thereby accelerating the quality of releases across their applications. This integration allowed Trepp to scale the testing ecosystem and enhance testing efficiency. | <div><div></div><div>PilotProd</div></div> |
| Testing                        | KAYAK faced challenges in efficiently testing applications across various devices and operating systems, affecting their release speed. By integrating KaneAI, it streamlined test creation and execution through AI-driven automation. KaneAI's natural language test authoring and intelligent debugging enabled faster, more scalable testing, reducing manual effort and accelerating release cycles.   | <div><div></div><div>PilotProd</div></div> |

# Lyzr AI profile (page 1 of 2)

## Overview

### Company overview

Lyzir AI offers an agent infrastructure platform to build, deploy, and manage agentic AI workflows across business functions. It aims to enable enterprises to automate entire job roles rather than just workflows, using specialized AI agents while embedding responsible AI and safety guardrails natively into the core agent architecture.

**Headquarters:** Karnataka, India                      **Website:** [www.lyzr.ai](http://www.lyzr.ai)

### Key leaders

- Siva Surendira, Founder and CEO
  - Anirudh Narayan, Chief Growth Officer
- Apoorva Ruparel, Chief Revenue Officer
  - Jithin Jimmy, Chief Technology Officer

### Key market segments where Lyzir AI is present

- Industries**
  - Banking and financial services
  - Insurance
- Business functions**
  - Customer support
  - Sales and marketing
  - HR
  - Procurement

### Recent deals/investments/announcements

- 2024:** secured US\$2.7 million in pre-seed funding round
- 2024:** partnered with Factors.ai to bridge the gap between marketing insights and sales actions; this collaboration combines Factors.ai's data analytics with Lyzir's AI agents to enhance lead conversion rates and streamline sales processes
- 2024:** integrated its AI sales agent, Jazon, with AWS; this integration aims to automate lead generation, follow-ups, and sales forecasting for sales teams, leveraging AWS' scalable infrastructure to deploy and manage AI-driven sales tools effectively
- 2024:** launched Jazon, an AI-powered Sales Development Representative (SDR) designed to automate and personalize sales outreach, aiming to match the productivity of 100 human sales personnel at a fraction of the cost

### Key clients

- Accenture
  - NTT DATA
- Uniglobe
  - Air Asia
- HFS Research
  - Keka

### Key partnerships

- STAND 8
  - Google Cloud
- HexaCorp
- AWS

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
| ✓                  | ✓          | ✓                 |               |

Note: Operational and offering-related information is based on Everest Group estimates and lack primary input from providers

# Lyzir AI profile (page 2 of 2)

## Products and use cases

### Key agentic AI product(s)

| Product name       | Release year | Description   |
|--------------------|--------------|---|
| Lyzir Agent Studio | 2024         | Lyzir Agent Studio is a low-code platform for building, deploying, and managing secure AI agents tailored to enterprise workflows. It is designed for developers, enterprises, and business users, enabling them to create custom agents or tweak pre-built solutions. Users can build agents or custom workflows for functions such as sales, customer service, knowledge management, RFP scouting, and compliance. Lyzir integrates safe and responsible AI into its architecture, provides hybrid LLM+ML workflows for better accuracy, and ensures data privacy with flexible deployment options. |

| Key use case                                      | Description / Illustrative case study  | Use case progress                          |
|---|--|--|
| AI Optical Character Recognition (OCR) conversion | A multiagent system that extracts data from financial documents, compares the output from various OCR agents, and provides the final accurate converted data                         | <div><div></div><div>PilotProd</div></div> |
| AI SDR (inbound)                                  | Qualifies leads through automated outreach, following up with prospects based on engagement signals and books appointments   | <div><div></div><div>PilotProd</div></div> |
| AI RFP scout                                      | Identifies relevant RFP opportunities by visiting and downloading from target websites and prepares initial response materials based on requirements                                 | <div><div></div><div>PilotProd</div></div> |
| KYC processing                                    | Automates the processing of Know Your Customer (KYC) documents of customers, checks them against internal regulatory standards, and comes up with an evaluation of the KYC documents | <div><div></div><div>PilotProd</div></div> |

Note: Operational and offering-related information is based on Everest Group estimates and lack primary input from providers



# Microsoft profile (page 1 of 2)

## Overview

### Company overview

Microsoft is a multinational technology company that develops software, services, devices, and solutions across productivity, cloud computing, and personal computing sectors. It creates and supports products such as the Windows operating system, Microsoft 365, Azure cloud platform, and Surface devices. Microsoft is advancing agentic AI with autonomous AI agents that perform tasks with minimal human intervention. It has developed frameworks such as AutoGen and Semantic Kernel and offers the Azure AI Agent Service for secure deployment and scaling. The company operates in over 170 countries and has approximately 221,000 employees. It has emphasized innovation in areas such as artificial intelligence, cloud computing, and quantum computing.

**Headquarters:** Redmond, Washington      **Website:** [www.microsoft.com](http://www.microsoft.com)

### Key leaders

- Satya Nadella, CEO
- Takeshi Numoto, Executive VP and CMO
- Brad Smith, President
- Amy Hood, CFO
- Kevin Scott, CTO

### Key market segments where Microsoft is present

#### Industries

- Healthcare and pharma
- BFSI
- CPG and retail

#### Business functions

- Contact center
- Healthcare and pharma industry-specific
- IT services
- Others<sup>1</sup>

<sup>1</sup> Others includes supply chain management

### Recent deals/investments/announcements

- **2025:** introduced Dragon Copilot, the first AI assistant to alleviate administrative burdens on clinicians by automating documentation tasks and providing reliable medical information
- **2025:** released Windows Server 2025, offering advanced security features, improved performance, and enhanced cloud integration to meet modern infrastructure needs
- **2025:** expanded partnership with LSEG to strengthen its pipeline of co-developed products, including AI-driven enhancements to the LSEG Workspace platform
- **2024:** partnered with Palantir to enhance AI and analytics capabilities for the US national security operations using the Azure Government cloud

### Key clients

- McKinsey & Company
- Clifford Chance
- Pets at Home

### Key partnerships

- Bayer
- OpenAI
- Google Cloud
- Anthropic
- Euroclear
- Mistral AI
- Together.AI
- Groq

### Commercial model

- |                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|



# Microsoft profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name             | Release year | Description  |
|--------------------------|--------------|--|
| Microsoft Copilot Studio | 2023         | Microsoft Copilot Studio is a platform that enables organizations to create and customize AI-driven agents using low-code and gen AI technologies. These agents can be integrated across various Microsoft applications, including Microsoft 365, Teams, and SharePoint. |

| Key use case             | Description / Illustrative case study   | Use case progress                           |
|--------------------------|---|---|
| Customer engagement      | Retailers deploy AI agents to offer personalized customer support, manage inquiries, and enhance the overall shopping experience.   | <div><div></div></div> <div>PilotProd</div> |
| Interactive training     | Personalized feedback and real-time adaptive learning materials that enhance the training’s effectiveness; also, simulation of real-world scenarios, which allow learners to practice and improve their skills in a safe and controlled environment | <div><div></div></div> <div>PilotProd</div> |
| Process optimization     | AI agents analyze production data to identify inefficiencies, predict maintenance needs, and enhance overall productivity.  | <div><div></div></div> <div>PilotProd</div> |
| Productivity enhancement | AI-driven tools to handle complex business tasks such as managing emails, qualifying sales leads, and providing customer support, thereby enhancing team productivity by automating routine processes.  | <div><div></div></div> <div>PilotProd</div> |

# Newo.ai profile (page 1 of 2)

## Overview

### Company overview

Newo.ai is a cloud-based software platform that allows call centers, local businesses, and AI automation engineers to create AI-powered voice and text receptionists capable of answering phone calls and managing reservations. It offers the ability to generate agents based on automatic analysis of business website, built-in handling of edge cases across 7 industries, support for multi-location operations and call center workflows, and a 3-tier customization model for non-tech users and AI automation teams.

**Headquarters:** Santa Clara, California     **Website:** [newo.ai](https://newo.ai)

### Key leaders

- David Yang, Founder
- Alex Mertvetsov, CTO and Co-founder
- Ljubov Ovtinnikova, Co-founder and CEO

### Key market segments where Newo.ai is present

| Industries   | Business functions   |
|--|--|
| <ul style="list-style-type: none"><li>• Manufacturing</li><li>• Healthcare and pharma</li><li>• Others<sup>1</sup></li></ul> | <ul style="list-style-type: none"><li>• HR</li><li>• Contact center</li><li>• Sales and marketing</li><li>• Others<sup>2</sup></li></ul> |

<sup>1</sup> Others includes restaurants, dental and orthodontics, home services, and cleaning  
<sup>2</sup> Others includes administrative tasks (AI dental receptionist, appointment settler, and AI restaurant host)

### Recent deals/investments/announcements

- **2025:** concluded a Simple Agreement for Future Equity (SAFE) round of US\$ 1 million
- **2025:** introduced the Superagent framework to handle all the complex infrastructure and dependencies required to run AI assistants in production
- **2025:** released of 1-click 3-minute AI Agent creator handling edge cases across 7 industries
- **2024:** partnered with Inita to integrate AI sales and marketing solutions, improving business support
- **2024:** partnered with SmartCom Global to develop AI-powered digital employees with advanced analytics and multi-channel communication capabilities, enhancing personalized marketing and user interactions
- **2024:** completed a seed round of US\$1.5 million
- **2024:** concluded a Simple Agreement for Future Equity (SAFE) round of US\$3.5 million

### Key clients

- |                |                      |                   |
|----------------|----------------------|-------------------|
| • Menlo Tavern | • Diamond Braces     | • United Plumbing |
| • Novikov      | • Image Orthodontics | • Wills Flooring  |
| • Fuse Service | • Kids Choice Dental | • TCA             |

### Key partnerships

- |            |                            |        |
|------------|----------------------------|--------|
| • CopeCart | • Mustard                  | • Vapi |
| • Nextiva  | • Rel-AI-able Technologies | • Groq |
| • Upcode   | • Twilio                   |        |

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
| ✓                  |            | ✓                 |               |

# Newo.ai profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name                     | Release year | Description  |
|----------------------------------|--------------|--|
| Newo.ai 1-click Agent Creator    | 2025         | A tool that creates a fully prepared AI agent by extracting business info from a URL or Google Maps link   |
| Newo.ai digital employee builder | 2024         | Newo.ai's digital employee builder enables users to create multi-agentic, omnichannel digital workers equipped with built-in knowledge, workflow logic, and real-time interaction capabilities, without needing native integrations. |

| Key use case           | Description / Illustrative case study   | Use case progress                           |
|------------------------|---|---|
| Sales agent            | An AI agent operates 24/7 across all communication channels to handle bookings, support, inquiries, and emergencies, while adapting to business context across up to 500 locations. It can respond accurately, book appointments, recommend nearby branches, and send personalized SMS links.               | <div><div></div></div> <div>PilotProd</div> |
| Appointment scheduling | An AI appointment scheduler handles calls and chats, booking, rescheduling, pricing, and managing escalations, while adapting responses based on business hours. It ensures emergencies are routed appropriately and captures lead info directly into the CRM for seamless service conversion.              | <div><div></div></div> <div>PilotProd</div> |
| Restaurant host        | The AI restaurant host manages calls and chats to handle bookings, cancellations, orders, and guest inquiries, integrating directly with restaurant Property Management Systems (PMS). It adapts its behavior based on business hours and supports food recommendations, escalations, and special requests. | <div><div></div></div> <div>PilotProd</div> |
| Outbound Call-back     | Instant Call-back feature boosts lead conversion by having an AI agent instantly call customers as they begin filling out a form, providing real-time help and reducing drop-offs. This solves the common issue where 80–90% of leads abandon web forms before submission.                                  | <div><div></div></div> <div>PilotProd</div> |

# OneReach.ai profile (page 1 of 2)

## Overview

### Company overview

Founded in 2010, OneReach.ai is a global provider of agentic AI solutions for mid-market and enterprise customers. The company is experienced and focused on product development related to agentic and gen ai. OneReach.ai offers Generative Studio X (GSX), a multiagent orchestration platform used to power billions of interactions each year.

**Headquarters:** Denver, Colorado      **Website:** [onereach.ai](https://onereach.ai)

### Key leaders

- Robb Wilson, CEO and CTO
- Kevin Fredrick, Managing Partner
- Blake Wheale, VP, Growth
- Alex Halper, Chief Customer Officer

Key market segments where OneReach.ai AI is present

#### Industries

- Healthcare
- Financial services
- Logistics
- Manufacturing
- Retail
- Telecom

#### Business functions

- Customer support
- Employee support
- Others<sup>1</sup>

<sup>1</sup> Others includes supply chain management

### Recent deals/investments/announcements

- **2024:** created AI agents in partnership with a Fortune 100 telecom and communications company; these agents are distributed across their portfolio to automate things such as customer service queries and billing
- **2024:** signed contract with publisher Wiley to release the second, revised edition of Wall Street Journal bestseller, Age of Invisible Machines, authored by OneReach.ai CEO and Co-founder Robb Wilson and Josh Tyson; this is set to be published in 2025 Q2

### Key clients

- |               |           |                 |
|---------------|-----------|-----------------|
| • McGraw Hill | • BASF    | • Discount Tire |
| • Lebara      | • PepsiCo | • Athenahealth  |
| • Deloitte    |           |                 |

### Key partnerships

- |            |                     |                            |
|------------|---------------------|----------------------------|
| • Deloitte | • NVIDIA            | • University of California |
| • Vonage   | • Telesign          | • Deepgram                 |
| • Google   | • AWS               | • PwC                      |
| • Meta     | • Oxford AI Society | • ICF                      |
| • OpenAI   |                     |                            |

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
| ✓                  | ✓          | ✓                 | ✓             |

# OneReach.ai profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name        | Release year | Description  |
|---------------------|--------------|--|
| Generative Studio X | 2023         | GSX is a multiagent orchestration platform comprised of over 10,000 features supporting a composable architecture for solving complex problems. These features include a library of packaged business capabilities (bots, flows, steps of integrations, automation sequences, and native channel toolkits), a cognitive services amalgamation engine, human-in-the loop capability, native voice architecture, native reporting and analytics, custom databases and tables (vector, graph, and relational), identity services manager, and private hosting environments. |

| Key use case                 | Description / Illustrative case study   | Use case progress                           |
|------------------------------|---|---|
| Customer experience          | In the real world, customer experiences span channels, topics, and time. OneReach.ai’s platform is designed to do the same thing. Entire customer journeys that span different stages (such as discovery, evaluation, transactions, and support) can be orchestrated over extended periods of time (including multiple years) and multiple channels at once.  | <div><div></div></div> <div>PilotProd</div> |
| Employee experience          | Entire employee journeys that span different stages (such as recruitment, onboarding, ongoing engagement, and offboarding) can be orchestrated over extended periods of time (including multiple years) and multiple channels at once.  | <div><div></div></div> <div>PilotProd</div> |
| Knowledge management         | Enterprise knowledge is often incomplete, out of date, siloed, and unhelpful. GSX can supplement legacy knowledge management solutions by vectorizing the knowledge, using metadata tags, assigning time-to-live values, and assigning ownership to specific people and teams that can partner with their AI agents to maintain it.   | <div><div></div></div> <div>PilotProd</div> |
| Product enhancement          | For companies that build their software (including both traditional enterprises and software companies), GSX develops and deploys their latest features without having to rely on legacy software development methodologies. For example, one of the largest US telecommunication providers has used GSX to create their AI agent solution that is being sold to its existing customer base of over one million SMBs. | <div><div></div></div> <div>PilotProd</div> |
| Data analysis and compliance | Users can ask questions directly to their data and get back specific and accurate answers, rather than having to rely on dashboards or traditional UIs. This includes the ability to dynamically write queries based on user inputs submitted in plain text.  | <div><div></div></div> <div>PilotProd</div> |

Source: Everest Group (2025)

# Orby AI profile (page 1 of 2)

## Overview

### Company overview

Orby AI provides automation tools for individuals, teams, and enterprises to manage complex tasks more efficiently. Founded in 2022 by specialists in AI and automation, Orby AI delivers an AI agent platform that automates complex enterprise processes and enhances efficiency. Powered by a proprietary Large Action Model (LAM), ActIO, Orby supports enterprise teams in automating complex tasks and improving operational efficiency. By automating complex processes that require reasoning and human judgment, Orby AI allows teams to focus on higher-value and strategic work.

**Headquarters:** Mountain View, California      **Website:** [www.orby.ai](http://www.orby.ai)

### Key leaders

- Bella Liu, Co-founder and CEO
- Will Lu, Co-founder and CTO

### Key market segments where Orby AI is present

#### Industries

- Media and entertainment
- Hi-tech
- Insurance
- Others<sup>1</sup>

#### Business functions

- Finance and accounting
- IT services
- HR
- Others<sup>2</sup>

<sup>1</sup> Others includes GSIs and consulting and commercial real estate  
<sup>2</sup> Others includes contracting

### Recent deals/investments/announcements

- **2025:** achieved a macro-average accuracy of 89.4% on the ScreenSpot Benchmark using its proprietary foundation model
- **2024:** expanded its enterprise customer base to 15+ Fortune 500 companies
- **2024:** partnered with Databricks to revolutionize gen ai automation for the enterprise
- **2024:** launched ActIO, an LAM AI foundation with advanced capabilities for decision-making, planning, and adapting to dynamic situations
- **2024:** raised US\$30 million to deliver LAM for AI automation, unlocking unrivaled enterprise efficiencies

### Key clients

Not disclosed

### Key partnerships

- Accenture
- Databricks

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  |            | ✓                 |               |

# Orby AI profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name      | Release year | Description   |
|-------------------|--------------|---|
| AI Agent Platform | 2024         | Orby’s AI Agent platform automates enterprise workflows using AI agents that adapt to changing environments, make proactive decisions, and integrate seamlessly with ERP, CRM, and other systems without the need for APIs. By streamlining operations and optimizing workflows, Orby AI enhances productivity, accelerates ROI, drives efficiency, and allows teams to focus on strategic priorities. This platform is built on Orby’s proprietary LAM (ActIO), which specializes in generating actions rather than just text, allowing for reliable execution in enterprise environments. |

| Key use case  | Description / Illustrative case study  | Use case progress                           |
|---|--|---|
| Invoice reconciliation                              | A shared service center handling high invoice volumes faced challenges with diverse provider templates, causing system breakdowns, high costs, and compliance risks despite RPA and IDP tools. By automating 64% of invoices and cutting processing time by 80%, it reduced workload, improved accuracy by 15%, enabled 24/7 reconciliation, and enhanced compliance and scalability.                                      | <div><div></div></div> <div>PilotProd</div> |
| Employee expense auditing                           | A global finance team faced an overwhelming volume of expense reports, manually reviewing only 10% despite a suspected 40% non-compliance rate, leading to slow, unscalable processes and fraud risks. By implementing automated fraud detection and compliance checks, it achieved 100% audit coverage, saved US\$4 million, reduced manual review time, increased compliance, and accelerated audits and reimbursements. | <div><div></div></div> <div>PilotProd</div> |
| Contract processing, data extraction, and migration | Manual contract data extraction caused slow processing, errors, and compliance challenges, delaying project delivery and reducing efficiency. By automating extraction, processing became faster with lower labor costs, improving accuracy, reducing risks, and freeing up resources for strategic tasks while accelerating contract migration threefold.   | <div><div></div></div> <div>PilotProd</div> |
| Insurance claims processing                         | Manual insurance claims processing was slow and error-prone, causing delays, high costs, and compliance challenges, limiting scalability as claim volumes grew. By automating validation, processing became faster with improved accuracy, reducing manual review, enhancing customer satisfaction, lowering costs, and improving compliance to mitigate litigation risks.   | <div><div></div></div> <div>PilotProd</div> |



# Relevance AI profile (page 1 of 2)

## Overview

### Company overview

Relevance AI is a low-code platform that creates AI agents designed to automate repetitive, logic-based tasks, enabling businesses to scale efficiently. The company offers two products: AI Tools, which facilitates seamless integration into workflows to automate repetitive tasks, and AI Agents, which streamlines complete workflows in areas such as marketing, sales, and research. It aims to help human teams create their own AI workforce, allowing them to focus on more strategic activities by automating repetitive tasks. The agents can be customized to business operations, enabling them to autonomously complete tasks and integrate seamlessly into existing workflows.

**Headquarters:** Surry Hills, New South Wales      **Website:** [relevanceai.com](https://relevanceai.com)

### Key leaders

- Jacky Koh, Founder and co-CEO
- Daniel Palmer, Co-founder
- Daniel Vassilev, Co-founder and co-CEO

### Key market segments where Relevance AI is present

#### Industries

- Media and entertainment
- BFSI
- Others<sup>1</sup>

#### Business functions

- Contact center
- Sales and marketing
- Others<sup>2</sup>

<sup>1</sup> Others includes food and beverages, FMCG, and real estate  
<sup>2</sup> Others includes research and operations

### Recent deals/investments/announcements

- **2025:** tested Claude 3.7 Sonnet and Claude Code, successfully generating and refining a 1,300+ Lines of Code (LOC) pull request for its Software Development Kit (SDK) with minimal human input
- **2025:** introduced Project Snippets, a centralized feature for reusable text variables, enabling seamless updates across tools and agents
- **2024:** secured US\$15 million funding to scale globally
- **2023:** raised US\$10 million funding led by King River Capital, Peak XV Partners, Insight Partners, and Galileo Ventures

### Key clients

- |             |         |                    |
|-------------|---------|--------------------|
| • ActionVFX | • Roku  | • Nine             |
| • Mirvac    | • Asahi | • Tennis Australia |

### Key partnerships

Not Available

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
| ✓                  |            | ✓                 |               |

# Relevance AI profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description   |
|--------------|--------------|---|
| Relevance AI | 2022         | <ul style="list-style-type: none"><li>• Relevance AI's no-code platform, equipped with AI tools, enables users to build AI teams efficiently</li><li>• Users can customize pre-built agent templates as per their requirements and goals</li><li>• The agents operate in two modes:<ul style="list-style-type: none"><li>– In the approval mode, users specify the actions that require human approval and set conditions for them</li><li>– In the autopilot mode, the agents execute tasks and can escalate them to human agents, if required</li></ul></li><li>• The use of the agents can be modified based on demand</li></ul> |

| Key use case                     | Description / Illustrative case study  | Use case progress                           |
|----------------------------------|--|---|
| Generating SEO-optimized content | Relevance AI's platform enables users to produce optimized SEO content, including SEO-based meta descriptions, FAQs at scale, and elaborate product descriptions.  | <div><div></div></div> <div>PilotProd</div> |
| Marketing                        | Relevance AI can run a targeted marketing program that involves creating traction through forums and inbound marketing. The agents can target relevant posts on forums based on given keywords and create thoughtful content to be posted as replies/comments while promoting the given product. | <div><div></div></div> <div>PilotProd</div> |
| Research                         | The agents can understand, learn from, and respond to human inputs while performing complex tasks autonomously. The agents can also adapt their behavior based on new information and experiences.   | <div><div></div></div> <div>PilotProd</div> |
| Customer support                 | The agents can act as customer support executives, answering customer queries in a seamless manner. The tool also provides a call transcript after the call concludes to enable another agent to identify action items based on the conversation.  | <div><div></div></div> <div>PilotProd</div> |

# Salesforce profile (page 1 of 2)

## Overview

### Company overview

Salesforce is a cloud-based software company, renowned for its platform. Salesforce provides a suite of applications and services designed to help businesses manage and improve their relationships with customers. This includes tools for sales, customer service, marketing, and commerce. Salesforce has invested significantly in integrating AI capabilities into its CRM platform to automate tasks, provide insights, and enhance customer experiences. Its key offerings include Agentforce (the agentic layer of Salesforce platform for deploying AI agents across business functions), Sales Cloud, Marketing Cloud, Mulesoft, Tableau, and Slack.

**Headquarters:** San Francisco, California      **Website:** [www.salesforce.com](http://www.salesforce.com)

### Key leaders

- Marc Benioff, Chairman and CEO
  - Robin Washington, President and Chief Operating and Financial Officer
- Muralidhar Krishnaprasad, President and CTO, Unified Agentforce Platform
  - Adam Evans, GM and EVP, Salesforce AI Platform

### Key market segments where Salesforce is present

- | Industries   | Business functions   |
|--|--|
| <ul style="list-style-type: none"><li>• Healthcare and life sciences</li><li>• Banking</li><li>• Retail</li><li>• CPG and retail</li><li>• Real estate</li></ul> | <ul style="list-style-type: none"><li>• F&amp;A</li><li>• Customer support</li><li>• Sales and marketing</li></ul> |

### Recent deals/investments/announcements

- **2025:** announced latest partnership expansion with Google; with this expanded partnership, Salesforce's Agentforce, Data Cloud, and Customer 360 Apps will also run on Google Cloud infrastructure, with access to new regions and simplified procurement through the Google Cloud Marketplace. Agentforce will also use Google's Gemini models and ground answers in Google Search with Vertex AI
- **2025:** announced plan to invest US\$1 billion in Singapore over the next five years; this investment aims to accelerate the nation's digital transformation and promote the adoption of Agentforce
- **2025:** introduced new features in Agentforce, including a library of pre-built skills, enhanced reasoning powered by the Atlas Reasoning Engine, and pre-built integrations
- **2024:** announced an investment of US\$500 million in Saudi Arabia; this initiative includes the establishment of new regional headquarters in Riyadh and aims to enhance AI skilling and expand the local partner ecosystem

### Key clients

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"><li>• SharkNinja</li><li>• Formula 1</li></ul> | <ul style="list-style-type: none"><li>• 1-800Accountant</li></ul> | <ul style="list-style-type: none"><li>• OpenTable</li></ul> |
|--|---|---|

### Key partnerships

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"><li>• AWS</li><li>• Workday</li></ul> | <ul style="list-style-type: none"><li>• Google</li><li>• Certinia</li></ul> | <ul style="list-style-type: none"><li>• Honeywell</li><li>• Docusign</li></ul> |
|---|---|--|

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
|                    | ✓          | ✓                 |               |

# Salesforce profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description   |
|--------------|--------------|---|
| Agentforce   | 2024         | <p>Agentforce is the agentic layer to the Salesforce platform that allows customers to build, test, and deploy AI agents. Users can equip Agentforce with any necessary business knowledge to execute tasks according to their specific roles. Key components include:</p> <ul style="list-style-type: none"><li>• Agent Builder: a low-code builder for Agentforce, where customers can use natural language instructions and associated actions to configure their agents</li><li>• Atlas Reasoning Engine: AI reasoning engine that enhances decision-making by providing agents with memory, planning, and contextual understanding</li><li>• Einstein Trust Layer: enables Agentforce to safely use third-party LLMs by ensuring that no Salesforce data is exposed to or retained by external model providers; when an agent interacts with the LLM, built-in guardrails, such as toxicity detection, quality evaluations, and audit trails, help ensure customer data remains secure</li><li>• Data library: enables customers to easily access cloud data</li></ul> |

| Key use case                           | Description / Illustrative case study  | Use case progress                           |
|--|--|---|
| Sales Development Representative (SDR) | Agentforce autonomously answers product-related questions, handles objections, and books meetings for sales representatives. It can act and respond, with responses grounded in clients' business data. Customers can decide how often, which channels, and when Agentforce will engage before briefing sellers for handoff. It can meet leads on their preferred channels, such as SMS and WhatsApp, in any language. | <div><div></div></div> <div>PilotProd</div> |
| Customer service                       | Agentforce autonomously provides 24/7 support to customers in natural language across channels. It can resolve cases swiftly, with answers grounded in trusted data. Enterprises can set up pre-built skills to empower Agentforce, customize workflows through low-code, set up clear security guardrails, and define when to escalate to human employees.  | <div><div></div></div> <div>PilotProd</div> |
| Campaign building                      | Agentforce can help build campaigns faster by saving employees' time on generating campaign briefs, targeting audience segments, creating content, and building customer journeys in Flow. It also continuously analyses performance against KPIs and proactively recommends improvements.   | <div><div></div></div> <div>PilotProd</div> |

# ServiceNow profile (page 1 of 2)

## Overview

### Company overview

ServiceNow is a cloud-based software company that provides a platform for automating and managing business workflows. It focuses on digital transformation, helping organizations streamline processes and improve efficiency. The company's solutions serve IT service management, customer service, and enterprise operations. ServiceNow is publicly traded on the New York Stock Exchange under the ticker symbol **NOW**. It aims to enhance connectivity and innovation within organizations by unifying workflows and processes.

**Headquarters:** Santa Clara, California      **Website:** [www.servicenow.com](http://www.servicenow.com)

### Key leaders

- |  |   |
|--|---|
| • Bill McDermott, Chairman and CEO     | • Nick Tzitzon, Vice Chairman                           |
| • Amit Zavery, President, CPO, and COO | • Jacqui Canney, Chief People and AI Enablement Officer |
| • Gina Mastantuono, President and CFO  | • Russ Elmer, General Counsel                           |
| • Chris Bedi, Chief Customer Officer   |   |

### Key market segments where ServiceNow is present

#### Industries

- Healthcare and pharma
- Energy and utilities
- Manufacturing

#### Business functions

- Finance and accounting
- IT services
- HR

### Recent deals/investments/announcements

- **2025:** acquired Quality 360 from Advania to enhance AI-driven quality management in manufacturing, providing proactive, data-driven insights to minimize operational costs
- **2025:** acquired Cuein to enhance its AI agents' ability to transform customer interaction data into actionable insights
- **2024:** announced a five-year strategic alliance with Visa to streamline payment dispute resolution and enhance the payment services
- **2024:** partnered with NVIDIA to accelerate enterprise adoption of agentic AI
- **2024:** acquired Raytion to improve its gen ai search and knowledge management, enabling real-time access to critical enterprise data across multiple sources
- **2024:** acquired 4Industry to enhance AI-powered manufacturing solutions by streamlining operations and improving productivity for industrial workers

### Key clients

- |               |                 |                   |
|---------------|-----------------|-------------------|
| • Rolls-Royce | • Ernst & Young | • City of Raleigh |
| • Prodapt     |                 |                   |

### Key partnerships

- |             |           |             |
|-------------|-----------|-------------|
| • Accenture | • DXC     | • inMorphis |
| • Cognizant | • Infosys | • Prodapt   |
| • Deloitte  | • HCLTech | • Work4Flow |

### Commercial model

ServiceNow includes its full suite of agentic AI capabilities, including AI Agent Orchestrator and AI Agent Studio, at no additional cost for Pro Plus and Enterprise Plus customers. These features are part of their existing subscription, with no separate pricing.

# ServiceNow profile (page 2 of 2)

## Products and use cases

### Key agentic AI product(s)

| Product name          | Release year      | Description   |
|-----------------------|-------------------|---|
| AI Agent Studio       | 2025 <sup>1</sup> | AI Agent Studio is an intuitive, no-code, natural language-based interface to create and deploy custom AI agents seamlessly integrated with enterprise-wide workflows and data. This tool guides users through the process of designing, testing, and activating AI agents tailored to specific business needs, all while ensuring appropriate governance and guardrails.   |
| AI Agent Orchestrator | 2025 <sup>1</sup> | The AI Agent Orchestrator coordinates multiple AI agents, both native and third-party to work collaboratively on complex business workflows. It enables AI agents to communicate, share data, and execute tasks efficiently, ensuring seamless automation across departments.   |
| AI Agents             | 2024              | AI agents are intelligent, autonomous software systems that gather data, make decisions, and execute tasks with minimal human intervention. They adapt dynamically, learn from experiences, and leverage advanced technologies such as LLMs, natural language processing, and ML. The agents can comprehend context, break down complex tasks into step-by-step processes, and continuously improve through feedback. By integrating AI agents, enterprises can drive automation, enhance decision-making, and optimize operations. |

| Key use case        | Description / Illustrative case study  | Use case progress                          |
|---------------------|--|--|
| Incident resolution | A global financial services firm employs agentic AI to automatically analyze IT tickets and suggest solutions. AI agents prioritize critical requests and escalate complex issues to specialists, resulting in faster ticket resolution and reduced manual interventions | <div><div></div><div>PilotProd</div></div> |
| Patient care        | In a hospital setting, AI agents analyze patient data to automate appointment scheduling based on availability and urgency. This leads to shorter wait times for patients and more efficient resource allocation.  | <div><div></div><div>PilotProd</div></div> |
| Invoice processing  | An insurance company deploys AI agents to automatically analyze, categorize, and approve incoming invoices. This automation speeds up invoice processing and reduces errors  | <div><div></div><div>PilotProd</div></div> |

<sup>1</sup> Currently not available to the users

# SoundHound AI profile (page 1 of 2)

## Overview

### Company overview

SoundHound AI delivers conversational intelligence solutions, including voice-based AI solutions. Amelia is SoundHound AI’s AI agent platform for all kinds of enterprise builders. Amelia delivers conversational AI solutions for both customers and employees. Underpinned by proprietary technology developed over many years, SoundHound AI’s Amelia provides agentic experiences in multiple languages across industries such as finance, healthcare, insurance, travel and hospitality, automotive, smart devices, and restaurants.

**Headquarters:** Santa Clara, California      **Website:** [www.soundhound.com](http://www.soundhound.com)

### Key leaders

- Keyvan Mohajer, Founder and CEO
- Michael Anderson, EVP, Amelia
- Michael Zagorsek, COO
- Uday Chinta, SVP Delivery and Product, Amelia

### Key market segments where SoundHound AI is present

| Industries   | Business functions   |
|--|--|
| <ul style="list-style-type: none"><li>• Healthcare</li><li>• Financial services</li><li>• Insurance</li><li>• Travel and hospitality</li><li>• CPG and retail</li><li>• Telecommunications</li><li>• Energy and utilities</li><li>• Automotive</li></ul> | <ul style="list-style-type: none"><li>• Customer support</li><li>• IT</li><li>• Sales</li><li>• Finance</li><li>• HR</li></ul> |

### Recent deals/investments/announcements

- **2025:** announced new health clients and proprietary Automatic Speech Recognition (ASR) technology
- **2024:** announced Amelia’s agentic development
- **2024:** announced gen AI-enabled digital concierge with Resorts World and Amelia
- **2024:** acquired Amelia, a leading provider of conversational AI

### Key clients

- Resorts World, Las Vegas
- Teva Pharmaceuticals
- Allina Health
- Marriott Vacations (worldwide)
- Nestle Global
- Apivia Courtage

### Key partnerships

- NICE
- EXL
- Deloitte
- Capgemini
- Fujitsu

### Commercial model

|                    |            |                   |               |
|--------------------|------------|-------------------|---------------|
| Subscription-based | User-based | Consumption-based | Outcome-based |
| ✓                  | ✓          | ✓                 | ✓             |

Note: The agentic AI capabilities of the provider are not yet generally available

# SoundHound AI profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description   |
|--------------|--------------|---|
| Amelia       | 2025         | Its core architecture for agentic AI systems is a proprietary framework built upon a foundation of existing conversational AI capabilities, including deterministic AI and a RAG subsystem. This agentic AI framework allows the definition of specific functions such as creating tickets, retrieving account details, viewing orders, resetting passwords, and providing product recommendations. When a user expresses a goal, the agent intelligently identifies the relevant functions, chains them together in a logical sequence, asks pertinent questions, and employs reasoning to achieve the desired outcome. This empowers designers to focus on defining functions, while AI manages the orchestration and execution. Amelia's architecture also enables customers to leverage their LLMs. |

| Key use case                   | Description / Illustrative case study  | Use case progress                          |
|--------------------------------|--|--|
| Customer service               | When a customer contacts Amelia to report an issue with their internet service, the agent gathers information about the problem, checks the customer's account details, and determines the appropriate troubleshooting steps. Based on the diagnosis, the agent either guides the customer through self-service solutions or escalates the issue to a human representative for specialized assistance.                         | <div><div></div><div>PilotProd</div></div> |
| PTO request                    | When an employee asks Amelia to request three days of Paid Time Off (PTO) and to add an extra day to their PTO request if they have enough hours remaining, the Amelia agent checks the employee's PTO balance, calculates the required hours for the time off, and informs the employee accordingly. Based on the response, the agent either submits the PTO request as initially planned or adds the extra day as requested. | <div><div></div><div>PilotProd</div></div> |
| Medical appointment scheduling | When a patient asks Amelia to reschedule her appointment and book one for her son at a similar time, Amelia authenticates the patients via Electronic Health Record (EHR) integration and retrieves available times for both rescheduling and new scheduling. After confirming the times with the patient, Amelia finalizes the rescheduling and books both appointments.  | <div><div></div><div>PilotProd</div></div> |

Note: The agentic AI capabilities of the provider are not yet generally available



# Tungsten Automation profile (page 1 of 2)

## Overview

### Company overview

Tungsten Automation specializes in AI-powered automation solutions. With 40 years of experience, it has a team of 2,000+ employees across 30+ countries, serving 25,000+ global customers. Tungsten Automation has presence across geographies including North America, Europe, and APAC, driving digital transformation across industries.

**Headquarters:** Irvine, California      **Website:** [tungstenautomation.com](https://tungstenautomation.com)

### Key leaders

- Reynolds C. Bish, CEO
  - Peter Hantman, President and COO
  - Mike Verdeyen, Chief Technology Officer
  - Cort Townsend, Chief Financial Officer
- Rocky Subramanian, Chief Revenue Officer
  - Tamas Hevizi, Chief Strategy Officer and EVP Marketing
  - Joe Olson, Chief Customer Officer

### Key market segments where Tungsten Automation AI is present

- | Industries  | Business functions  |
|---|---|
| <ul style="list-style-type: none"><li>• Banking</li><li>• Insurance</li><li>• Manufacturing</li><li>• Logistics</li><li>• Government and public Sector</li><li>• Healthcare</li></ul> | <ul style="list-style-type: none"><li>• F&amp;A</li><li>• HR</li><li>• Customer service</li><li>• IT operations</li><li>• Fraud detection</li></ul> |

### Recent deals/investments/announcements

- **2024:** unveiled TotalAgility 8.1 to enhance and accelerate the creation of intelligent processes and AI agents
- **2024:** appointed Mike Verdeyen, who joined as Chief Technology Officer
- **2024:** announced Tamas Hevizi as new Chief Strategy Officer
- **2024:** launched its Hybrid Cloud Print Solution to modernize print and capture management
- **2024:** hired Rocky Subramanian as Chief Revenue Officer (CRO)
- **2024:** introduced InvoiceAgility, an integrated capture and e-invoicing network solution
- **2024:** introduced new gen ai enhancements across its product portfolio
- **2024:** appointed Joel Olsen as the new Chief Customer Officer
- **2024:** launched gen ai capabilities in TotalAgility 8.0
- **2024:** rebranded itself as Tungsten Automation

### Key clients

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"><li>• Acrisure</li><li>• AMN Healthcare</li><li>• Aviva</li></ul> | <ul style="list-style-type: none"><li>• Banque Populaire Caisse d'Epargne (BPCE)</li><li>• Deutsche Rentenversicherung</li></ul> | <ul style="list-style-type: none"><li>• M&amp;T Bank</li><li>• Societe Generale</li><li>• UBS</li></ul> |
|---|--|---|

### Key partnerships

- |  |   |  |
|--|---|--|
| <ul style="list-style-type: none"><li>• Microsoft</li><li>• Amazon</li></ul> | <ul style="list-style-type: none"><li>• You.com</li><li>• Carahsoft</li></ul> | <ul style="list-style-type: none"><li>• Canon DoscPro</li><li>• Konica Minolta</li></ul> |
|--|---|--|

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  | ✓          | ✓                 |               |

# Tungsten Automation profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description  |
|--------------|--------------|--|
| TotalAgility | 2024         | Tungsten TotalAgility is a platform for building and managing AI-driven automation solutions. It offers tools for deploying, governing, and scaling AI agents, with low-code capabilities, to create enterprise workflows, automate document processing, and enable knowledge discovery. |

| Key use case                      | Description / Illustrative case study  | Use case progress                          |
|-----------------------------------|--|--|
| Intelligent knowledge discovery   | AI agents autonomously extract, analyze, and synthesize information from complex documents such as financial reports, legal contracts, and fund prospectuses to uncover insights. For example, an investment firm can use agents to mine data on foreign exchange hedging from mandatory filings, automating integration into trading systems. | <div><div></div><div>PilotProd</div></div> |
| Intelligent document processing   | AI agents can leverage natural language prompts and pre-built extraction models to process unstructured documents such as invoices, contracts, and tax forms with significant accuracy. For example, agents automate invoice processing by extracting key data points while optimizing token usage.  | <div><div></div><div>PilotProd</div></div> |
| Multiagent workflow orchestration | Managing agents can coordinate worker agents through a standardized interface, facilitating complex, multistep automation. For instance, in insurance claims processing, a managing agent can assign tasks such as document analysis and fraud detection to specialized worker agents, ensuring accuracy through iterative self-verification.  | <div><div></div><div>PilotProd</div></div> |
| Contract analysis and negotiation | AI agents review legal contracts, extract key terms, assess risks, and suggest negotiation strategies. During M&A activities, agents cross-reference thousands of contracts, flagging discrepancies and summarizing obligations to accelerate decision-making while ensuring compliance.   | <div><div></div><div>PilotProd</div></div> |

# UiPath profile (page 1 of 2)

## Overview

### Company overview

UiPath develops AI technology that automates business processes. The UiPath Platform™ accelerates the shift toward agentic automation, wherein agents, robots, people, and models integrate seamlessly to improve decision-making and autonomy. It offers a wide range of capabilities such as RPA, agents, IDP, process and task mining, API integration, low-code application development, agentic orchestration, and application testing.

**Headquarters:** New York City, New York **Website:** [www.uipath.com](http://www.uipath.com)

### Key leaders

- Daniel Dines, Founder and Executive Chairman
- Ashim Gupta, CFO and COO
- Graham Sheldon, Chief Product Officer
- Raghu Malpani, CTO

### Key market segments where UiPath is present

#### Industries

- BFSI
- Manufacturing
- Healthcare and life sciences

#### Business functions

- Finance and accounting
- Contact center
- Others<sup>1</sup>

<sup>1</sup> Others includes supply chain  
Note: The agentic AI product is not generally available as of January 31, 2025

### Recent deals/investments/announcements

- **2025:** acquired PeakAI to offer vertical specialized agents with the UiPath Agentic Automation Platform
- **2024:** opened an AI Innovation Hub in London, to drive customer collaboration and innovation with UiPath AI capabilities
- **2024:** released UiPath Autopilot™ Agent for Microsoft Teams on Teams App Store
- **2024:** unveiled vision for UiPath agentic automation and agentic orchestration capabilities, with release of Autopilot for Everyone and Agent Builder
- **2024:** launched new process diagram canvas in UiPath Studio to automate processes, integrating tasks, decision points, data flows, and human collaboration
- **2024:** made UiPath DocPath LLM generally available, enabling fine-tuning for document understanding and information extraction
- **2024:** launched Intelligent UI form-handling capabilities leveraging UiPath’s specialized AI and the learnings from Clipboard AI, to improve form handling during runtime

### Key clients

- |                   |             |               |
|-------------------|-------------|---------------|
| • JP Morgan Chase | • Coca-Cola | • Generali    |
| • Cigna           | • Amazon    | • Wells Fargo |
| • Verizon         | • UBS       |               |

### Key partnerships

- |             |             |              |
|-------------|-------------|--------------|
| • Accenture | • EY        | • AWS        |
| • Deloitte  | • SAP       | • Salesforce |
| • Cognizant | • Microsoft |              |

### Commercial model

Subscription-based



User-based



Consumption-based



Outcome-based



# UiPath profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name                  | Release year | Description   |
|-------------------------------|--------------|---|
| UiPath Agent Builder          | 2025         | Low-code secure way to build, test, and launch agents, and deploy pre-built agents from the UiPath Agent Catalog  |
| UiPath Agentic Orchestration  | 2025         | A platform that enables seamless collaboration between AI agents, robots, and humans to optimize end-to-end business processes; with agentic orchestration, customers gain the capability to orchestrate UiPath agents, third-party agents, UiPath robots, and humans, while monitoring and visualizing how work is performed |
| UiPath Autopilot for Everyone | 2024         | A conversational agentic companion to automate daily tasks, provide contextual guidance, and integrate with business applications   |

| Key use case                           | Description / Illustrative case study  | Use case progress                           |
|--|--|---|
| Semantic matching                      | An intelligent automation solution that analyzes, compares, and aligns data entities based on semantic relationships, ensuring accurate matching (where traditional fuzzy matching falls short), while enhancing automation resilience by semantically matching text labels to maintain stability against UI changes | <div><div></div></div> <div>PilotProd</div> |
| Procurement and finance reconciliation | Reconciliation of purchase orders, invoices, and supplier payments without a clear matching key, where traditional document understanding fails to establish accurate matches  | <div><div></div></div> <div>PilotProd</div> |
| Customer service agent                 | Intelligently assists customer service agents by providing relevant context, policies, and key information during customer interactions  | <div><div></div></div> <div>PilotProd</div> |
| Agentic testing                        | As part of the quality assurance process for automations, workflows, and application development, agents generate test cases, create test data, and execute test scenarios   | <div><div></div></div> <div>PilotProd</div> |

# Writer profile (page 1 of 2)

## Overview

### Company overview

Writer is a full-stack platform for enterprises to integrate agentic AI into core operations. It offers a set of integrated capabilities to build, activate, and supervise AI agents. Its suite of development tools includes Palmyra, Writer’s family of large language models, graph-based RAG, and customizable AI guardrails. The platform is purpose-built for enterprises to deploy custom AI agents within business workflows, facilitate collaboration between business and IT teams, and support high scale while maintaining security and control.

**Headquarters:** San Francisco, California **Website:** [writer.com](https://writer.com)

### Key leaders

- May Habib, CEO and Co-founder
- Waseem AlShikh, CTO and Co-Founder

### Key market segments where Writer is present

#### Industries

- BFSI
- Manufacturing
- Healthcare and life sciences

#### Business functions

- Finance and accounting
- Contact center
- Others<sup>1</sup>

<sup>1</sup> Includes sales and marketing

### Recent deals/investments/announcements

- **2025:** announced an international expansion with new office locations in London, Dublin, and Singapore, as well as a new EMEA Customer Advisory Board
- **2024:** announced a US\$200 million Series C capital raise at a US\$1.9 billion valuation to fuel its leadership in agentic AI
- **2024:** released Palmyra X 004 model to power agent development, API function calling/tool use, code generation, research, text generation, and multimodal processing (images, videos, audio, documents)
- **2024:** released domain LLMs, Palmyra Fin and Palmyra Med, to power agent development for financial services and healthcare operations

### Key clients

- L’Oreal
  - Mars
  - Kenvue
- Franklin Templeton
  - Uber
  - Vanguard
- Prudential
  - Ally
  - Intuit

### Key partnerships

- Accenture
  - Deloitte
  - NVIDIA
- AWS
  - Google Cloud
- Microsoft Azure
  - Adobe

### Commercial model

| Subscription-based | User-based | Consumption-based | Outcome-based |
|--------------------|------------|-------------------|---------------|
| ✓                  | ✓          | ✓                 |               |

# Writer profile (page 2 of 2)

## Products and use cases

Key agentic AI product(s)

| Product name | Release year | Description  |
|--------------|--------------|--|
| AI Studio    | 2024         | No-code (for business users) and pro-code (for AI engineers) tools to collaboratively build, test, deploy, and orchestrate AI agents |

| Key use case        | Description / Illustrative case study   | Use case progress                          |
|---------------------|---|--|
| Customer returns    | A global retailer deployed an AI agent to streamline customer returns by analyzing order history and company return policies. The agent determines the most ideal resolution, formulates a response plan, and communicates with the customer after validation from the support team.                            | <div><div></div><div>PilotProd</div></div> |
| Benefits navigation | A US healthcare company developed an AI agent to assist physicians and patients with benefits navigation. By analyzing real-time chat transcripts, the agent matches healthcare benefits to each patient’s insurance plan, determines the best course-of-action, and provides recommendations to the physician. | <div><div></div><div>PilotProd</div></div> |
| Investment research | A global investment bank implemented an AI agent to automate investment research. The agent generates market research reports, summarizes news and earnings statements, identifies potential M&A targets, and conducts scenario analyses, such as assessing activism vulnerability.                             | <div><div></div><div>PilotProd</div></div> |
| Claims processing   | A global insurance company introduced an AI agent to streamline claims processing. By leveraging claims documents, company knowledge graphs, and systems of record, the agent evaluates policyholder claims, determines approval or denial, and presents recommendations to adjusters.                          | <div><div></div><div>PilotProd</div></div> |

# Appendix

Glossary

Research calendar

# Glossary of key terms used in this report

|                         |   |                       |  |
|-------------------------|---|-----------------------|--|
| API                     | Application Programming Interface   | Multilingual          | AI systems capable of understanding, processing, and generating text or speech in multiple languages   |
| Conversational AI       | Technology or solution that allows enterprises to interact with customers (including internal employees) and enable self-service by leveraging sophisticated technologies such as NLP and AI; these technologies are capable of interacting with customers, understanding their issues or concerns, offering the best available resolution possible | Multimodal            | AI systems capable of processing information from different modalities, including images, videos, text, among others   |
| Foundation models       | Pretrained data models that serve as the basis for a various downstream tasks   | NLP                   | Natural Language Processing is a machine learning technology that gives computers the ability to interpret, manipulate, and comprehend human language  |
| Generative AI or gen AI | A field of AI capable of creating, manipulating, and synthesizing new content that did not exist before in various forms and modalities, such as text, images, or other media, using deep learning models; these models learn the patterns and structure of their input training data and then generate new data with similar characteristics       | Outcome-based pricing | This is a pricing model where the total cost is calculated based on the performance, results, and value experienced from the services or solutions through established KPIs.   |
| IDP                     | Intelligent Document Processing is a software product or solution that captures data from documents, categorizes, and extracts relevant data for further processing using AI technologies such as computer vision, OCR, Natural Language Processing (NLP), and machine/deep learning.   | Process intelligence  | Process intelligence is a fact-based approach to help discover, monitor, and optimize as-is processes by analyzing process-related information from event logs generated by enterprise systems (for example Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and/or recordings of activities that users perform on their desktops). |
| LAM                     | A Large Action Model is a generative AI model designed to autonomously perform complex, real-world tasks by integrating language understanding with action execution capabilities.  | RAG                   | Retrieval Augmented Generation is an AI framework for retrieving facts from an external knowledge base to ground LLMs on the most accurate, up-to-date information and to give users insight into LLMs' generative process   |
| LCNC                    | Low-code/No-code is a solution development approach that allows non-technical users to create custom digital workflows and applications with minimal coding   | RPA                   | Robotic Process Automation refers to a type of rules-based automation technology that helps automate repetitive tasks by mimicking a user's activities. It is non-invasive and typically interacts with a computer-centric task/process through the User Interface (UI) of the underlying software applications.   |
| Multiagent workflow     | A setup that consists of multiple decision-making agents, which interact in a shared environment to achieve common or conflicting goals   | SEO                   | Search Engine Optimization   |



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