

AgilePoint Is A Leader In Digital Process Automation For Wide Deployments

Excerpted From The Forrester Wave™: Digital Process Automation For Wide Deployments, Q1 2019

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AgilePoint Focuses On An Architecture To Drive Business Agility

AgilePoint provides very strong tools for business developers while enabling professional developers to build more complex applications. AgilePoint offers a particular focus on UX for both web and mobile, as well as strong data-management capabilities. The breadth of services for process automation is wide, covering nearly every functional capability that the majority of use cases requires. Customers mentioned development speed across a wide array of use cases and cost as primary areas of satisfaction with AgilePoint. While it has broad geographic and vertical coverage for a small company, AgilePoint has particularly thrived in manufacturing.

While AgilePoint is well positioned for handling digital process automation for wide workloads, it is less suited for very high-volume, high-transaction system-to-system environments. Additionally, while AgilePoint's feature set positions it for strong growth, the firm's ultimate strategy with regard to horizontal, vertical, and geographic focus is still emerging.

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AgilePoint Evaluation Overview

CURRENT OFFERING

User experience development	AgilePoint has superior tools relative to other vendors included in this evaluation, including incorporating a workspace/landing page component developers can configure, providing rich web-based forms tools for web, allowing form designs to apply directly to mobile devices, and allowing development of forms independent of process. It supports natural language processing and generation for conversational interaction and offers rich controls, style sheets, and built-in layout options.
Mobile application development	AgilePoint has superior tools relative to other vendors included in this evaluation. The platform provides a WYSIWYG designer for mobile apps and a comprehensive set of mobile-specific controls that supports pixel-perfect layout and design of native iOS and Android mobile devices, mobile offline support for processes, data, and forms. It also supports development of secure notifications in mobile applications.
Data management tools	AgilePoint provides: 1) rich declarative tooling for data modeling to create virtual entities/objects from multiple data sources (automated, assisted mapping, automated CRUD operations, tools for tagging, relating, aggregating, and searching; highly declarative); 2) virtual entities reusable across apps and processes (not just forms within a process); 3) local storage with declarative tools for policies to sync with external sources; and 4) out-of-the-box data models (either built-in or available in vendor marketplace).
Integration development tools/adapters	AgilePoint provides at least four of the following: 1) connectors and adaptors for the most widely used systems of record, including Microsoft, Oracle, SAP, and Salesforce and event sources; 2) tools for generating APIs to access services and applications; 3) self-service data discovery tools and applications and support for exposing digital process automation (DPA) components as services for other applications to consume; 4) adaptors for more than 50 systems beyond those mentioned above; and 5) partnership with a third-party integration partner.
Digital decisioning	AgilePoint includes declarative tools to define independent business rules.
Process and flow design	AgilePoint provides all of the following: 1) a single, unified, web-based design-and-development environment; 2) support for a wide range of process flow objects; 3) BPMN compliance; and 4) full support of RPA actions within the mapping environment.

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Robotic process automation	AgilePoint supports two to three of the following features: 1) embedded, native RPA functionality; 2) preintegration with at least one leading RPA vendor supported by a formal partnership; 3) integration to other RPA solutions through preconfigured, standards-based integration; and 4) seamless integration of RPA capabilities within its process mapping functionality.
Content tools	AgilePoint offers integrated document management or preintegrated support for at least one document management solution.
Reporting and analysis tools	AgilePoint provides: 1) a full-featured and user-configurable reporting and analytics tool and internal data warehouse function; 2) support of embedding reporting and analytics directly into process tasks/apps; 3) the ability to trigger actions based on reporting thresholds; and 4) preintegration with external analytics solutions (e.g., Hadoop/Spark, Tableau, and SAS). The platform includes tools for building reports on apps running on the platform, as well as building apps that analyze data from multiple sources and run on the platform. The platform supports process and case analytics.
AI development (excluding chatbots)	AgilePoint provides: 1) built-in tools and services for common APIs like NLP, computer vision, and ML (algorithm development) purpose-built to support the app dev environment and preintegrated with multiple external service providers; 2) adapters to external NLP and ML services and a demonstrated ability to optimize either development or operations using AI; 3) integrated AI/ML capabilities for specific tasks that do not require use of an external AI provider.
Event application development tools	AgilePoint provides limited declarative tools for processing events and/or adapters to specific event sources (e.g., IoT hubs, Kafka, and RabbitMQ).
Tools for coding	AgilePoint provides integral coding tools for selective extensions and functions.
Case management	AgilePoint provides support for building unstructured and dynamic workflows.
Identity and access control tools	AgilePoint supports: 1) ID federation; 2) multifactor authentication for applications; 3) built-in security-auditing tools; and 4) authentication of connected devices.

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App scaling and performance tools	AgilePoint supports one or two of the following: 1) tools for customers to configure application autoscaling; 2) feedback and advice on client- and server-side performance; 3) preintegrated support for third-party performance-management tools; and 4) documentation and/or services to help customers implement at scale.
Development process support	AgilePoint provides three or four of the following: tools to govern Agile development processes, tools to set up and configure internal automated continuous integration and delivery (CI/CD)-style pipelines, configure feature flags (or equivalent functions), and predefined integrations with third-party CI/CD toolchains.
Application change management	AgilePoint offers three or four of the following: 1) deep version management features and tools; 2) a live-update option including data; 3) tools for managing change/release strategies (e.g., A/B testing and feature flags); 4) tools to manage user feedback; and 5) tools to analyze the impact of changes.
Platform admin and configuration	AgilePoint provides tools to: 1) manage runtime configurations and 2) define and enforce design best practices and report on design issues. The platform provides an administration and management API.
Application deployment options	AgilePoint automates two to three of the following: 1) app deployment to on-premises or off-premises instances; 2) app deployment to AgilePoint's cloud service; 3) a single deployment pipeline for multiple instances of the app in different locations; and 4) app/service deployment to containers.
Security audits and certifications	AgilePoint is certified at PCI Level 1 and for FedRAMP, publishes and shares a SOC 2 Type II, the report is updated at least yearly, and provides additional security certifications of its own platform.
Data loading/sync features	AgilePoint provides declarative tools for data loading and synchronization without ETL functions.
SLAs for cloud services	When a customer app or environment fails, AgilePoint automatically provides two or three of the following: 1) notifies the customer of failure and 2) initiates a service ticket on customer's behalf to fix cause. Also, 3) SLAs are calculated on cumulative annual basis, and 4) customer contracts include availability commitments.
Application monitoring and management	AgilePoint provides: 1) tools to monitor customer apps and platform operations in real time; 2) tools to aggregate monitoring info across multiple customer apps and platform instances; 3) tools to define and report on business-level KPIs; and 4) packaged integrations with third-party app-monitoring tools and services.

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STRATEGY

Vision and strategy	AgilePoint has an average vision and strategy based on nine criteria (product road map, innovations produced, innovation pace, go-to-market approach[es], marketing approach, success of strategy, vision, and ambition).
Training, community, and marketplace	AgilePoint provides three of the following: 1) learning materials for advanced topics; 2) structured learning journeys; 3) a developer community site with access to learning materials; 4) a commercial marketplace with a private option; and 5) vendor-supported applications and/or accelerators.
Partners	AgilePoint has: 1) 50 to 500 total partners; 2) a global network; and 3) a certification program.
Commercial model	Based on review of AgilePoint's public pricing information, it 1) publishes enough pricing details to allow customers to model likely costs (or provides a calculator), 2) provides a free or freemium model through website sign-up, 3) allows customers to optimize its financial commitment by the functions consumed rather than entire platform, and 4) provides multiple licensing meters to allow customers to optimize its costs at scale.

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