

Service Delivery Automation - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts 2019 - 2029

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Report description:

The Service Delivery Automation Market size is estimated at USD 30.65 billion in 2024, and is expected to reach USD 9.19 billion by 2029, growing at a CAGR of 27.25% during the forecast period (2024-2029).

Automation enables digitally equipped enterprises or businesses to transform their service delivery and operations, bringing cost savings, accuracy, and increased productivity. It generates valuable data, facilitating smarter and faster decision-making by optimizing current processes and operations and predicting when, where, and how to provide new products and services.

Key Highlights

- The market for service delivery automation is expanding due to the growing adoption of a digital workforce and the functional advantages of automation solutions for business process automation across various end-user sectors.
- Market vendors enhance their offerings by adding new features such as automation lifecycle management, workload management, credential management, SLA-based automation, Citrix automation, and new data APIs, attracting new industries looking for higher operational and security capabilities.
- Smart process automation, big data, IoT, integration with other tools, and an increase in the adoption of service automation tools are the primary factors driving automation's growth. Furthermore, automation can create many jobs, driving demand for skilled workforces in different industries.
- However, the need for more skilled professionals to develop and manage automation processes might hinder this market's growth as new technologies get introduced exponentially. There is a need to re-skill the aging workforce to keep pace with automation's evolution.
- The COVID-19 pandemic positively impacted the market as online retail sales increased. Furthermore, using artificial intelligence (AI) and machine learning (ML), innovation leaders and business pioneers can develop the best frameworks for everything from

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staffing to finance and development to production.

Service Delivery Automation Market Trends

Retail and Consumer Goods to Dominate the Market

- With decreasing expected delivery times and increasing order volumes, automating the retail process can reduce costs and speed up order handling. Retailers and e-commerce organizations are turning to autonomous mobile robots (AMRs) to meet growing customer demands and increase operational efficiencies.
- These robots select, move, and organize goods inside distribution centers without human assistance, using vision cameras, sensors, integrated warehouse maps, and execution software systems to carry out various tasks.
- Amazon's warehouse robots are also an effective way to reduce the demand for manual labor and provide an excellent example of how the retail sector is adopting service delivery automation. These robots are primarily used for heavy lifting, package retrieval, transportation, and other duties within the establishment. The market for robots is expected to expand shortly due to the increasing usage of the Internet of Things, artificial intelligence, and machine learning in the warehouse sector.
- The e-commerce industry uses most warehouse robots as demand for same-day delivery or pickup increased with COVID-19 changing customer purchasing behavior, leading customers to prefer online ordering.

Asia-Pacific to Witness the Highest Growth

- Asia Pacific area continues to be a significant market for automated service delivery. Due to large- and medium-sized businesses' increasing acceptance of automation, the Asia-Pacific market is expanding healthily.
- The explosion of digital technology adoption and the transition to Industry 4.0 are now affecting the Asian manufacturing industry. Leasing models are being produced by several robot manufacturers with the express purpose of accelerating the adoption of the robot by small- to medium-sized manufacturers.
- The rising need to automate accounting and process management is what is causing automation to expand in India. BFSI, telecom, and the healthcare industries in India were among the first to implement automation technologies.
- One of the significant advancements in the banking sector is automation. It has evolved into a crucial technological advancement that has an impact on the financial industry. In the nation, some banks have already automated some of their banking procedures.

Service Delivery Automation Industry Overview

The market for service delivery automation is fragmented, with a number of major players vying for dominance. As companies increasingly seek to cut costs and improve customer satisfaction, automation services are in high demand, leading to growth in the industry and increased competition. Some of the key players in this market include Blueprism, Nice Systems, and IBM, all of which offer services that benefit a variety of industries. To expand their global outreach and tap into new markets, many vendors in the service delivery automation market are using merger and acquisition strategies..

In January 2023, UiPath announced significant upgrades to their platform, allowing customers to modernize their software testing practices by migrating testing to the UiPath Business Automation Platform. With streamlined and comprehensive software testing natively available to all customers, UiPath enables CIOs and IT decision-makers to save costs by consolidating and automating

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testing in a single platform. This development demonstrates UiPath's commitment to providing innovative and efficient solutions to its clients and further solidifies its position as a major player in the service delivery automation market.

In October 2022, Blue Prism announced a collaboration with SS&C to deliver a comprehensive intelligent automation package that combines robotic process automation (RPA), business process management (BPM), artificial intelligence (AI), and no-code services. This portfolio enables businesses to scale across the entire organization, unify the workforce, and improve customer, employee, and user journeys through the use of cutting-edge technologies like process intelligence, artificial intelligence (AI)/machine learning (ML), and intelligent document processing (IDP).

Additional Benefits:

- The market estimate (ME) sheet in Excel format
- 3 months of analyst support

Table of Contents:

1 INTRODUCTION

- 1.1 Study Assumptions and Market Definition
- 1.2 Scope of the Study

2 RESEARCH METHODOLOGY

3 EXECUTIVE SUMMARY

4 MARKET INSIGHTS

- 4.1 Market Overview
- 4.2 Industry Attractiveness - Porter's Five Forces Analysis
 - 4.2.1 Bargaining Power of Suppliers
 - 4.2.2 Bargaining Power of Consumers
 - 4.2.3 Threat of New Entrants
 - 4.2.4 Intensity of Competitive Rivalry
 - 4.2.5 Threat of Substitutes
- 4.3 Impact of COVID-19 on the Market

5 MARKET DYNAMICS

- 5.1 Market Drivers
 - 5.1.1 Need for Operational Efficiency
 - 5.1.2 Cost-cutting Across Industries
- 5.2 Market Restraints
 - 5.2.1 Lack of Skilled Personnel

6 MARKET SEGMENTATION

- 6.1 By Type
 - 6.1.1 IT Process Automation
 - 6.1.2 Business Process Automation
- 6.2 By Organization Size
 - 6.2.1 Large Enterprises
 - 6.2.2 Small & Medium Enterprises (SMEs)

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6.3 By End-user Industry

6.3.1 BFSI

6.3.2 IT

6.3.3 Telecommunication and Media

6.3.4 Hospitality and Transportation

6.3.5 Retail and Consumer Goods

6.3.6 Healthcare and Pharmaceuticals

6.3.7 Manufacturing and Logistics

6.3.8 Other End-User Industries

6.4 By Geography

6.4.1 North America

6.4.2 Europe

6.4.3 Asia Pacific

6.4.4 Latin America

6.4.5 Middle East and Africa

7 COMPETITIVE LANDSCAPE

7.1 Company Profiles

7.1.1 Automation Anywhere Inc.

7.1.2 UiPath SRL

7.1.3 IPsoft Inc.

7.1.4 Blue Prism

7.1.5 Xerox Corporation

7.1.6 NICE Systems Ltd

7.1.7 Celaton Limited

7.1.8 Automation Anywhere Inc.

7.1.9 Arago GmbH

7.1.10 Accenture Inc.

7.1.11 AutomationEdge Technologies Inc.

8 INVESTMENT ANALYSIS

9 FUTURE OF THE MARKET

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