

Intelligent Document Processing Platforms Buyers Guide

Software Provider and Product Assessment



SOFTWARE
PROVIDER
REPORT

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Buyers Guide Overview

ISG Research has conducted market research for over two decades across vertical industries, business applications, AI and IT. We have designed the ISG Buyers Guide™ to provide a balanced perspective of software providers and products that is rooted in an understanding of business and IT requirements. Utilization of our research methodology and decades of



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experience enables our Buyers Guide to be an effective method to assess and select software providers and products. The findings of this research provide a comprehensive approach to rating software providers and rank their ability to meet specific product and customer experience requirements.

The 2026 ISG Buyers Guides™ for Intelligent Automation Platforms, covering Process Intelligence Platforms, Intelligent Document Processing Platforms and Automation and Orchestration Platforms, are the distillation of continuous market and product research. It is an assessment of how well software providers' offerings address enterprises' requirements for intelligent automation software. The Value Index methodology is structured to support a request for information (RFI) for a request for proposal (RFP) process by incorporating all criteria needed to evaluate, select, utilize and maintain relationships with software

providers. The ISG Buyers Guide evaluates customer experience and the product experience in its capability and platform.

The structure of the research reflects our understanding that the effective evaluation of software providers and products involves far more than just examining product features, potential revenue or customers generated from a provider's marketing and sales efforts. It can ensure the best long-term relationship and value achieved from a resource and financial investment. We believe it is important to take a comprehensive, research-based approach, since making the wrong choice of intelligent automation platform can raise the total cost of ownership, lower the return on investment and hamper an enterprise's ability to reach its potential. In addition, this approach can reduce the project's development and deployment time and eliminate the risk of relying on opinions or historical biases.

ISG Research believes that an objective review of existing and potential new software providers and products is a critical strategy for the adoption and implementation of intelligent automation software. An enterprise's review should include an analysis of both what is possible and what is relevant. We urge enterprises to do a thorough job of evaluating intelligent automation platforms and offer these Buyers Guides as both the results of our in-depth analysis of these providers and as an evaluation methodology.



How To Use This Buyers Guide

Evaluating Software Providers: The Process

We recommend using the Buyers Guide to assess and evaluate new or existing software providers for your enterprise. The market research can be used as an evaluation framework to assess existing approaches and software providers or establish a formal request for information from providers on products and customer experience and will shorten the cycle time when creating an RFI. The steps listed below provide a process that can facilitate best possible outcomes in the most efficient manner.

1. Define the business case and goals.
Define the mission and business case for investment and the expected outcomes from your organizational and technological efforts.
2. Specify the business and IT needs.
Defining the business and IT requirements helps identify what specific capabilities are required with respect to people, processes, information and technology.
3. Assess the required roles and responsibilities.
Identify the individuals required for success at every level of the enterprise from executives to frontline workers and determine the needs of each.
4. Outline the project's critical path.
What needs to be done, in what order and who will do it? This outline should make clear the prior dependencies at each step of the project plan.
5. Ascertain the technology approach.
Determine the business and technology approach that most closely aligns to your enterprise's requirements.
6. Establish software provider evaluation criteria.
Utilize the product experience: capability and platform with support for adaptability, manageability, reliability and usability, and the customer experience in TCO/ROI and Validation.
7. Evaluate and select the software provider and products properly.
Apply a weighting the evaluation categories in the evaluation criteria to reflect your enterprise's priorities to determine the short list of software providers and products.
8. Establish the business initiative team to start the project.
Identify who will lead the project and the members of the team needed to plan and execute it with timelines, priorities and resources.

Using the ISG Buyers Guide and process provides enterprises a clear, structured approach to making smarter software and business investment decisions. It ensures alignment between strategy, people, processes and technology while reducing risk, saving time and improving outcomes. The ISG approach promotes data-driven decision-making and collaboration, helping choose the right software providers for maximum value and return on investment.



Intelligent Document Processing Platforms

Over the next 12 to 24 months, CIOs and IT leaders will prioritize converting unstructured content into actionable data to improve straight-through processing, compliance and customer experience across document-intensive workflows. The volume and variability of enterprise documents, including emails, PDFs, images, forms, contracts and multimedia, continue to increase, while talent constraints and heightened regulatory scrutiny around privacy, data residency and auditability demand higher accuracy with stronger controls. Enterprises are consolidating legacy OCR tools into AI-enabled platforms, adopting foundation models with human-in-the-loop review for risk-sensitive processes and integrating document intelligence with process mining, orchestration and line-of-business systems to close the loop from insight to action. Advances in machine learning, generative AI and agentic AI are increasing extraction precision, enabling semantic understanding and automating validation and exception handling, driving demand for IDP platforms that deliver enterprise-grade accuracy, governance and interoperability.

ISG Research defines intelligent document processing (IDP) platforms as enterprise software that automates the extraction, classification, analysis and processing of information from structured, semi-structured and unstructured documents. These platforms combine optical



IDP platforms have evolved from template-driven OCR and rules-based classification toward AI-enabled document intelligence that can handle high variability and scale.

character recognition and computer vision, natural language processing and machine learning and are augmented by generative and agentic AI, to understand, validate and act on document content. Core capabilities include multi-channel ingestion, layout and semantic understanding, entity and table extraction, policy- and model-driven validation, human-in-the-loop review, enrichment and routing, integration with process intelligence and automation and orchestration systems, analytics and quality monitoring and security, privacy and access controls. The objective is to increase automation rates, reduce cycle times and errors and deliver governed, auditable document intelligence at enterprise scale.

IDP platforms have evolved from template-driven OCR and rules-based classification toward AI-enabled document intelligence that can handle high variability and scale. Early approaches focused on digitizing

structured forms and invoices but struggled with unstructured content, multilingual inputs and complex layouts. Over time, improvements in computer vision, NLP and machine learning expanded extraction accuracy and coverage, while human-in-the-loop review became essential for reliability in compliance-sensitive workflows.



The recent infusion of generative and agentic AI has accelerated this evolution. Today's IDP platforms perform semantic understanding, contextual validation and narrative summarization, and integrate directly with process intelligence and orchestration systems. This shift moves IDP from point tools toward enterprise platforms that convert document content into governed data and trigger downstream actions, enabling measurable gains in straight-through processing under strong governance.

In the market, IDP platforms are industry-agnostic, but see strongest adoption in document-heavy and compliance-sensitive domains such as financial services, insurance, healthcare, public sector, manufacturing and logistics. They are best suited for large enterprises managing high document volumes, variability and multilingual requirements across hybrid and multicloud environments. By 2028, enterprise IT leaders will favor AI-driven document automation with built-in governance and validation to accelerate straight-through processing while preserving accuracy, compliance and trust at scale.

Successful adoption requires clear prerequisites. Enterprises must establish data governance and privacy policies for handling personally identifiable information and protected health information, ensure compliance with data residency requirements and maintain labeled, representative training datasets. Human-in-the-loop quality assurance remains essential for exception management, supported by model lifecycle management that includes versioning, monitoring and drift detection. Integration maturity via APIs and event streams is critical to connect IDP platforms with ERP, CRM, ECM and workflow tools. Effective deployments typically begin with high-impact use cases such as invoice-to-pay, claims intake or customer onboarding, and set explicit accuracy and straight-through processing targets and expand incrementally to more complex, multi-format documents.

Enterprises require IDP platforms that transform diverse documents, including contracts, emails, claims, shipping records and identity documents, into accurate and auditable data that supports end-to-end automation. This depends on multi-channel ingestion, robust extraction of text, tables and entities and policy-based validation aligned with business rules and regulatory requirements. To link document processing to business outcomes, organizations need embedded metrics for accuracy, straight-through processing and operational performance that connect improvements to cycle time reduction, error rates and customer experience.

Interoperability and responsible AI are equally important. IDP platforms must integrate through APIs and event streams with core business systems to route enriched data and

Intelligent Automation
Market Assertion

By 2028, enterprise IT leaders will favor AI-driven document automation with built-in governance and validation to accelerate straight-through processing while preserving accuracy, compliance, and trust at scale.

Jeff Orr
Director of Research, Technology Research

ISG Research



manage exceptions. Governance must extend across data privacy, residency and model operations, with human-in-the-loop checkpoints for workflows carrying regulatory or financial risk. These foundations enable organizations to expand confidently from well-structured documents to complex, unstructured content without sacrificing control.

At a functional level, successful IDP Platforms deliver cohesive, native capabilities across OCR and computer vision, NLP and machine learning for layout and semantic understanding, and flexible validation that combines rules, models and referential data. Platforms provide annotation tools to accelerate model improvement, human-in-the-loop review and enrichment and routing to downstream systems. Generative AI should augment classification,



Scale and governance are non-negotiable requirements.

summarization and exception guidance under configurable guardrails to prevent hallucinations and enforce policy.

Scale and governance are non-negotiable requirements. Platforms must offer secure access controls, audit trails, secrets management and compliance attestations, along with multilingual support and connectors or SDKs for rapid integration. Model operations, including dataset quality management, evaluation pipelines, bias

checks and continuous monitoring, should be built in. Reliability features such as queueing, retries and fault tolerance, combined with deployment flexibility across SaaS and hybrid environments, ensure consistent performance at a global scale, while cost transparency supports ongoing management of total cost of ownership.

When evaluating IDP Platforms, enterprises should prioritize offerings that deliver high accuracy across diverse document types, strong governance and privacy controls and seamless integration with process intelligence and orchestration. Assessments should emphasize KPI-backed reporting for straight-through processing, exception rates and cycle time, along with human-in-the-loop capabilities for risk-sensitive steps and robust model lifecycle management. Successful adoption typically starts with targeted document flows, validates outcomes against business objectives and scales incrementally under clear AI guardrails. Providers that reduce manual effort, improve data quality and demonstrate sustained ROI in production environments will deliver the greatest long-term value.

The 2026 ISG Buyers Guide™ for Intelligent Document Processing Platforms evaluates software providers across key capabilities, including data extraction and recognition, document classification and categorization, AI/ML functionality, integration and export, error reduction and validation, model scalability and adaptability and support for no-code, low-code and pro-code interfaces. This research assesses the following software providers: ABBYY, Appian, Automation Anywhere, Fortra, HCLTech, Hyperscience, IBM, Infrd, Iron Mountain, Laiye, Microsoft, MuleSoft, Newgen, Nividous, OpenText, ServiceNow, SS&C Blue Prism, Sutherland, Tungsten Automation, UiPath, Workato and WorkFusion.



Key Takeaways

Intelligent document processing platforms are becoming central to enterprise efforts to convert unstructured content into reliable, actionable data at scale. As document volumes and variability grow alongside regulatory and accuracy requirements, organizations are moving beyond standalone OCR toward governed, AI-enabled platforms integrated with business processes. Advances in machine learning and generative AI are accelerating semantic understanding and exception handling, shifting IDP from point automation to an enterprise capability tied to measurable outcomes.

Software Provider Summary

The ISG Buyers Guide™ for Intelligent Document Processing Platforms evaluates 22 software providers offering products that support enterprise document ingestion, extraction, validation and integration with downstream systems. The research ranked the top three overall leaders as Appian, Microsoft and ServiceNow. Providers were classified using weighted performance in Product Experience and Customer Experience for ISG quadrant placement. Appian, Automation Anywhere, IBM, Iron Mountain, Microsoft, ServiceNow and UiPath were rated as Exemplary, with Hyperscience, Newgen, Tungsten Automation and Workato rated as Innovative. MuleSoft, SS&C Blue Prism, and WorkFusion were rated as Assurance, and ABBYY, Fortra, HCLTech, Infrd, Laiye, Nividous, OpenText and Sutherland were rated as Merit.

Product Experience Insights

Product Experience, representing 80% of the evaluation, focuses on Capability (50%) and Platform (30%), which includes adaptability, manageability, reliability and usability. Appian, ServiceNow and Microsoft achieved the highest performance as Leaders in this category, supported by high-accuracy extraction across diverse document types and enterprise-grade platform capabilities for governance, scalability and integration. Leaders demonstrated enterprise-grade platform capabilities across varied roles and contexts.

Customer Experience Value

Customer Experience, representing 20% of the evaluation, focuses on validation and TCO/ROI. IBM, ServiceNow and Microsoft were the Leaders in this category, showing strong customer advocacy and clear investment in success outcomes. Providers with lower performance often lacked publicly available customer validation or failed to demonstrate structured ROI measurement and proactive lifecycle engagement.

Strategic Recommendations

Enterprises should position intelligent document processing platforms as governed data foundations rather than isolated automation tools. Buyers should prioritize platforms that combine high extraction accuracy with strong privacy, auditability and human-in-the-loop controls for risk-sensitive workflows. Tight integration with core systems and process orchestration helps ensure document intelligence translates into measurable operational impact. Starting with targeted, high-volume use cases and scaling under clear AI guardrails supports sustained value realization.



The Findings – IDP Platforms

The software providers and products evaluated in the research provide product and customer experiences, but not everything offered is equally valuable to every enterprise or is needed to operate in business processes and use cases. Moreover, the existence of too many capabilities in products may be a negative factor for an enterprise if it introduces unnecessary complexity. Nonetheless, you may decide that a more comprehensive set of capabilities in the product is important, and where they match your enterprise’s requirements.

An effective customer relationship with a software provider is vital to the success of any investment. The overall customer experience and the full lifecycle of engagement play a key role in ensuring satisfaction and long-term success. Providers with dedicated customer leadership, such as chief customer officers, tend to invest more deeply in these relationships and prioritize customer outcomes to TCO and ROI expectations. It is equally important that this commitment to customer success is clearly demonstrated throughout the provider’s website, buying process and customer journey.

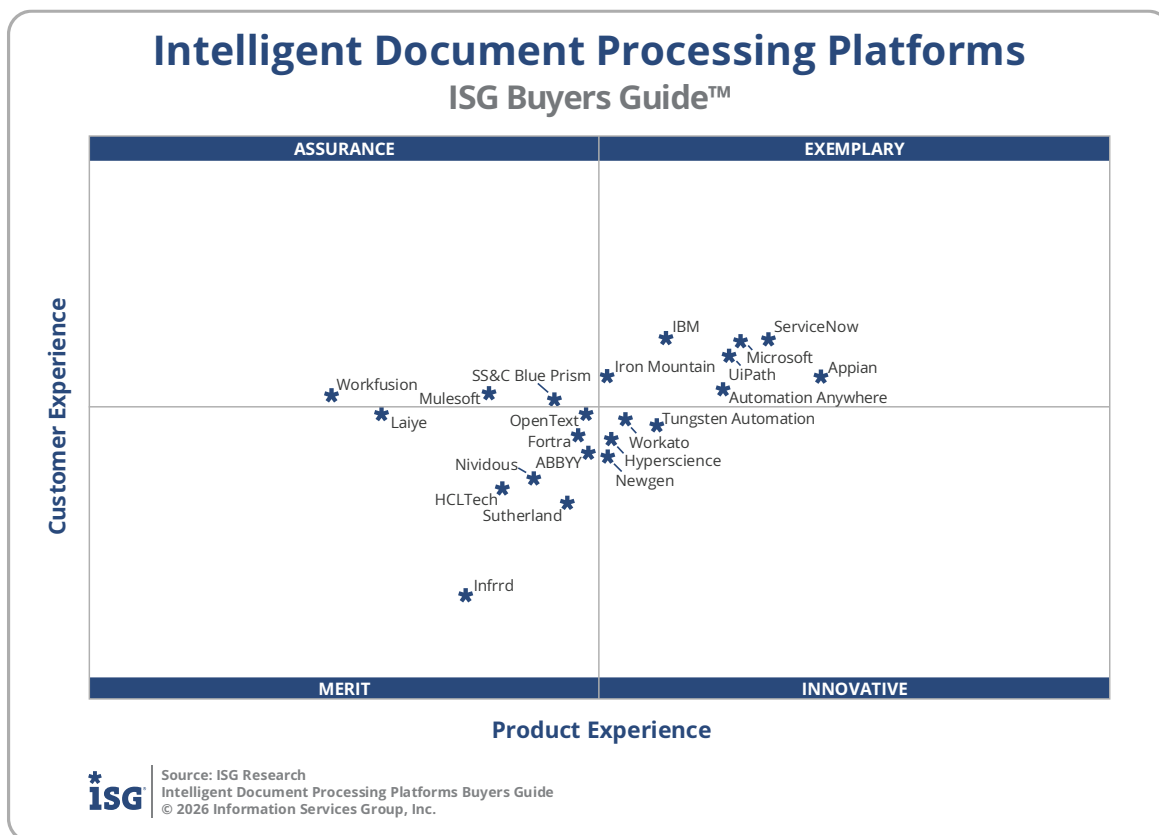
Overall Scoring of Software Providers Across Categories

The research finds Appian atop the list, followed by Microsoft and ServiceNow. Providers that place in the top three of a category earn the designation of Leader. Appian and ServiceNow have done so in four categories, Microsoft in three and Automation Anywhere, Hyperscience, IBM and UiPath in one category.

The overall representation of the research below places the rating of the Product Experience and Customer Experience on the x and y axes, respectively, to provide a visual representation and classification of the software providers. Those providers whose Product Experience have above median weighted performance to the axis in aggregate of the two product categories place farther to the right, while the performance and weighting for the Customer Experience category determines placement on the vertical axis. In short, software providers that place closer to the upper-right on this chart performed better than those closer to the lower-left. The research categorizes and rates software providers into one of four categories: Assurance, Exemplary, Merit or Innovative.

Providers	Grade	Performance
Appian	B+	Leader 74.4%
Microsoft	B+	Leader 71.5%
ServiceNow	B+	Leader 70.5%
Automation Anywhere	B+	70.1%
UiPath	B+	69.2%
IBM	B	66.0%
Hyperscience	B	63.4%
Iron Mountain	B	63.0%
Tungsten Automation	B-	62.5%
SS&C Blue Prism	B-	60.6%
Fortra	B-	60.5%
Newgen	B-	59.7%
Workato	B-	59.2%
OpenText	B-	58.1%
ABBYY	B-	58.0%
Nividous	B-	57.9%
MuleSoft	C++	55.5%
Sutherland	C++	55.3%
HCLTech	C+	48.0%
Laiye	C+	47.2%
WorkFusion	C+	45.1%
Infrd	C	42.6%

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Exemplary: This rating (upper right) represents those that performed above median in Product and Customer Experience requirements. The providers rated Exemplary are: Appian, Automation Anywhere, IBM, Iron Mountain, Microsoft, ServiceNow and UiPath.

Innovative: This rating (lower right) represents those that performed above median in Product Experience but not in Customer Experience. The providers rated Innovative are: Hyperscience, Newgen, Tungsten Automation and Workato.

Assurance: This rating (upper left) represents those that performed above median in Customer Experience but not in Product Experience. The providers rated Assurance are: MuleSoft, SS&C Blue Prism and WorkFusion.

Merit: This rating (lower left) represents those that did not surpass the median in Customer or Product Experience. The providers rated Merit are: ABBYY, Fortra, HCLTech, Infrd, Laiye, Nividous, OpenText and Sutherland.

We advise enterprises to use this research as a supplement to their own evaluations, recognizing that ratings or rankings do not solely represent the value of a provider nor indicate universal suitability of a set of products.



Product Experience

The process of researching products to address an enterprise's needs should be comprehensive and evaluate specific capabilities and the underlying platform to the product experience. Our evaluation of the Product Experience examines the lifecycle of onboarding, configuration, operations, usage and maintenance. Too often, software providers are not evaluated for the entirety of the product; instead, they are evaluated on market execution and vision of the future.

The research results in Product Experience are ranked at 80%, or four-fifths, using the underlying weighted performance. Importance was placed on the categories as follows: Capability (50%) and Platform (30%). Appian, ServiceNow and Microsoft were designated Product Experience Leaders. While not Leaders, UiPath and Automation Anywhere were also found to meet a broad range of enterprise product experience requirements.

IDP Platforms Product Experience

Providers	Grade	Performance
Appian	B+	Leader 56.9%
ServiceNow	B	Leader 54.0%
Microsoft	B	Leader 52.4%
UiPath	B	51.7%
Automation Anywhere	B	51.5%
IBM	B-	48.2%
Tungsten Automation	B-	47.3%
Workato	B-	45.8%
Hyperscience	B-	45.0%
Newgen	C++	44.8%
Iron Mountain	C++	44.7%
ABBYY	C++	43.8%
OpenText	C++	43.6%
Fortra	C++	43.1%
Sutherland	C++	42.6%
SS&C Blue Prism	C++	41.9%
Nividous	C++	41.2%
HCLTech	C+	38.9%
MuleSoft	C+	38.1%
Infrd	C+	36.8%
Laiye	C	32.0%
WorkFusion	C-	29.2%



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Capability of the Product

The Capability criteria is designed to assess the products and features across a broad range of IDP platform capabilities that support data extraction and recognition, document classification and categorization, AI/ML functionality, integration and export, error reduction and validation, model scalability and adaptability and support for no-code, low-code and pro-code interfaces.

ISG Research evaluated more than 30 different function points in 11 sections to assess the full scope of IDP platform capabilities. It also examined the investment by the software provider. The research weights Capability at 50% of the overall rating. ServiceNow, Appian and UiPath are the Leaders in this category.

The Capability evaluation for IDP platforms provides a framework for enterprises. Software providers that have more breadth and depth and support the entire set of needs fared better.

IDP Platforms Capability

Providers	Grade	Performance
ServiceNow	B+	Leader 68.9%
Appian	B	Leader 67.1%
UiPath	B-	Leader 62.4%
Microsoft	B-	60.7%
Workato	B-	60.2%
IBM	B-	58.9%
Tungsten Automation	B-	57.1%
Automation Anywhere	B-	56.6%
HCLTech	B-	56.4%
OpenText	C++	55.7%
Infrd	C++	53.0%
ABBYY	C++	52.7%
Newgen	C++	51.9%
Sutherland	C++	50.7%
Iron Mountain	C++	50.3%
Fortra	C+	46.0%
Hyperscience	C+	45.3%
SS&C Blue Prism	C+	44.3%
MuleSoft	C	43.3%
Nividous	C	41.4%
Laiye	C	40.3%
WorkFusion	C-	36.6%

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Platform of the Product

The Platform category evaluates the underlying requirements of a platform and examines how well a software product meets enterprise needs across business and IT. It measures how effectively the product can be managed and configured and integrated into enterprise environments, how efficiently it can be governed and secured, how reliably it performs and scales, and how intuitively it supports users across varied roles and skill levels. The platform category in the ISG Buyers Guide examines specific requirements for adaptability, manageability, reliability and usability.

The grading of the underlying platform focuses on a software product’s overall robustness and the flexibility of a provider’s software foundation. Adaptability measures a product’s ability to be customized and integrated across systems and data, while manageability focuses on governance, security and compliance. Reliability considers performance and scalability across environments, and usability assesses how intuitive and accessible the product is through design, use of AI and ongoing provider investment.

ISG Research evaluated 16 function points in 5 sections to assess the full scope of platform capabilities. The research weights Platform at 30% of the overall rating. Appian, Automation Anywhere and Hyperscience are the Leaders in this category.

Platform is an essential evaluation category as it indicates the strength and resilience of a software provider’s product architecture. A well-designed platform ensures secure and compliant operations, dependable scalability and uptime, and a unified, intuitive experience for range of usage personas. It also reflects the provider’s capacity to enable deployment models while maintaining flexibility for enterprise demands.

Software providers that performed best in the Platform category were those that have support for the breadth and depth of needs across business and IT supporting adaptability, manageability, reliability and usability. Providers with lower performance were challenged in one or more of these areas or did not demonstrate a cohesive, enterprise-grade approach. The underlying platform for a software provider’s products is essential in any evaluation.

IDP Platforms Platform		
Providers	Grade	Performance
Appian	B++	Leader 78.0%
Automation Anywhere	B++	Leader 77.3%
Hyperscience	B+	Leader 74.6%
Microsoft	B+	73.6%
UiPath	B	68.3%
Nividous	B	68.3%
Fortra	B	67.2%
SS&C Blue Prism	B	65.9%
ServiceNow	B	65.2%
Iron Mountain	B	65.2%
Newgen	B	62.7%
Tungsten Automation	B	62.6%
IBM	B-	62.5%
ABBYY	B-	58.1%
Sutherland	B-	57.4%
MuleSoft	C++	54.7%
OpenText	C++	52.4%
Workato	C++	52.3%
Laiye	C	39.6%
WorkFusion	C-	36.5%
HCLTech	C-	35.4%
Infrrd	C-	34.2%

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Customer Experience

The importance of a customer relationship with a software provider is essential to the actual success of the products and technology. The evaluation of the Customer Experience and the entire lifecycle an enterprise has with its software provider is critical for ensuring satisfaction in working with that provider. The ISG Buyers Guide examines a software provider's customer commitment, viability, customer success, sales and onboarding, product roadmap and services with partners and support. The customer experience category also investigates the TCO/ROI and how well a software provider demonstrates the product's overall value, cost and benefits, including the tools and resources to evaluate these factors.

The research results in Customer Experience are ranked at 20%, or one-fifth of the 100% index, and represent the underlying provider validation and TCO/ROI requirements as they relate to the framework of commitment and value to the software provider-customer relationship.

The software providers that evaluated the highest in the Customer Experience category are IBM, ServiceNow and Microsoft. These category leaders best communicate commitment and dedication to customer needs.

Software providers that did not perform well in this category were unable to provide or make sufficient information readily available to demonstrate success or articulate their commitment to customer experience. The use of a software provider requires continuous investment, so a holistic evaluation must include examination of how they support their customer experience.

IDP Platforms Customer Experience

Providers	Grade	Performance
IBM	A-	Leader 16.8%
ServiceNow	A-	Leader 16.7%
Microsoft	A-	Leader 16.6%
UiPath	B++	16.2%
Appian	B++	15.6%
Iron Mountain	B++	15.6%
Automation Anywhere	B++	15.2%
MuleSoft	B++	15.0%
WorkFusion	B++	15.0%
SS&C Blue Prism	B+	14.8%
OpenText	B+	14.6%
Laiye	B+	14.5%
Workato	B+	14.3%
Tungsten Automation	B+	14.0%
Fortra	B	13.8%
Hyperscience	B	13.6%
ABBYY	B	13.2%
Newgen	B	13.1%
Nividous	B-	12.4%
HCLTech	B-	12.1%
Sutherland	B-	11.6%
Infrd	C	8.7%



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Software Provider Inclusion – Intelligent Document Processing Platforms

For inclusion in the 2026 ISG Buyers Guide™ for Intelligent Document Processing Platforms, a software provider must be in good standing financially and ethically, have at least \$45 million in annual or projected revenue verified using independent sources, sell products and provide support on at least two continents, and have at least 150 full-time employees. The principal source of the relevant business unit's revenue must be software-related, and there must have been at least one major software release in the past 12 months.

The research is designed to be independent of the specifics of software provider packaging and pricing. To represent the real-world environment in which businesses operate, we include providers that offer suites or packages of products that may include relevant individual modules or applications. If a software provider is actively marketing, selling and developing a product for the general market and it is reflected on the provider's website that the product is within the scope of the research, that provider is automatically evaluated for inclusion.

All software providers that offer relevant products and meet the inclusion requirements were invited to participate in the evaluation process at no cost to them.

Software providers that meet our inclusion criteria but did not completely participate in our Buyers Guide were assessed solely on publicly available information. As this could have a significant impact on classification and ratings, we recommend additional scrutiny when evaluating those providers.



Products Evaluated

Provider	Product Names	Version	Release Month/Year
Appian	AI Document Center	25.4	November 2025
ABBYY	ABBYY Vantage	2.7.1	June 2025
Automation Anywhere	Automation 360	38	September 2025
Fortra	Automate Intelligent Capture	25.1.0	August 2025
HCLTech	EXACTO	N/A	September 2025
Hyperscience	Hyperscience Platform	42.1.3	December 2025
IBM	IBM Automation Document Processing (ADP)	25.0.0	June 2025
Infrird	Titan IDP	N/A	October 2025
Iron Mountain	InSight Intelligent Document Processing (IDP)	N/A	August 2025
Laiye	IDP	3.25 Cloud	September 2025
Microsoft	Power Automate	2508.2	August 2025
MuleSoft	MuleSoft Intelligent Document Processing	N/A	June 2025
Newgen	<u>NewgenONE Platform</u>	1002	December 2025
Nividous	Nividous Platform	7.5.1	August 2025
OpenText	OpenText Capture	CE 25.2	June 2025
ServiceNow	ServiceNow NOW Platform	7.1.5 (Zurich)	September 2025
SS&C Blue Prism	Decipher IDP	2.4	June 2025
Sutherland	Sutherland Extract	2	October 2025
Tungsten Automation	Tungsten Capture	11.2.0 Fix Pack 1	April 2025



UiPath	UiPath IXP	2024.10.5	September 2025
Workato	The Workato One Platform	N/A	September 2025
WorkFusion	WorkFusion IDP	Edward	July 2025



Iron Mountain

Company and Product Profile

InSight Intelligent Document Processing (IDP), v. 2025, August 2025

"At Iron Mountain, we believe that all data has powerful, untapped potential. Too often, this data is lost, buried, disconnected, or siloed. That's why we are working to disrupt the AI productivity market and change the way businesses leverage critical information. Iron Mountain InSight Intelligent Document Processing (IDP) is a cloud-native software-as-a-service (SaaS) platform that adds context to unstructured data through AI-powered data extraction and classification to quickly turn documents into information you can use." – Iron Mountain

Intelligent Document Processing Platforms

Summary

Our analysis classified Iron Mountain as Exemplary, receiving an overall grade of B with a 63.0% performance. Iron Mountain's best grouped results came in Customer Experience with a 77.9% performance and a B++ grade. In Product Experience, Iron Mountain received a B- grade with a 58.8% performance.

Strengths

Iron Mountain demonstrated solid performance in Customer Experience, highlighting the resources it provides for identifying and quantifying achievable benefits. In Product Experience, particularly in Platform, Iron Mountain showed proficiency in its data recovery and business continuity capabilities.

Challenges

In Product Experience, particularly in Capability, Iron Mountain could strengthen its marketplace support of applications and connectors. In Customer Experience, Iron Mountain could improve how it articulates commitment to delivering quality customer experiences.

IDP Platforms		
Iron Mountain		
Exemplary Provider		
Category	Performance	Grade
Overall	63.0%	B
Product	58.8%	B-
Capability	50.3%	C++
Platform	65.2%	B
Customer	77.9%	B++

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ISG (Nasdaq: [III](#)) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.