

[Go to Gartner Home](#)**Gartner.**

Licensed for Distribution

Market Guide for Intelligent Document Processing Solutions

Published 16 February 2022 - ID G00757528 - 23 min read

By Shubhangi Vashisth, Anthony Mullen, [and 2 more](#)

Intelligent document processing solutions are used to extract information from textual data, primarily documents, for analysis and workflow automation. Data and analytics leaders should use this research to evaluate IDP solutions for creating operational efficiencies and/or deriving insights.

Overview

Key Findings

- The intelligent document processing (IDP) market is dense with vendor offerings. New and commoditized natural language technology (NLT) techniques have lowered the barrier of entry. However, domain knowledge (such as industry-specific document training sets) and emerging technology capabilities differentiate vendor solutions.
- The use cases for IDP span across the spectrum of structured, semistructured and unstructured data. However, the majority of vendors are able to efficiently support only the use cases that deal with structured and semistructured data.
- Organizations often approach their IDP use cases as point solutions within specific departments. Increased awareness of vendor offerings and consolidation of product features will lead to a greater demand for platforms that can serve multiple use cases.

Recommendations

Data and analytics leaders looking to leverage AI-enabled IDP capabilities across business processes must:

- Decide between a point solution and a platform by articulating current requirements and also by considering future technological development and organizational growth (for example, support for written languages, unstructured data, domain-specific workflows and internal

departmental use cases). This will help not only select the right vendor but also avoid situations where you need to use alternative tools to plug gaps or add more capabilities.

- Evaluate vendor solutions by conducting detailed proofs of concept (POCs). Then, assess the overall quality and efficiency of the solution, the flexibility of the solution to efficiently handle diverse formats, ease of training and retuning, support for “human in the loop” workflows, and user experience.
- Ensure that labels and classifications are harmonized with broader master metadata management by using shared master metadata frameworks such as semantic approaches.

Market Definition

Intelligent document processing (IDP) solutions extract data to support automation of high-volume, repetitive document processing tasks and for analysis and insight. IDP uses natural language technologies and computer vision to extract data from structured and unstructured content, especially from documents, to support automation and augmentation.

Market Description

Although interest in IDP from enterprises has markedly increased in recent years, automation with document processing isn't new, and it has been signaled by many terms, including data capture, document AI, capture automation and more. Rapid capabilities in the last few years (transformers, more labeled data, advances in NLU and others) have fast-tracked document processing capabilities of solutions. Gartner estimates that intelligent document processing as a market is projected to reach \$4.8 billion in 2022.

The technological improvements are driven by advances in artificial intelligence, specifically:

- **Computer vision** can not only recognize characters that are both font-based (typed text) and cursive (handwritten) but also help decompose a document into chunks, providing contextual cues to the content within them. Recent IDP solutions retain spatial information related to characters and can also identify images.
- **Natural language processing** enables extracted characters to be treated as content that can be processed to identify and extract the factual elements (e.g., dates) within it, and that can be mapped to a data model (e.g., month/day/year).
- **Advanced capabilities** such as text analytics and knowledge graph provide insights into the data.

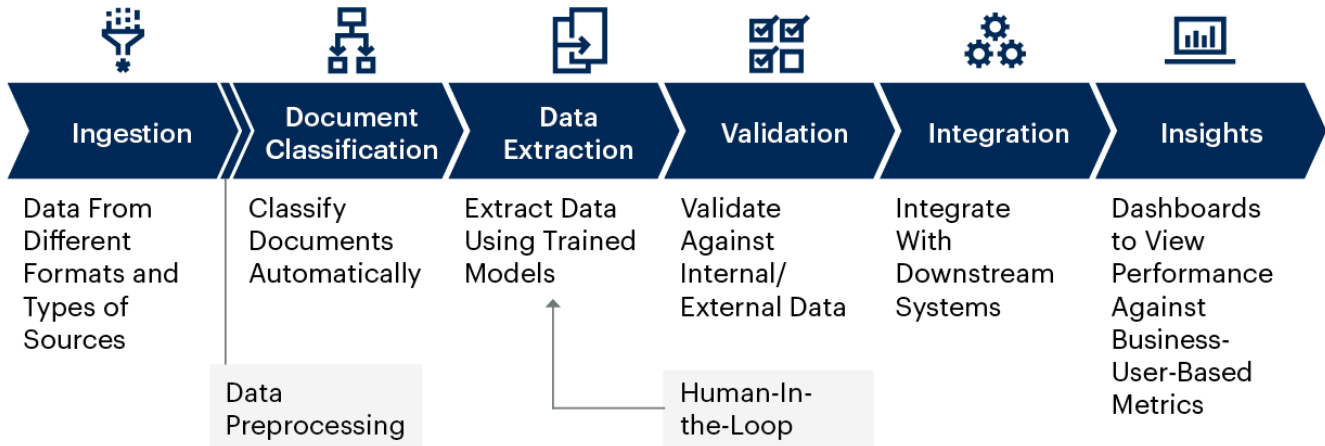
IDP platforms are therefore distinct from other document processing products in that they enable the processing of documents created exclusively for humans, as well as those for machines; they can adapt – or be easily adapted – to formats not previously processed; and they extract data in various models. As such, organizations can transfer document processing work currently done by people and other machines (where automation is the goal) to IDPs.

Figure 1 shows a typical IDP workflow. Some organizations may want to stop at data extraction while others may want to leverage a full workflow.

Figure 1: Different Phases in a Baseline IDP Workflow



Different Phases in a Baseline IDP Workflow



Source: Gartner
757528_C

Gartner

For a detailed understanding of the various phases and some differentiating capabilities of each phase, see [Infographic: Understand Intelligent Document Processing](#).

Vendors in this market come from multiple starting points, including automation (e.g., AntWorks, Automation Anywhere and Blue Prism), document processing services (e.g., smartlayers and Applica), pure-play IDPs that include established vendors incorporating AI (e.g., Ephesoft) and new entrants starting with AI (e.g., Infrd), and those from a long tail of other starting points, such as search (e.g., IntraFind). Here, we focus on vendors that sell a separate IDP product that can be integrated with other vendors' products to complete hyperautomation pipelines (see [Competitive Landscape: Intelligent Document Processing Platform Providers](#)).

Market Direction

Documents represent a trove of useful "information." Unlocking this data for language and process automation has seen demand for IDP solutions accelerate rapidly in the last 12 months. However, while IDP solutions are in high demand today, vendors and buyers should plan for both consolidation and specialization, not just within the IDP market, but also in the tightly clustered language automation ecosystem.

Gartner foresees the following drivers and restraints shaping IDP:

- **Competition from adjacent platforms.** Insight engines, conversational AI platforms, text analytics, robotic process automation (RPA), business process automation (BPA), no-code/low-code application platforms (LCAPs) and content service platforms are all broadening both their process and language automation offerings to include document workflow and mining tools.

- **Democratization of technology diminishing market share.** As the use of large-scale language models like BERT, GPT and T5 are commoditized (and less of a dark art), technical barriers to this market will reduce and therefore increase vendor supply. Today, that additional supply, while not able to compete on function, will likely compete on price. However, over time, buyers will become more demanding of solutions, and this will cause consolidation.
- **Multiform and multimodal solutions.** Today, it is difficult to ensure that efforts for email automation can be used with conversational AI systems. The same is true when attempting to integrate document processing solutions with other AI initiatives. Over time, we expect to see more comprehensive language platforms that are able to integrate conversations, documents, emails and other combinations of form factor/modality. Generic providers without vertical specialization will find it increasingly difficult to compete against the synergy and reuse of multimodal and multi-form-factor platforms.
- **Prioritization of information architecture vendors and semantic AI.** Insights on concepts, objects and relationships in language must be realizable in various views and use cases and across different channels and modality. IDP vendors that are able to use insights for non-IDP use cases will command more of a strategic relationship with organizations by becoming more deeply embedded in their information architecture and comprehensive language services.

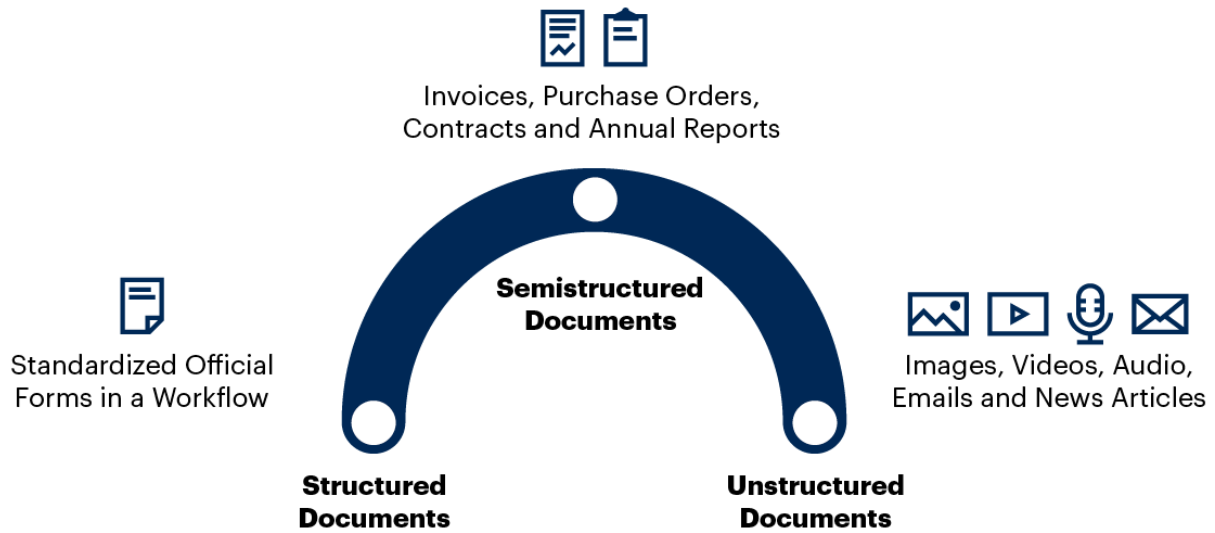
Market Analysis

The market for IDP has a diverse set of vendor offerings, including those from dedicated solution providers, optical character recognition (OCR) vendors, RPA vendors, cloud services, semantic platform providers and system integrators. Solutions for BPM, knowledge management (KM), insight engines and others may also offer IDP as embedded capabilities. As organizations deal with an ever-increasing volume of documents, it is imperative to use IDP for improving automation and process efficiencies. There exists a spectrum of use cases that organizations might want to leverage (see Figure 2).

Figure 2: Spectrum of Input Document Types and Use Cases



Spectrum of Input Document Types and Use Cases



Source: Gartner
757528_C



As a result, there are different approaches for organizations to invest in these solutions:

- **Domain Specialist:** Using IDP product/solution from vendors whose product/solution has specialization in particular industry or a particular use-case, like mortgage, loans or know your customer (KYC)
- **Software Suites:** Capability built into an existing enterprise software suite – like RPA, ERP or other software platform
- **Developer Platforms:** Built and maintained using code or with custom development on top of APIs/SDKs
- **No-Code/Low-Code Platforms:** Using IDP/RPA technologies that allow the user to address a wide range of content types and to support a wide set of use cases

Table 1 provides a list of the core (minimum), differentiating and emerging capabilities of IDP solutions.

Table 1: Capabilities of IDP Solutions

--

Level ↓	Capabilities ↓
Core	<ul style="list-style-type: none"> • Ingest any type of structured and/or semistructured documents • Ability to extract data and insights from different elements (e.g., tables, charts and images) and format types (e.g., title, heading and bold) • Support for multiple languages • End-to-end process workflow automation • Ease of use (low-code/no-code platform)
Differentiating	<ul style="list-style-type: none"> • Process unstructured content, including handwritten content and signatures • Pretrained off-the-shelf solutions for an industry or domain • Small data approaches that minimize training data requirements • Professional services and software capabilities for human-in-the-loop validation • Redaction of personally identifiable information (PII) and sensitive data
Emerging	<ul style="list-style-type: none"> • Ability to integrate with taxonomies/ontologies/tags • Search capabilities • Natural language question answering (NLQA) • Use of knowledge graphs for validation and business insights • Data enrichment

Source: Gartner (February 2022)

Given the scope of this market and breadth of use cases, it can be difficult to identify which approach and tools are most appropriate. Most solutions, while useful, are tactical.

The following considerations can be applied to assist with solution selection:

- In the case of a single business function with an immediate need, consider application vendors with specific functionality that aligns directly with the business outcomes. Cloud-based solutions may offer additional flexibility and time to value over on-premises offerings.
- Keep in mind future growth and expansion in terms of support for language, diverse data types and formats. Check if you require only data extraction versus a workflow to fully process and

store the data.

- Check if the solution stores data for processing and what security controls are offered beyond data anonymization and encryption. Certain vendors comply with specific industry or geographic regulations such as the General Data Protection Regulation (GDPR).

Pricing Models

Pricing of IDP solutions is variable and is often not published. The dominant pricing model is annual subscription followed by usage-based pricing (e.g., per page or per document). Some vendors also offer workflow-based pricing, perpetual licenses, enterprise-level agreements, outcome-based pricing and professional services. The pricing range often starts from a few cents (per page or per document) for hundreds to thousands of pages/documents (threshold varies across vendors). Tiered pricing helps control costs as volumes go up.

Important considerations for IDP use cases include data type (structured or unstructured), language support, training, retraining requirements and professional services (for example, for human-in-the-loop validation) that impact the total cost of ownership (TCO). Vertical packs and complementary capabilities from adjacent submarkets such as text analytics also lead to price variations. When considering solutions, note that price may not be as important as quality. Additionally, quality evaluations may change significantly depending on how well a vendor can accommodate customization.

Representative Vendors

The vendors listed in this Market Guide do not imply an exhaustive list. This section is intended to provide more understanding of the market and its offerings.

Market Introduction

This section provides a list of 40 IDP vendors (see Tables 2 and 3).

In selecting the right fit for your needs, you should consider the use case, vendor expertise in the use-case type, languages supported and other factors.

Table 2 lists the most common industries, documents processed, languages supported and deployment modes.

The following columns have given input categories:

- **Vendor background:**
 - RPA
 - KM/CM/semantic platforms
 - Pure-play IDP
 - System integrators/service providers

- OCR/data capture
- **Model development and calibration:**
 - Vendor-led
 - Client-led
- **Input (level of structure):** Most vendors offering capabilities to deal with unstructured data are, by default, able to cater to structured and semistructured data:
 - Structured (tabular)
 - Semistructured (outline)
 - Unstructured (free text)
 - Unstructured (free text + rich media)

Table 2: IDP Vendors by Industry, Document Types, Supported Languages, Model Development and Calibration, and Input

Vendor Name ↓	IDP Product Name ↓	Top 5 Industries From a Customer Base Perspective ↓	Most Commonly Processed Documents

ABBYY	ABBYY Vantage, ABBYY FlexiCapture (including SDK, Cloud, FlexiCapture for Invoices), ABBYY FineReader Server, ABBYY FineReader Engine, ABBYY FineReader desktop and mobile applications, ABBYY mobile capture products	Banking, government, insurance, transportation and logistics, manufacturing	Invoices, purchase orders, receipt of lading, customs declaratic account opening and servicir processing, customer onboa proof-of-identity docs), claim contracts, lease agreements, immigration services forms, processing (K1 files, 1099s, 2, 1040s)
Alkymi	Alkymi Data Inbox and Alkymi Patterns	Banking, securities, insurance, communications, manufacturing	Capital call and distribution r account and transaction stat identification documents, inv
Altilia	Altilia Intelligent Automation Platform	Banking, insurance, utilities, retail, securities	Annual/sustainability/interim reports, balance sheets, Invo orders, Social media posts, n bank statements, paychecks
Appian	Appian Intelligent Document Processing	Banking, securities, manufacturing (life sciences and heavy industry), telecom	Account opening/closure, inv sales orders, insurance claim education applications, medi device licensing, government identity verification
Applica	Applica	Banking, securities, financial services, health services, insurance	Property sales contracts, inc verification docs, healthcare financial docs, debt collectio insurance docs, free-text em; laboratory requisition forms, Commercial Code (UCC) filin financial reports

Automati on Anywhere	IQ Bot	Banking, financial services and insurance (BFSI), healthcare and pharma, professional services, consumer packaged goods (CPG), and state and local government and education (SLED)	Invoices, purchase orders (POs), bank statements, bill statements, mortgage documents, insurance claims, healthcare application forms
Blue Prism	Blue Prism Enterprise, Blue Prism Cloud	Banking and financial services, insurance, telecom, IT hardware, utilities and retail	Invoices, purchase orders, bank statements, sales orders, import/export documents
Celaton	inSTREAM	Retail and e-commerce, transport and logistics, (warehousing, couriers and support services), general insurance, manufacturing (heavy industry and automotive), BPO and BPS, travel and leisure	Sales orders, employee records, customer correspondence, invoices and accounts payable
Cinnamon AI	IDP, NLP	Insurance (general and health), banking, manufacturing (consumer nondurable products and heavy industry)	Account opening and closure, insurance claims
Cortical.io	Contract Intelligence and Message Intelligence	Insurance	Insurance policies, contracts, submission emails, social media invoices
Datamatics cs	Datamatics TruCap+ IDP	Banking and financial services, health insurance, manufacturing, transportation (motor passenger and freight), healthcare	Invoice, identity documents, order, trade finance, bill of lading, waybill, packing list, bank statements, tax return documents,

<p>DocDigitizer</p>	<p>“PowerCapture”: DocDigitizer Cognitive Data Extraction</p> <p>“WorldObjects”: DocDigitizer Semantic Data Platform</p>	<p>Banking, telecom, utilities, manufacturing, government,</p>	<p>Invoices/receipts, tax returns passport/ID cards, employee proof of address, bank statere</p>
<p>EdgeVerse Systems</p>	<p>XtractEdge Platform 2.8</p>	<p>Banking, insurance (general and health), manufacturing (consumer nondurable products), IT service and software</p>	<p>Contracts, claim forms, invoic application forms, artwork ar financial statements, payslip purchase orders, government ID cards, customer onboardin documents</p>
<p>Eigen Technologies</p>	<p>Eigen</p>	<p>Banking, financial services, general insurance, manufacturing (supply chain), real estate</p>	<p>Vendor contracts, invoices, mortgages, prospectuses, ba statements, unsecured lendin tax forms, brokerage stateme annual reports, derivatives cc</p>
<p>Ephesoft</p>	<p>Transact, Semantik</p>	<p>Banking, government, healthcare, manufacturing, insurance</p>	<p>Invoices, government forms, applications, utility bills, clai patient records, application f medical billing, financial stat employee records</p>
<p>Evolution AI</p>	<p>Evolution Transcribe and Evolution NLP</p>	<p>Banking, general insurance, communications, media and services including information technology services and software</p>	<p>KYC, financial reports, bank statements, trade documents mortgage applications, insur claims</p>
<p>Exponential AI</p>	<p>Intelligent Document Processing</p>	<p>Health insurance, manufacturing (life sciences and healthcare products), healthcare, banking, retail</p>	<p>Medical charts, lab reports, c adverse event literature, heal claims, preauthorization form regulatory updates/reports, r</p>

Golem.ai	DocuChecker	Banking, government, retail, insurance, electric and gas utilities	Tax notice, proof of address, voter identity cards, driver's license, salary slips, registration certificate, government-issued certificates, diplomas
Hypatos	Hypatos Studio	Manufacturing (automotive, heavy industry, natural resources and materials), general insurance, banking, retail, airlines	Sales invoice, payment reminder, confirmation, commercial tax statements, receipts, delivery annual report, bank statements, damage reports, titles and deeds, payslips
Hyperscience	Hyperscience Platform	Government, financial services, insurance, BPO and professional services, healthcare	Mortgage and loan applications, invoices, insurance claims, credit reports, bank statements, financial account enrollment, bills of lading, HCFA's, prescription forms, W-9, other tax forms
IBM	IBM Cloud Pak for Business Automation; includes Automation Document Process and Datacap	Banking, financial services, government insurance, healthcare	Sales orders, bank statements, insurance claims, KYC, mortgage applications, government services, shipping documents, account opening/closure, claims related to financial accounting services
Indico Data	Indico Intelligent Process Automation ("Indico IPA")	Insurance, banking, securities, manufacturing (heavy industry), real estate	Claims, contracts, leases, mortgage invoices, Association for Corporate Operations Research and Development (ACORD) forms, syndicated loan documents, images

<p>Infinia ML</p>	<p>Infinia Document Processing and Infinia Document Insights (IDP, IDI)</p>	<p>Healthcare, legal/compliance/technology and operations, finance</p>	<p>Contracts, legal documents, records or forms, lab tests, clinical documents, requests for (RFPs), call transcripts, financial documents, scanned market documents with media</p>
<p>Infrd</p>	<p>Titan IDP Platform</p>	<p>Health insurance, banking, manufacturing (heavy industry)</p>	<p>Invoices, receipts, bill of lading reports, W-2, paystips, bank statements, mortgage documents, insurance documents, claim documents, engineering drawings, product catalogs</p>
<p>inovoo</p>	<p>NOVO CxP</p>	<p>Healthcare, insurance, government, retail, transportation</p>	<p>General mailroom documents: emails including attachment images, objects), account opening documents, claims documents, invoice, order documents, professional teeth cleaning, Euro Payments Area (SEPA) and specific health forms, insurance claims</p>
<p>IntraFind</p>	<p>Document Analyzer</p>	<p>Manufacturing (automotive, consumer nondurable products, and natural resources and materials), government, retail</p>	<p>More than 600 file formats, including OCR, can be processed, including contracts</p>
<p>Kanverse</p>	<p>Kanverse Intelligent Document Processing</p>	<p>Manufacturing (IT hardware), retail, general insurance, aviation</p>	<p>Accounts payable invoices, insurance ACORD forms, insurance supplemental forms</p>

Kofax	Kofax TotalAgility	Banking, general insurance, government, healthcare, manufacturing (natural resources and materials)	Structured, semistructured and unstructured documents with and without tabular data
Larsen & Toubro Infotech (LTI)	Aspect by Fosfor	General insurance, energy resources and processing, banking, life sciences and healthcare products, government	Sales invoices, KYC documents, contract, mortgage applications, insurance policy quotations, binder documents, mixed bank cheques, trade finance documents
Metamaze	Metamaze	Banking, insurance, logistics and supply chain, government, manufacturing	Mortgage applications, insurance claims, supply chain documents, invoices, prospectus
OpenText	OpenText Intelligent Capture and OpenText Magellan	Banking, insurance, government, healthcare, utilities	Invoices, medical claims, mortgage loan applications, tax forms, and contracts
Perfect Memory	Semantic platform, As-a-Brain Technology	Media and entertainment, telecom, retail, sports	Textual, images and videos
qBotica	DocumentAI	Financial banking, renewable energy resources, transportation, insurance, retail	Invoices, purchase orders, bank statements, purchase requisition forms, settlement summary (utility bills, emails (unstructured content), contractual agreements forms (passports, driver's licenses, national IDs)

Retarus	Retarus Intelligent Capture Services	Manufacturing, retail, wholesale trade, banking and securities, healthcare	Sales orders, invoice process response
Rossum	Rossum	IT services and software, banking, retail, transportation, consumer nondurable products	Invoices, receipts, PO, credit bills, delivery orders, remittan advices, bonds, bills of lading quotations
smartlayers	smartlayers	Banking, insurance, telecom, utilities, transportation	Structured and unstructured documents, without charts a diagrams, unstructured and r documents, handwritten text tabular data, invoices (more labels processed), reports
UiPath	UiPath Document Understanding	Financial services, healthcare, insurance, government, manufacturing	Invoices, contracts, purchase insurance claims, patient for statements
WorkFusion	Intelligent Automation Cloud	Banking, securities, insurance, healthcare, transportation	Account opening/closing, KY mortgage application, bank statements, insurance claims money-laundering (AML), cus life cycle management, Lond Interbank Offered Rate (LIBO transition, physician credenti
Xtracta	Data Extraction Software	Transportation, wholesale trade, restaurants and hotels, government	Invoices, expense receipts, p orders, contracts, property re documents, insurance forms certificates of goods and bill lading, manifests and so on f customs purposes

Source: Gartner (February 2022)

Table 3: Ingestion Formats Supported by the IDP Product

Vendors ↓	Email ↓	SMS ↓	XLS ↓	Images ↓	Audio ↓	Video ↓
ABBYY	Y	Y	Y	Y	P	P
Alkymi	Y	Y	Y	Y	N	N
Altilia	Y	R	Y	Y	R	R
Appian	Y	P	Y	Y	Y	Y
Applica	Y	Y	Y	Y	N	N
Automation Anywhere	Y	N	N	Y	N	N
Blue Prism	Y	R	R	R	R	R
Celaton	Y	R	Y	Y	P	Y
Cinnamon AI	Y	Y	Y	Y	Y	R
Cortical.io	Y	Y	Y	N	N	N
Datamatics	Y	N	Y	Y	R	R

Vendors ↓	Email ↓	SMS ↓	XLS ↓	Images ↓	Audio ↓	Video ↓
DocDigitizer	Y	N	N	Y	N	N
EdgeVerve Systems	R	N	R	Y	N	R
Eigen Technologies	Y	Y	Y	Y	N	N
Ephesoft	Y	N	Y	Y	N	N
Evolution AI	Y	N	Y	Y	N	N
Exponential AI	Y	Y	Y	Y	P	P
Golem.ai	Y	Y	Y	P	P	N
Hypatos	Y	N	R	N	N	N
Hyperscience	Y	N	Y	Y	N	N
IBM	Y	N	Y	Y	Y	N
Indico Data	R	N	Y	Y	P	Y

Vendors ↓	Email ↓	SMS ↓	XLS ↓	Images ↓	Audio ↓	Video ↓
Infinia ML	Y	N	Y	Y	N	N
Infrd	R	N	R	Y	N	N
inovoo	Y	Y	Y	Y	P	P
IntraFind	Y	N	Y	P	P	P
Kanverse	Y	N	R	Y	N	N
Kofax	Y	Y	Y	Y	Y	N
LTI	R	N	Y	Y	R	R
Metamaze	Y	N	R	Y	N	N
OpenText	Y	N	Y	Y	Y	Y
Perfect Memory	Y	P	Y	Y	Y	Y
qBotica	Y	Y	Y	Y	P	N
Retarus	Y	Y	Y	Y	N	N

Vendors ↓	Email ↓	SMS ↓	XLS ↓	Images ↓	Audio ↓	Video ↓
Rossum	Y	N	R	Y	N	N
smartlayers	Y	R	R	Y	N	N
UiPath	Y	Y	Y	Y	N	N
WorkFusion	Y	Y	Y	Y	N	N
Xtracta	Y	N	Y	Y	N	N

Legend: Y = Available; N = Not available; R = In the roadmap; P = Currently using partner solution for this cap

Source: Gartner (February 2022)

Market Recommendations

- Develop a list of use cases that require data extraction and specify the data types (structured or unstructured) from which data needs to be extracted. Also include other requirements such as language support, workflow capabilities, integrations and vertical-specific needs.
- Factor in any future growth or specialized requirements to help select between platforms and specialized off-the-shelf applications.
- Shortlist vendors based on the above requirements. Utilize this Market Guide and the Competitive Landscape research (see [Competitive Landscape: Intelligent Document Processing Platform Providers](#)) for a long list of vendors to choose from.
- Conduct POCs and evaluate solutions for accuracy, efficiency, ease of use, security and overall cost.

Note 1: Representative Vendor Selection

Vendors were selected based on the following:

- Those whose core product met the definition of “IDP”
- Those most mentioned in client interactions
- Broad awareness in the market, as identified through external review of publications and other public research

Note 2: Gartner’s Initial Market Coverage

This Market Guide provides Gartner’s initial coverage of the market and focuses on the market definition, rationale for the market and market dynamics.

**Learn how Gartner
can help you succeed**

Become a Client

© 2023 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. and its affiliates. This publication may not be reproduced or distributed in any form without Gartner's prior written permission. It consists of the opinions of Gartner's research organization, which should not be construed as statements of fact. While the information contained in this publication has been obtained from sources believed to be reliable, Gartner disclaims all warranties as to the accuracy, completeness or adequacy of such information. Although Gartner research may address legal and financial issues, Gartner does not provide legal or investment advice and its research should not be construed or used as such. Your access and use of this publication are governed by [Gartner's Usage Policy](#). Gartner prides itself on its reputation for independence and objectivity. Its research is produced independently by its research organization without input or influence from any third party. For further information, see "[Guiding Principles on Independence and Objectivity](#)."

[About](#) [Careers](#) [Newsroom](#) [Policies](#) [Site Index](#) [IT Glossary](#) [Gartner Blog Network](#) [Contact](#) [Send Feedback](#)

Gartner[®]

© 2023 Gartner, Inc. and/or its Affiliates. All Rights Reserved.