



HFS Hot Vendor: Avo Consulting

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Introduction

The HFS Hot Vendors are an exclusive group of emerging players, each with a differentiated value proposition for the HFS OneOffice or HFS OneEcosystem. HFS analysts speak with numerous exciting startups and emerging players.

We designate a select group as HFS Hot Vendors based on their offerings' distinctiveness, ecosystem robustness, client impact, financial position, and the impact in our OneOffice and/or OneEcosystem Frameworks. The HFS Hot Vendors may not (at the time of writing) have the scale and size to be featured in our Top 10 reports, but they have the vision and strategy to impact and disrupt the market.

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Modern enterprises face considerable challenges, including boosting customer experience, improving processes, and developing roadmaps for the implementation of modern digital technologies. Avo Consulting, set up in 2016, aims to help enterprise clients by shrinking the technology gap and enabling employees to be happier and more human, largely by enabling them to focus on higher value work. The firm has expanded beyond its robotic process automation beginnings adding conversation AI and virtual assistants, data analytics, and AI and low code application development into its portfolio to deliver services to a growing client portfolio.

With its expert knowledge about what using digital technologies can enable, Avo helps businesses succeed in their aim for digital transformation. The firm is a leading RPA services provider in Europe, delivering a full range of services from enablement and scaling to RPA delivered as a service. The firm also helps existing RPA teams improve

and re-focus their initiatives through digital maturity assessments and extensive experience transfer projects. To optimize existing digital workforce, Avo has developed the "RPA Supervisor," which is an approved add-on to Blue Prism that provides intelligent optimization of existing RPA solutions.

Avo is one of the leading providers of conversational AI and virtual assistant projects in the Nordics. Projects range from small proofs of concept to full-scale implementations, training, and enablement of teams for its customers, and advice on roadmaps for customer interaction.

The Avo team uses a data-centric model and focuses on finding the right combination of data and software to utilize data analysis and AI-techniques. The firm helps its customers with AI deployment strategies, data acquisition and modeling, AI projects prioritization, and employee training.

HFS' take

Automation technologies offer enterprise leaders the promise of reduced cost, improved quality, and a raft of other benefits. The reality for many, though, is that it's not possible to prioritize investments and scale initiatives to reap noticeable benefits, which is where firms such as Avo Consulting can offer value. The firm's clients testify to the company's ability to deliver services and solutions that address the root of real business challenges.

The firm's data-focused approach and drive for low-code environments are helping to drive automation programs that are sustainable and far reaching. Supporting this is Avo Consulting's focus on building effective and collaborative teams within their client's organization. While the firm's presence is primarily in the Nordics, it has an ambitious roadmap to build out delivery capabilities across Europe through its extensive partnership network, meaning the firm will be able to reach even more clients with its quickly growing offerings.

Vendor factsheet

- The private company was founded in 2016 and is owned by its founders and employees. It has grown organically since its inception
- TDS serves over 80 clients with a strong presence in the Nordics
- The firm has locations in Oslo and Bergen in Norway and Stockholm in Sweden

Solution portfolio

- Digital transformation projects, with emphasis on people and change management
- Professional services for RPA, Conversational AI/Virtual Assistants, data analysis and AI and low code-application, including strategy, training and enablement and implementation

Industry coverage

Avo Consulting works across several industries, but it has deeper focus and expertise in certain value chains such as education, health services, public administration and services for inhabitants, banking and insurance, customer interaction, the construction industry, the housing and real estate industry, and shared services functions.

Partnerships

Avo Consulting's technology partners are Blue Prism (robotic process automation), Boost.ai (conversational AI/virtual assistants), and OutSystems within low code application development. It also works with a wide range of other large and small software vendors. For legal expertise and GDPR, Avo collaborates with Wikborg Rein; for organizational and leadership development, its partner is AFF, which is located at the Norwegian School of Economics.



About HFS

Insight. Inspiration. Impact.

HFS is a unique analyst organization that combines deep visionary expertise with rapid demand side analysis of the Global 2000. Its outlook for the future is admired across the global technology and business operations industries.

Its analysts are respected for their no-nonsense insights based on demand side data and engagements with industry practitioners.

HFS Research introduced the world to terms such as “RPA” (Robotic Process Automation) in 2012 and more recently, the HFS OneOffice™. The HFS mission is to provide visionary insight into the major innovations impacting business operations such as Automation, Artificial Intelligence, Blockchain, Internet of Things, Digital Business Models and Smart Analytics.

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