



# HFS Hot Vendor: RPA Supervisor

Coverage initiated: Q2 2021

# 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.

# RPA Supervisor

Q2 2021



Authors: Josh Matthews, Elena Christopher

RPA Supervisor is an automation management platform—a control tower for monitoring and refining the outcomes from your RPA. Utilization improvements, 24x7 coverage, and dashboards underpinned by analytics mean automation teams can bridge the gap with business teams by proving the impact of automation. Teams can clarify business cases, allowing automation programs to more easily find the support and investments required to scale. Perhaps the strength clients most frequently cite is that RPA Supervisor enables the move from hard-coded bot scheduling. This kind of scheduling has to be managed through orchestrators and requires clients to know exactly what bots will be needed and when. RPA Supervisor enables SLA-based scheduling so bots can be dynamically adjusted based on emerging needs.

RPA Supervisor was born out of customers' frustrations with RPA; the original aim was to improve the reliability and uptime of RPA. The founder's deep experience implementing RPA inspired the tech. Coming from Blue Prism's first client in Norway, the founder was also part of Avo consulting before creating RPA Supervisor.

The RPA Supervisor platform can bring multiple vendors and multi-instances into one interface with connectors and APIs. It allows for on-prem, cloud, and hybrid implementations and provides the ability to scale up and down as required. Although it started from Blue Prism, RPA Supervisor is now vendor-agnostic and has built a partnership with UiPath. Consumption-based pricing comes in three tiers: Reporting (free), Flex (customizable for only the required features and the quantity of digital workers and processes supervised), and Enterprise (for enterprise-level deployments).

Going forward, RPA Supervisor is building on its existing analytics capability to include live monitoring, reporting, and notifications. It is also developing a root-cause analysis capability through complex algorithms that improve over "time (but not neural networks).

We spoke to customers that wouldn't have been able to scale as quickly without RPA Supervisor and would have had to hire more people. Automation teams have been able to justify the business cases for scaling automation. Cited as easy to install, upgrade, scale up, and scale down, the product comes alongside senior engagement from RPA Supervisor teams and a feeling of shared responsibility. "

## HFS' take

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RPA Supervisor is a OneOffice™ Hot Vendor because of its commitment to helping enterprises scale automation through a “single pane of glass” tooling that enables analytics, orchestration, and, all-importantly, 24x7 management of RPA portfolios. Its outcomes focus for solving business problems is becoming more and more critical for RPA as the industry’s narratives converge and become harder to differentiate, as does helping to bridge the IT and business divide by creating business cases that cut through the cloud, scalability, and citizen-developer hype.

Going forward, the company name comes into question... but not for a bad reason! In partnering with UiPath and exploring Power Automate and Appian, the phrase “Automation Supervisor” starts to look more descriptive. The HFS Triple-A Trifecta outlook for automation (including RPA), analytics, and AI in combination outlines that RPA is very much a foundational base to the wide variety of automation value on offer.

## Vendor factsheet

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The RPA Supervisor development team based the product design on its experience implementing and operating a combination of over 70 RPA centers of excellence (CoEs) and interviewing more than 500 RPA professionals from more than 150 organizations over the last 6 years.

- **Founded:** 2018
- **Key executives:** Erik Lien, CEO
- **Headquarters:** Bergen, Norway
- **Funding source(s):** Privately held
- **Notable clients:** MetLife, SpareBank, Sysco, E.ON, Emerson, BN Bank, Axfod, Sparebanken Sør
- **Solution portfolio:** The RPA operations management tool provides orchestration, prioritization, monitoring, and issue handling with live and customizable dashboards and notification capabilities to RPA CoEs with SLA-based prioritization, monitoring, and event handling.
- **Hyper-automation orchestrator** provides full functionality for enterprise-level RPA programs.
- **RPA Supervisor Flex** lets organizations choose RPA Supervisor features to match their current requirements and maturity level.
- **RPA Supervisor Reporting** (free) provides real-time digital workforce monitoring and reporting.
- **Partnerships**
  - **Technical partners:** Blue Prism, UiPath
  - **Implementation partners:** Cognet, Avo Consulting, Sykes, Digital Workforce, RPA (HK), Reveal Group, Neeops, ISG Automation, Vincix, Digiblu



# 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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