



HFS Hot Vendor: Techforce AI

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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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TechForce.ai describes itself as the “world’s first e-workforce company,” aimed at augmenting people and processes with AI. At the core of TechForce.ai’s product offering is its cloud-native intelligent automation platform, which offers intelligent OCR, conversational AI, natural language processing and robotic process automation for automating various business processes across customer experience and employee productivity. This low code platform enables business process digitization with user-in-the-loop automation apps for approvals and reviews.

A core capability is TechForce.ai’s pre-built AI models which can be further trained by business users to extract, analyze and process data from different unstructured documents such as purchase orders, invoices or KYC documents, etc. The TechForce.ai unified workforce platform allows users to create and visualize their automation workflow with low code drag-and-drop capabilities. For front-office automation design, TechForce TechForce.ai low code AI trainer provides an NLP engine for creating voice and chatbot based digital associates for both customer facing processes such as e-commerce, contact center, order processing, and customer service and internal processes such as resolving HR, IT help desk issues and invoice processing using intelligent automation. The in-built conversational AI engine which can be trained by TechForce.ai clients using NLP to engage over chat, email and voice to ‘converse’ with customers including social media platforms. TechForce.ai also has a central dashboard for scheduling and management of the e-workforce.

TechForce.ai customers that HFS spoke to are using many aspects of its platform capabilities. Customers mentioned that a big differentiator was having TechForce.ai’s OCR and NLP capabilities plugged into one product, whereas most competitors need to integrate with other platforms.

TechForce.ai’s experience in banking and financial services has also been extremely valuable to customers because it helps TechForce.ai understand their BFS customers’ business. Customers have seen a wide range of positive impacts, including a reduction in manual efforts, improvement of processing speed, and improved security. TechForce.ai’s customers are excited about the future of what the technology can do; one mentioned that while it initially set out to look at RPA for small projects and tasks, what it has seen from TechForce.ai indicates a potential for much larger use cases and it will be evaluating processes it can apply company-wide.

TechForce was built on a low-code and modular open platform and heavily leverages a partnership model in its go-to-market, with key cloud partners being Microsoft, Google, and AWS. Thus far, the company has 25+ global customers with mix of large and mid-market enterprise customers in the financial services, manufacturing and consumer goods domains and scaling packaged SaaS eWorkforce solutions.

HFS' take

HFS has designated TechForce.ai as a Hot Vendor because we firmly believe in the promise of intelligent digital workers to augment humans in the workplace.

Companies are looking for the best ways to automate, digitize, and bring in more efficiency and productivity, and they are seeking vendors that provide clarity around what their tools can accomplish.

TechForce.ai's approach to categorizing digital workers into categories that are meaningful to company processes—"CX Samurai" for customer facing processes and "Finance Falcon" for financial processes, for example—makes its SaaS solutions palatable to end business users who are looking for assistance with their critical processes. It also supports HFS' OneOffice Experience view that digital workers should be seamlessly blended into workflows to

support a more intelligent and efficient organization and supporting both EX (employee experience) and CX (customer experience).

TechForce.ai is still a young company with the opportunity to increase its influence in this market if it stays clear and straightforward with its messaging. Most enterprise customers are barraged with software vendors and demos that end up creating more confusion about what capabilities are real. TechForce.ai can drive home its messaging by highlighting some customer success use cases and illustrating how its software is helping its customers fulfill their OneOffice vision. HFS believes TechForce.ai human augmentation capabilities and messaging are spot-on for what the future of work will require.

Vendor factsheet

- TechForce.ai was founded in 2017
- Its leadership team includes Sriram Papani, Chief Executive Officer; Vijay Navaluri, Chief Customer Officer; Siva Moduga, Chief Technology Officer
- Its headquarters are in Reston, VA, with offices globally

Solution portfolio

Workflow and Automation Platforms include an intelligent Automation-as-a-Service" (iAaaS) cloud offering: multi-channel customer service, compliance reporting, reconciliations, orders and invoice processing.

Industry coverage

TechForce.ai operates in retail and CPG, BFSI, and energy and utilities.

Partnerships

The company has partnerships with Amazon Web Services, Google Cloud, Microsoft Azure, Oracle, Citrix, SAP, ServiceNow, Amazon Alexa and Google Dialogflow.



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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