



HFS Hot Vendor: UltimateSuite

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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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When hoping to fully embrace the digital revolution, enterprises often encounter their complex technology landscape and years—sometimes even decades—of technical and process debt. In response, we have seen countless vendors emerge with offerings that they believe will help enterprises overcome these hurdles, often ranging from process intelligence to workflow orchestration, automation, AI, and everything in between. One such vendor is UltimateSuite, a company aspiring to leverage its task mining and automation capabilities to drive operational excellence for its clients.

We can trace the origins of UltimateSuite back to 1993 when Czech-based software firm StringData was founded with the mission of supporting enterprise back-office processes with a specific focus on financial services. StringData had been doing GUI-based automation since 2007; in 2017, despite confessing it had missed the RPA wave, StringData launched its new offering UltimateRPA followed by UltimateSuite Task Mining in 2019. Thanks to the products' success, StringData spun out UltimateSuite in early 2020 and established it as a standalone company, with both parties explaining that it allowed the team to focus on its core offerings: task mining and automation.

Today, UltimateSuite's flagship offering is its task mining solution, which the company claims delivers businesses with almost real-time analysis and business insights.

To do this, it provides clients with task mining software that delivers insights into day-to-day operations, capturing users' interactions across multiple applications. The software analyzes the data to identify bottlenecks in workflows, processes, and IT infrastructure, which, if resolved, can often provide significant business value. UltimateSuite claims its task mining solution can save 10% to 15% of a department's operating cost. To supplement its task mining capabilities, UltimateSuite also offers UltimateRPA, which many partners provide as-a-service, allowing clients to introduce automation to inefficient processes highlighted through task mining.

When we connected with a selection of UltimateSuite's clients, they told us that the power to examine every step within a process was an invaluable business asset. One client explained that they favored UltimateSuite's task mining solution over other process intelligence solutions thanks to the technology's bottom-up approach—its ability to provide user-level analytics. Additionally, clients praised how the vendor exhibited and explained the data, adding that UltimateSuite made insights clear and actionable, even to those without an IT background. Furthermore, every client we spoke with told us how attentive UltimateSuite had been throughout their relationships, frequently asking for feedback and opportunities to improve its offerings. This level of attentiveness could serve the vendor well as it continues its growth in the expanding market.

HFS' take

HFS designated UltimateSuite a OneOffice™ Hot Vendor because it successfully leverages task mining to provide enterprises with actionable insights into their daily operations. Clients can deploy UltimateSuite's task mining solution and get it running in a matter of minutes, unlike some other products in the process intelligence space. The quick, simple deployment is possible because clients simply install software on an employee's workstation, while some alternative offerings require complex implementations taking weeks and sometimes months before the clients receive any genuine value.

UltimateSuite's decision to couple its task mining and RPA offerings positioned it well in the marketplace so far. However, the market is maturing rapidly; moving forward, if the company truly wants to lead the space, the UltimateSuite team must find and double down on its market differentiators. If it can do this and maintain the qualities that have driven its early achievements, it could continue its current growth trajectory toward sustained success.

Vendor factsheet

- **Founded:** In 2020, StringData spun out its automation and process optimization team and formed an independent company, UltimateSuite.
- **Key executives:** Robert Šamánek Founder and CEO, Michal Franek Co-Founder and CPO
- **Headquarters:** UltimateSuite's headquarters are in Prague, Czech Republic, and it has a delivery location in London, UK.
- **Funding source(s):** UltimateSuite is privately held with no external funding.
- **Number of clients:** Approximately 25 clients
- **Notable clients:** Generali, KB Société Générale, and Nielsen
- **Solution portfolio:** UltimateSuite's flagship offering is its task mining solution, which helps clients leverage structured data to provide real-time insights into daily enterprise operations. Alongside this, it offers UltimateRPA, a Python code-based RPA solution.
- **Industry coverage:** UltimateSuite serves all industries with a focus on insurance and financial services.
- **Partnerships:** Partnerships include Mazars, PwC, EY, Livejourney, and BusinessOptix.



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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