2025
Global Capture & IDP Software Vendor Matrix Report Excerpt

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INTRODUCTION

Welcome to the latest version of our annual Capture & IDP (Intelligent Document Processing) Vendor Matrix Report. Quite a bit has happened in the past year, mainly due to the continued advancement of AI technology, both as a tool within the market we cover, as well as a technology leveraged in other areas of our business and personal lives. Last year, we were just starting to see LLMs leveraged in limited ways in IDP applications. Now, their use has expanded to where almost every vendor is leveraging LLMs for tasks like reducing set up times, addressing highly complex documents and even data validation.

In addition, we have seen the advancement of LLMs to where they are now introducing "reasoning" capabilities, which is typically referred to as Agentic AI. So, in addition to the functionality that first-generation LLMs bring to the market, Agentic AI has the potential to introduce extensive process automation capabilities because it can consider multiple information sources and make decisions as to the best course of action. This is aligned with Infosource's long-term vision of end-to-end process automation as the ultimate goal of IDP.

The chart below shows the levels of Capture & IDP adoption in the market, with the bottom levels representing the foundations, which are largely still in place, even as newer developments are placed on top.

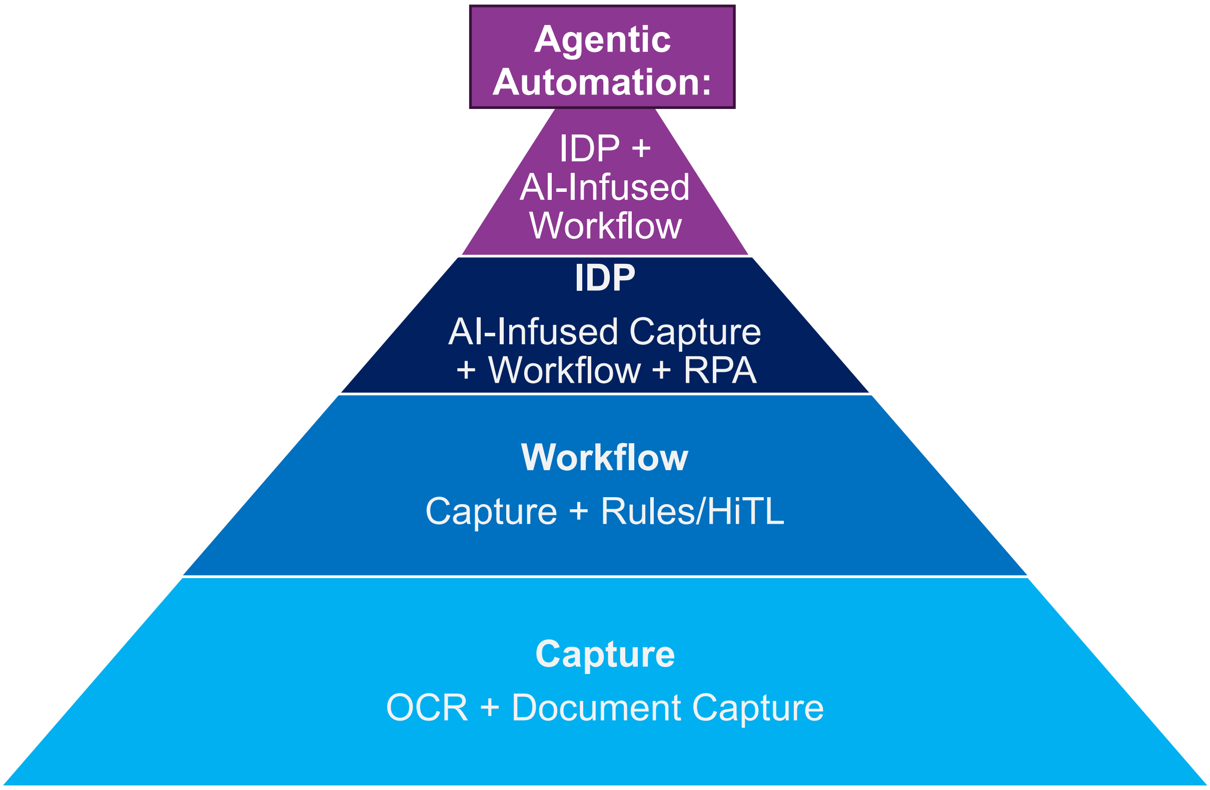

Figure 1: Levels of Capture & IDP Applications with Underlying Software

The bulk of the focus for new implementations is on IDP. As the Agentic capabilities of LLMs (and other types of AI models, such as VLMs, for example) mature, we expect that focus to shift upwards towards Agentic Automation, where IDP will be incorporated as a sub-agent, or a source of input to be utilized in the end-to-end automation processes.

Previous to the introduction of Agentic AI, straight-through automation of complex processes, such as customer onboarding or claims management, was merely an aspiration with no clear path toward achieving it. While Agentic AI is still in its nascent stages, and humans-in-the-loop are very much a part of the current roadmap, we can now at least see the avenue for achieving this ultimate level of IDP maturity.

METHODOLOGY

Vendor Groupings

As a result of the introduction of Agentic AI, we've seen a lot more discussion in the Capture & IDP market about end-to-end automation. Vendors like UiPath, OpenText, Hyland, IBM and Appian, mature companies that already had portfolios to enable complex automation solutions, have fully embraced an Agentic-powered future. Meanwhile, vendors that had been primarily focused on document processing, like TCG Process, Rossum, Infrrd, ABBYY and KnowledgeLake, are all expanding into wider process management and workflow applications.

For this year's matrix and report, we evaluated more than 25 vendors. Based on their legacies, I've sorted them into five groupings. Just to make one point clear: all these ISVs are currently leveraging AI technologies. It's just that the vendors who are listed as AI-First have leveraged AI models from day one for document processing, while many of the others have a heritage that pre-dates the mid-2010s, which is when more powerful processing capacities made implementation of AI more accessible.

The vendors listed in the ECM/BPM/RPA category have a mixed legacy of IDP technologies, but they all do have integrated end-to-end processing capabilities. The AI-First BPM vendors are among the newest entrants in the market, sharing a vision to leverage Agentic AI from their early days. The Digitization of Physical Asset vendors have a heritage in managing and processing paper for their customers and have leveraged that background to expand into IDP software

- **ECM/BPM/RPA:** Appian, Hyland, IBM, Lithe, OpenText, qBotica, UiPath, xSuite
- **Document Processing:** ABBYY, Adlib, Insiders, IRIS, ISIS Papyrus, KnowledgeLake, Parascript, TCG Process
- **AI-First Document Processing**: AntWorks, Cortical.io, Hyperscience, Infrrd, Konfuzio, Parashift, Planet AI, Rossum
- **Digitization of Physical Assets:** Avantech, Iron Mountain, Kodak Alaris
- **AI-First BPM:** HuLoop, Pixydocs

Market Scope

We define the Capture & IDP market as including software used to acquire, classify, and convert unstructured and semi-structured information into enhanced, usable data. This data can be leveraged for business transactions, analytics, records management, discovery, and compliance applications.
Infosource compares each vendor's software to our vision for an "ideal capture solution." This vision includes qualities like ease-of-use and configuration, flexibility, scalability, and reliability, as well as the

ability to ingest multiple input types. After ingestion, we look at the SW's ability to classify, validate and augment information and then apply the data to appropriate systems and workflows. Effective and strategic use of AI is an important consideration, as is security.

We look both at what the vendor offers today and what is on their roadmap for the foreseeable future. These items are incorporated in our Strategies and Capabilities ranking, which serves as our y-axis.
The x-axis ranks vendors' Execution related to Sales and Marketing. Size and geographical and vertical diversity of customers bases are considered, as well as aspects like growth and partnerships.

Criteria

Following is a list of the criteria used for each axis, along with a weighting level for each category (L=Low, M=Medium, H=High). (We have new categories this year to account for the increasing maturity and continuing diversification of the market. For example, this year, we have broken out AI and Security from "Technology Stack," as those qualities continue to increase in importance.):

Strategy & Capabilities

- **Vision (H):** Considers what a vendor is aiming to accomplish with their Capture & IDP software today, as well as what they would like to accomplish in five years.

- **AI Incorporation and Strategy (H):** As AI is increasingly powering the market, its utilization has grown in importance in our rankings. This category considers how vendors are leveraging proprietary, as well as third-party, document-processing-centric AI models, in addition to multiple flavors of LLMs. Having your own technology is an advantage but strong partnerships are also considered.

- **End-to-End Automation Capabilities (H):** As IDP capabilities become more widespread and increasingly attached to line-of-business applications, this capability is continuing to grow in importance. Agentic AI will push the potential to the next level. We consider features like BPM/workflow and ECM/content services, as well as integration with third-party apps. Partnerships are factored in.

- **Capture UI (H):** This represents the evolution of what we previously referred to as "low-code/no-code" capabilities. We found the term "low-code/no-code" has broad applicability, and in addition to UI configuration, often refers to third-party integration capabilities. So, we've separated UI as its own category and incorporated third-party integration in End-to-End Automation.

- **Recognition Technology (M):** Broken out from the previous "Technology Stack" category, it includes features like image processing, OCR, classification and extraction, as well as process monitoring. Recognition technology can incorporate OCR, Machine Learning, and other various forms of AI. Having your own proprietary technology is an advantage but not as great as it used to be, as third-party AI-based recognition services have proliferated in recent years.

- **Deployment Options (M):** We have previously referred to this category as "Cloud," but, due to factors like security and performance, we've found that the Capture & IDP market continues to value hybrid and on-premises deployment options. A strong SaaS option is an advantage due to the control it offers a vendor over its software, but not the only quality we consider.

- **Security (L):** Increasingly important as Capture & IDP extends into multiple areas of an organization, we consider certifications as well as the vendor's focus on developing a secure environment. This is the first year we have considered Security as a separate factor.

- **Document Capture (L):** Historically we have incorporated the ability to drive scanners, connect to MFPs and import e-mail as part of a vendor's multi-channel capabilities. However, because the ability to handle paper effectively can be a differentiating feature, especially in some high-volume, mission critical applications, we broke it out.

- **RAG (retrieval-augmented generation) strategy (L):** This is a new category, and while several vendors seem to be experimenting with RAG model creation and some are incorporating RAGs in document processing, RAGs still don't seem to be affecting the market too much. We see creating optimized RAGs as an opportunity for Capture & IDP vendors, but it is still in its early stages.

- **Multi-Modal (L):** This is what we used to call "Multi-Channel" and is designed to incorporate a vendor's ability to ingest a variety of document formats, as well as more diverse inputs like voice, video, and SMS. The majority of the market still focuses almost exclusively on documents, but with GenAI and LLMs now offering multi-modal capabilities, we are seeing increased interest in expansion into other media types.

Execution in the Market

- **Customer Base (H):** Considers not only how many customers a vendor has, but how big and complex their installations are and how geographically and vertically diverse or focused they may be.

- **Competitive Advantages (H):** Considers what differentiates a vendor's offering and would motivate a customer to choose its software. Technical as well as marketing considerations factor in.

- **Partner Strategy (H):** Especially as the footprint of IDP grows, aligning with the correct partners is vital. This category considers both technology and go-to-market partners, including how broad and how deep these alliances are.

- **Demand Generation (H):** Considers what a vendor is doing to generate leads and drive business, including marketing programs, thought leadership efforts, online and event presence, and partner co-ops.

- **Ease of Use and Implementation (M):** AI capabilities are a major enabler of this category, which is based on qualities related to two sub-categories: SW to Services Ratio and Pre-Configured Models. We realize there can be a trade-off between functionality and customizability, so we take that into consideration and factor in the type of customers the vendor is targeting.

- **Case Studies (L):** These provide insight into how a vendor's SW is being utilized in real-world implementations. Unfortunately, many top customers do not allow write-ups for competitive and privacy reasons, so resources can be a bit uneven, which is why we have applied a lower weight.

In the vendor summaries that follow, we provide insights into each vendor's scores for criteria with Medium or High weighting.

2025 INFOSOURCE CAPTURE & IDP VENDOR MATRIX

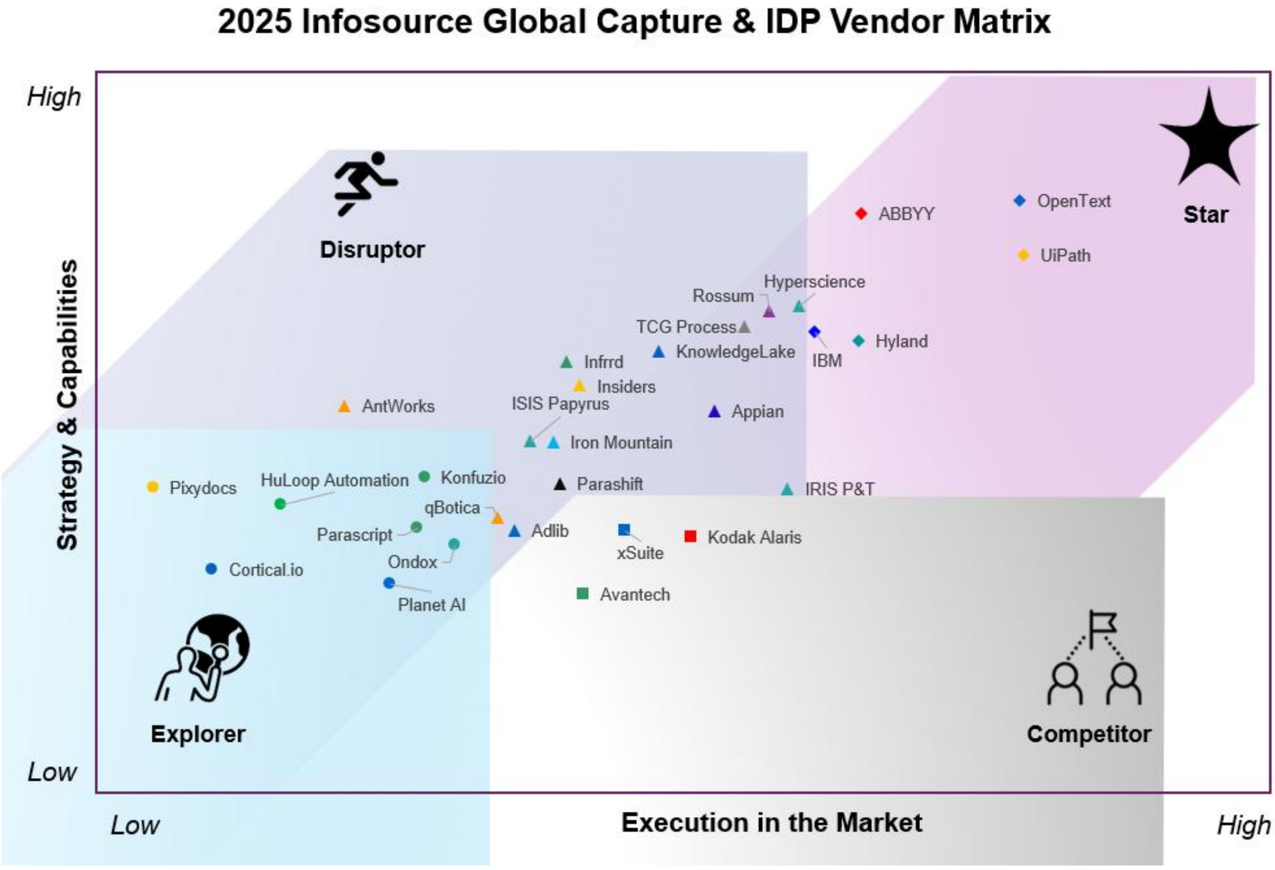

Figure 2: Capture & IDP Vendor Matrix © 2025 Infosource USA

Matrix Review

Stars

This year's matrix features five Stars, all of which return from last year:

- **OpenText** remains our market leader, due to its strong global market share, including a number of high-volume complex implementations, as well as its focus on end-to-end automation and increasing investments in AI.
- **UiPath**, which rose to Star level last year, continues to increase its market share and extend its IDP capabilities, which complement its Enterprise Automation strategy.
- **ABBYY's** increasing incorporation of AI into its mature IDP product line, as well as a strong global install base, have buoyed its position.
- **Hyland** emerged a Star last year by injecting additional AI capabilities into a product with a strong install base. As a whole, Hyland is pivoting to an increasing focus on the cloud, which includes its IDP offerings. This cloud pivot, along with its AI and end-to-end automation focus, have helped Hyland maintain its position.
- **IBM** has complemented its mature Datacap offering with its AI-infused watsonx Orchestration capabilities and remains a leader in end-to-end automation.

Disruptors

Once again, the Disruptors section includes the largest number of vendors in our matrix. This is partially due to the still relative immaturity of the IDP market, which has exploded with new entrants over the past 10 years thanks to the availability of (and ability to run) machine-learning models for document classification and data extraction, as well as the more recent use of LLMs for IDP purposes. As a result, there are a number of vendors with intriguing Strategies and Capabilities that are still trying to improve their Execution to the point where they reach Star level.

- Two newcomers to our Matrix, **Hyperscience** and **Rossum**, highlight the upper right-hand side of the Disruptor section. Both ISVs have developed strong proprietary AI models for IDP and are expanding their footprints with Agentic initiatives. Hyperscience has landed some high-volume accounts with complex document processing requirements, while Rossum's SaaS platform has enabled it to gain global adoption. Both companies have raised significant capital and are now entering critical growth phases.
- **TCG Process** sits right next to them, having recently made its own pivot to better leverage its workflow technology to address additional areas of automation beyond document processing.
- **IRIS P&T** has a strong heritage in the Capture & IDP space, especially in Europe. It has recently increased its cloud and workflow capabilities, while continuing to add AI-driven features.
- **Appian** is a market leader in BPM, with a strong low-code/no-code integration platform and continues to push ahead with IDP to complement its end-to-end automation.
- **KnowledgeLake** offers a feature-rich SaaS platform with a focus on document processing that it has extended with workflow and RPA capabilities. KnowledgeLake is also leveraging LLMs in some innovative ways, and has started to increase market share.
- **Infrrd** started with machine-learning based document processing, specializing in high-volume complex implementations in the financial services and insurance markets, and is evolving toward end-to-end automation leveraging Agentic AI.
- **Insiders** is a German ISV that was a pioneer in AI. It has recently embraced LLMs to complement its proprietary models.
- **ISIS Papyrus** also has a mature IDP platform that is complemented by an AI-infused end-to-end document automation platform.
- Just ramping up its IDP practice last year, **Iron Mountain** has made impressive strides within its blue-chip customer base while continuing to flesh out its IDP capabilities.
- **Parashift**, which has an innovative SaaS platform for processing multiple document types, continues to build its customer base and move forward on our y-axis.
- **Adlib** has carved out a successful niche, publishing complex documents in regulated industries. It is now looking to expand its data capture business by extracting important information from the documents they are creating to feed to LLMs for analysis. Adlib's ability to understand document layout is also valuable to a RAG model offering it is developing.
- **qBotica** is a leading UiPath partner that has developed its own AI-based IDP platform that it is aggressively bringing to market to complement its partners' technology platforms.
- Finally, **AntWorks** has a mature IDP platform, and it has launched a vertically focused version of its product for insurance, as well as established a partnership with BPM market leader Pega. Its momentum should carry it further to the right in upcoming years.

Competitors

There are only three vendors in this year's Competitors section. In our view, Competitors have done a solid job with their sales and marketing and maybe a little more innovation and/or an advanced strategy could elevate them to Stars.

- **Kodak Alaris** has been in the Capture & IDP market for many years, but an increased focus on solutions drove some significant gains in 2024. We'll have to see if they can maintain this pace after a re-organization in their go-to-market strategy.
- **xSuite** is a long-time leader in P2P automation through integration with SAP and has always featured a strong Capture component. It recently partnered with Hypatos to increase its AI capabilities.
- **Avantech** has developed a powerful and easy-to-use Capture & IDP application that is resold by Canon Europe.

Explorers

The Explorers are mostly new to our coverage and all of them feature some exciting IDP technology, which will provide them with opportunities to move forward in our rankings in future years.

- **Konfuzio** is the brand name for Helm and Nagel's IDP product. Konfuzio stresses customizability, privacy and security.
- **Ondox** is the IDP offering from Lithe, which has its own workflow engine and is also a leading Tungsten partner.
- **Parascript** has been a long-time participant in the Capture & IDP space, mostly known for its handwriting recognition. The ISV has a full set of document recognition capabilities that it is now more proactively bringing to market through a reseller channel.
- **Planet AI** has an AI-based data capture platform that is especially suited to difficult use cases.
- **HuLoop** has an AI-infused end-to-end automation SaaS platform, of which IDP is a key component.
- **Cortical.io** is currently focused on processing complex business documents with little training required but has a long-term vision of launching a SaaS platform that will address all types of documents and be available to SMBs.
- **Pixydocs** considers extraction from documents as table stakes and is focused on leveraging AI to automate end-to-end document-driven processes.

If you noticed that some vendors we have featured in the past are missing, it's because we did not have enough information to properly rank them. Every vendor included in this year's matrix has completed a survey and provided additional information to Infosource, through a combination of briefings and e-mail correspondence. Also, it's important to note that if a vendor has multiple Capture & IDP offerings, all of those are considered in its ranking.

VENDOR SUMMARY

OpenText★

Global HQ: Waterloo, Ontario, Canada
Primary Capture & IDP Products: OpenText™ Content Cloud (inclusive of OpenText™ Capture, OpenText™ Core Capture, OpenText™ Process Automation, and OpenText™ Knowledge Discovery).
Cluster: ECM/BPM/RPA
https://www.opentext.com/products/capture-intelligent-document-processing

Overview
OpenText is a global leader in Information Management solutions, offering a wide portfolio of products including content management, process automation, document generation, and enterprise security solutions. As a market-leading Capture & IDP vendor, OpenText serves diverse customers around the globe, ranging from large enterprises to mid-market and public sector organizations. OpenText has a strategic alliance and reseller partnership with SAP with multiple products included in the SAP Solution Extension program. OpenText has an established partnership with Salesforce with integrations across their Sales, Service, and Industry Clouds and was selected for the 2024 Agentforce Partner Network launch.

OpenText has a deep portfolio of Capture & IDP technology, including its own text recognition, document classification, and machine learning algorithms. Through its 2023 acquisition of Micro Focus, OpenText picked up Autonomy's IDOL, which can be used for unstructured content analytics, including video, image, and audio content. It is now being marketed under the OpenText™ Knowledge Discovery brand.

OpenText has a company-wide initiative to leverage LLMs and is strategically introducing LLM capabilities into its Capture and IDP product lines. It is also advancing its SaaS offering. Additionally, Capture & IDP is now more often being bundled with OpenText's other information management products and included in broader solutions.

Strategy and Capabilities

Vision

OpenText's vision is to be the leading vendor of end-to-end IDP solutions, leveraging information capture, AI and machine learning, and process automation to extract actionable data and accelerate workflows across line of business systems. OpenText is committed to achieving this both by leveraging a broad portfolio of its own developed products and integrating with enterprise applications from other leading vendors.

OpenText sees advancements in AI technology and the rise of agentic automation as further expanding the scope of IDP. IDP will broaden to include document management and content services that incorporate built-in GenAI assistants for configuring and executing workflows and incorporate automated document generation and other AI-driven features. Looking ahead, OpenText's overall strategy focuses on delivering agentic AI and autonomous agents, providing multi-platform, multi-LLM support, and enabling organizations to choose the best solutions and technologies to fit their specific needs and corporate policies.

Recognition Technology

OpenText has market-leading image acquisition and processing technology as well as a Capture Recognition Engine, which it makes available both as an OEM offering and utilizes in its own products. Its OCR engine works across more than 135 languages. OpenText incorporates multiple proprietary engines including an NLP-based model and a deep neural network-based engine for document classification and separation. It addresses extraction from unstructured forms with a combination of machine learning and NLP. OpenText has patent-pending content summarization technology that uses a hybrid rules and ML approach, and it offers a Sentiment Analyzer as well.

OpenText Knowledge Discovery can be leveraged for audio, image, and video analysis, including object recognition within images and videos. One application is comparing image content with textual descriptions, which utilizes AI and machine learning technologies, including multi-modal transformers, to generate vectors for indexing and comparison. This information can be used to enrich content management applications.

AI Incorporation and Strategy

OpenText has a lot of proprietary AI technology already baked into its Capture & IDP solutions. As newer AI technologies become available, it is taking a deliberate and strategic approach to introducing them. OpenText seeks to avoid putting at risk any of the data accuracy and privacy standards, as well as ROI, that its customers have come to expect. OpenText leverages AI to improve accuracy and minimize manual effort, while reducing IT complexity and resource requirements.

OpenText builds its AI strategy for Capture & IDP on four pillars:

1. Tailor AI to meet specific challenges
2. Leverage AI-driven automation to increase efficiency
3. Maintain data privacy and security
4. Reduce costs and increase ROI

Flexibility is also key to OpenText's AI approach. The ISV is looking to create solutions with classification and extraction technologies that are best aligned with their customers' use cases, policies, and regulatory commitments. OpenText's AI portfolio includes the following options and capabilities:

- Advanced recognition for data extraction, including machine learning and NLP
- Continuous machine learning
- NLU/NLP text mining, cognitive search, and analytics for unstructured content
- Optional AI for multi-modal ingestion of non-document content
- Bring your own license (BYOL) for advanced cloud OCR, such as Google Vision or Microsoft Azure Read OCR
- Embedded LLMs, such as RoBERTa
- BYOL for LLMs, such as Google Vertex

Capture UI

CaptureFlow Designer is a mature drag-and-drop UI that can be used to set up complex Capture & IDP workflows with minimal scripting or coding. For example, auto-population of fields and validations can be set up utilizing only a rules engine and fuzzy logic capabilities. In addition, OpenText Core Capture services are integrated into the Salesforce Automation Framework, which enables set up of data capture within a Salesforce interface through a series of clicks.

The OpenText Process Automation platform also enables integration of Capture and IDP capabilities with the rest of the OpenText Information Management stack or third-party applications through an AI-enabled low-code/no code interface.

Deployment Options

OpenText offers on-prem, SaaS, private cloud and hybrid options. Its goal is to enable customers to deploy Capture & IDP in the type of environments required by their organizational policies, industries and locations. OpenText's cloud-native OpenText Core Capture is available either through a SaaS model or through OpenText's Thrust API layer, through which capture services can be embedded in third-party services or software. To complement the offers of SAP and Salesforce, OpenText has cloud-based Core Capture services available through each partner's software.

OpenText recently announced a new OpenText Core Content Management Premium Plan, a SaaS offer that includes cloud capture and digital signature capabilities. In addition, OpenText launched a modernization program to encourage on-prem OpenText Capture customers to move to private cloud implementations. On a corporate level, in its fiscal Q325, OpenText's cloud revenue represented more than a third of overall revenue and was more than three times greater than license revenue. For Capture & IDP customers, OpenText continues to see a mix of deployment types.

End-to-End Automation

With its wide range of automation capabilities and software, OpenText shines in this category. OpenText sees IDP eventually being incorporated in document and content services that are automatically configured and executed through AI agents. Currently, OpenText provides customers with a choice of components to best fit their environments and requirements for end-to-end automation. This includes IDP and Process Automation software that in many cases can be accessed directly in line-of-business UIs.

OpenText Process Automation represents an AI-powered low-code development platform that features BPMN tools to enable process and case management applications. It includes built-in RPA and testing and debugging tools. Developers can leverage tools like GitLab to manage integrations, while business users can leverage OpenText's AI-powered Developer Aviator to generate applications utilizing natural language prompts.

OpenText is also a market-leading vendor of ECM/content services solutions with multiple application integrations designed to offer "content in context" to users as they complete their work. OpenText bundles OpenText Core Capture as part of its latest cloud document management platforms. In addition, OpenText offers Capture & IDP integration with competitive content management systems including software from Hyland and IBM.

Sales and Marketing Execution

Competitive Advantages

OpenText's broad technology base for end-to-end automation, strong partnerships, and global base of customers with proven implementations, as well as its flexible deployment options, provide it with considerable advantages in the market. When competing with recognition services from hyperscalers, OpenText positions its software as a flexible solution that can be customized vs. the cost of building a solution with tools that need to be supported and maintained internally. It points to key features such as security and a proven human-in-the-loop validation UI as differentiators.

Against IDP-focused ISVs, OpenText has advantages when customers are looking for a single vendor to fulfill a broad scope of content management requirements. OpenText's deep integrations with SAP and Salesforce platforms are also differentiators.

Customer Base

For several years, OpenText has ranked in the top two of our global market share leaders based on revenue generated by sales to end users. It has a strong base of customers spread throughout North America, EMEA, Asia-Pac and LATAM. OpenText's software is also deployed in a wide range of vertical markets, led by Financial Services and Insurance and the Public Sector. The majority of its Capture & IDP software is installed at larger organizations with more than 500 employees, but OpenText's strong channel has led to success in the mid-market and with SMBs as well.

OpenText has a strong base of standalone Capture & IDP customers and in recent years has seen its software more often being deployed as part of end-to-end process automation initiatives.

Partner Strategy

While relying on its direct sales team to manage existing enterprise customers, OpenText goes to market jointly with partners to address new geographies and SMB customers.

OpenText has four primary partner types:

1. **Strategic Alliances:** Enterprise software vendors with which OpenText develops co-innovation roadmaps and joint GTM strategies. This includes SAP, Salesforce, Microsoft, AWS, and Google. OpenText has been honored by SAP with 19 Pinnacle Awards including the 2025 SAP Pinnacle Award in the Partner Solution category. Hyperscaler partnerships with AWS, Google and Microsoft allow customers to transition workloads to their preferred cloud platform and transact on marketplaces using committed budgets.
2. **Technology Partners:** Includes Solution Extension partners who provide add-ons to OT solutions and ISV/ OEM partners who build and sell solutions complementing OT offers.
3. **Systems integrators:** Offer industry and client knowledge to help customers successfully adopt and maximize their OpenText SW investments.
4. **Resellers:** Help OpenText extend into new geographies and the mid-market, as well as meet industry and location specific needs. By onboarding former Micro Focus partners, OpenText will double the size of this channel over the next couple years. Recently, OpenText has worked through partners to sell and/or extend Capture & IDP solutions in geographies such as the Middle East, South Africa and Australia.

Ease of Use and Implementation

Complex enterprise solutions can require significant professional services. To reduce implementation efforts, OpenText offers built-in integrations with its content services platforms, as well as pre-built integrations to software from strategic partners. OpenText offers a volume-based licensing model to ease implementation planning. It also offers a pre-built model for invoices and pre-built definitions for other P2P-related documents. Additionally, OpenText Content Cloud includes rules-based AI models for finding specific information like PCI and PHI data.

For use cases with simpler requirements, the OpenText Core Capture SaaS solution enables rapid deployment and can be up and running with minimal effort.

OpenText also has a number of pre-packaged solutions for specific verticals that incorporate Capture & IDP. These include applications for sales and customer service (within Salesforce), order-to-cash and source-to-pay (within SAP), Clinical Data Intelligence for Life Sciences, Customer Information Management for Banking, and Digital Recordkeeping for Government.

Demand Generation

OpenText has corporate, global, regional and partner marketing teams to help generate demand for OpenText Capture and IDP solutions. These teams use venues such as in-person events and digital programs and webinars, as well as SEM, SEO and email communications to deliver their messages. The in-person events include maintaining a strong presence at annual and regional conferences run by strategic partners, SAP, Salesforce and Google.

OpenText is increasingly incorporating Capture & IDP software in broader marketing campaigns, which aligns with Infosource's vision for the direction of the market. It also helps OpenText leverage its position as a global leader in the Information Management space.

Specific to Capture & IDP, OpenText has been focusing its marketing efforts in the following areas:

- Transitioning users to more cloud adoption
- Boosting users' productivity through increased use of AI
- Upgrading fax implementations, especially in healthcare
- Going to market with partners SAP and Salesforce focused on cloud integrations

Outlook

OpenText has a large footprint in the global Information Management Space, as well as a strong leadership position in Capture & IDP. As the infusion of AI accelerates the consolidation of these two markets, OpenText is in a good position to benefit. Its vision of Agentic AI driving workflows that incorporate Capture & IDP functionality is in line with our vision for the future of the market.

To maintain its position, we expect OpenText to continue to invest heavily in AI development and cloud infrastructure throughout its portfolios, including its Capture & IDP products. OpenText's longer-term Capture & IDP customers are currently benefitting from OpenText's investments in technologies like OCR, machine learning and NLP. We expect many of these enterprises and public sector users to gradually upgrade to more modern technologies powered by GenAI and LLM after they have seen proven success in the market and are confident it will provide a tangible improvement to their legacy implementations. Another acquisition to increase OpenText's footprint, both in terms of technology and customer base, is not out of the question.

ABOUT OUR ANALYSTS

Ralph Gammon is a Senior Analyst for Infosource Software. In this role he covers market sizing, trends, opportunities and leaders in the Capture & Intelligent Document Processing software space. Ralph joined Infosource in 2017 as Regional Manager for the Americas. From 1998-2020, he served as editor and publisher of *the Document Imaging Report*, the premier insider newsletter covering the ECM/Content Services space.

Petra Beck is a Senior Analyst in the Infosource Software division, where she leads analysis and forecasting for the Intelligent Document Processing (IDP) market. With over 25 years of experience in the Information Management industry, Petra brings deep expertise and strategic insight to her role.

Before joining Infosource, Petra held a variety of global leadership positions in Business Research, Strategic Planning, and Thought Leadership. Her career spans several multinational organizations and includes multi-year international assignments in the United States, United Kingdom, and France, enriching her global perspective.

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