



Intelledox Named a Leader in Aragon Research Tech Spectrum™ for Workflow and Content Automation, 2018

Evaluation Based on Completeness of Intelledox Strategy and Performance

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DALLAS--(BUSINESS WIRE)--Analyst firm Aragon Research has recognized [Intelledox](#) as a Leader among technology vendors that enable enterprises to speed up and digitize document processes and transactions in its new report: [Aragon Research Tech Spectrum™ for Workflow and Content Automation, 2018](#).

Intelledox's solution-ready Infiniti platform was noted in the report as having an "adaptive, journey-based interface" and the "ability to support complex applications"¹ among other capabilities.

"Today, many companies rely on unwieldy enterprise software applications that are difficult to configure, maintain, and update as business processes evolve," said Jim Lundy, CEO of Aragon Research and primary author of the report. "We expect others to follow suit with the Workflow and Content Automation journey approach that Intelledox has pioneered."

The Workflow and Content Automation (WCA) category as defined by Aragon Research is a subset of [Digital Transaction Management \(DTM\)](#) and reflects a convergence of previous software categories, including Customer Communications Management (CCM), workflow, and forms software.

Aragon [predicts](#) that the market for WCA will grow from \$1 billion in 2017 to \$6 billion by 2023. As enterprises race toward digital transformation, and by 2020, the report says 65 percent will have re-architected their document processes with a focus on automated creation and routing.

"WCA solutions accelerate how quickly information flows between enterprises, people, and important business systems to accelerate process cycle times and increase accuracy," the authors note. "WCA is the future of content."

With more than 15 million users across the globe, the Intelledox Infiniti Platform enables organizations to replace static forms with adaptive interviews that collect information and then automatically generate personalized digital content and documents on demand. With a flexible, low-code architecture, Intelledox also easily connects data with core systems such as CRM and ERP to support seamless end-to-end digital transactions.

The Tech Spectrum defines Leaders like Intelledox as providers with comprehensive strategies and offerings that align with industry direction and market demand, and who effectively perform against that strategic backdrop. They also offer a vision for the future.

“We’re happy to gain this kind of recognition and believe it validates what we are hearing from our customers,” said North America president Rodney Frye. “Across industries like insurance, banking, and government, enterprises are looking for ways to speed up and simplify customer acquisition, onboarding, and servicing. Organizations that are stuck with legacy print-based tools or static forms risk being left behind in this age of digital disruption.”

“To us, being recognized as a Leader is a significant achievement for Intelledox,” said Intelledox CEO Ray Kiley. “Aragon has the most advanced thinking on the next generation of Business Process and Customer Communication Management, and their research helps us understand where the market is headed and continue focusing on innovation.”

Free Download of Aragon Research Report

Intelledox has licensed this new report and made it available for download. Learn more about the emergence of Workflow and Content Automation and [get your copy of the report here](#).

About Aragon Research

Aragon Research is the newest technology research and advisory firm. Aragon delivers high impact advisory, interactive research, and consulting services to provide enterprises the insight they need to help them make better technology and strategy decisions. Aragon Research serves business and IT leaders and has a proven team of veteran analysts. For more information, visit <http://www.aragonresearch.com>.

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About Intelledox

Today’s customers demand efficient and intuitive digital experiences and Intelledox delivers. Through its solution-ready Infiniti platform, Intelledox enables customer-focused businesses and governments to transform customer interactions into adaptive digital journeys, from acquisition to onboarding to service. With North American Headquarters located in Dallas, Texas, Intelledox has offices in New York, Toronto, London, Singapore, Sydney, and global headquarters in Canberra, Australia. More than 200+ global customers and millions of users trust the Infiniti platform. Learn how Intelledox Infiniti uniquely combines next-generation forms, experience-driven workflow, and on-demand, customer communications management at <http://www.intelledox.com>.

¹ Aragon Research “The Aragon Research Tech Spectrum for Workflow and Content Automation, 2018” by Jim Lundy, August 2018.

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