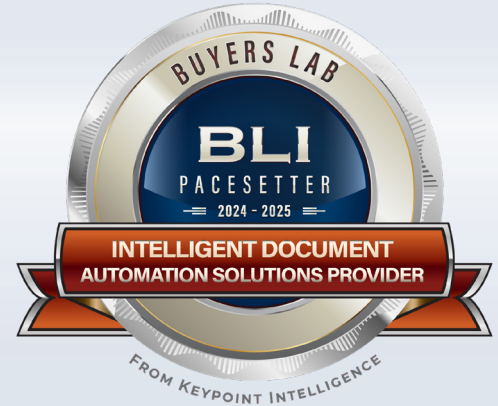


Xerox Corporation

BLI 2024-2025 Pacesetter Award:
Intelligent Document Automation
Solutions Provider



Xerox Corporation has won the Buyers Lab (BLI) 2024-2025 Pacesetter Award: Intelligent Document Automation Solutions Provider from Keypoint Intelligence thanks to its...

- Integrated suite of technologies and functionalities for every step of the document automation journey
- Robotic process automation (RPA) offerings that include software “bots” from an extensive proprietary catalog, plus the ability to build a custom bot as clients’ needs dictate
- Advanced workflow automation managed services and dedicated client solution development teams that will configure, build, and support solutions per client requirements
- Focus on raising the abilities of channel partners in scoping and selling digital transformation (DX) and intelligent document automation solutions

The Xerox logo in red, lowercase letters, with a trademark symbol (TM) to the right.

“Intelligent document automation is a key component in DX and overall IT strategies. In fact, in a recent Keypoint Intelligence survey, nearly 40% of IT-purchase decision makers said that adopting such solutions is a top business priority for the coming 12 to 24 months,” said Jamie Bsales, Principal Analyst in Keypoint Intelligence’s Workplace Group. “That same study revealed that three-quarters of would-be IDP purchasers need guidance and will be looking to an outside provider—not their in-house IT personnel—to scope and deploy the systems. So, it becomes imperative to select a provider that has proven itself in all these technologies.”

With RPA, Xerox offers an extensive catalog of bots that can eliminate slow, costly, error-prone manual processes with automated ones. Xerox experts will evaluate a customer’s current processes and help identify the workflows to automate based on client goals. Xerox will then deploy the right bots to maximize ROI. The Xerox catalog includes ready-to-use bots for finance, operations, sales and marketing, HR, administration, legal, and support processes. And if there isn’t an existing bot for a process or workflow, Xerox will build one. Also of note is the Xerox® Robotic Process Automation Service. This service and support offering leverages the power of generative AI, predictive AI, NLP, and RPA to field customer inquiries and service requests from multiple channels, understand the ask, and automate the response and/or loop in a human as required.

When it comes to IDP, Xerox has a robust workflow offering continuum. For starters, its ConnectKey-enabled MFP Apps and Xerox Workflow Central platform serve as an onramp to the broader IDP/RPA suite of services. The Xerox® Capture & Content Services (CCS) practice delivers a range of advanced information management offerings from backfile scanning and digital mailroom to accounts payable and health records automation. The services employ next-generation processing—OCR and even handwriting recognition, intelligent document separation, AI-based document classification, and more—to capture, transform, process, and deliver information. The dedicated Xerox Client Solution Development Teams will configure and build solutions per client requirements and integrate the various Xerox, partner, and customer solutions as needed.

About Keypoint Intelligence

For over 60 years, clients in the digital imaging industry have relied on [Keypoint Intelligence](#) for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry's most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers', channels', and their customers' transformation in the digital printing and imaging sector.

About BLI Pacesetter Awards

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab Pacesetter Awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including technologies, services, and key vertical markets.



North America



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