



2020-2021
Worldwide Capture Software Vendor
Market Matrix Extract for TCG
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Introduction

Infosource Software is the leading firm for Capture Software market analysis and consulting with more than 20 years of experience in this field.

Capture Software includes solutions and services used to process business inputs. Capture Software understands and extracts meaningful, accurate, and usable information. It acquires, classifies, and converts unstructured and semi-structured information into enhanced usable data for use in business transactions, analytics, records management, discovery, and compliance applications.

Historically business inputs have been primarily received as paper documents which needed to be digitized and converted into usable, validated data—ideally with minimal human involvement. Business inputs have increasingly shifted from paper inputs to a variety of digital sources arriving via a broad range of communication channels including email, fax, smart devices, and social media. Inputs can include not only documents and other text-based sources, but also voice, photos, videos, and IoT channels. All inputs are interpreted to understand the content, and where and why it is needed. Data is extracted, validated, and augmented to create the required information for a business process to drive a transaction, comply with records management requirements or facilitate customer communications.

This Capture Market Matrix analysis offers a strategic assessment of vendors focused on Capture and is the only independent analysis of the major vendors engaged in the Capture Market in 2020-21. The report assesses Capture vendors' relative strength in Strategic Excellence and Execution Excellence.

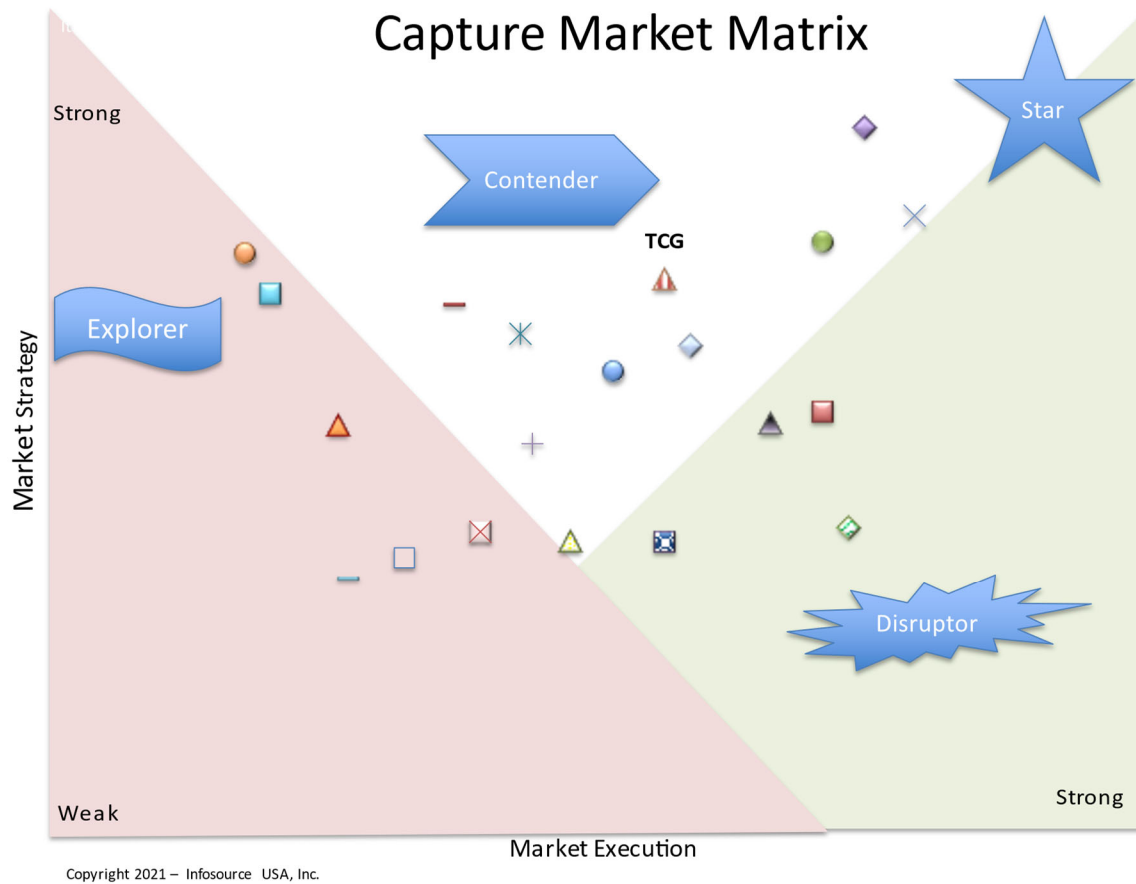
Competitive assessment is an essential element of strategic planning. This report is indispensable reading for benchmarking key vendors in the Capture market. This assessment provides decision makers in the Capture ecosystem with a profile of their competitions, partners, or suppliers in the context of rapidly changing market conditions.

Infosource 2020-2021 Capture Software Market Matrix – Vendor Extract

This matrix is based on a plot of Strategic Excellence for the vertical axis and Execution Excellence for the horizontal axis.

Descriptors

- **Star** - Market Leader
- **Contender** – Directionally good market strategy; should work on execution and refining their strategy to become a star
- **Disruptor** – Good market execution/presence; need to work on strategic imperatives to become a Star
- **Explorer** – Some Explorers find success, others do not; vendors in this category either need to focus their strategy on future market opportunities or establish more effective execution, or a combination of both



Capture Software Vendor Profile

TCG 

(<https://www.tcgprocess.com/>)

Company overview

Founded in 2006, TCG has established itself in Western Europe and South America, targeting high-volume production Capture opportunities and is currently spreading its marketing to other parts of the world. It offers a modular platform with a GUI process orchestrator to enable users and partners to configure complex (as well as simple) processes. TCG's flexible pricing is based on volume and functionality, enabling customers to scale.

TCG has no outside funding and has taken a steady approach to driving growth. Recent additions in Canada, Australia, and the US bring TCG up to nine subsidiaries. It has hired experienced Capture and process executives as regional managers and is looking to expand its footprint through building a reseller channel.

Company Strengths

- Flexibility associated with Capture 2.0 architecture
- Cloud native platform with strong process focus
- Library of process elements allow process savvy end customers to easily build workflows
- Unified platform and interface
- Modular process approach
- Executive team with strong expertise in high-end applications and large companies

Company Challenges

- No brand recognition outside Western Europe and South America
- Just ramping up sales and marketing
- Limited RPA capabilities, relies largely on partnerships with major RPA providers
- Smaller company competing for contracts with larger organizations

Future Direction

We expect TCG to evolve its cloud platform to offer standardized containerization with orchestration tools. TCG will continue to establish and expand a channel network to drive its further geographic expansion. We also look for TCG to pre-build vertical solution elements and/or utilize partnerships for this. A further opportunity for expansion exists in the customer experience market where TCG could consider partners in the contact center world who are looking to expand into omni-channel capture.

About the Report and Infosource Software Services

This Capture Vendor Market Matrix Report serves as an overview of the competitive landscape. The full report is just one deliverable associated with a yearly subscription to Infosource Software's service, which includes analysis and additional reports covering the global Capture software market. Infosource Software's service also includes inquiry time and strategic planning workshops.

Infosource engages with its clients in discussions tailored to the strategy and requirements of the respective vendor. For topics like the vendor analysis, Infosource supports its clients by providing detailed analysis of the landscape and an analyst view of individual company strategies and ability to execute.

We would be happy to discuss how the Infosource Software team can support your company in optimizing your positioning and identifying roadmap opportunities and enhancements to your go-to-market strategy.

Appendix – Methodology

The following are descriptions of Strategic Excellence and Execution Excellence:

Strategic Excellence – Strategy (Vision) reflects the company's strategic direction expressed in their roadmap and planned market participation (desired state). Strategic Vision articulates management's plans for the future and is rated against evolving Capture 2.0 market trends. Capture 2.0 solutions consist of a series of "containerized" standardized cloud services that use AI and advanced classification; they help classify any incoming information, understand which processes it involves, and then extract relevant data, validate it, and tag it. Such a system can drive workflows and business intelligence by extracting and/or generating relevant metadata and transactional data from omni-channel inputs. This software is critical for efficient and timely business process automation, compliance, business

intelligence and analytics. While usable with structured data, it is most valuable when applied to unstructured and semi-structured incoming information from multiple sources via multiple channels.

Major assessment factors in strategic plans to participate in the fast growing and evolving Capture 2.0 services market include

1. Overall strategy and vision
2. Ability to handle omni-channel inputs – documents (electronic & paper), voice, image/picture, video, etc.
3. Containerized, standardized cloud services architecture
4. Breadth of intelligent capture technology including but not limited to AI classification, machine learning, barcode, OCR, OMR, NLP, voice to text, sentiment analysis, voice biometrics, video understanding, translation, object recognition, semantic understanding with associated business rules
5. RPA strategy
6. Ease of use with an emphasis on packaging services for ease of consumption by partners, developers, and end-users, including low- and no-code capabilities

Execution Excellence (Capabilities & Competencies) reflects the demonstrated market execution including the product offering, sales and marketing presence and success demonstrated across a broad range of segments, including geographical, vertical, and horizontal markets.

Major assessment factors for execution excellence include

1. Current offerings (product/solution portfolio) and user base
2. Ability to leverage technical core competencies
3. Skill at partnering with other companies to execute a shared strategic vision
4. "Go to Market" strength—plan for delivering product & services (including marketing, pricing, and distribution)
5. Demonstrated ability to execute geographically
6. Demonstrated ability to in vertical applications

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