2026
Global Capture & IDP Software
Vendor Matrix Report
(Excerpt Featuring ISIS Papyrus)

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INTRODUCTION

Welcome to the 2026 edition of the Infosource Capture & IDP Vendor Matrix Report. It features an evaluation and ranking of more than 25 leading ISVs in the market. Each vendor was evaluated on the strength of its products, as well as its vision and execution in the market.

Market Definition

Infosource defines Capture & IDP software as addressing the ingestion and processing of business inputs, which includes documents and can extend to other media types (voice, video, SMS, etc.). The software does the following:

- acquires
- classifies
- converts and enriches
- validates

business inputs into data for use in business transactions, records management, and case management applications.

For 2025 (based on our 2024 vendor revenue numbers), we estimated the Global Capture & IDP market to be worth approximately $9B, with EMEA accounting for just over 40% of that and North America approximately 35%. Accounting and Case Management are the two major use cases, each making up about a third of the global market.

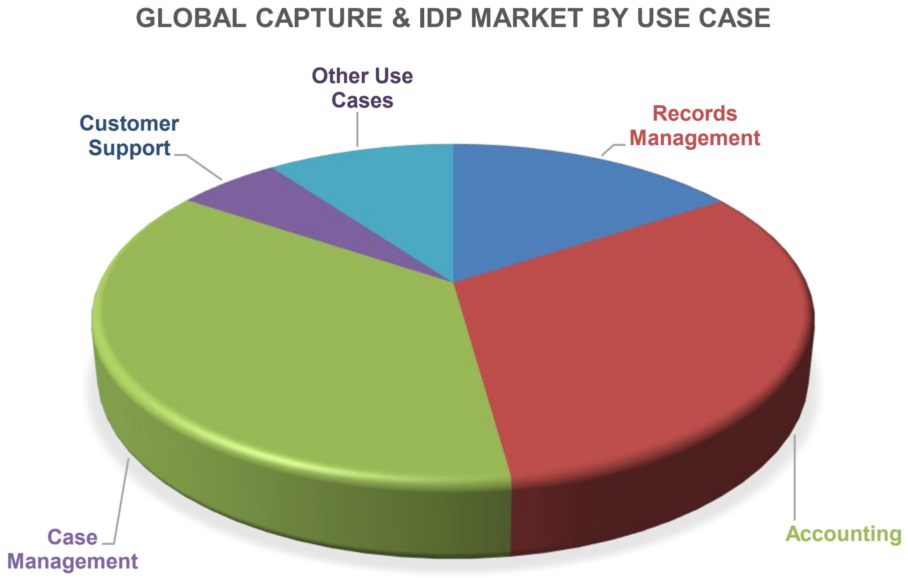


Figure 1: Global Capture & IDP Market by Use Case

Market Dynamics

AI has been the driving force behind the Capture & IDP market since the mid-to-late 2010s, when ISVs started utilizing open source machine learning models and training them on document processing—typically classification and extraction. Large Language Models (LLMs) were introduced into the equation in the early 2020s, and they offer capabilities like the ability to process documents without any training and to understand, on some level, completely unstructured documents. LLMs can also be used for functionality like summarization and ad hoc interrogation of documents via Q&A. On the downside, their token-based pricing models can be unpredictable and expensive, LLMs make mistakes (commonly referred to as hallucinations) and confidence levels are hard to gauge. Also, because of the enormous amount of processing power they utilize, LLMs are typically run on public clouds, which raises security and privacy concerns from some users.

LLMs in IDP	
Positives	**Negative**
Process documents without training	Hallucinations
Can be applied to unstructured and complex documents	Hard to gauge confidence levels
Enable document interrogation (Q&A)	Unpredictable and/or potentially expensive pricing
Able to produce summarizations	Typically run on public clouds

LLMs can also be used for features like expediting IDP workflow setup and assisting with validation. In addition to LLMs, we are seeing vendors implement vision-language models (VLMs) and multi-modal models, which enable them to process documents and other types of input forms more holistically, by being able to understand and synthesize various elements such as text, images, and audio and video within a single model. We are also seeing the introduction of Small Language Models (SLMs), which can run on-prem and be trained with domain-specific data.

There are still a lot of elements that go into Capture & IDP solutions in addition to AI models. The foundation for the market was laid more than 30 years ago with the introduction of document scanning, OCR, and template-based document extraction. These elements are still in place in many applications. On top of that have been built techniques like the application of data rules and regular expressions, which are also still in use today, many times in conjunction with AI technologies.

Agentic Automation: The Next Frontier

Here is a look at the current Infosource Capture & IDP Market Maturity Model:

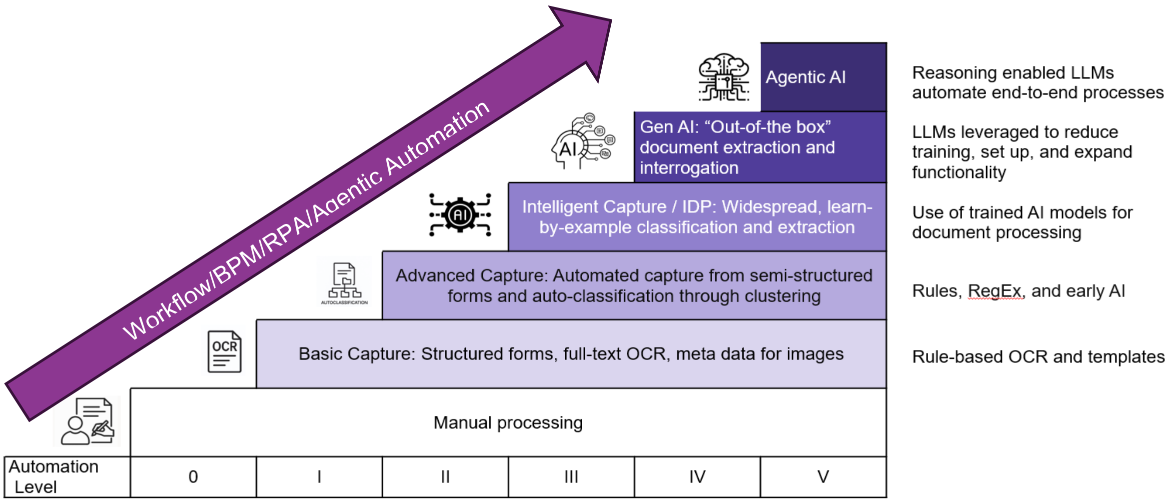


Figure 2: Infosource Market Maturity Model

At the top is Agentic AI, which we have not discussed yet. Agents are the hottest topic related to business process automation, a broader market, which typically incorporates IDP. Technically, an agent refers to a system or program that can autonomously perform a task or an action, either as part of a business process, or it could potentially be automating the entire business process. Capturing and posting data from an invoice, for example, could be considered an agentic task. Automating an entire purchase-to-pay (P2P) process, from placing an order to reconciling the shipping and receiving data, to processing and paying the invoice, could be considered an agentic process. Since we already have a specific term for an IDP transaction, when we speak about agentic AI, we are typically talking about automating processes, as in the P2P example.

Automating document-driven processes is nothing new. Since the dawn of scanning, we've had workflow software to complement capture. In document-centric applications, workflow is designed to make sure documents are routed to the correct people. Process-centric Agentic AI can be considered the next generation of document workflow where IDP is involved. It offers functionality like recommending the next step that should be taken or even automating the taking of that step based on previous actions and ancillary information, such as can be found in Retrieval Augmented Generation (RAG) databases or other types of content stores. The evolution of LLMs to incorporate more reasoning capabilities is supposed to further empower Agentic AI applications.

While I would say Levels I-IV on the maturity model are already in widespread use, process-automation utilizing Agentic AI is still in its early stages in the mission-critical applications that IDP typically addresses. There is still plenty of human supervision, and we are at least a few years out from the vision we've heard of agentic-first businesses, where processes are designed with automation as the standard and people just fill in where needed.

The Ideal Solution

Infosource's description of an ideal Capture & IDP solution says that it should have the ability to automate processing of inputs required for business transactions, including unstructured and semi-structured input from any source, in any format. In addition, an IDP solution should be able to classify this input and extract relevant data, then validate and augment that data and apply it to the appropriate systems and workflows, which can involve initiating or advancing a process.

Scalability and accuracy are important. We also factor in the ability to utilize AI and machine learning to reduce implementation time and effort and to broaden automation. A containerized cloud services architecture can be applied to increase flexibility in deployment, as well as improve integration with other platforms. Ideal Capture & IDP solutions should enable end-to-end automation of transactional processes and can also address compliance and analytics.

It's important to note that while AI and agentic automation are definitely the hottest topics related to the Capture & IDP market right now, in the big picture, AI and even LLMs are enabling technologies that assist with automation. And while agentic automation may be an end goal that IDP can contribute to, an IDP solution can stand on its own as an agentic task as well. Just as not every Capture vendor offered workflow, not every IDP vendor is going to provide end-to-end process automation facilitated by LLMs.

METHODOLOGY

Vendors included in this year's matrix have been ranked in a number of individual categories, with their overall rankings a product of the sum of their scores in each category.

Criteria Used for Evaluation

Following is a look at the categories we used to evaluate the vendors for this year's Capture & IDP Vendor Matrix.

Strategy and Capabilities (y-axis)

- **Vision for Capture & IDP:** Even though well less than half the vendors surveyed are today offering what we would consider true agentic process automation, in five years' time, a number envision themselves offering a solution in which document classification, extraction, validation, self-correction, and action are all part of continuous flow. In other words, the application of Agentic AI seems to be the predominant goal of vendors in the market.
- **Recognition Technologies:** This is the first time we have included AI as part of the "engine" mix, along with OCR/ICR and other enabling technologies. AI is pretty versatile and also incorporated in several other categories.
- **Complex Documents:** An area where a lot of AI is used, this category accounted for processing both long and complex documents and the ability to reconcile information across document sets. A surprising number of vendors have good tools and strategies to address this.
- **UI for Document & Agentic Automation:** We've had a category for designing document workflows for several years, which we've extended to include design for agentic automation, since that seems to be the way many vendors are going.
- **End-to-End Automation:** This includes integration with scanning, workflow, BPM, ECM, RPA, ERP and other line of business apps. Some vendors have their own technology in these areas, but strong connectors, APIs, and partnerships are another way of addressing this.

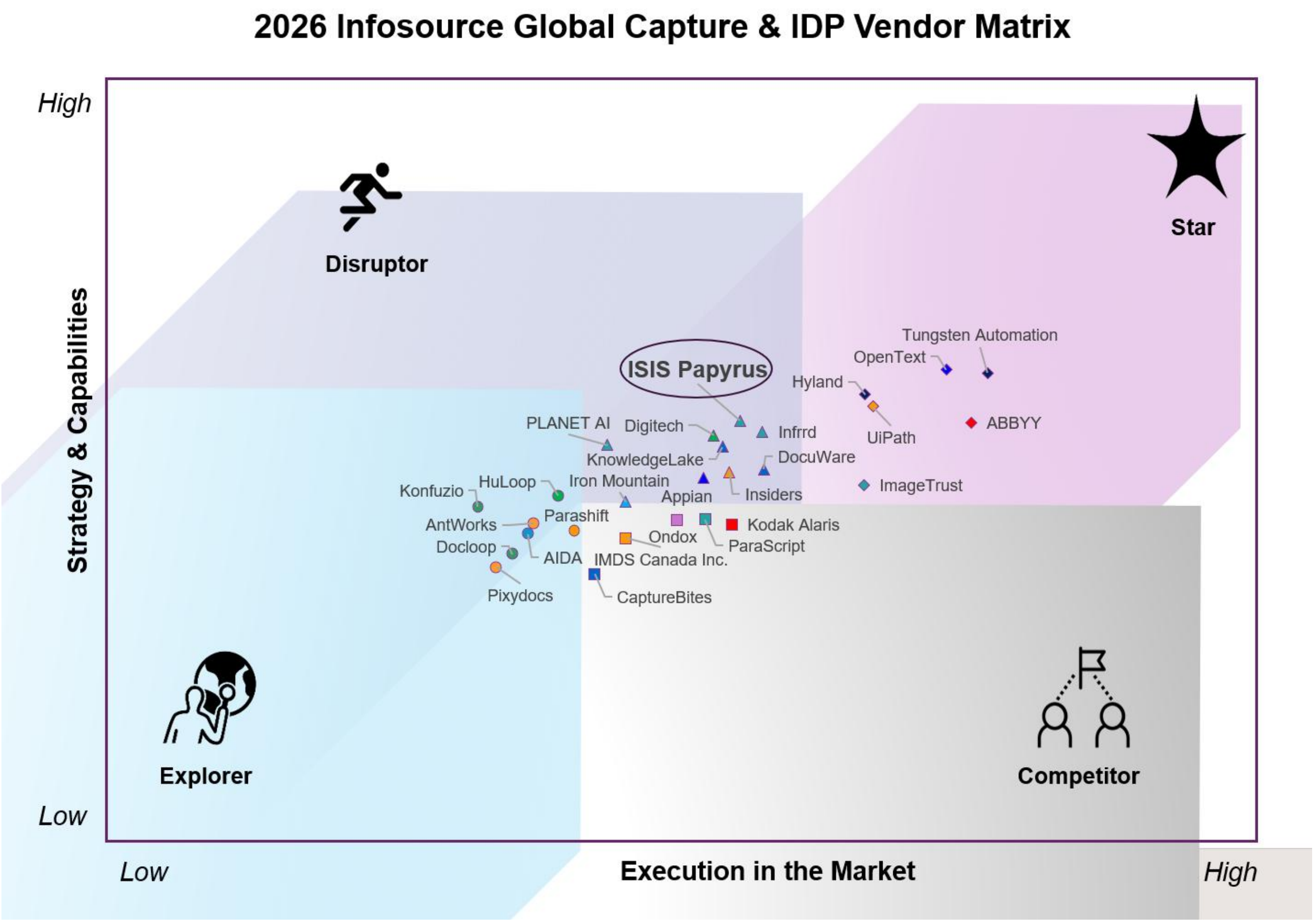
- **Agentic AI:** I threw this out there for the first time, kind of to see how vendors are defining the term themselves. A lot of what came back was discussion on leveraging AI to automate multi-step processes. One interesting note is that these processes can be kind of elastic. For example, we have some vendors with a very narrow focus, like automating document processing around shipping and receiving or A/P in construction, which is a valid Agentic AI strategy. Then we have larger vendors with platforms in place to automate multiple types of complex processes, also a valid strategy.
- **RAG Capabilities:** Because it involves converting documents into "chunks," meta data and other information that can be stored in a vector database, I've always considered the ability to create RAGs (and similar sets of data to be used for grounding LLMs activities) to be a sister to the traditional Capture & IDP market, even though it requires some different tools. We received a range of responses, from ISVs doing full-blown RAG creation, to those leveraging RAGs to ground their agentic processes, to those doing nothing. This category didn't have the highest weighting but it's interesting to follow. Perhaps it will be considered as part of End-to-End Automation and/or Agentic AI going forward.
- **Architecture:** This category combines deployment options, scalability and security. Most vendors in the market have done a pretty good job addressing scalability and security with deployment options a mixed bag.
- **Capture:** This incorporates the ability to ingest input from a variety of sources in a variety of formats, although since the IDP market is still primarily about documents, they take precedence. The ability to connect to, and control, scanners was also considered as there is still a lot of paper input, especially in higher volume, production environments.

Execution in the Market (x-axis)

- **Competitive Differentiation:** Basically, we wanted to know what makes a vendor stand out from the competition in the Capture & IDP market, which currently includes several hundred vendors. As you might expect, we received a range of answers here. We also asked for an example of why each vendor won in a competitive bid against another vendor, but, somewhat surprisingly, the majority of respondents declined to answer this.
- **Size of Customer Base:** When considering Execution, size is important, but we weighted it less this year than in the past. Part of that has to do with the fact that even the biggest vendors in the IDP space are now at some level competing against LLM giants and being an enterprise software vendor (as opposed to a hyperscaler) is maybe not the advantage that it once was.
- **Geographical Strength:** This was considered in a couple different ways. If it was a larger vendor with a global footprint, then, how far and wide is their Capture & IDP software installed? Conversely, a strong focus leading to success in a particular region is also considered an advantage.
- **Vertical Strength:** As agentic automation extends IDP deeper into processes, a focus on going deeper instead of broader into targeted vertical markets is increasingly advantageous.
- **Demand Generation:** There are a lot of different techniques utilized to increase visibility, create qualified leads and drive sales in an increasingly crowded market where vendors are competing not just against other IDP vendors but also against do-it-yourself LLM initiatives. The bottom line is how effective these initiatives are in driving new sales.
- **Partner Strategy:** This is a combination of reseller/go-to-market partners and technology partnerships to enable end-to-end automation. Partnerships are becoming increasingly important in the Capture & IDP market as it expands into agentic automation, and vendors have to take their applications deeper into their customers' processes. Partners provide a combination of vertical expertise and customer familiarity, as well as complementary technologies.

- **Ease of Use and Customization:** We formerly just called this “ease of use” figuring that was an advantage, but the ability to customize software to meet the demands of complex applications is also advantageous. Ideally, a software platform should be flexible and easy to use. We know that is not often the case – although vendors are moving that way with the help of GenAI.
- **Deployment Options:** We used to consider it an advantage if a vendor offered a true SaaS platform, and it still can be, but for larger vendors, or those in niche markets, on-prem and/or hybrid can be the best way to go to market.
- **Case Studies and Customer References:** I was somewhat disappointed in the quality and quantity of case studies available showing truly modern and innovative IDP applications. I also understand a lot of the customers doing really high-level stuff want to keep it quiet for competitive and security reasons, so I credit any vendor who is able to get quality case studies and even make references available for analyst access.

2026 INFOSOURCE CAPTURE & IDP VENDOR MATRIX



Matrix Review

Stars

This year's Matrix features six Stars, four of which return from last year:

- **ABBYY** continues to develop a strong portfolio of recognition engines, which it complements with LLM technology. Its large global customer base and strong partner channel help it on the x-axis.
- **Hyland** is a document-focused content services market leader that has a strong portfolio of Capture & IDP technology. Its SaaS IDP application is a key piece of its agentic automation platform.
- **ImageTrust** makes its Matrix debut as a Star. It is a flexible Capture & IDP application developed by Image Access, sold primarily through partners, and targeted at production environments.
- **OpenText** continues to be a leader in the market, with a strong global customer base and impressive end-to-end and agentic automation capabilities.
- **Tungsten Automation** returns as a Star after not participating last year. Tungsten has a large global customer base and partner channel, as well as a deep and wide breadth of Capture & IDP technology.
- **UiPath** is an RPA market leader that has grown its IDP business as a way of processing unstructured content. UiPath is heavily invested in agentic automation.

Disruptors

This year's Matrix features nine Disruptors who are stronger on Strategy and Capabilities, while pushing forward with Sales and Marketing Execution to become Stars:

- **Appian** is a BPM market leader that is growing its IDP business as part of a comprehensive AI-driven automation strategy.
- **Digitech** is a long-time Capture and ECM player primarily in the mid-market, whose innovative Sys.tm platform, which incorporates multiple LLMs for IDP, could be a game changer.
- **DocuWare** is featured for the first time. Primarily known as a mid-market content services leader (owned by Ricoh), it recently acquired an IDP vendor, whose technology has been integrated into its platform.
- **Infrrd** has a strong IDP and agentic automation platform specializing in complex document-driven processes, such as mortgage processing and managing engineering drawings.
- **Insiders** is a long-time leader in the DACH Capture & IDP market that was recently acquired by a German ERP and agentic automation specialist.
- **Iron Mountain** continues to advance its IDP capabilities and is extending into agentic automation through its InSight DXP platform.
- **ISIS Papyrus** has an end-to-end document automation platform that it is increasingly augmenting with more AI technology.
- **KnowledgeLake** is a Capture & IDP SaaS pioneer that has expanded its platform. It was recently acquired and brought in a new CEO to help accelerate growth.
- **PLANET AI** is a recognition technology specialist that recently expanded into agentic AI with some targeted process management applications.

Competitors

Competitors have a strong presence in the market and acceleration of their vision and technical innovation will advance them on the y-axis. This year's Matrix features five Competitors:

- **CaptureBites** is a mid-market Capture & IDP specialist that sells through a network of partners, primarily in Europe.
- **IMDS Canada** is being featured in our matrix for the first time. It is a production Capture & IDP specialist with its own multi-language recognition technology.
- **Ondox** is a digital mailroom and document automation specialist that has its own IDP technology and is also a leading Tungsten Automation partner.
- **Kodak Alaris** is a leading global scanner vendor with complementary Capture & IDP software that is gaining adoption.
- **Parascript** is a recognition technology specialist known for handwriting recognition, but it also offers a full suite of IDP software, as well as market leading fraud detection technology.

Explorers

Explorers have intriguing technology and are just starting to gain momentum in the market. We have seven Explorers in this year's Matrix:

- **AIDA** is an IDP and agentic automation application developed by Italy-based Technology Cognition Lab, S.r.l. The product is growing its footprint through partnerships throughout western Europe.
- **AntWorks** specializes in high-volume complex document sets in the insurance and financial services spaces. In 2025, it was acquired by GTT Data Solutions, an Indian systems integration firm.
- **Docloop:** Docloop is an IDP and agentic automation vendor with a SaaS platform focused on providing trade document intelligence for the shipping and logistics industries.
- **HuLoop** incorporates IDP as part of a broader work optimization platform. It has had some success focusing on the mid-sized banking market.
- **Konfuzio** is an IDP product developed by Helm & Nagel, a Germany-based specialist at using AI software to automate processes. Konfuzio is focused on meeting data sovereignty requirements that are important in regulated industries in Germany.
- **Parashift** is a SaaS vendor that specializes in no-code document classification and extraction. To date, it has gone to market primarily through partners in western Europe.
- **Pixydocs** is a SaaS application developed by Zerapix. It is especially strong in accounts payable (AP) processes and is currently being targeted at the construction industry.

Note: All vendors featured in this year's Matrix report responded to an extensive questionnaire, answered follow-up questions and in many cases set up briefings to further explain their product and go-to-market strategies.

VENDOR PROFILE

ISIS Papyrus

Corporate Name & HQ: ISIS Papyrus, Vienna, Austria
Capture & IDP Product: Papyrus Capture & IDP Software

Long before LLMs and GenAI offered capabilities for automating processing of incoming documents and outgoing communications within a single platform, ISIS Papyrus was addressing this cycle through its integrated Capture & IDP and Customer Communications Management (CCM) software. Papyrus also offers adaptive case management technology to tie the input and output processes together for complex processing. The recently introduced Papyrus Content Governance adds a departmental content management offering.

For Capture & IDP, ISIS Papyrus leverages its own recognition technology complemented by LLMs, including a partnership with IBM to embed Watsonx. With a focus on a mid-size to large enterprises, ISIS Papyrus has 16 offices globally. It is especially strong in the BFSI and Public Sector verticals.

Vision for Capture and IDP: Papyrus Capture & IDP is designed to transform digital communication into a streamlined, actionable asset. The software helps businesses pull critical data from any source, enabling action on customer requests. Looking ahead five years, ISIS Papyrus envisions a fully integrated AI-driven ecosystem, with its software acting as the cornerstone of a unified business value stream, handling everything from initial capture and machine-learning classification to automated responses and complex decision-based collaborative work in case management.

ISIS Papyrus' vision incorporates

- effortless data extraction
- intelligent automation
- unified workflow
- seamless integration

Looking ahead, GenAI will enhance the ISIS Papyrus IDP solution with deeper understanding of context, semantics and tone, enabling advanced summarization and document mining, while ISIS Papyrus will remain focused on data security and regulatory compliance, ensuring sensitive information is always protected.

Areas of Strength

- **End-to-End Automation:** ISIS Papyrus integrates content and process management within a single platform. Its solution features BPM and Adaptive Case Management (ACM), enabling the creation of definable, data- and event-driven workflows. Papyrus Converse, an agentic business rules-driven technology, now empowers non-technical users to deliver and optimize processes through a conversational approach to process creation and enhancement, guided by organizational goals, roles and rules. The new Papyrus Content Governance offers various storage options for content of any type, including documents, emails, and video and audio files. It includes several adapters for integration with other repositories.

- **Recognition Technologies:** ISIS Papyrus incorporates pattern recognition, character recognition (OCR, ICR, voting), statistical keyword metrics, fuzzy logic, and neural networks to achieve automation across fixed forms, handwritten documents, and unstructured data. ISIS Papyrus employs specialized recognition engines tailored to specific document elements, including characters, marks, barcodes, geometrical objects, anchors, and colors. Its technology includes internally developed OCR/ICR and machine learning models (self-learning with supervision), as well as third-party OCR engines and AI models that enhance accuracy and efficiency. ISIS Papyrus also leverages foundational LLMs from hyperscalers for complex reasoning.
- **Complex Documents:** ISIS Papyrus' self-learning technology can transform complex documents, including handwritten notes, invoices with varying tables and layouts, checkboxes in forms, images, signatures and barcodes, etc., into clean, structured data. Papyrus Capture is document-agnostic and utilizes multiple engines to provide optimal results for diverse fonts, languages, characters, handwriting styles, and document layouts.

Areas for Potential Improvement

- **Competitive Differentiation:** ISIS Papyrus is a strong player and in both the Capture and CCM spaces but seems to fall just short of being a global leader in either one. Historically, packaging document input and output in a single platform has been a complex sell, as many users don't make the connection or have different departments responsible for each application. That said, ISIS Papyrus has certainly found many loyal customers that have bought its CCM and Capture & IDP solutions—particularly among large banks and insurance providers. Perhaps the versatility of LLMs for end-to-end document processing will help more users understand the advantages that a specialized document processing vendor with similar capabilities has to offer for complex workflows.
- **Delivery options:** ISIS Papyrus offers deployment flexibility through on-prem, public or private cloud hosting by its customers. It also offers predictable capex (one-time charge) and opex (4- or 5-year contract) pricing options. What it does not offer is a SaaS vendor-hosted model, which may curtail its growth, especially in North America. That said, ISIS Papyrus presents itself as an option for customers looking to migrate off SaaS.

Overall Outlook

ISIS Papyrus continues to move up on our y-axis as it fleshes out its end-to-end automation capabilities. This includes the integration of diverse language models and GenAI. ISIS Papyrus has a decent-sized install base for a Capture & IDP software vendor, but in the overall enterprise software scope, it has struggled to gain critical mass.

GenAI may prove to be a double-edged sword. From a 10,000-foot view, users may wonder what a document processing specialist like ISIS Papyrus can offer that an LLM cannot. Of course, this is a challenge the whole industry is facing. We expect ISIS Papyrus to continue to produce a strong platform for delivering end-to-end solutions and deliver on its vision of increased automation while not losing sight of its clients' internal goals, rules and guardrails. The ISV's primary challenge remains convincing more organizations of the advantages of deploying a single document processing platform. However, as these organizations increasingly look to LLMs to power their automation, perhaps they will realize the advantages of fewer integration points for their document processes, including increased efficiency and improved governance, while ISIS Papyrus also helps them mitigate data security concerns related to SaaS implementations.

ABOUT THE ANALYST

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