

AI Agents Buyers Guide

Software Provider and Product Assessment

**SOFTWARE
PROVIDER
REPORT**

***ISG** Research

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Key Takeaways

Artificial intelligence (AI) agents are autonomous software entities that perceive context, reason about objectives and execute actions across enterprise systems and workflows. Advances in generative AI (GenAI) and large language models (LLMs) have expanded agent capabilities, enabling them to retrieve knowledge, interpret inputs and orchestrate actions across applications. As enterprises embed agentic capabilities into platforms and processes, adoption increasingly depends on governance, security and interoperability with existing systems and data environments.

Software Provider Summary

The ISG Buyers Guide™ for AI Agents evaluates 32 software providers offering products supporting the design, orchestration and governance of autonomous AI agents across enterprise workflows and systems. The research ranked the top three overall leaders as Oracle, Databricks and AWS. Providers were classified using weighted performance in Product Experience and Customer Experience for ISG quadrant placement. Automation Anywhere, AWS, Boomi, Databricks, Dataiku, Google Cloud, IBM, Microsoft, Oracle, Salesforce, ServiceNow, Teradata and UiPath were rated as Exemplary, with Alibaba Cloud, Snowflake and Tencent Cloud rated as Innovative. Cloudera, Couchbase, Domo, Huawei Cloud and NVIDIA were rated as Assurance; and Anthropic, C3 AI, DataRobot, EDB, EdgeVerve, Fractal, MathWorks, OpenAI, Palantir, SAS and Weights & Biases were rated as Merit.

Product Experience

Product Experience, representing 80% of the evaluation, focuses on Capability (40%) and Platform (40%), which includes adaptability, manageability, reliability and usability. Oracle, Databricks and AWS achieved the highest performance as Leaders in this category, supported by broad enterprise AI agent capabilities across agent design, model orchestration and lifecycle management and strong underlying platform governance, scalability and integration across enterprise environments. Leaders demonstrated enterprise-grade platform capabilities supporting deployment and operation across diverse enterprise roles and agent-driven operational contexts.

Customer Experience Value

Customer Experience, representing 20% of the evaluation, focuses on validation and TCO/ROI. AWS, IBM and Oracle were the Leaders in this category, showing strong customer advocacy and clear investment in success outcomes. Providers with lower performance often lacked publicly available customer validation or failed to demonstrate structured ROI measurement and proactive lifecycle engagement.

Strategic Recommendations

Prioritize AI agent platforms that combine autonomous decision-making with strong governance, security and observability controls. Ensure agents integrate with enterprise data infrastructure and existing applications to support coordinated workflows. Focus deployments on high-impact processes where autonomous reasoning can improve operational efficiency.



AI Agents

The shift toward AI-driven software in enterprises and workforce processes has increased demand for more intelligent applications and systems. Integrating and utilizing decades of accumulated knowledge and data remains difficult due to the complexity of legacy systems and existing business practices. In many environments, data is fragmented across customized applications and “dirty cores,” requiring significant effort to ingest, normalize and govern before it can support agentic workflows. Embedding intelligence through AI therefore requires software components that can operate autonomously without constant human interaction or oversight. With the emergence of AI platforms that integrate agentic design, GenAI and conversational interfaces for worker engagement, the foundation has been established for broader adoption of AI agents that facilitate the use of AI and data platforms across enterprise environments.

ISG Research defines AI agents as autonomous software entities that perceive their environment, make context-aware decisions and take actions based on perception and reasoning. While many AI applications rely on rule-based logic and reactive behavior, agentic AI enables self-directed operation across multiple processes and systems. These agents can function independently or coordinate across different software providers and enterprise environments. Although humans may initiate or interact with AI agents, they are designed to operate autonomously and engage only as needed to achieve defined objectives.

AI agents have evolved from simple rule-based programs into intelligent components capable of reasoning, decision-making and action within complex business and digital environments. Early systems focused on reactive automation, while later generations incorporated machine learning (ML) to enable greater independence. Today, LLMs and GenAI have significantly expanded agent capabilities, allowing agents to retrieve knowledge, interpret context and orchestrate actions across enterprise systems. As a result, AI agents are emerging as a foundational layer in enterprise software architecture, enabling new levels of productivity and adaptability. Through 2028, almost all software providers will add agentic capabilities that enable automation and streamline operations.

Enterprises require AI agents that can reliably support a broad range of activities, understand context, operate independently and integrate seamlessly with existing systems. These agents must function autonomously across workflows, engage with humans when appropriate and adapt based on situational context and available data. To succeed in enterprise environments, AI agents must operate within clearly defined boundaries, with security, governance and





auditability embedded into their design rather than added later. Most importantly, AI agents must deliver tangible business value by improving efficiency, reducing manual effort and continuously learning to enhance performance over time, rather than simply automating isolated tasks.

The AI and data software ecosystem presents numerous opportunities to apply agents to both complex and routine processes. AI agents are increasingly used to automate data management, integration and protection tasks, as well as to assist with analytics, security and

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Privacy, security and compliance considerations are heightened when AI operates autonomously, particularly across jurisdictions with differing data sovereignty requirements.

IT operations. In practice, enterprises deploy agents to reduce operational bottlenecks, improve responsiveness and accelerate execution across interconnected systems. We assert that through 2028, almost all data management software providers will support AI agents to automate and accelerate data management and integration processes, while 4 in 5 data and analytics software providers will deliver AI agents to automatically detect and protect sensitive data, including personally identifiable information.

Successful adoption of AI agents requires more than technology alone. Enterprises must ensure they have the skills, resources and data foundations necessary to support agentic platforms. Data ingestion and preparation remain critical, particularly where legacy systems and customized environments complicate access to clean, well-governed data. AI agents must integrate and interoperate with other applications and

systems to achieve intended outcomes, unless they operate entirely within a single provider ecosystem. Privacy, security and compliance considerations are heightened when AI operates autonomously, particularly across jurisdictions with differing data sovereignty requirements.

The rapidly evolving GenAI market is increasingly focusing on agentic AI as enterprises aim to incorporate generative capabilities into business processes and workflow automation. While LLMs excel at generating content such as text, images and videos, they are not inherently designed to generate actions. To address this limitation, foundation models can be trained on specific actions and outcomes to foster goal-oriented behavior. This has given rise to large action models in some agentic AI systems, while in others, LLMs are enhanced with training data that includes actions and results. Consequently, modeling, evaluation and monitoring tools must evolve to support agent behavior, including the ability to perceive the environment, reason about goals and execute tasks across both pre-built and custom applications.



ISG's broader AI agents research is designed to help enterprises navigate the convergence of conversational AI, agentic platforms and intelligent automation. This research evaluates how these technologies integrate to create unified AI ecosystems that span interactions and

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Organizations should identify high-impact use cases where autonomy and intelligent decision-making can create value.

actions, supporting productivity and workforce engagement. Unlike point evaluations, this approach examines how agents, platforms and conversational interfaces work together to enable intelligent business operations.

To prepare for AI agent adoption, enterprises should ensure their data infrastructure is governed, high-quality and integrated across systems. Organizations should identify high-impact use cases where autonomy and intelligent decision-making can create value, including customer service, sales, finance, supply chain and IT operations. Establishing strong AI governance frameworks for security, transparency and accountability is essential, as is enabling teams to

collaborate effectively with AI agents. Enterprises should adopt platforms that support stable operations while allowing continuous experimentation as agent capabilities evolve.

The 2026 ISG Buyers Guide™ for AI Agents evaluates software providers across key capability areas including agent design and composition, integration and tooling, observability and monitoring, governance, safety and compliance, lifecycle management, developer experience, cost management and model orchestration. This research evaluates the following software providers: Alibaba Cloud, Anthropic, Automation Anywhere, AWS, Boomi, C3 AI, Cloudera, Couchbase, Databricks, Dataiku, DataRobot, Domo, EDB, EdgeVerve, Fractal, Google Cloud, Huawei Cloud, IBM, MathWorks, Microsoft, NVIDIA, OpenAI, Oracle, Palantir, Salesforce, SAS, ServiceNow, Snowflake, Tencent Cloud, Teradata, UiPath and Weights & Biases.



The Findings

The software providers and products evaluated in this research offer product and customer experiences, but not every feature is equally valuable to every enterprise or is needed to support the relevant business processes and use cases. Moreover, having too many product capabilities may be a negative factor for an enterprise if it introduces unnecessary complexity. Nonetheless, you may decide that a more comprehensive set of capabilities is important and meets your enterprise's requirements.

An effective customer relationship with a software provider is vital to the success of any investment. The overall customer experience and the full lifecycle of engagement play a key role in ensuring satisfaction and long-term success. Providers with dedicated customer leadership, such as chief customer officers, tend to invest more deeply in these relationships and prioritize customer outcomes in line with TCO and ROI expectations. It is equally important that this commitment to customer success is evident throughout the provider's website, the buying process and the customer journey.

Overall Scoring of Software Providers Across Categories

The research finds Oracle atop the list, followed by Databricks and AWS. Providers that place in the top three of a category earn the designation of Leader. AWS and Oracle have done so in five categories; Databricks in three; and IBM and Microsoft in one category.

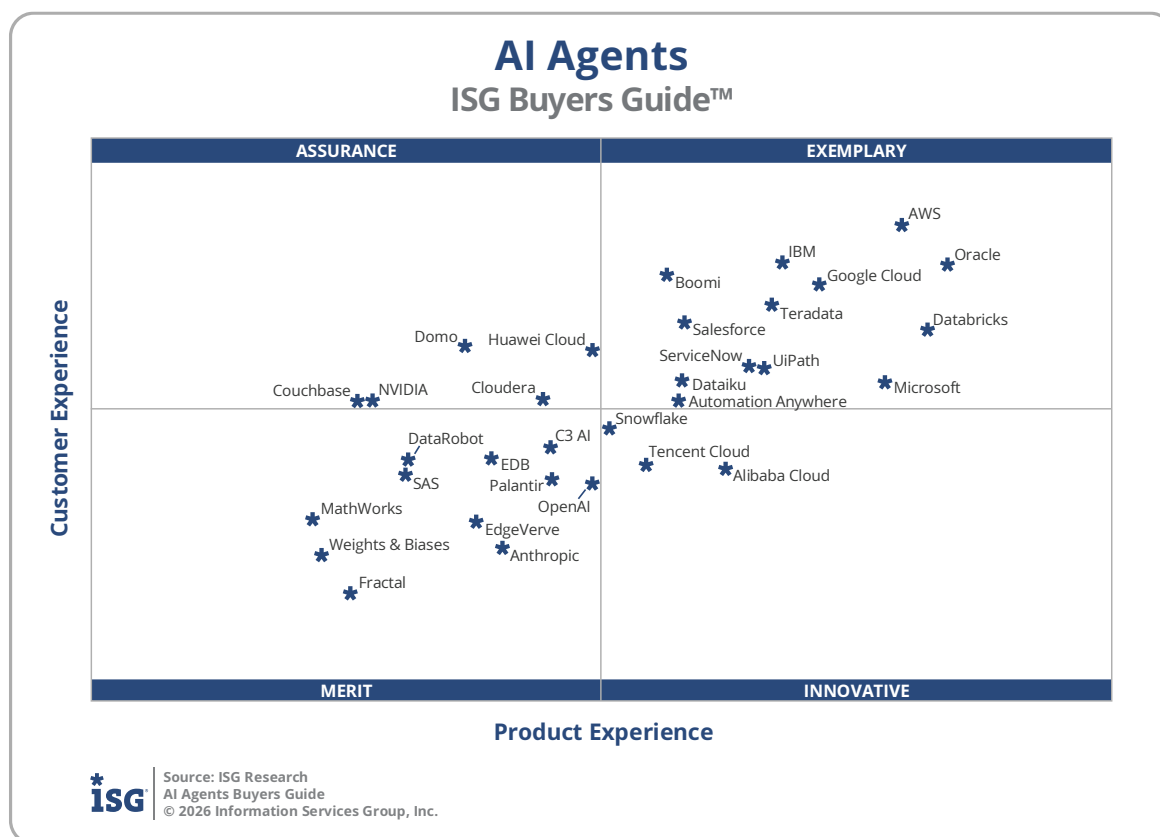
The quadrant chart below presents ratings for Product Experience and Customer Experience on the x- and y-axes, respectively, to visually classify software providers. Those providers whose Product Experience has above-median weighted performance on the axis, in aggregate across the two product categories, place farther to the right. The performance and weighting for the Customer Experience category determine placement on the vertical axis. In short, software providers that place closer to the upper-right on this chart performed better than those closer to the lower-left. The research categorizes and rates software providers into one of four categories: Assurance, Exemplary, Merit or Innovative. Placement represents the software providers' weighted performance in meeting the requirements of product and customer experience.

AI Agents Overall

Providers	Grade	Performance
Oracle	A-	Leader 85.8%
Databricks	A-	Leader 84.6%
AWS	A-	Leader 84.6%
Microsoft	B++	80.4%
IBM	B++	79.7%
Teradata	B++	79.6%
Google Cloud	B++	79.5%
Boomi	B++	77.0%
UiPath	B++	76.7%
ServiceNow	B++	76.6%
Salesforce	B+	74.9%
Tencent Cloud	B+	73.3%
Automation Anywhere	B+	73.1%
Alibaba Cloud	B+	73.0%
Dataiku	B+	72.9%
Snowflake	B+	71.3%
Huawei Cloud	B+	70.9%
Cloudera	B+	69.9%
Domo	B+	69.2%
Palantir	B	67.6%
EDB	B	66.0%
EdgeVerve	B	65.7%
Couchbase	B	64.4%
DataRobot	B	64.3%
OpenAI	B	63.9%
C3 AI	B	62.8%
NVIDIA	B-	62.3%
SAS	B-	62.1%
Anthropic	B-	59.1%
MathWorks	B-	58.5%
Fractal	B-	56.9%
Weights & Biases	C++	56.2%



Source: ISG Research
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Exemplary: This rating (upper right) applies to those providers that performed above the median on Product and Customer Experience requirements. The providers rated Exemplary are: Automation Anywhere, AWS, Boomi, Databricks, Dataiku, Google Cloud, IBM, Microsoft, Oracle, Salesforce, ServiceNow, Teradata and UiPath.

Innovative: This rating (lower right) applies to those that performed above median in Product Experience but not in Customer Experience. The providers rated Innovative are: Alibaba Cloud, Snowflake and Tencent Cloud.

Assurance: This rating (upper left) applies to those that performed above median in Customer Experience but not in Product Experience. The providers rated Assurance are: Cloudera, Couchbase, Domo, Huawei Cloud and NVIDIA.

Merit: This rating (lower left) applies to those that did not surpass the median in Customer or Product Experience. The providers rated Merit are: Anthropic, C3 AI, DataRobot, EDB, EdgeVerve, Fractal, MathWorks, OpenAI, Palantir, SAS and Weights & Biases.

We advise enterprises to use this research as a supplement to their own evaluations, recognizing that ratings or rankings do not solely represent a provider's value nor indicate universal suitability of a set of products.



Product Experience

The process of researching products to address an enterprise's needs should be comprehensive, evaluating specific capabilities and the underlying platform of the product. Our evaluation of the Product Experience examines the lifecycle of onboarding, configuration, operations, usage and maintenance. Too often, provider assessments focus on market execution and future vision rather than the full product.

Product Experience accounted for 80% (four-fifths) of the rating based on the underlying weighted performance. The category weighting was 55% for Capability and 25% for Platform. Oracle, Databricks and AWS were designated Product Experience Leaders.

AI Agents Product Experience

Providers	Grade	Performance
Oracle	A-	Leader 66.1%
Databricks	A-	Leader 65.3%
AWS	B++	Leader 64.3%
Microsoft	B++	63.5%
Google Cloud	B++	60.9%
IBM	B+	59.4%
Teradata	B+	58.9%
UiPath	B+	58.6%
ServiceNow	B+	58.0%
Alibaba Cloud	B+	57.1%
Salesforce	B+	55.4%
Dataiku	B+	55.3%
Automation Anywhere	B+	55.1%
Boomi	B	54.7%
Tencent Cloud	B	53.8%
Snowflake	B	52.1%
OpenAI	B	51.8%
Huawei Cloud	B	51.8%
Palantir	B	50.3%
C3 AI	B	50.2%
Cloudera	B-	50.0%
Anthropic	B-	48.2%
EDB	B-	47.8%
EdgeVerve	B-	47.2%
Domo	B-	46.4%
DataRobot	C++	44.1%
SAS	C++	44.0%
NVIDIA	C++	42.7%
Couchbase	C++	42.4%
Fractal	C++	41.7%
Weights & Biases	C++	40.6%
MathWorks	C++	40.2%



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Capability of the Product

The Capability criteria assess the products and features across a broad range of AI agent capabilities that support agentic AI platforms, AI agents and AI for AI and data platforms and AI agents.

ISG Research evaluated over 45 different function points in three sections to assess the full scope of AI agent capabilities. The research weights Capability at 55% of the overall rating. Oracle, AWS and Microsoft are the Leaders in this category. While not a Leader, Databricks was also found to meet a broad range of enterprise capability requirements.

The Capability evaluation for AI agents provides a framework for enterprises. Software providers with greater breadth and depth and that support the full set of needs fared better.

AI Agents Capability

Providers	Grade	Performance
Oracle	B++	Leader 79.5%
AWS	B++	Leader 77.5%
Microsoft	B++	Leader 77.3%
Databricks	B++	77.2%
Google Cloud	B+	74.4%
IBM	B+	70.4%
UiPath	B+	69.7%
ServiceNow	B	68.4%
Alibaba Cloud	B	68.3%
Teradata	B	68.1%
OpenAI	B	67.6%
Dataiku	B	66.4%
C3 AI	B	66.1%
Salesforce	B	65.3%
Automation Anywhere	B	64.8%
Anthropic	B	63.1%
Boomi	B-	61.3%
Huawei Cloud	B-	60.5%
Tencent Cloud	B-	58.8%
Snowflake	B-	58.3%
Palantir	B-	57.7%
Cloudera	C++	55.7%
EDB	C++	54.0%
EdgeVerve	C++	50.7%
SAS	C+	48.9%
Domo	C+	48.5%
NVIDIA	C+	47.4%
Fractal	C+	47.2%
Weights & Biases	C+	46.4%
DataRobot	C+	46.2%
Couchbase	C	43.0%
MathWorks	C	42.7%



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Platform of the Product

Platform category evaluates the underlying requirements of a platform and examines how well a software product meets enterprise needs across business and IT. It measures how effectively the product can be managed, configured and integrated into enterprise environments; how efficiently it can be governed and secured; how reliably it performs and scales; and how intuitively it supports users across varied roles and skill levels. The Platform category in the ISG Buyers Guide™ examines specific requirements for adaptability, manageability, reliability and usability.

The grading of the underlying platform focuses on a software product's overall robustness and the flexibility of a provider's software foundation. Adaptability measures a product's ability to be customized and integrated across systems and data, while manageability focuses on governance, security and compliance. Reliability considers performance and scalability across environments, and usability assesses how intuitive and accessible the product is through design, AI use and ongoing provider investment.

ISG Research evaluated 16 function points in five sections to assess the full scope of platform capabilities. The research weights Platform at 25% of the overall rating. Databricks, Oracle and AWS are the Leaders in this category.

Platform is an essential evaluation category as it indicates the strength and resilience of a software provider's product architecture. A well-designed platform ensures secure and compliant operations, dependable scalability and uptime, and a unified, intuitive experience for a range of usage personas. It also reflects the provider's capacity to support deployment models while maintaining flexibility to meet enterprise demands.

Software providers that performed best in the Platform category have support for the breadth and depth of needs across business and IT, supporting adaptability, manageability, reliability and usability. Providers with lower performance were challenged in one or more of these areas or did not demonstrate a cohesive, enterprise-grade approach. The underlying platform for a software provider's products is essential in any evaluation.

AI Agents Platform

Providers	Grade	Performance
Databricks	A	Leader 91.4%
Oracle	A	Leader 89.5%
AWS	A-	Leader 86.7%
Teradata	A-	86.0%
Tencent Cloud	A-	85.7%
Microsoft	A-	84.1%
Boomi	A-	83.9%
IBM	A-	82.6%
ServiceNow	A-	81.5%
UiPath	B++	80.9%
Snowflake	B++	80.0%
Google Cloud	B++	80.0%
Domo	B++	79.0%
Automation Anywhere	B++	78.1%
Salesforce	B++	78.1%
Alibaba Cloud	B++	78.1%
Cloudera	B++	77.5%
EdgeVerve	B++	77.2%
Dataiku	B++	75.3%
Couchbase	B+	74.9%
DataRobot	B+	74.8%
Palantir	B+	74.3%
Huawei Cloud	B+	74.0%
EDB	B+	72.6%
SAS	B	68.3%
MathWorks	B	66.9%
NVIDIA	B	66.7%
Fractal	B	62.9%
Weights & Biases	B-	60.3%
OpenAI	B-	58.7%
C3 AI	C++	55.6%
Anthropic	C++	54.0%



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Customer Experience

The importance of a customer relationship with a software provider is essential to the actual success of the products and technology. The evaluation of the Customer Experience and the entire lifecycle an enterprise has with its software provider is critical to ensuring satisfaction with that provider. The ISG Buyers Guide™ examines a software provider's customer commitment, viability, customer success, sales and onboarding, product roadmap and partner and support services. The customer experience category also examines TCO/ROI and how well a software provider demonstrates the product's overall value, costs and benefits, including the tools and resources to evaluate these factors.

The research results in Customer Experience account for 20% (one-fifth) of the full 100% index, and represent the underlying provider validation and TCO/ROI requirements as they relate to the framework of commitment and value to the software provider-customer relationship.

The software providers that ranked the highest in the Customer Experience category are AWS, IBM and Oracle. These category leaders best communicate commitment and dedication to customer needs.

Software providers that did not perform well in this category did not provide sufficient information to demonstrate success or articulate a commitment to customer experience. Partnering with a software provider requires continuous investment, so a holistic evaluation must include examination of the customer experience by providers.

AI Agents Customer Experience

Providers	Grade	Performance
AWS	A	Leader 18.2%
IBM	A	Leader 17.6%
Oracle	A	Leader 17.5%
Boomi	A-	17.3%
Google Cloud	A-	17.2%
Teradata	A-	16.8%
Salesforce	A-	16.6%
Databricks	A-	16.4%
Domo	B++	16.1%
Huawei Cloud	B++	16.1%
ServiceNow	B++	15.8%
UiPath	B++	15.8%
Dataiku	B++	15.5%
Microsoft	B++	15.5%
Cloudera	B++	15.2%
NVIDIA	B++	15.2%
Automation Anywhere	B++	15.1%
Couchbase	B++	15.1%
Snowflake	B+	14.7%
C3 AI	B+	14.4%
EDB	B+	14.2%
DataRobot	B+	14.1%
Tencent Cloud	B+	14.1%
Alibaba Cloud	B+	14.0%
SAS	B+	13.9%
Palantir	B+	13.8%
OpenAI	B+	13.8%
MathWorks	B	13.1%
EdgeVerve	B	13.1%
Anthropic	B	12.6%
Weights & Biases	B	12.5%
Fractal	B-	11.9%



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Oracle

Company and Product Profile

Oracle Cloud Infrastructure Generative AI, November Release, November 2025

"For more than four decades, we've delivered innovations that have helped build entire industries. Oracle Cloud Infrastructure (OCI) Generative AI is a fully managed service for seamlessly integrating these versatile language models into a wide range of use cases, including writing assistance, summarization, analysis, and chat." — Oracle

Oracle Cloud Infrastructure Generative AI Agents, August Release, August, 2025

"OCI Generative AI Agents is a fully managed service that combines the power of large language models (LLMs) with AI technologies to create intelligent virtual agents that can provide personalized, context-aware, and highly engaging customer experiences." — Oracle

Summary

Our analysis classified Oracle as Exemplary, receiving an overall grade of A- with an 85.8% performance. Oracle's best grouped results came in Customer Experience with an 87.6% performance and an A grade. In Product Experience, Oracle received an A- grade with an 85.2% performance. Oracle was designated a Leader Overall and in every category.

Strengths

Oracle's strong performance in every category is reflective of the breadth and depth of the company's Product Experience and Customer Experience. For AI Agents, Oracle has key Capability strengths in relation to agent access control, agent lifecycle and natural language understanding intent and entity tuning. The company's Customer Experience rating is representative of recent investments to enhance services and support and assist customers in crafting a business case for investment, as well as its strong product roadmap.

Challenges

Despite being an Overall Leader, Oracle has opportunities for potential improvement. For example, the company could enhance its Product Experience rating with further investment in internal and external agentic integration and compound learning capabilities, while Customer Experience could be enhanced by the company refining the articulation of its commitment to quality customer experiences.

AI Agents		
Oracle		
Exemplary Provider		
Category	Performance	Grade
Overall	Leader 85.8%	A-
Product	Leader 85.2%	A-
Capability	Leader 79.5%	B++
Platform	Leader 89.5%	A
Customer	Leader 87.6%	A

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Software Provider Inclusion

For inclusion in the 2026 ISG Buyers Guide™ for AI Agents, a software provider must be in good standing financially and ethically, have at least \$150 million in annual or projected revenue verified using independent sources, sell products and provide support on at least two continents, and have at least 50 customers. The principal source of the relevant business unit's revenue must be software-related, and there must have been at least one major software release in the past 12 months.

AI agents act as autonomous software entities that perceive their environment, make context-aware decisions and take actions based on perception and reasoning. AI agents for AI and data platforms provide functionality that enables enterprises to automate tasks involved in operating data and AI initiatives.

To qualify for inclusion in the AI Agents Buyers Guide, the software provider must offer an AI platform or data platform and AI agents that provide functionality that addresses these capabilities: agent design and composition; integration and tooling; runtime reliability and performance; observability and monitoring; governance and safety; human-in-the-loop; cost and model orchestration; and user experience.

The research is independent of the specifics of software provider packaging and pricing. To represent the real-world environment in which businesses operate, we include providers that offer suites or packages of products that may contain relevant individual modules or applications. If a software provider is actively marketing, selling and developing a product for the general market, and it is reflected on the provider's website that the product is within the scope of this research, we automatically evaluate that provider for inclusion.

We invited all software providers offering relevant products and meeting the inclusion requirements to participate in the evaluation process at no cost.

Software providers that meet our inclusion criteria but did not completely participate in our Buyers Guide were assessed solely on publicly available information. As this could significantly impact classification and ratings, we recommend additional scrutiny when evaluating those providers.



Products Evaluated

Provider	Product Names	Version	Release Month/Year
Alibaba Cloud	Alibaba Cloud Platform for AI	December Release	December 2025
	Alibaba Cloud Model Studio	January Release	January 2026
Anthropic	Claude	January Release	January 2026
Automation Anywhere	AI Agent Studio	v.39	January 2026
AWS	Amazon Bedrock	December Release	December 2025
Boomi	Boomi Enterprise Platform	December Release	December 2025
	Boomi Agentstudio	December Release	December 2025
C3 AI	C3 Agentic AI Platform	8.8	July 2025
	C3 Generative AI	6.1	January 2026
Cloudera	Cloudera Data Services	January Release	January 2026
	Cloudera Platform	January Release	January 2026
Couchbase	Capella AI Services	November Release	November 2025
	Couchbase Capella	December Release	December 2025
Databricks	Databricks Data Intelligence Platform	January Release	January 2026
Dataiku	Dataiku	14.3.2	January 2026
DataRobot	DataRobot Enterprise AI Suite	January Release	January 2026
Domo	Domo Agent Catalyst	January Release	January 2026
EDB	EDB Postgres AI	2026.01.0	January 2026
EdgeVerve	EdgeVerve AI Next	25	August 2025
Fractal	Fractal Cogentiq Platform		July 2025
Google Cloud	Google Cloud Vertex AI Platform	September Release	September 2025
Huawei Cloud	Huawei Cloud ModelArts	May Release	May 2025
IBM	IBM watsonx.ai	2.3.0	December 2025
MathWorks	MathWorks MATLAB	R2025b	September 2025



Provider	Product Names	Version	Release Month/Year
Microsoft	Azure AI Foundry	December Release	December 2025
NVIDIA	NVIDIA AI Workbench	2025.10.14	November 2025
OpenAI	OpenAI	January Release	January 2026
Oracle	Oracle Cloud Infrastructure Generative AI	November Release	November 2025
	Oracle Cloud Infrastructure Generative AI Agents	August Release	August 2025
Palantir	Palantir AIP	January Release	January 2026
Salesforce	Salesforce Agentforce	January Release	January 2026
	Salesforce Data 360	Winter '26	October 2025
SAS	SAS Viya	2026.01	January 2026
ServiceNow	Now Assist	Zurich	July 2025
Tencent Cloud	Tencent Cloud Agent Development Platform	September Release	September 2025
Teradata	Teradata VantageCloud	3.1.1.0	January 2026
UiPath	UiPath Platform	2025.1	December 2025
Weights & Biases	W&B Models	0.76.3	December 2025
	W&B Inference	0.76.3	December 2025
	W&B Weave	0.76.3	December 2025



Providers of Promise

We did not include software providers that, as a result of our research and analysis, did not satisfy the criteria for inclusion in this Buyers Guide. These are listed below as “Providers of Promise.”

Provider	Product	Capability/GA	Revenue	Geography	Customers
Alteryx	Alteryx One	No	Yes	Yes	Yes
Anaconda	Anaconda Platform	No	Yes	Yes	Yes
Cohere	Cohere	No	Yes	Yes	Yes
Progress Software	Progress Data Platform	No	Yes	Yes	Yes
Red Hat	Red Hat OpenShift AI	No	Yes	Yes	Yes
SAP	SAP Joule Studio	No	Yes	Yes	Yes



Buyers Guide Overview

ISG Research has conducted market research for over two decades across vertical industries, business applications, AI and IT. We have designed the ISG Buyers Guide™ to provide a balanced perspective on software providers and products, rooted in an understanding of business and IT requirements. Utilizing our research methodology and decades of experience, our Buyers Guide is an effective tool for assessing and selecting software providers and

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ISG Research has designed the Buyers Guide to provide a balanced perspective on software providers, rooted in an understanding of business and IT requirements.

products. The findings of this research provide a comprehensive approach to rating software providers and rank their ability to meet specific product and customer experience requirements.

This ISG Buyers Guide™ is the distillation of continuous market and product research. It is an assessment of how well software providers' offerings address enterprises' requirements. The Value Index methodology is structured to support a request for information (RFI) for a request for proposal (RFP) process by incorporating all criteria needed to evaluate, select, utilize and maintain relationships with software providers. The ISG Buyers Guide™ evaluates customer experience and the product experience across capability and platform.

The structure of the research reflects our understanding that the effective evaluation of software providers and products involves far more than just examining product features, potential revenue or customers generated from a provider's marketing and sales efforts. It can ensure the best long-term relationship and value achieved from a resource and financial investment. We believe it is important to take a comprehensive, research-based approach, since making the wrong choice of software can raise the total cost of ownership, lower the return on investment and hamper an enterprise's ability to reach its potential. In addition, this approach can reduce the project's development and deployment time and eliminate the risk of relying on opinions or historical biases.

ISG Research believes that an objective review of existing and potential new software providers and products is a critical strategy for the adoption and implementation of enterprise software. An enterprise's review should include an analysis of both what is possible and what is relevant. We urge enterprises to conduct a thorough evaluation, and we offer this ISG Buyers Guide™ as both the results of our in-depth analysis of these providers and as an evaluation methodology.



About ISG Research

ISG Research provides subscription research, advisory, consulting and executive event services focused on market trends and disruptive technologies. ISG Research delivers guidance that helps businesses accelerate growth and create more value. For further information about ISG Research subscriptions, please visit research.isg-one.com.

About ISG

[ISG](#) (Nasdaq: [III](#)) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data and research, in-depth knowledge and governance of provider ecosystems, and the expertise of its 1,500 professionals worldwide working together to help clients maximize the value of their technology investments.

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David Menninger leads the overall team for software research and advisory for supporting IT and expertise in AI software at ISG. With over three decades of experience in enterprise software, Dave's leadership has advanced digital transformation with information and insights for enterprises around the world.



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