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An effective technology-based moderation solution can reduce the need for moderators to engage directly with harmful content, thereby scaling and streamlining the process. As enterprises grapple with harmful content detection and moderation, they are increasingly investing in automated tools to prevent unpleasant user experiences.

The content moderation landscape features legacy providers and startups offering solutions like classifiers, APIs, and platforms to detect, moderate, and report harmful content. These providers also regularly collaborate with peers and regulators to innovate and improve processes.

This research evaluates 13 leading providers, highlighting their core capabilities, market adoption, and domain coverage, along with Everest Group's insights.

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- Multi-process Human Resources Outsourcing (MPHRO)
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Exploring Technology Frontiers to Unlock Superior Value from Operations: Revenue Cycle Management (RCM) Solutions State of the Market Report 2021 | December 2020

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