

 **AI Next**

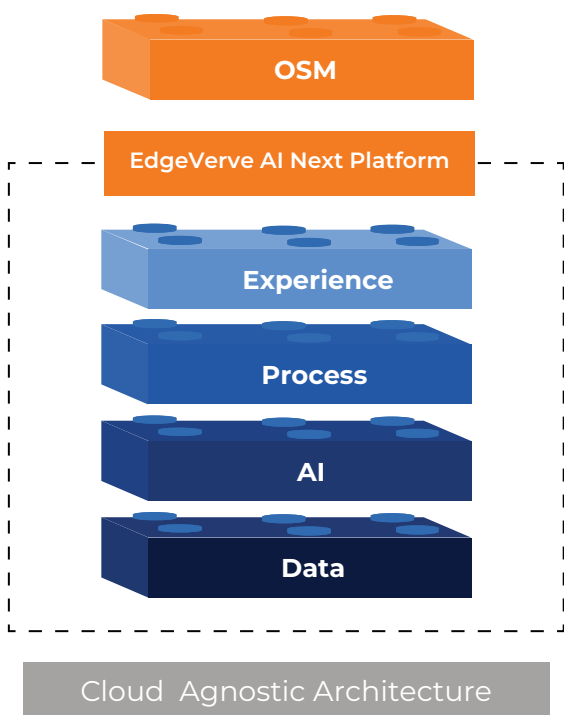
Drive AI-led Transformation with One Unified Platform

EdgeVerve AI Next for Global
Business Services (GBS)



EdgeVerve AI Next

Operations & Service Management (OSM)



Powered by EdgeVerve AI Next, a unified AI platform, Operations & Service Management (OSM) enables AI-led transformation of global business services. Built with the GBS leaders, OSM is a flexible and scalable solution that addresses key GBS / GCC pain points and helps enterprises move to a value-centric model at speed and scale. With a highly adaptable and secure foundation, OSM helps you tap the latest tech advancements in a secure and compliant environment.

One unified platform to power AI-first GBS transformation

EdgeVerve AI Next OSM helps you



Boost Operational Efficiency & Effectiveness

- Save time, effort, and costs with automated, AI-powered request management and smart work allocation
- Enable Straight Through Processing (STP) from request initiation to closure



Elevate User & Customer Experience

- Streamline operations with a unified platform that handles the complete collaborative workflow lifecycle, eliminating toggling with multiple systems, and providing one interface for all team workflows and collaboration
- Improve customer experience with faster responses and resolutions



Get Better Visibility, Act Faster

- Get real-time, granular as well as enterprise-wide insights with customizable, persona-based dashboards & reports



Unmatched Flexibility

- Easy and intuitive configuration options with low code, no-code platform
- AI-powered tailored workflows and processes – built around you



Ensure Security & Compliance

- With highly granular access & control options
- Proven 'Responsible AI' guardrails and governance framework for AI

Operations & Service Management (OSM)

A comprehensive, unified, and modular solution for GBS / GCCs

OSM key modules & capabilities include:*



Service Request Management

Enables AI-powered, efficient management of service requests using AI agents, bots, and human agents

- **Cross-channel request management:** to handle requests coming across multiple channels including email, EDI, API, and web
- Automated AI-based & rule-based indexing (with option to manually index)
- Easy configuration, data extraction & management features; pre-built data pipelines



Case Management

Well defined and configurable workflows to allow you efficiently-handle processes - with and without human assistance. Easily monitor and manage a case at every level of intervention with

- Intuitive Case Dashboards that offer real-time visibility into case volumes, status, closures, audits and more. Enables faster decisions and proactive SLA management by instantly exposing risks, bottlenecks, and performance gaps in real time.
- Case Workbench features comprehensive audit trail capturing all handoffs, approvals, and system actions.
- Full Request for Information (RFI) workflow management within OSM; pre-built RFI templates



Workforce Management

Easily set up a cross-functional, multi-skilled team that can handle varying workloads efficiently & effectively

- **Smart Allocation:** intelligently allocates the right task to the right teams & individuals at the right time with AI-powered and/or rule-based capabilities
- Determination of priorities, workgroups, and SLAs
- Allocation based on worker skill, proficiency, and tenure
- Multi-skill and multi-workgroup capabilities to operate across several skills and workgroups simultaneously and support complex workflows
- **User Management:** rich options to easily engage & manage users by workgroups, schedules, and skills



Dashboards & Reports

Intuitive and personalized dashboards

- Multi-functional & persona-specific dashboards to analyze the entire business operations
- Personalized dashboards and custom reports including reports around schedules, SLA, TAT, and more`

*The above listing is indicative and not exhaustive. OSM is continuously getting enhanced with new features and capabilities.

EdgeVerve AI Next OSM

Proven to deliver outcomes for GBS enterprises across industries

Shipping & Logistics

24 h to <30 m

TAT reduction for an FAI¹ workflow,

~25%

efficiency gains for top global Shipping & Logistics player

Banking

~25%

addressable hyper productivity improvement in 18 months

Healthcare

\$16M+

in total benefits over 3 years,

ROI ~110%

global F&A transformation at multinational conglomerate

Telecom

30 mins to

9 mins

Reduced AHT time per request for a Telecom major

Aerospace

50%

reduction in Request for Quote (RFQ) processing time for an Aerospace major

Proven outcomes for GBS enterprises across industries

1) FAI denotes freight auditing and invoicing

Get in touch to know how
EdgeVerve AI Next for GBS (OSM)
can transform your enterprise

Reach out to us at

contact@edgeverve.com



EdgeVerve AI Next, part of Infosys Topaz, enables the scaling of Applied AI across the enterprise. Built from the ground up to leverage the power of Generative AI, this unified platform bridges silos in people, processes, data, and technology to drive transformation in business operations.

EdgeVerve. Possibilities Unlimited.

<https://www.edgeverve.com/ai-next/>

About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, empowering clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency, amplify human potential, and foster a connected ecosystem. Our comprehensive platform portfolio (EdgeVerve AI Next, AssistEdge, XtractEdge, and TradeEdge) across Automation, Document AI, and Supply Chain helps inspire global enterprises to bridge silos in people, processes, data, & technology, discover & automate processes, digitize & structure unstructured data, and unlock the power of the network by integrating value chain partners. With a deep-rooted entrepreneurial culture, EdgeVerve's innovations are helping global corporations across sectors such as financial services, insurance, retail, consumer and packaged goods, life sciences, manufacturing, telecom, utilities, and more.

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