

Hello

Welcome to the world of digital platforms

Powering Connected Enterprise
with AssistEdge 20.0



Enterprises continue to struggle to maximize automation ROI

- Enterprises have been taking a piecemeal and short-sighted approach to automation, replacing repetitive work, typically done by humans, or automating a singular function in the business.
- Lack of automation maturity has been a deterrent for digital transformation, limiting the potential to scale across the enterprise, expand the scope and augment the workforce.



What do analysts have to say?

- Companies must achieve depth in machine learning, data integration, conversational intelligence, and process discovery before they can attempt automation. Leaders will transform processes by weaving together automations in a thoughtful, scalable, and managed way.**
- Market consolidation will make data-driven automation the hot automation pursuit*
- Tomorrow's workforce will benefit from automation that combines humans, digital workers, AI-decision management, and physical robots.**



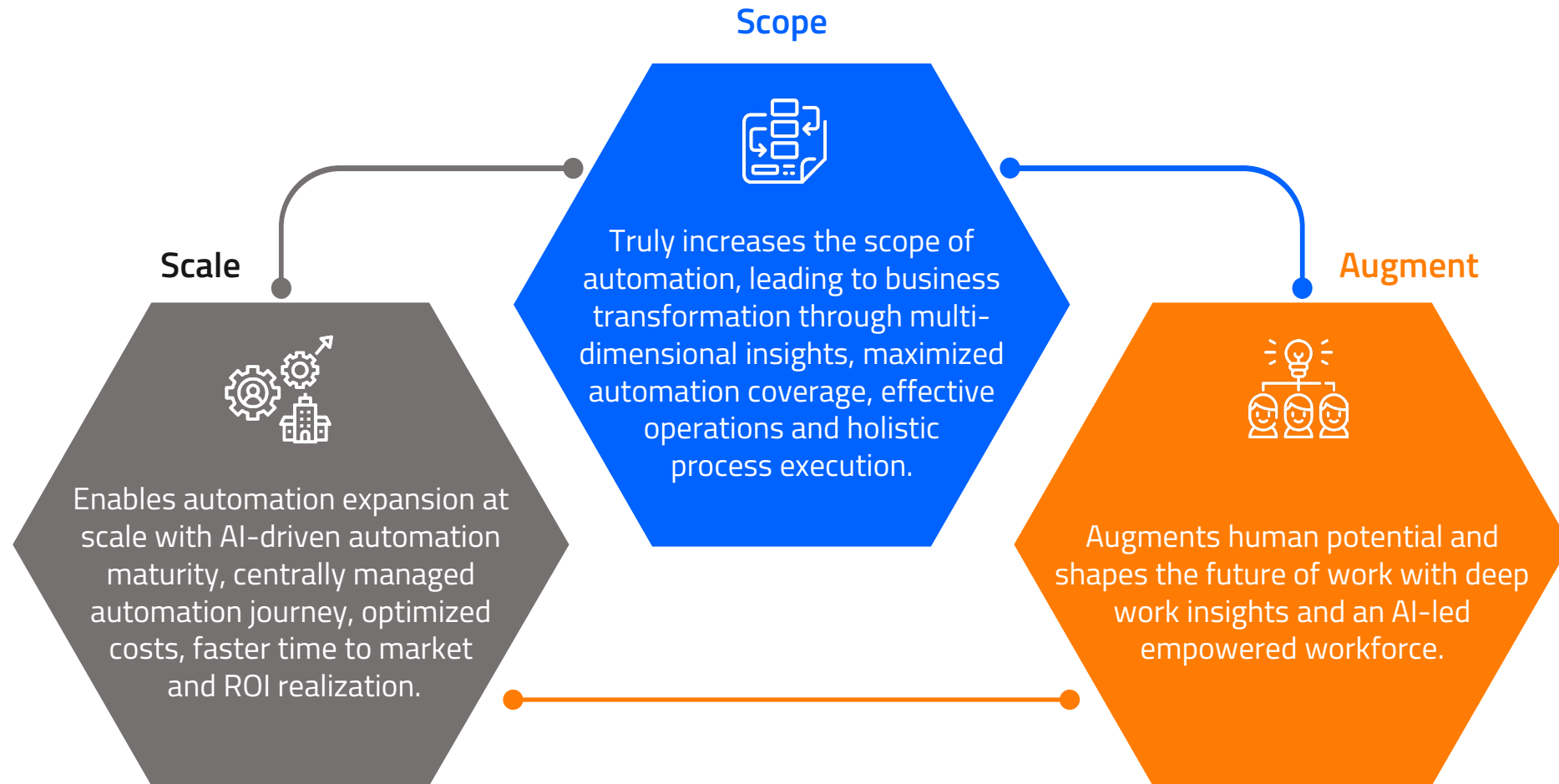
What is AssistEdge 20.0?

AssistEdge 20.0 is an AI-first Connected Enterprise platform, that brings a suite of future-ready capabilities for enterprises to scale their automation, increase the scope of their automation and augment the future of work.

With AssistEdge 20.0, enterprises can now expand automation at SCALE, increase the SCOPE of automation and AUGMENT the workforce potential to be future-ready.



Leveraging Connected Enterprise to Scale, Scope and Augment





Business Challenges

- Inability to tap into automation ideas across LOBs
- Lack of automation maturity, not sure where to begin, how to prioritize and what to automate
- Linearly increasing cost of infrastructure, workforce
- Cumbersome end-to-end management of bot operations
- Poor automation ROI and long time to market



AssistEdge 20.0 enables SCALE

- Enables a mature automation scaling beginning with process intelligence for process discovery, prioritization, optimization, and automation
- Automates every step of your automation journey, right from automated process discovery, bot scaling, creation, migration, validation, deployment, resilience, and central monitoring

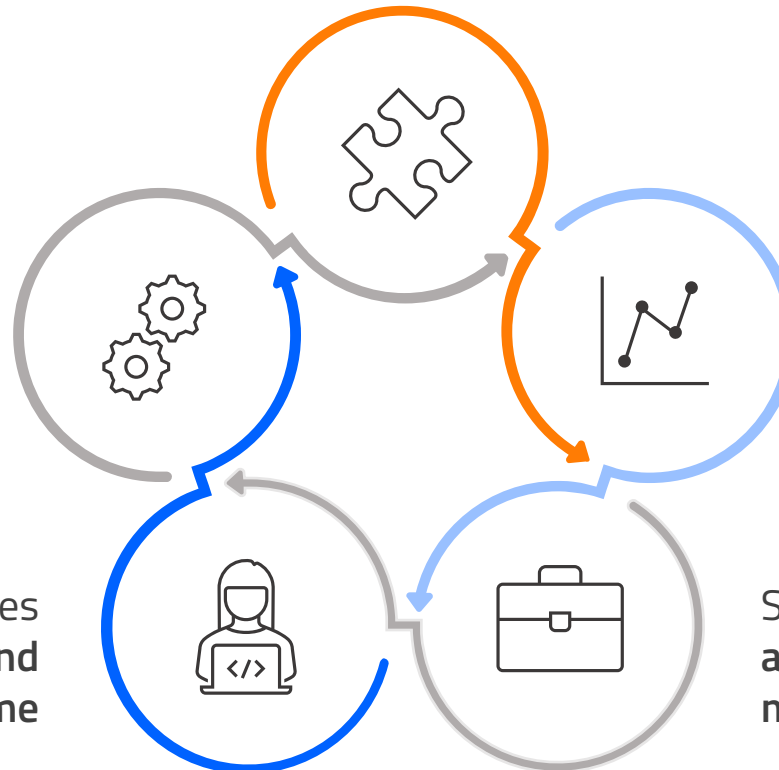
Business Value Delivered

Maximize automation ROI

with AI-led process intelligence to discover, prioritize, optimize and automate processes

Centrally manage bot health and resilience, with intelligent failure analysis and automation retries

Faster and easier migrations/upgrades with **automated quality assurance** and **minimal migration downtime**



Reduce TCO, with lower infra overheads, flexible deployment, one-click migration, and **pay as you go** with RPA SaaS model

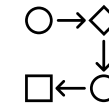
Superfast automation expansion with **automated bot scaling, planning and management**

Increase the SCOPE of your business transformation



Business Challenges

- Automating sub-optimal, broken & complex processes yielding poor automation results
- Insights locked away in unstructured and complex documents and processes
- Disjointed workflows with automation failures and fallout
- Poor automation coverage both within processes and across functions
- Sub-optimally functioning automation, infra & bots

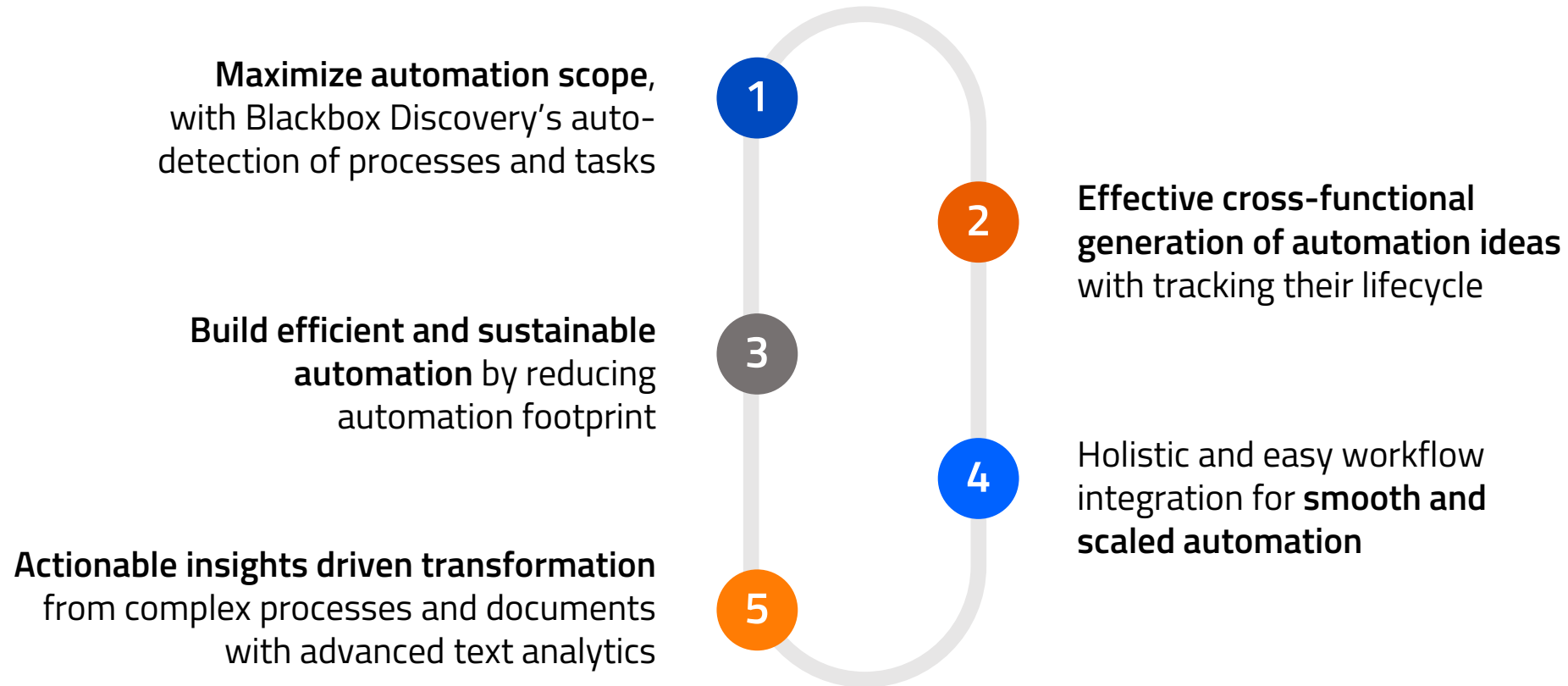


AssistEdge 20.0 enables SCOPE

- Auto-analysis of process variations for process optimization before automation
- Multi-dimensional insights across the enterprise
- Seamless workflow integration between digital and human worker tasks
- Expands automation coverage and lifecycle management from ideation through execution
- Improve effectiveness of processes, bots, and machines by optimizing green quotient scores

Increase the SCOPE of your business transformation

Business Value Delivered





Business Challenges

- Limited visibility into hybrid workforce productivity
- Need for smarter productivity tools that can empower workforce for high priority tasks
- Lack of contextual, intelligent insights in real-time, resulting in poor agent and customer experience



AssistEdge 20.0 enables AUGMENT

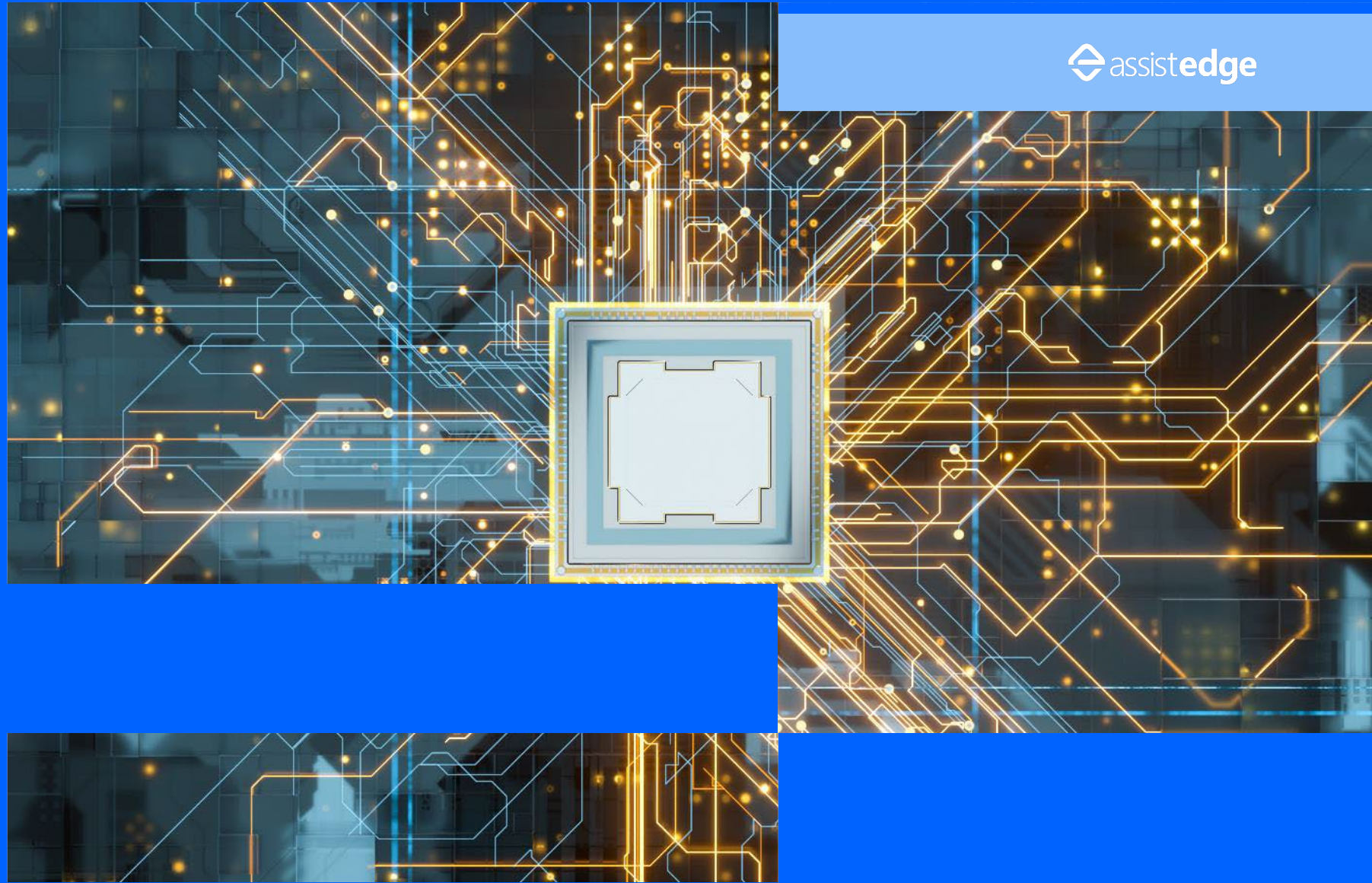
- Deep work and workforce productivity insights
- Predictive, contextual, real-time agent intelligence
 - i. Intent identification framework for suggesting next-best-action
 - ii. Automated scoring based on customer sentiments
 - iii. Integrated knowledge management for right information at right time

AUGMENT the future of your work

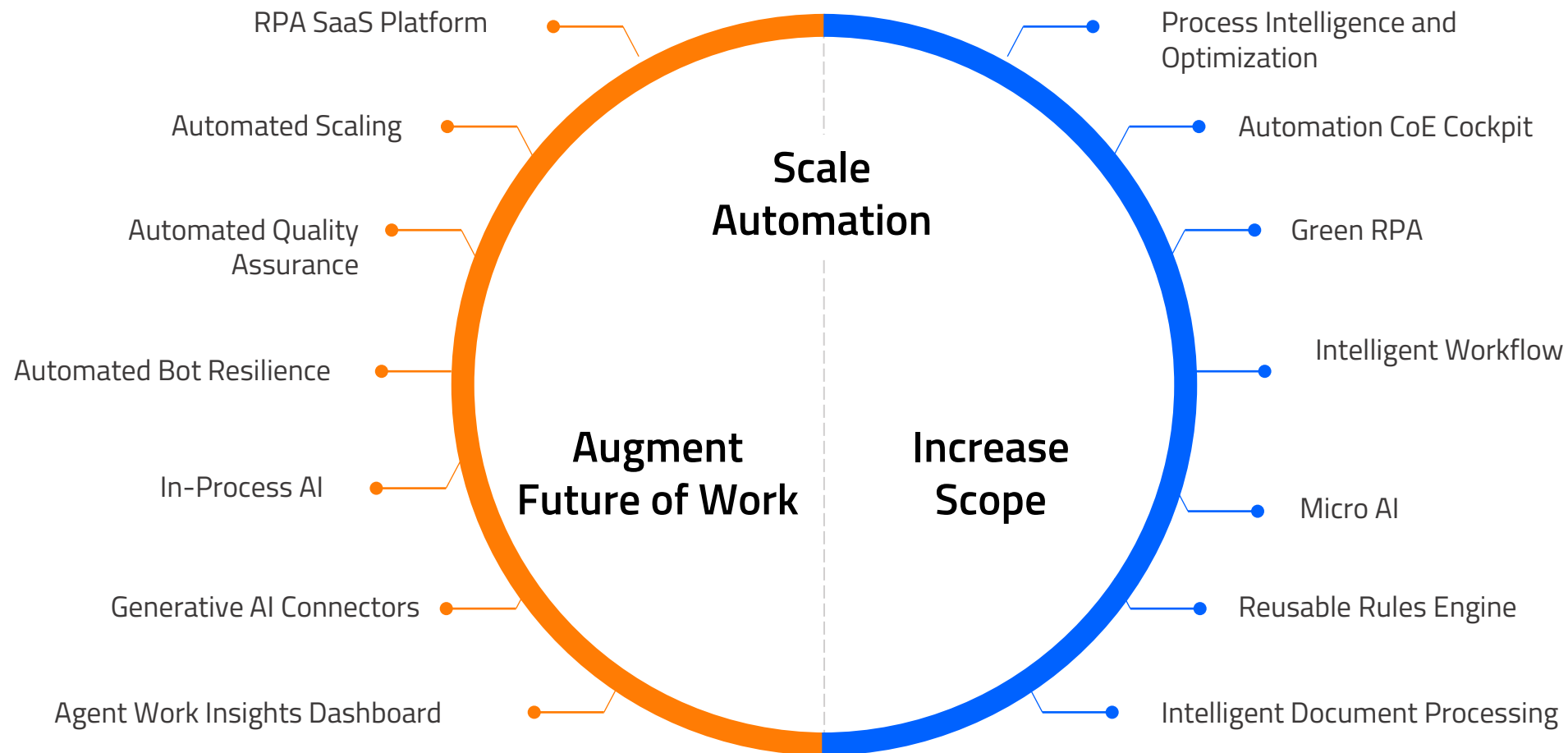


AssistEdge 20.0

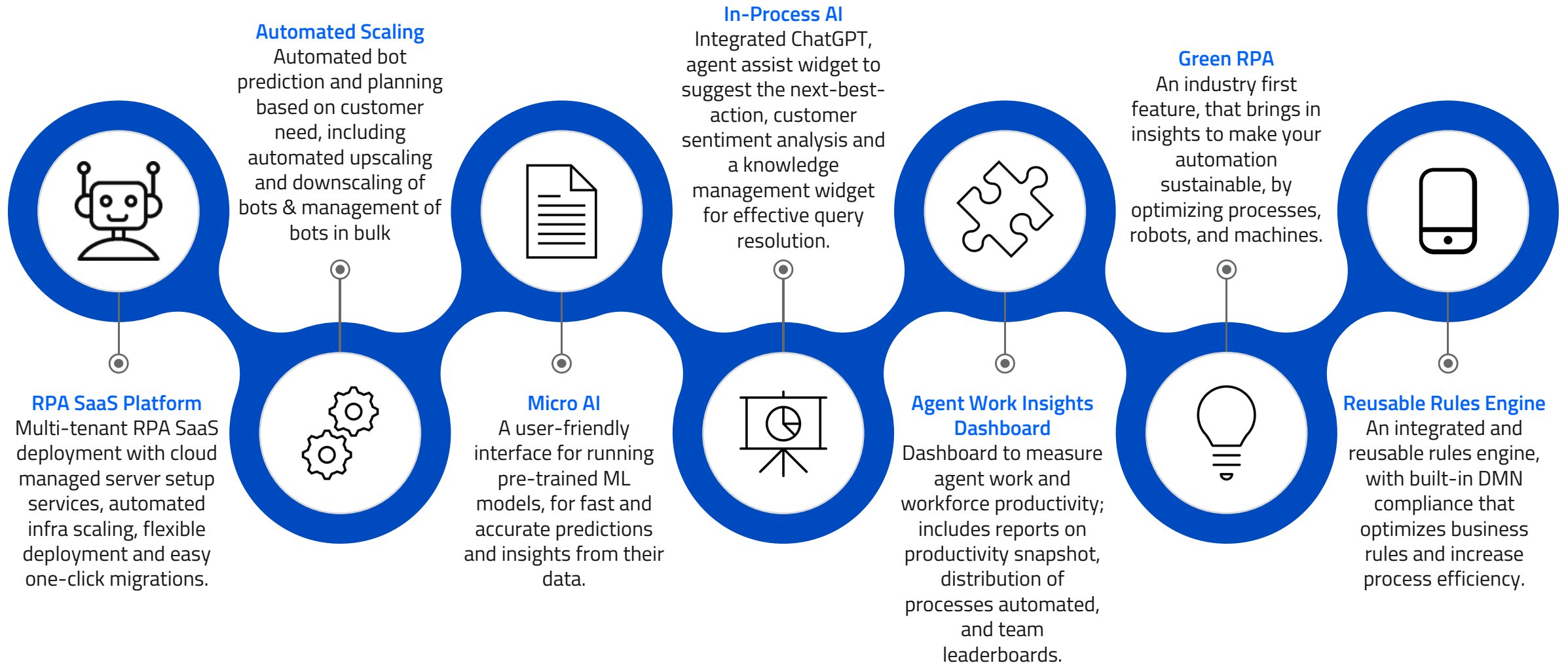
Capabilities deep-dive



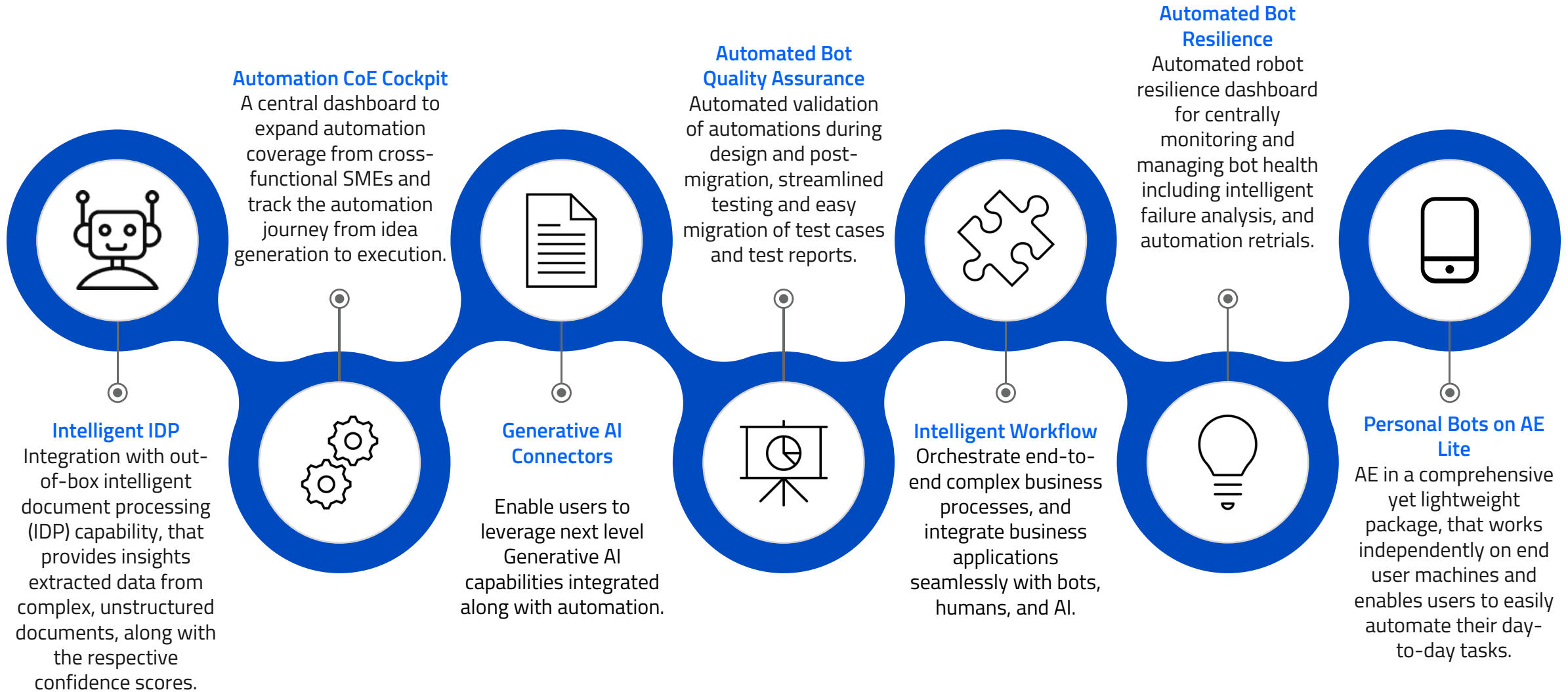
AssistEdge 20.0 Capabilities



AssistEdge 20.0 – Capabilities deep-dive (continued...)



AssistEdge 20.0 – Capabilities deep-dive



AssistEdge Customer Stories



A large Australian bank discovers processes 80% faster and scales its automation program

Client

- One of the largest multinational banks in Australia, providing financial services in Australia, New Zealand, India, and the UK.

Need

- The client wanted to streamline the approach to identify and prioritize the right processes for automation.
- They needed robust security and on-premise deployment support, that aligns with the Banks' strict security and architecture requirements.

Solution

- AssistEdge Discover's process intelligence delivered granular process insights to create powerful automation blueprints.
- Generated process design documents to help client teams understand compliance gaps, analyze process variations and train new workforce on standard operating procedures.
- Best-in-class and intuitive UI/UX protected user privacy with role-based user management, non-intrusive active screenshot capture and masking of any sensitive data.



~ 80%

Estimated improvement
in speed of process
discovery



~ 60%

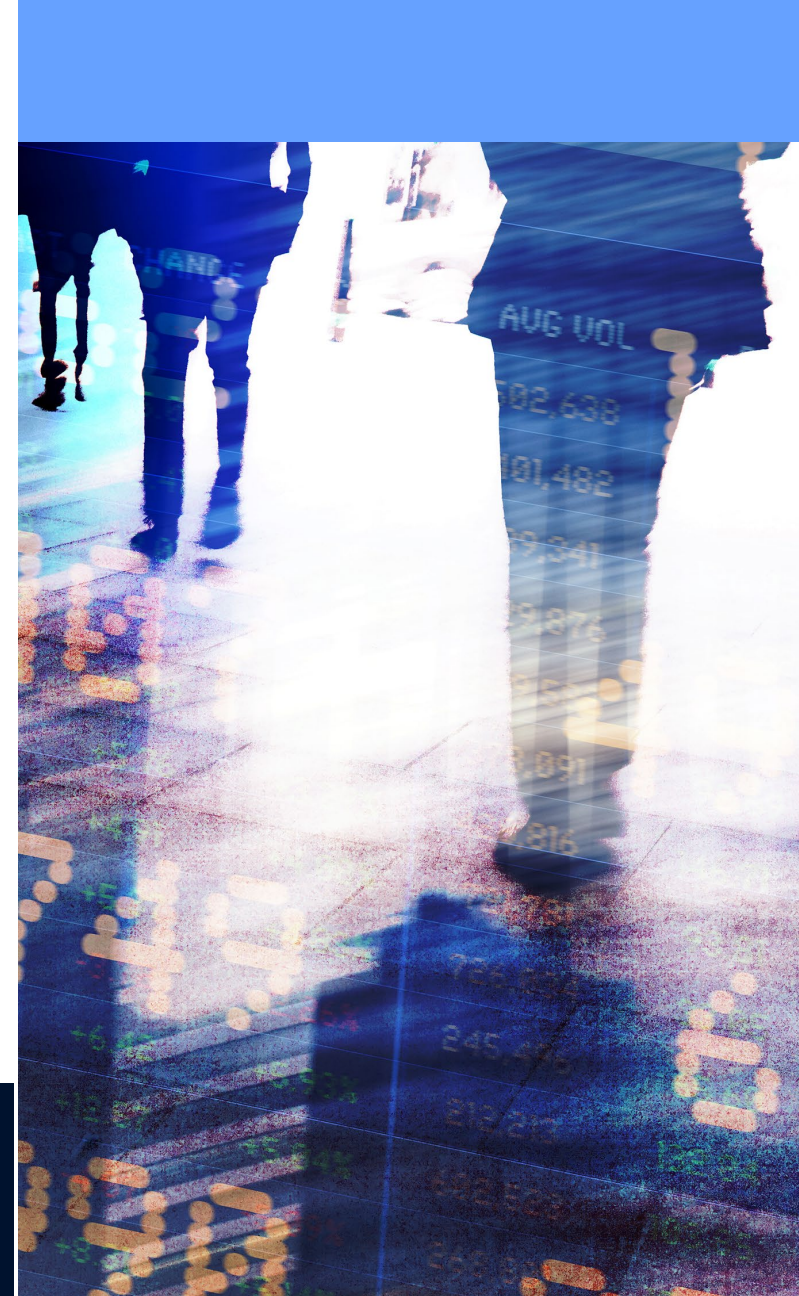
Increase in the
accuracy of process
understanding



Unmatched **ease of
configuration and
use**, delivering
speed and scale



On-premise solution with
strict data redaction,
information security and
GDPR compliance



U.S. healthcare insurer expands the scope of automation and increases ROI

Client

- An American healthcare insurance company provided a wide range of traditional, and consumer health care insurance and related services for a large customer base of ~ 39 million people

Need

- The client wanted to simplify, streamline, and automate its complex business processes that were leading to inefficient customer service.
- A siloed approach limited the scope of automation and resulted in sub-optimal ROI.

Approach

- AssistEdge helped automate 80+ processes across several portfolios with cross functional bots to expand the scope of automation and increase ROI.
- With the visible increase in ROI, the program was quickly rolled-out across 6 business areas for 5000 users with 120 bots.



Automated 250,000 transactions monthly across 80+ processes, saving 170+ FTE



Cleared backlog of 70,000 records, led to a 7% productivity improvement



Potential annual savings of USD 6 Mn with < 1-year break-even period



Reduced claims processing errors to < 3%



Large US telecom company improves customer experience by augmenting agent productivity by 20%

Client

- One of the world's largest telecom companies and one of the largest providers of mobile telephone services in the U.S for fixed-line, wireless, Wi-Fi, high speed Internet, voice and cloud-based services.

Need

- Analyze agent interactions to identify opportunities to educate and train them on the best process flows.
- Assess process maturity and highlight opportunities for process standardization and automation.
- Establish opportunities to accurately forecast agent productivity and resource planning.

Approach

- AssistEdge Discover captured process, application, and task-level interactions on 20,000 user machines.
- Analyzed and generated activity reports for key information such as active login time, work patterns, daily productivity, core business application usage, asset utilization, and more.
- Provided secure, authenticated, role-based, customized reports with anonymized data on visually rich, intuitive dashboards.



20%
Improvement in overall
agent productivity



Process insights
and granular task maps
generated from data
collected



Significant
improvement
in operational efficiency
& productivity



Provided insights and
opportunities for
educating and training
agents



AssistEdge Analyst Recognitions

Powering Connected Enterprises



AssistEdge Discover is recognized as a Leader in Everest Group's Task Mining Products PEAK Matrix® Assessment 2022

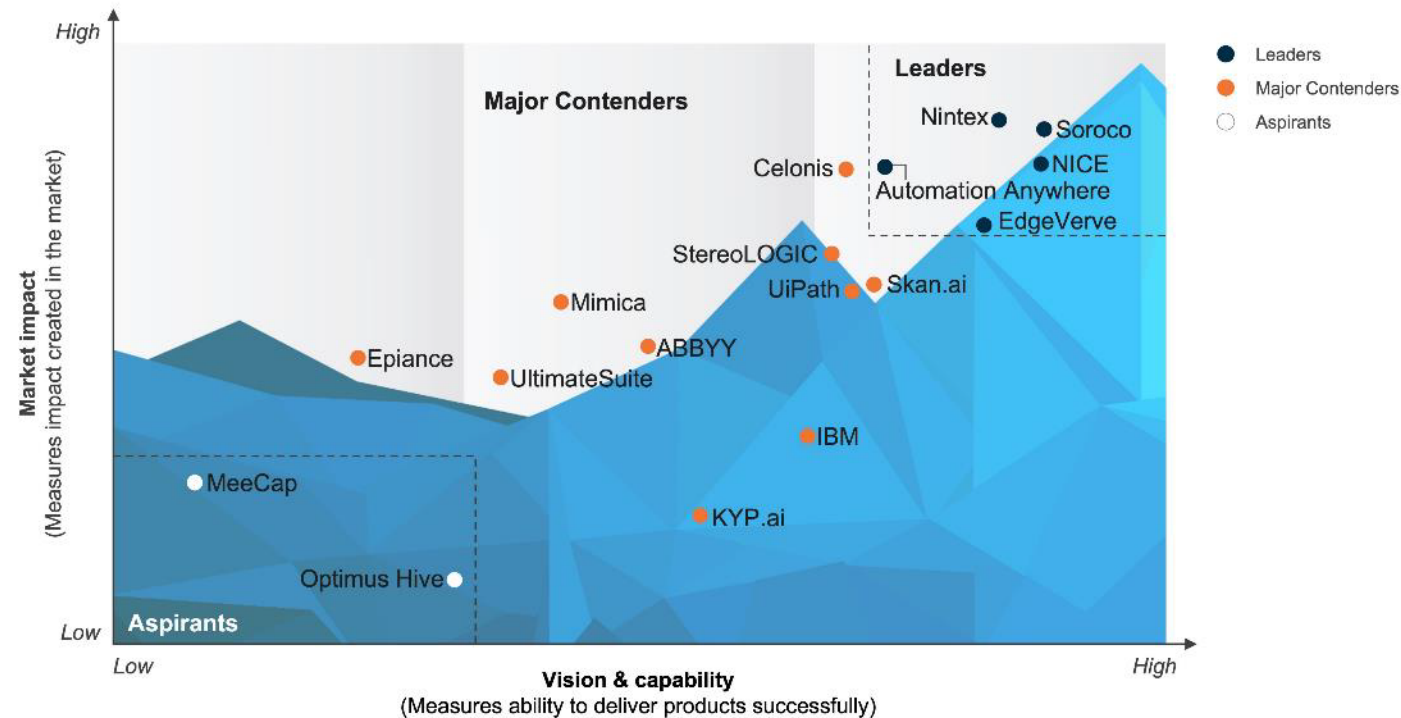
"EdgeVerve's position as a Leader in Everest Group's Task Mining Products PEAK Matrix® assessment is underpinned by its strong product vision, integration with its broader automation platform, and advanced product capabilities, such as automating the automation,"



Amardeep Modi, Vice President at Everest Group.



Everest Group Task Mining Products PEAK Matrix® Assessment 2022¹



¹ Analysis for Kryon is based on its capabilities before its acquisition by Nintex
Source: Everest Group (2022)

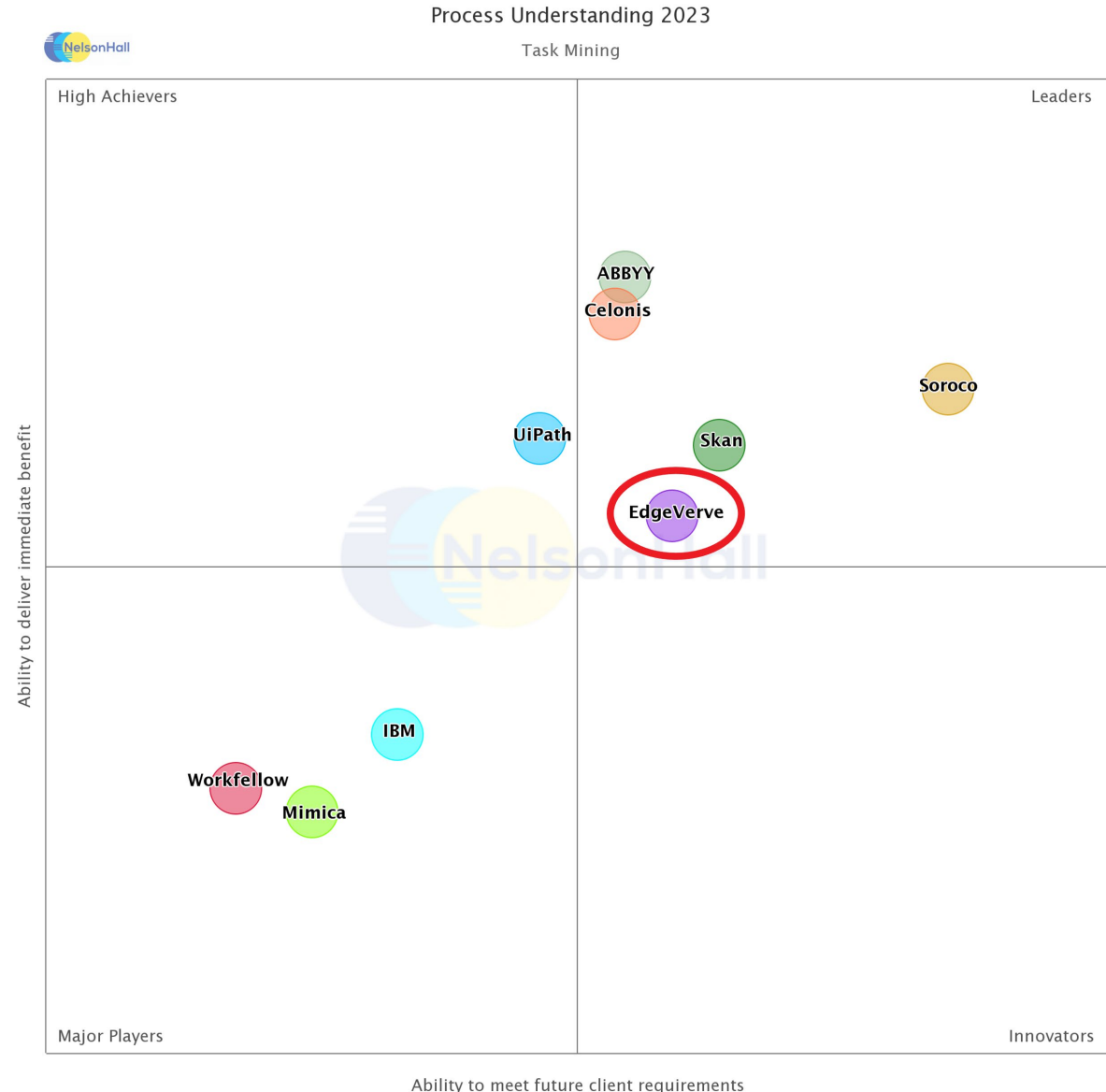
This assessment has been licensed to EdgeVerve

AssistEdge Discover recognized as a Leader in the Nelson Hall NEAT Report for Process understanding 2023

“Seamless integration with AssistEdge RPA and other RPA platforms for accelerated development and deployment. These include Automation prioritization, optimization potential, user efficiency & conformance to the process at a glance for each process”



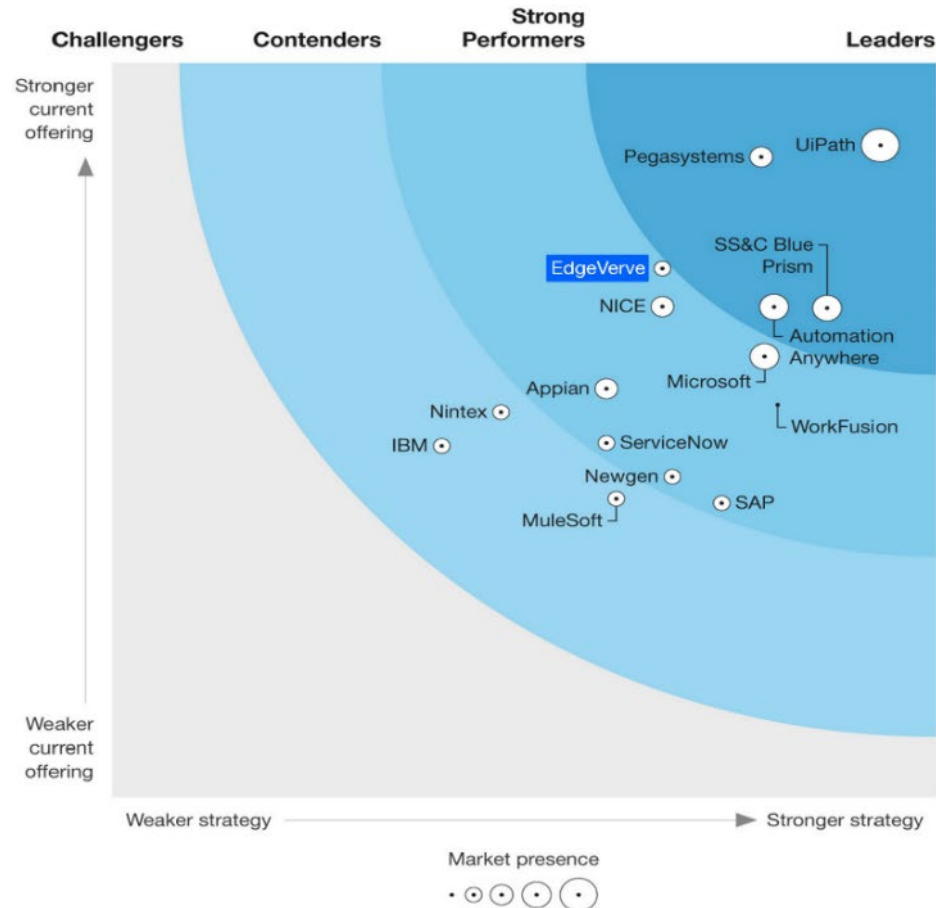
Mike Smart, Senior Analyst at
Nelson Hall



Source: NelsonHall 2023

Forrester RPA Wave- Our Position

THE FORRESTER WAVE™ Robotic Process Automation Q1 2023



- EdgeVerve scored 5 out of 5 in 5 parameters which include Discovery, Evaluation and Portfolio, Design Environment, Security and Pricing Flexibility
- We are one among the 2 vendors who got highest scoring in Automation discovery portfolio
- We have scored 3rd highest in our overall Current Offerings portfolio

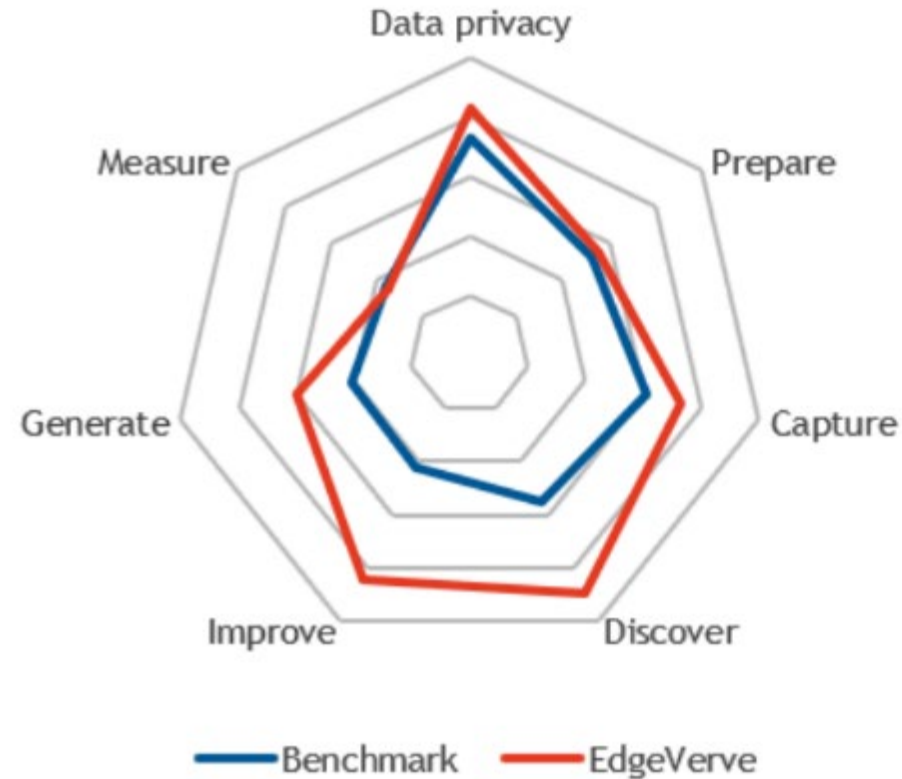
AssistEdge Discover outperforms all benchmarks in IDC Assessment 2023

"AssistEdge outperformed at the benchmark in every category. Its task improvement capabilities are particularly strong, with task simulation features and a BPMN design capability to edit tasks before exporting to AssistEdge RPA studio"



Maureen Flemming, Vice
President at IDC.

AssistEdge Discover Performance Compared with Task Mining Benchmark



Source: IDC, 2023

Thank
you

