

EdgeVerve AI Next Digital Observer

Process intelligence for a connected enterprise



 **AI Next**

www.edgeverve.com

Discover New Possibilities for Process Transformation

The success of your digital transformation strategy relies on optimizing business processes and identifying the right ones to automate.

Enterprises are trying to identify the right problems to solve to maximize their returns. They need insights into human – system interactions to identify productivity bottlenecks, inefficient processes and the most viable candidates for transformation.



The traditional approach for monitoring and measuring process intelligence is replete with challenges and limitations –

01

Human bias and limited accuracy in measuring process variations and nuances

02

Automating broken and inefficient processes means spending efforts performing the wrong things faster

03

Inability to identify process gaps, performance irregularities and deviations from standard operating procedures

04

Lack of clarity on the end-to-end flow of data, documents, activities, and information within business processes

05

Inability to realize ROI from your AI and digitization initiatives due to slow uptake and value creation

06

Non-linear approach to scale transformation, where more taskforce needs to be deployed to identify transformation opportunities

What is needed is a scientific, data-driven methodology to discover transformation opportunities. Actionable process insights that can fast-track process optimization and improve operational efficiency.

Unlock process intelligence and drive performance with EdgeVerve AI Next Digital Observer

EdgeVerve AI Next Digital Observer offers insights into human – systems interactions within the context of a business process o journey and makes new data observable. It is an advanced process intelligence platform that accumulates process and task-level data from user devices, analyzes the collected data, provides insights using visually rich process maps, and creates a blueprint for automating the right processes.

It provides an insightful window into user experience, quantifying their pain points and revealing where they spend their time, providing a clear path to transformation.

This way, you automate only what matters and setup your operations for excellence.



EdgeVerve named a Leader in Everest Group's Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024

KEY FEATURES AND CAPABILITIES



Smart sensor

captures granular process nuances by leveraging computer vision and key-stroke logs. It also provides automated sensor updates.



Screenshot-based capture

uses label identification and pattern recognition to read data such as email IDs, ticket no., nationality etc.



Automation blueprint

that provides a prioritization matrix and process funnel to identify the right automation candidates along with the expected ROI.



Out-of-box analytics, visually rich dashboards

with near real-time insights on automation potential, optimization potential, and conformance ratio.



Automated generation

of Standard Operating Procedure (SOPs) and Process Design Documents (PDDs) to automate with the tool of your choice.



GenAI-powered co-pilot

provides a business summary and process insights, saving business analysts time to interpret task variations and process maps.



Eagle eye view of task maps

enabling business analysts understand the interaction between applications and screens.



Automated conformance verification

reconciles variations against SOPs, enabling continual process improvement and accurate conformance ratio.



Work Insights dashboard

offers insights on work patterns, workforce productivity, application usage, asset utilization and efficient roster management.



Enterprise-grade security

provides data encryption and minimization for GDPR compliance. Also offers screenshot redaction, role-based access and multi-level privacy control.



KEY BENEFITS



Insights driven transformation

that powers transformation projects based on real, empirical data.



Improve workforce productivity

through process re-engineering and productivity benchmarking.



One-click automation export

reduces time taken to design and build automations by up to 60%.



Fast-track identification of transformation opportunities

while improving operational excellence.



Streamline operations

by identifying process gaps and prioritizing candidates for optimization and automation.



Mitigate risk

by identifying non-conforming process variations and non-compliant applications.

SUCCESS STORIES



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

One of the largest multinational banks in Australia had been leveraging intelligent automation to improve their back-office operations. As a next step, to automate their core processes, they wanted to identify and prioritize the right processes for optimization and/or automation opportunities, to maximize their automation ROI.

EdgeVerve AI Next Digital Observer's best-in-class task mining capabilities delivered a data-driven approach to automation. We created a powerful automation blueprint that improved the speed and accuracy of process discovery by 70% – 80%.

- ~ 80% estimated improvement in speed of process discovery
- ~ 60% increase in the accuracy of process understanding
- Met strict data redaction, information security needs and ensured GDPR compliance
- Best-in-class and intuitive UI/UX gave unmatched ease of configuration

Ready to power insights
driven transformation for
your enterprise?

Get in touch
contact@edgeverve.com

AI Next

EdgeVerve AI Next bridges silos across people, processes, data, and technology for enterprises, amplifying the value of their existing digital core investments. Part of Infosys Topaz, which includes a comprehensive range of services aimed at boosting productivity, velocity, and AI capabilities. AI Next is positioned as a platform to drive transformation in Business Operations and Programs at Scale.

EdgeVerve. Possibilities Unlimited.

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

edgeverve An Infosys company

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.

EdgeVerve. Possibilities Unlimited.

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