

# iNTELLIGENT Automation Redefined

with

# Av3ar<sup>v2.0</sup>

Your iNTELLIGENT Digital Workforce



# Artificial Intelligence is for a larger impact....

With the emergence of Digital Technology, today's enterprises are challenged by tectonic shifts in every aspect of their businesses leading to significant complexities in doing business. Automation is fast evolving!

Intelligent automation, a new era of innovation is starting to change the way business is done, helping companies achieve unprecedented levels of efficiency and quality.

Intelligent Automation – the combination of Artificial intelligence and automation systems sense and synthesize vast amounts of information and can automate entire processes or workflows, learning and adapting as they go.

According to the latest "Markets and Markets" research report "Artificial Intelligence Market by Technology (Deep Learning, Robotics, Digital Personal Assistant, Querying Method, Natural Language Processing, Context Aware Processing), Offering, End-User Industry, and Geography is expected to be worth USD 16.06 Billion by 2022, growing at a CAGR of 62.9% from 2016 to 2022.

Enterprise robots when applied to automating core business processes, can extend the creative problem-solving capabilities and productivity of human beings and deliver superior business results. A recent survey reveals that humans are working smarter with sophisticated softwares to automate business tasks/ processes, which in turn, is generating rich data that drives meaningful insights, value and outcomes for businesses. The data generated by intelligent automation profoundly improves the process outcomes beyond cost savings.

The artificial intelligence market has a huge potential across various industry verticals such as retail, transportation, manufacturing, BFSI, education and agriculture, among others. The major factor driving the artificial intelligence market globally is the growing number of applications of AI technologies in various end-user verticals and the growing adoption of AI for the improvement of consumer services.

## Practical & Economic Benefits with RPA merged with AI



**Reduced Cost** – RPA merged with AI can create approximately **60-80%** cost savings by enabling task execution at a substantially reduced cost.



**Greater Efficiency** – Robots can work **24 x7**. Typically, one robot can do the work of 3-5 FTEs.



**Enhanced Performance** – The merger of RPA & AI optimizes capabilities that grow organizational capacity to focus on core business tasks.



**Scalability** – A robotic workforce can be as large or as small as you need it to be, and additional robots can be deployed quickly for minimal expenditure.

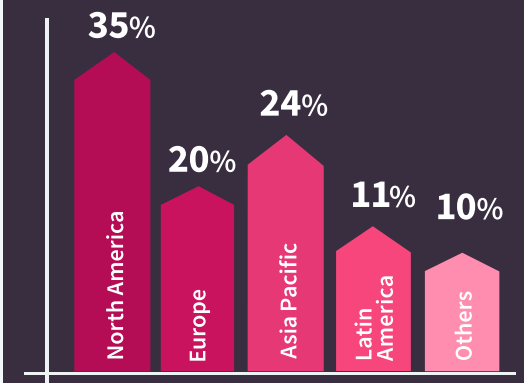


**Advanced Analytics** – RPA simplifies collecting and organizing data so an organization can predict future outcomes, make faster and informed decisions and optimize their processes.



**Accuracy** – Robots can execute the mundane jobs with **zero errors**.

Current AI / RPA spend by Geography



# Who is Av3ar?

Av3ar is your “iNTELLIGENT Digital Workforce” who can absorb, deconstruct and use information as a human would to resolve problems...

Av3ar is Perpetuuti's next generation Cognitive Computing and Machine Learning Platform combined with RPA, delivering end-to-end interactive solutions that dramatically improve the operational efficiencies.

- ⇒ **Self Service Portal** that understands/ responds to customer queries and resolves problems without human intervention
- ⇒ **Built-in Analytics Engine** combined with AI and ML algorithms enables Av3ar to sense, predict, analyze and decide approaches to resolve issues
- ⇒ Av3ar Works on **Deep Learning Technology** to identify and resolve problems based on real-life experience
- ⇒ Input Mechanism includes **Chat/Email/Voice-enabled commands** to provide resolutions
- ⇒ Trained to handle **Multiple Languages** out of the box
- ⇒ Multiple **Av3ar Digital Assistant** personalities with appropriate skill levels



## Av3ar Automation Benefits

 Enables Creativity & Ideation

Frees up human resources to create value

 CAN BE SMALL OR LARGE WORKFORCE

Enables you to take care of the spike

 DEPLOYED NON-INTRUSIVELY

No change in the underlying technology systems & processes

 LEARNS ENDLESSLY

More it learns, more efficient it becomes

 ZERO FATIGUE

Works without ever taking Vacation

# How Av3ar works?

Av3ar is a Cognitive Framework that uses **Natural Language Processing (NLP)** technique to interact with customers to provide resolutions within minutes. It also uses ‘**Machine Learning**’ and ‘**Deep Learning**’ algorithms to adapt to the customer environment to quickly takeover the daily operations and start serving customers by itself. It can learn from multiple sources of information like,



User actions



Knowledge base



Internet



Feeds from other related systems

*Av3ar is aimed to deliver end-to-end Interactive solutions enabling improvement in operational efficiencies of customers in the global marketplace. It interacts with customer's in-house applications as well as external applications to work on.*

# Where can Av3ar be Deployed?

## Av3ar Applications across Business Functions

Av3ar can be trained to handle almost any knowledge-based task. Av3ar has the capacity to perform and contribute in a diverse spectrum of roles across any business scenario. Av3ar learns just as any new employee and can apply its knowledge to help employees and customers in virtually any industry addressing a wide range of business challenges. Av3ar's extensive understanding of languages (Av3ar is trained to handle multiple languages out of the box) enables it to work with colleagues and customers around the world.



### Finance & Accounting

- ⇒ AP & AR
- ⇒ Book Keeping
- ⇒ Audit Trails
- ⇒ Internal Audit
- ⇒ Cash Management
- ⇒ GL & reporting
- ⇒ MIS
- ⇒ Vendor Payment Processing
- ⇒ Regulatory & Compliance
- ⇒ Data reconciliation



### IT

- ⇒ IT - Service Desk Operations
- ⇒ Remote Monitoring & Management
- ⇒ Network Monitor
- ⇒ Service Desk Operations
- ⇒ Network Monitoring
- ⇒ DBA Administrator
- ⇒ Storage/Backup Management
- ⇒ Network/Security Administration



### Sales & Marketing

- ⇒ Customer Intelligence
- ⇒ Omni Channel Personalization
- ⇒ Sales Forecasting
- ⇒ Customer Service
- ⇒ Sentiment Analysis
- ⇒ Social Media Monitoring & Management
- ⇒ Image Recognition
- ⇒ Sales Assistant & Coach



### HR/Recruiting

- ⇒ Pre-screening for recruitment
- ⇒ Onboarding process
- ⇒ Data extraction



### Procurement & Sourcing

- ⇒ Contract Management
- ⇒ Invoice Processing
- ⇒ Reconciliation
- ⇒ Spend Analytics



### Customer Service

- ⇒ Mobile support
- ⇒ FAQs
- ⇒ Virtual support
- ⇒ Email Support
- ⇒ Chat Support
- ⇒ CIM Support



# How Av3ar handles a typical Services Desk Activity?

## BEFORE

## AFTER

### INCIDENT MANAGEMENT & RESOLUTION

RECEIVING - Incident is Reported



VALIDATING - Incident Verified as Valid



LOGGING - Ticket entered into an Incident Application



SCREENING - Determining Symptoms



PRIORTIZING - Determining Incident's Importance



ASSIGNING - Handling OR Escalating



RESOLVING - Issue Resolved



CLOSING - Logging Resolution & Changing Ticket Status

PROCESSING TIME BEFORE AUTOMATION  
35-40 MINS

Processing time reduced to 10 minutes from several minutes with negligible error rate

1BoT = 5 FTEs

ESCALATING - Referring to Human Counterpart

LEARNING - observing TL's actions and learning for the future situations

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PRIORTIZING - Determining Incident's Importance



ASSIGNING - Handling OR Escalating



RESOLVING - Issue Resolved



CLOSING - Logging Resolution & Changing Ticket Status

PROCESSING TIME AFTER AUTOMATION  
10 MINS

ESCALATING - Referring to higher-level tier

# How has Av3ar helped Businesses?

Av3ar works at the same high standard all the time, every time...



**91%**

Improvement in Process Efficiency



**10X**

Productivity Gain



**60-80%**

Efficiency in Run-the-Business (RTB) Costs



**24x7**

Reliable all Year Long



**100%**




Accuracy and Compliance

A blended model of automation working in tandem with people can provide complementary outcomes. And there is no doubt that the domain skills of many subject matter experts will continue to exist outside the realm of what we can expect from robots, at least in the short term.

By automating systems to better sense, predict and interpret the data they produce, employees can work heads up, not down, with intelligence from digital processes supporting their own smart brains.

*The days are over for simply “throwing more bodies at the task” to get it done. With powerful futuristic technologies of intelligent automation, the capabilities of fewer people are magnified by robots.*

**TO REQUEST A LIVE DEMO OR FOR ADDITIONAL INFORMATION ON PERPETUUITI CONTINUITY PATROL™, PLEASE GET IN TOUCH WITH OUR AUTOMATION EXPERTS:**

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## About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

For more information, visit [www.ptecnnosoft.com](http://www.ptecnnosoft.com)