

Reduce cost, improve agility and efficiency with AI-enabled automation

SyntBots, the Atos next-generation intelligent automation platform combines end-to-end service orchestration, robotic process automation (RPA) and advanced AI capabilities to transform business processes and IT operations across the enterprise



Atos

The Digital Age requires organizations to be agile enough to deliver products and services as fast as possible and respond instantly to changing market conditions — while reducing costs and keeping the workforce focused on strategic initiatives rather than repetitive tasks. The pandemic has played a huge role in the adoption and acceleration of intelligent automation, making digital transformation and automation initiatives strategic priorities. Many Atos clients are using the AI-enabled intelligent automation capabilities of SyntBots® to transform their operations for greater efficiency, reduced cost and increased competitive advantage.



Atos Solution

Process Discovery

- o AI-enabled ticket analytics to identify automation opportunities
- o Process discovery tool for automated process mapping
- o Automation feasibility analysis

AI Enabled ITOps Automation

- o Predictive analytics and ticketing solutions, including automatic ticket triaging and enrichment
- o Zero-touch operations with failure detection and self-healing
- o Digital experience management with dashboards and virtual assistants

SyntBots Differentiators

AI enabled Ticket Analysis

- o Machine learning-based tool for automated classification of incident records
- o Identify automation use cases to build an automation roadmap

Process Discovery Tool

- o Records user actions to automatically create and document existing workflows
- o Aids Automation feasibility analysis with cost benefit analysis

SyntBots Virtual Assistant

- o FAQ, Document search, Sentiment Analysis, Closed conversation Integration with enterprise tools
- o Low code development IDE

Business Process Automation

- o Domain-based automation solutions
- o End-to-end business process automation with RPA, AI and BPMS
- o Automated SAP, desktop, web, mainframe and Oracle forms

SyntBots AI Services

- o AI services for vision, language (NLP), voice, image/video and structured data
- o AI Ops for IT, providing continuous Insights with AI-powered operational analytics
- o AI-based decision engine for end-to-end process automation and issue resolution

Atos IP

- o Highly configurable and upgradeable to meet client needs Integrated low-code bot development environment Migration utility for UiPath to SyntBots

Competitive Pricing

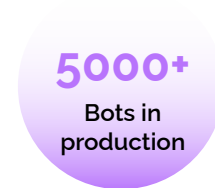
- o SyntBots comes with a very competitive price structure, with a low annual subscription charges, not a license / bot model

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Business Benefits

- Automate end-to-end IT and business processes across the technology landscape, rather than individual task-based automation,
- Improve accuracy and compliance through efficient process implementation
- Apply predictive analysis and upgrade from a reactive IT support organization into a proactive IT support organization
- Improve end customer satisfaction by providing faster business outcomes

Statistics



Atos in Action

Service Transformation for a Leading Manufacturing Conglomerate (Siemens)

- Service harmonization with a focus on moving technical KPIs to business KPIs
- Zero-touch operations live with aggressive targets for implementing self-healing IT Ops use cases
- Use-cases: Automation of KYC, purchase orders, logistics email requests, credit notes, reporting
- 17,000+ tickets automated, leading to an 88% effort reduction and a 20% reduction in ticket volume enabled by AI

Transforming Revenue Cycle Management in Healthcare. (McLaren)

- Leveraged SyntBots Process Discovery and RPA to improve healthcare client's revenue operations (RCM) efficiency and reduce the cost for claims, which is key to improving cash flow
- The solution analyzes the systems for discrepancies between patient orders and their charges. This analysis can run 2-3 times every 24 hours, and only the relevant mismatches are notified and raised for correction.
- SyntBots was used for the overall automation solution, which resulted in 24/7 RCM operations with over 500 mismatches processed without delays or errors

AI-enabled forex payment automation for a global financial services company (AMEX)

- Highly manual set of business operations for the international payments division of a multinational financial services company
- 3+ years in production, 39 source systems (LexisNexis, Hoovers, etc.) integrated to automate 60% of all business processes.
- 344 bots working 24/7 for use cases that include client onboarding, account setup, know your customer (KYC), know your business (KYB), beneficiary addition, etc.
- 58,000+ hours of human effort savings to date

Chat Ops for a leading telecommunications provider (Nokia)

- Service desk operations powered by SyntBots Virtual Assistant
- Atos Virtual Assistant hosted on ServiceNow and Microsoft Teams
- Integration with NexThink to drive service fulfillment
- Hosts 1500 knowledge articles and handles 60k user queries per month.

Voice of Customer



We have automated number of historically manual processes and activities with SyntBots hence the speed of response and speed of delivery of certain requests have improved dramatically as well as the automation in the backend infrastructure has improved too.



Leading Insurance Broker



Good impression with the progress. Appreciate the efforts and results achieved. High business orientation and focus on value addition is the key. Keep up the good work!!

Client CTO, Leading Manufacturing Conglomerate

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