Eleviant
ELEVATE & SCALE

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# CORPORATE OVERVIEW

## ELEVATE & SCALE YOUR BUSINESS THROUGH DIGITAL TRANSFORMATION

We create solutions that achieve business goals and fuel transformative growth – not just as a provider, but as a true partner.

| 1,000+ | 100+ | 1,000+ | 250+ |
|---|---|---|---|
| Digital Solutions | Happy Customers | Person-Years of Experience | Team Members |

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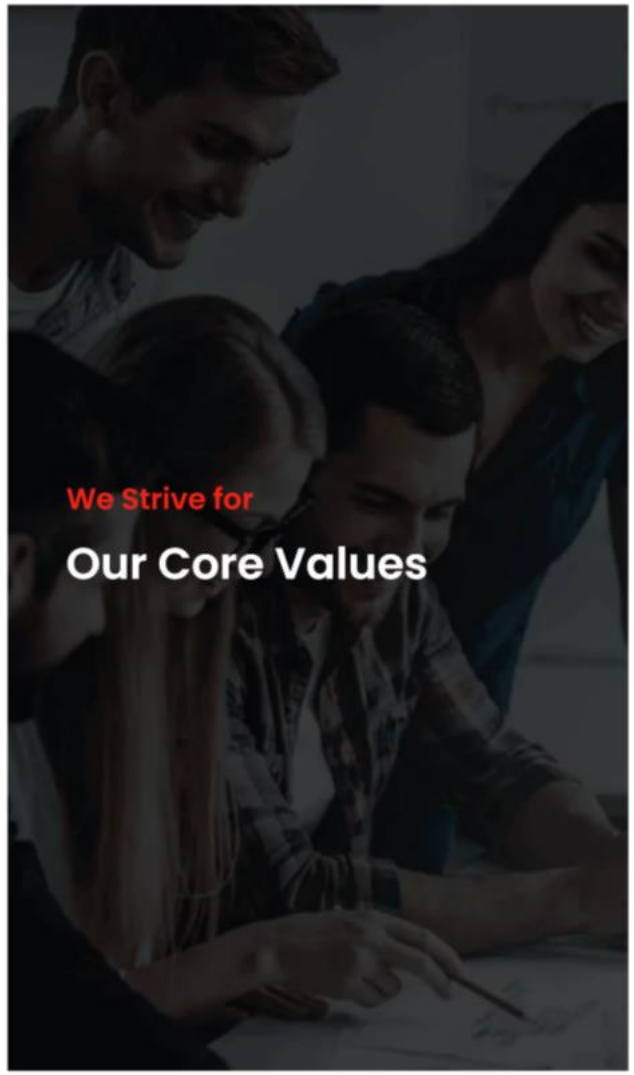
# OUR MISSION & VALUES

## MISSION – ELEVATE BUSINESSES WITH DIGITAL TRANSFORMATION




### Act Consistently

Uphold the highest standards of ethics and quality even (and especially) when faced with a problem. We treat everyone with respect and compassion.

### Be Open

Develop trust by being honest in our words and actions. We always are clear and transparent in our feedback, advice, and recommendations.

### Think Broadly

Look for creative and innovative ways to solve problems. We stay nimble with our solutions to adapt to changing needs and ideas.

### Take Ownership

Act as true partners for our clients. We take pride in owning their challenges, implementing the right solutions, and celebrating their successes.

### Care Always

Treat our teammates and clients with empathy and generosity. We create strong relationships by empowering others to do their best.

### Build Expertise

Create a balance between deep, technical skills and effective communication. We need expertise in both to deliver impactful solutions.

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# PARTNERSHIPS & RECOGNITIONS

## PARTNERSHIPS

Microsoft Partner
Microsoft

- Gold Cloud Platform
- Gold Application Development
- Gold Collaboration and Content
- Gold Application Integration
- Silver Small and Midmarket Cloud Solutions

Google Partner

amazon web services | Partner Network
CONSULTING PARTNER

UiPath™ Partner
SILVER

Joget® | PARTNER

## RECOGNITION

5 CONSECUTIVE YEARS! AMERICA'S FASTEST-GROWING PRIVATE COMPANIES Inc. 5000 2020 2016 2017 2018 2019 impiger technologies

CLUTCH TOP 1000 COMPANIES GLOBAL 2019

DALLAS 100™

GoodFirms Top Cloud Computing Companies Goodfirms.co

TOP DEVELOPERS Clutch DALLAS 2018

TOP MOBILE APP Clutch DEVELOPERS 2019

TOP DEVELOPMENT & IT SERVICE COMPANIES Clutch UNITED STATES 2018

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# DIGITAL TRANSFORMATION SOLUTIONS

## BUSINESS TRANSFORMATION

- Digitization
- Intelligent Systems & Automation – BI, AI / ML, RPA
- Scale & High Availability – Cloud

## EMPLOYEE EXPERIENCE TRANSFORMATION

- Digital Workplace – Communication & Engagement
- Workflow Automation
- Mobile

## CUSTOMER EXPERIENCE TRANSFORMATION

- Mobile – Anywhere Access
- CMS – Personalized, Localized, Contextualized
- Chatbot – Automation, 24/7 Service

| | | | | |
|---|---|---|---|---|
| **Strategy & Consulting** | **Experience Design** | **Application Development** | **QA & Testing/ Maintenance** | **Managed IT** |



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# SMALL & MID SIZE BUSINESSES

| | |
|---|---|
| **27.9M** | SMB in USA |
| **5M** | SMB with more than 10 employees |
| **30%** | new businesses fail during the first two years. |
| **50%** | the first five years |
| **66%** | first 10 |
| **70%** | do not use Technology |

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# WHY SMB FAIL?

- 90% of businesses do not have Customer Acquisition or Retention or Repeat Biz Strategy – Passive Plan.
- low productivity – People are used for typing, calling and “Thinking” is not utilized.
- low profits – No transparency and no ownership from each member.
- Poor cash flow management
- Absence of performance goals and monitoring.
- Low Collaboration between team members

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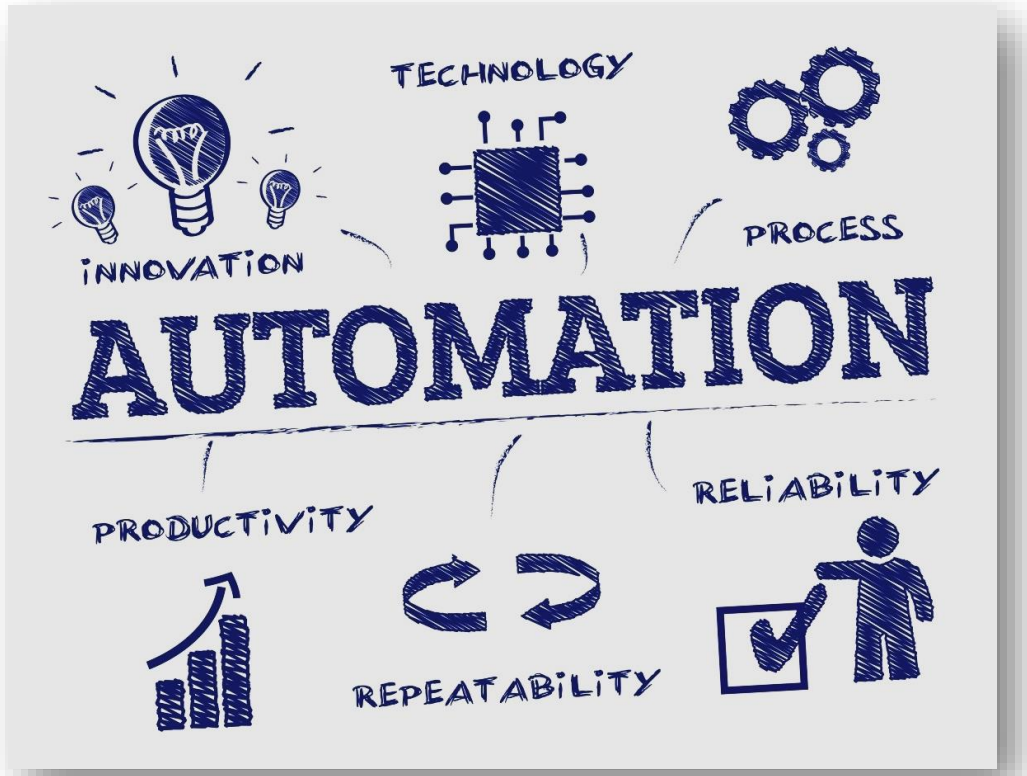
# DIGITAL SOLUTIONS CAN HELP




- Digitization
- Automation
- Intelligent Solutions
- Integration
- Mobility & Cloud

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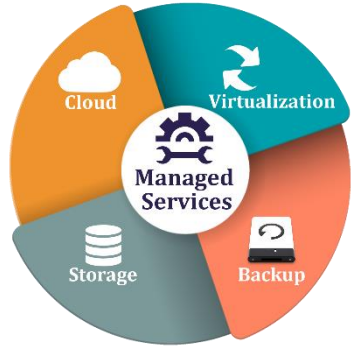
# IT BUYING TRENDS: 2022 - 2025

- More and more IT applications are becoming a commodity.
- Buying is becoming more complicated – Point based solutions, many players, disparate & disconnected systems, Micro Services, legacy solutions, Cloud services.
- Application integration challenges are growing.
- SMB Businesses are not staffed with enough IT expertise.
- Customers want to buy based on Experience
- ROI, Risk vs Reward, Failed Projects.

Cloud Hosted Solution



Ready Solutions / Apps

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# INTELLIGENT SOLUTIONS

| | |
|---|---|
| 23% | Increase in Revenue |
| 26% | Increase in Productivity |
| 30% - 50% | Reduction in Downtime (Predictive Maintenance) |
| 20% - 40% | Increase in Machine Life |

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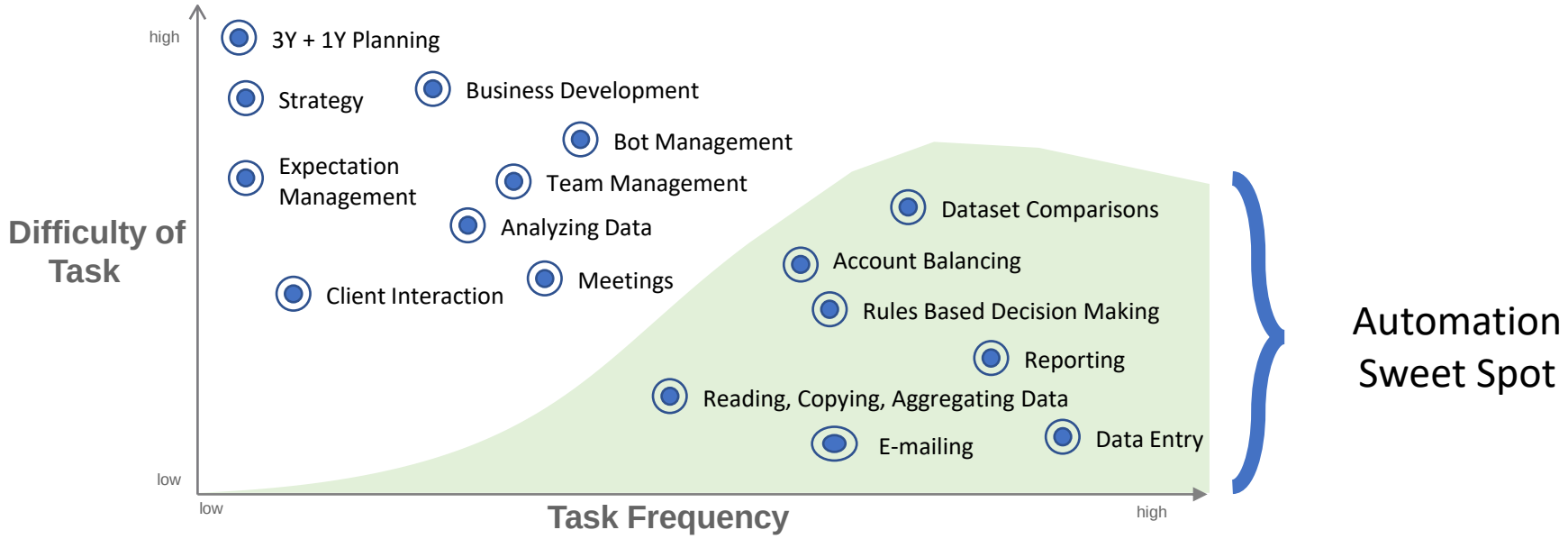
# EVOLUTION OF AUTOMATION

We face many tasks throughout our workday

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# WHAT DOES RPA MEAN

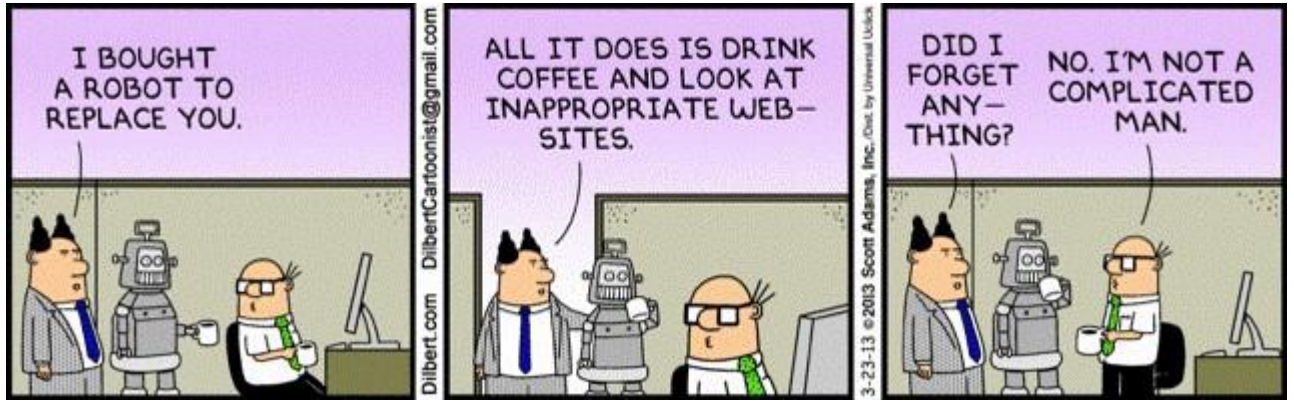
What it is and what it is not

## RPA IS

- Computer Software / Code
- Mimics human actions
- Works with and across applications
- Evolution or macros using additional technologies like OCR/AI/ML
- Enables automation of processes

## RPA IS NOT

- Factory or manufacturing automation
- Physically functioning or moving hardware robots
- Chat bots / Voice bots

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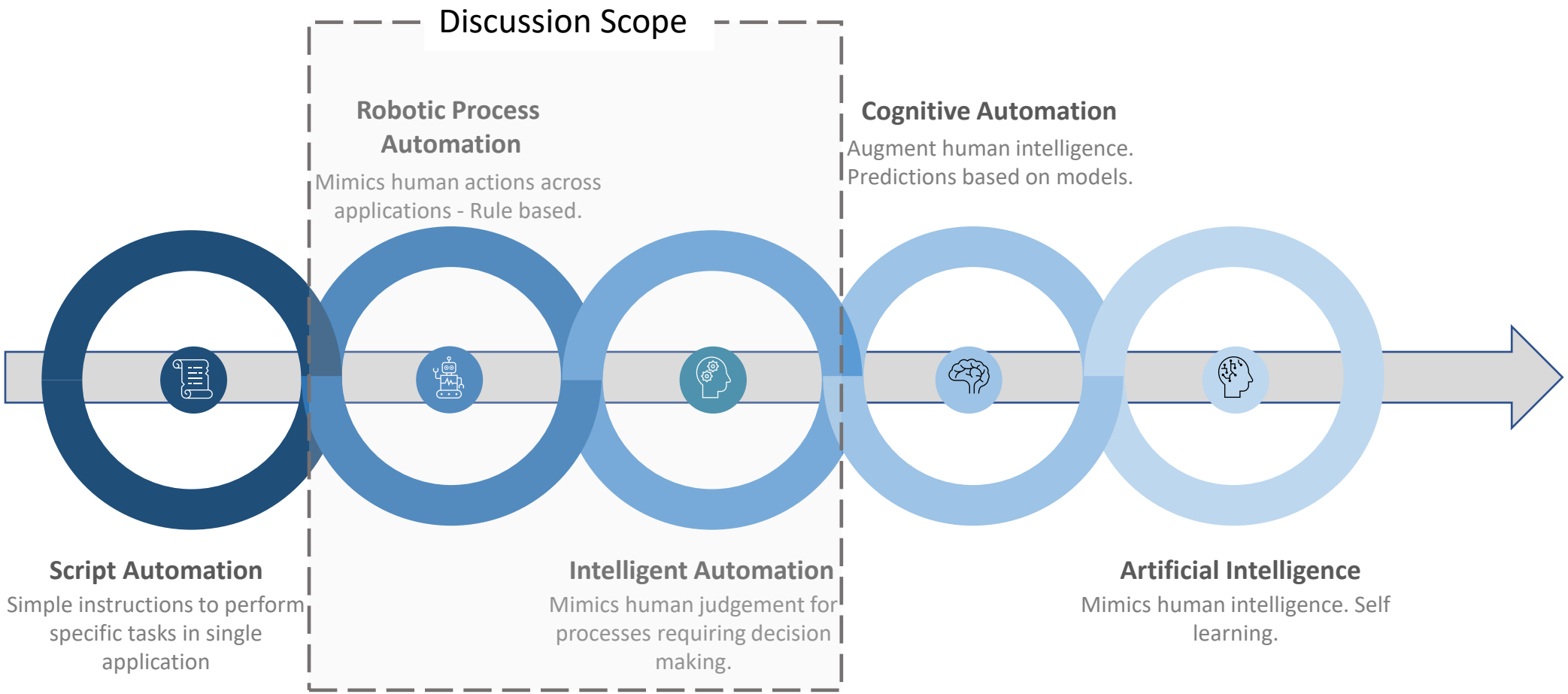
# ROBOTIC PROCESS AUTOMATION - EVOLUTION

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# RPA DEFINED

10 things RPA bot can do

**01** Open Email & Attachments

**02** Login to Applications

**03** Fill Forms

**04** Extract data from documents

**05** Move files and folders

**06** Write to databases

**07** Make decisions based on rules

**08** Perform calculations / validations

**09** Collect/Collate data from sources

**10** Notify through emails

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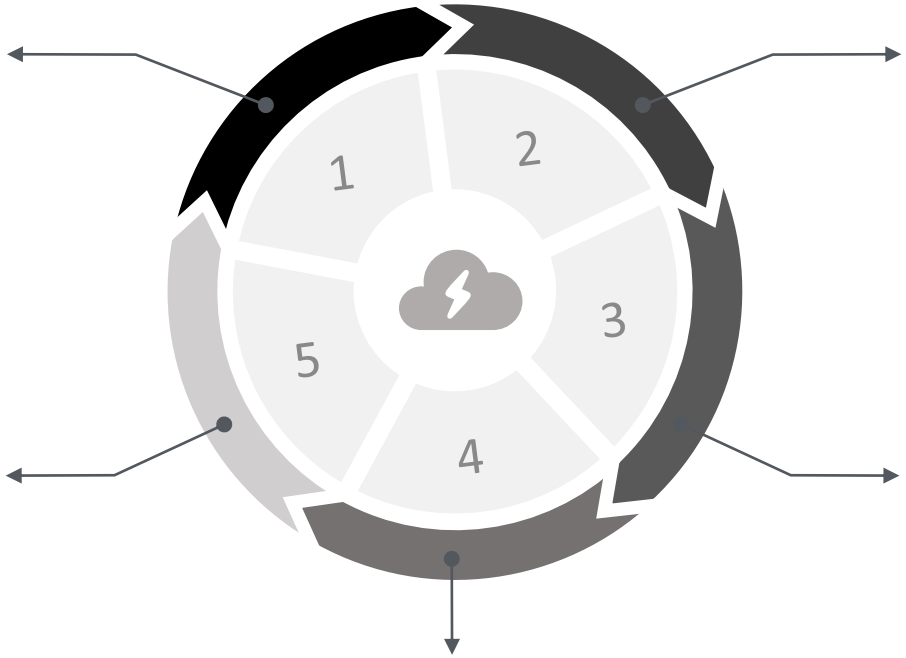
# Robotic Process Automation (RPA) – Business Drivers

### Technology Agnostic

Legacy Applications, ERP, Mainframes, Web, Desktop Application – All can be automated using RPA.

### Digital Transformation

Start on Digital Transformation journey with Automation as early driver.




### Non Intrusive

Works based on existing application interfaces / screens. No complex integration needed.

### Scalable

RPA bots can be scaled – Increase number of bots, Run 24x7

### Operational Costs

Tangible cost reduction (FTEs).
Intangible – Efficiency and Productivity improvements

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# Robotic Process Automation (RPA) – Benefits

**Employee Morale**

Free up time from manual/repetitive boring tasks to engage them on value-add tasks

**Productivity**

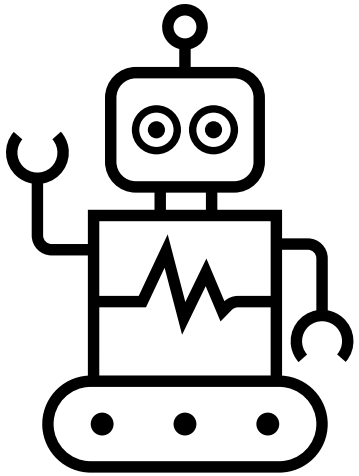
Complete and turn around process tasks quicker.

**Reliability**

Bots work 24x7. No fatigue / additional training needs

**Accuracy**

Reduced errors for data entry with clear rule based execution



**Non-Invasive**

No disruption to existing applications. Reduced IT burden and dependency

**Compliance**

Better compliance with clear logs and rule-based compliant task execution

**Consistency**

Tasks performed in the same way – every run, every bot

**Low Barriers**

Options for citizen driven bot development

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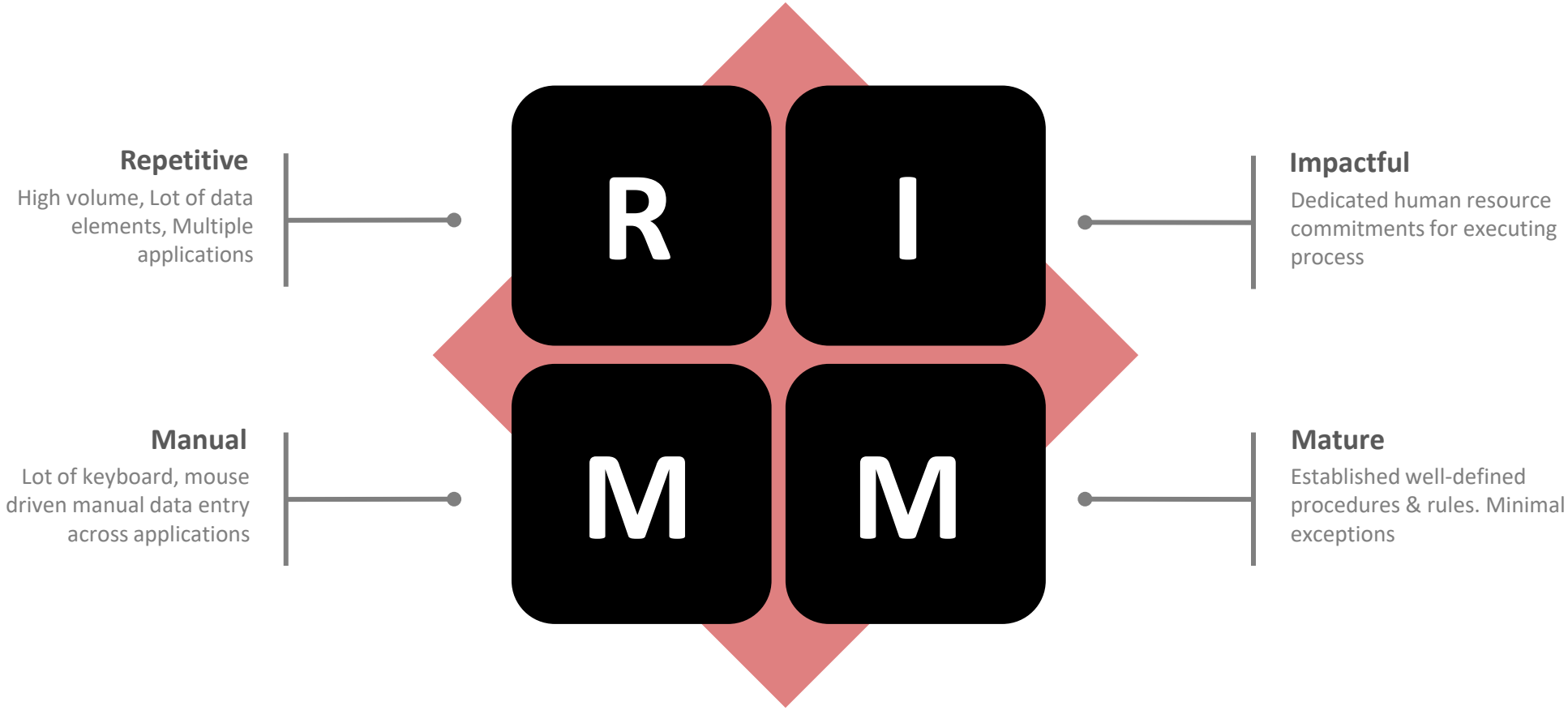
# Robotic Process Automation (RPA) – Fitment

Attributes to identify automation opportunities




Strategic Objectives – Overall Automation Program Goals & Objectives also play a role in identifying the right processes

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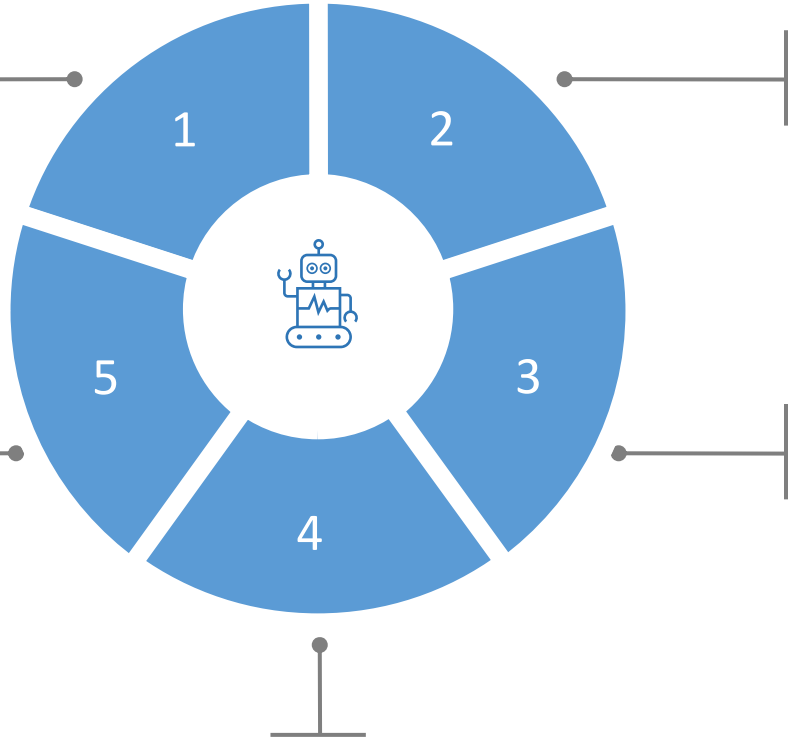
# Robotic Process Automation (RPA) – Use Cases

Common Use Cases




## Financial Services & Insurance

Account entry and data reconciliation
Client on-boarding and background checks, KYC
Claims processing and underwriting assistance
Audit support and validation
Data quality and control

## Consumer / Retail

Ensuring product fulfillment and customer services
Order to cash processing
Payroll
Recruiting process

## Other Domains

Sourcing all forms of media data
Preparing reports
Analytics
Payment approvals (billing and invoicing)
Travel and leave requests

## Manufacturing

Procure to pay processing
Payroll
Order to cash processing
Time sheet management
Vendor due diligence process
Asset/inventory accounting

## Healthcare

Claims automation
Accounts payable and invoice processing
Patient onboarding and scheduling
Customer service

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# IN SUMMARY

**Bottom Line Efficiency**

**Top Line Growth**

**Customer Empowerment**

**Compliance and Regulatory needs**

## Value Proposition

- Faster
- Runs 24 / 7
- Unattended
- More secure
- Less errors
- Reallocate staff toward more high value tasks
- Better customer experience

## Tasks Automated

- Open emails / attachments
- Reads forms, emails and databases
- Makes decisions
- Log in to applications
- Performs data entry
- Fills out forms
- Performs calculations
- Collects and stores data

## Use Cases

- Batch jobs / Nightly jobs
- Account Maintenance
- Staring and comparing reports/files
- Customer information updates
- Loan application fulfillment
- Account/Card maintenance
- Loan boarding
- New employee onboarding

**24/7/52**
ALWAYS ON

**ANY LOCATION**

**70% – 80%**
Reporting Automatable

**48%**
% Increase adoption in 2021

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# THANK YOU

FOR QUESTIONS & COMMENTS


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