Service Support Automation using Software Robots

Lagash™

Overview

Robotic Process Automation (RPA) provides the ability to transform work and boost productivity, enhance customer experience and deliver accurate and reliable results in both attended and unattended processes.

RPA is a good fit for Support Ticket processes that require filling, capturing data, updating and processing requests, increasing efficiency and cost-effectiveness.

Marquee Clients

Fox Channel, Heineken, Microsoft Corporation, Santander Rio, ABinBev, Techint, McDonald, CARSO group.

Technology Focus- FY18

Cloud Adoption, Blockchain, AI, Mobile Edge, Robotics, Augmented reality (AR) and Virtual reality (VR), RPA

Highlight

+17 years experience
Sustainable annual growth for 17 years.
Smart, profitable growth to 500+ employees and client operations in (9) countries.
ISO 9001: 2015 Certification - Software development process.

Competitive advantage

Our People (Strong Culture)
Geographic reach (Local delivery within a global vision)
Our "Digital Factory" client service model
Long established Global partnerships
Our diversely experienced leadership team

Services

Our passion is using technology to create meaningful client experiences, improve processes and transform traditional businesses into digital ones.

Automation technology has a direct impact on costs and helps reduce human errors in repetitive tasks, leaving employees free to pursue more value-added tasks.

This technology allows companies to digitize workflows while keeping existing investments in existing Legacy solutions.

The Service Support Desk Automation comprises of the following capabilities:

1. Ticket creation and assistance using Bots & Apps.
2. Interaction with Support Ticket Applications using Robotics Process Automation (virtual Workforce).
3. Automation of human repetitive tasks such as ticket follow-up (based on business rules), email sending or reading, interaction with external IT or HR systems, copy and pasting, performing repetitive tasks faster and more accurate

4. Automatic Interaction with SAP or existing ERP systems.

Benefits of our Approach:
1. Reduce human effort and errors in repetitive tasks
2. Pursue more value-added activities
3. Legacy compatibility

Our work methodology is called "The Digital Factory", in which we envision the creation of digital products for our clients as a real time human feedback loop between two interconnected activities: THE DISCOVERY and THE DELIVERY.

"Discover" drives our ability to understand our clients' business needs. "Delivery" produces the necessary data and technology fast to keep our clients' services agile and relevant in their competitive landscape.

Company profile

Lagash

Location:

US (Boston HQ), Argentina, Chile, Colombia, México and Uruguay.

Employees:

+500

Contact:

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Industry Focus in US:

Retail

Fouded:

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