# I/e
Idea Entity

Microsoft Partner

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Silver Application Integration
Silver Messaging
Gold Application Development
Gold Collaboration and Content

Power Automate Your Customer Service Experience – 2 Weeks Proof Of Concept

Though our Pilot/Proof of Concept offering uncover how to power automate your organization's finance customer services. Automating financial customer services workflows will allow you to expand the customer experience, deliver higher customer services response times, improve finance operations, gain greater visibility through digital dashboards, and lower support costs.

The Pilot/ Proof of Concept allows the customer to identify a specific use case scenario for optimizing and automating financial customer services. Through the Pilot/POC we will prototype the functionality of the use-case for minimal viable products (MVP) to verify the real-life application of the financial customer services workflow automation idea.
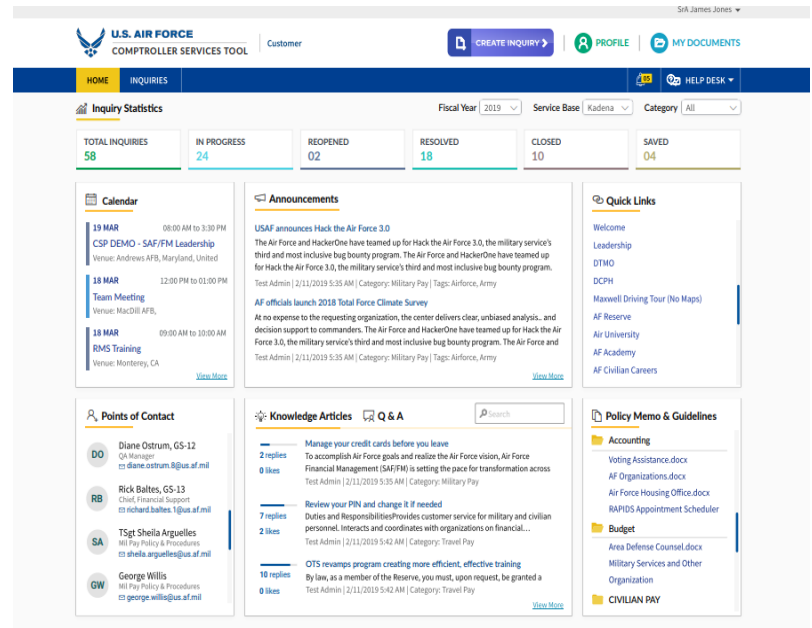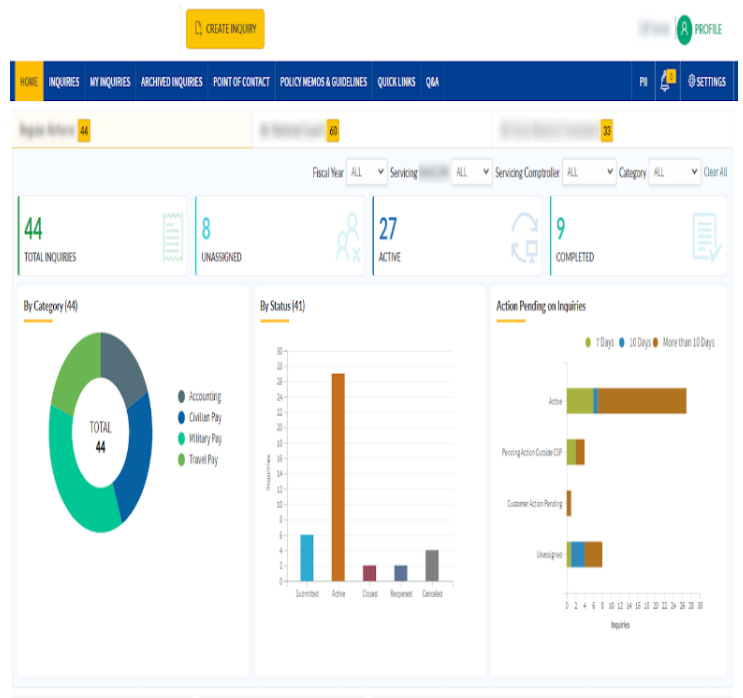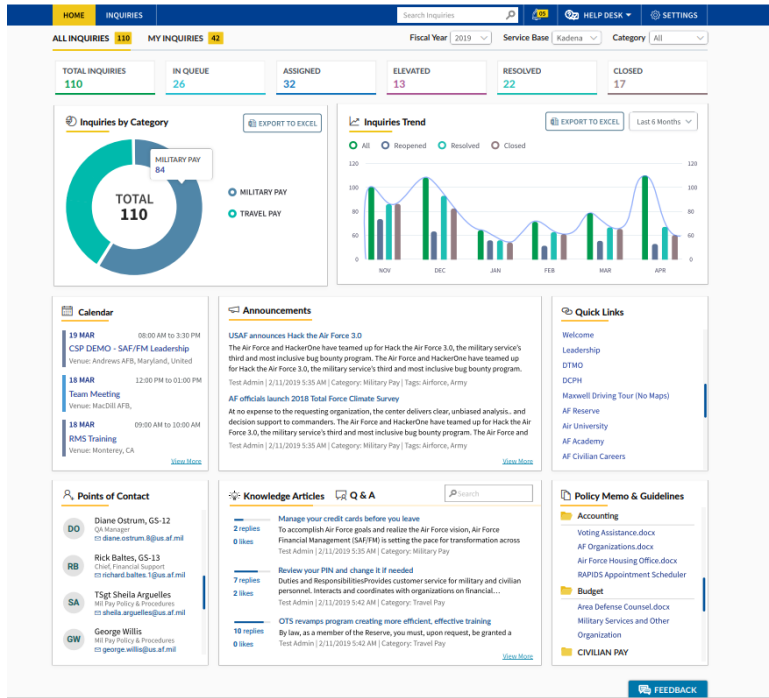
Proof of Concept Includes

- Identification and confirmation of key priorities and project workflows for automation
- Piloting exercise to confirm one or two minimal viable products (MVP) functionality end to end
- Confirm business decision-maker and end user requirements are achieved through demos and feedback sessions
- Establishment of end-to-end knowledge graphs for workflows and processes
- Explore innovation and development need for future features and functionality
- Define compliance and governance modeling for enterprise automation, training, and support

Business Benefits of Pilot/ PoC

- Demonstrated proof of features and functionality for optimization and automation
- Real time business insights for both business decision makers and end users
- Gain business agility through iterative functional improvement modeling
- Validation of rapid deployment, security, and scalability