Intelligent Automation

About Eviden

Eviden has proven experience in providing intelligent automation solutions across the automation lifecycle, from discovery and assessment, design and development, and operational support for bots and the underlying automation platforms

See what customers are saying:

Successful and sustained implementation of RPA, and wider automation capabilities, presents an incredible opportunity to make a meaningful difference in delivering improved patient care, enhanced staff experience and increased process efficiency

– Director, Digital Productivity Program, European Healthcare Provider

WHAT WE OFFER

Eviden has three key offerings in Intelligent Automation:

- Process Discovery & Mining – to identify and quantify automation opportunities

- Business Process Automation – to automate processes using Robotic Process Automation and AI

- AI Powered IT Ops Automation – for proactive IT Ops with higher availability

We provide proprietary tools to enhance automation projects, including:

- RoboQuest: Allows users to register automation ideas and track their progress.

- Citizen Developer Studio: A low-code Bot development IDE with over 1000 activities, integrating with OpenAI APIs for intelligent automation.

- Bot Command Center: A monitoring tool that ensures bot health and takes remediation actions, reducing operational costs.
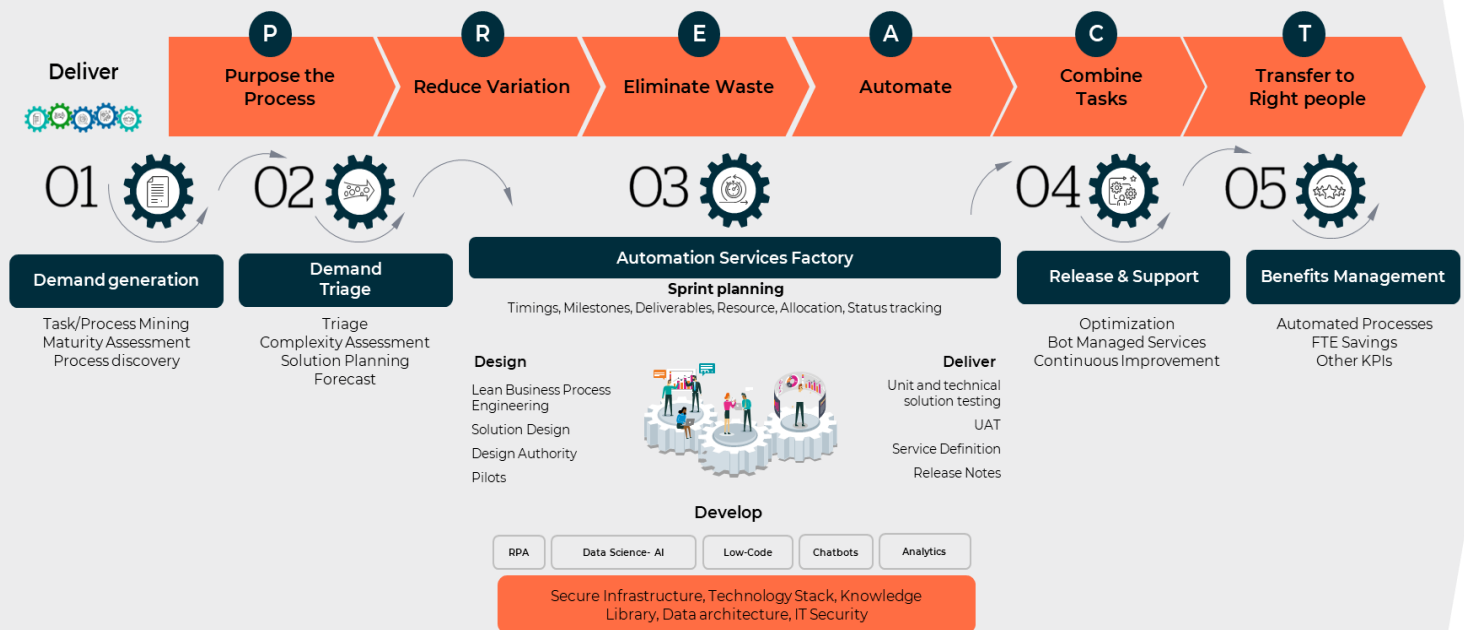
Intelligent Automation

How it Works

Eviden uses a consulting-led approach to identify automation that maximizes business ROI, builds and deploys bots using an industrialized factory approach, and provides AI-enabled IT operations to sustain the automation.

We use market-leading tools and our own IP to deliver these services across the complete automation lifecycle.

Execution Strategies and Solutions

Deliver

P	R	E	A	C	T
Purpose the Process	Reduce Variation	Eliminate Waste	Automate	Combine Tasks	Transfer to Right people

01 — **Demand generation**
Task/Process Mining
Maturity Assessment
Process discovery

02 — **Demand Triage**
Triage
Complexity Assessment
Solution Planning
Forecast

03 — **Automation Services Factory**

Sprint planning
Timings, Milestones, Deliverables, Resource, Allocation, Status tracking

Design
Lean Business Process Engineering
Solution Design
Design Authority
Pilots

Deliver
Unit and technical solution testing
UAT
Service Definition
Release Notes

Develop

RPA	Data Science- AI	Low-Code	Chatbots	Analytics

Secure Infrastructure, Technology Stack, Knowledge Library, Data architecture, IT Security

04 — **Release & Support**
Optimization
Bot Managed Services
Continuous Improvement

05 — **Benefits Management**
Automated Processes
FTE Savings
Other KPIs

EVIDEN

Customer Outcomes

30,000 land access notifications sent per year with 100% and 3 FTE effort reduction	4000 Customer Engagement Plans created in a year	8000 project proposal documents created per year with 100% accuracy

Customer Success

Company: Water Services Company in the UK

Solution: Power Automate was used to automate a customer engagement process, a training management process, and data control checks for quality gates

Outcome:
60-70% reduction in AHT
Conversion from paper to digital processes
Up to GBP 40K annual savings

Company: Global Financial Services Leader

Solution: Process discovery to record as-is process, generate process maps, define to-be process and automation roadmap

Outcome:
5000+ business workflows assessed
40% faster, industry-standard documentation
$15M annual savings in costs due to automation

Company: Global Logistics Provider

Solution: - Support services for 100+ bots in production where our IP, Bot Command Center, is used to provide monitoring and auto-remediation services across a 24x7 working window

Outcome:
30% reduction in AHT
60% reduction in Mean Time to Investigate
40% increase in Mean Time Before Failure

Eviden is your preferred digital, cloud, data, and security partner to help you realize your digital future. Together Microsoft and Eviden are expanding the possibilities of data and technology, now and for generations to come.

Microsoft Partner
Azure Expert MSP
Microsoft

Microsoft
Solutions Partner
Microsoft Cloud

Contact

Microsoft Business Group
global-microsoft@eviden.com