

# 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.

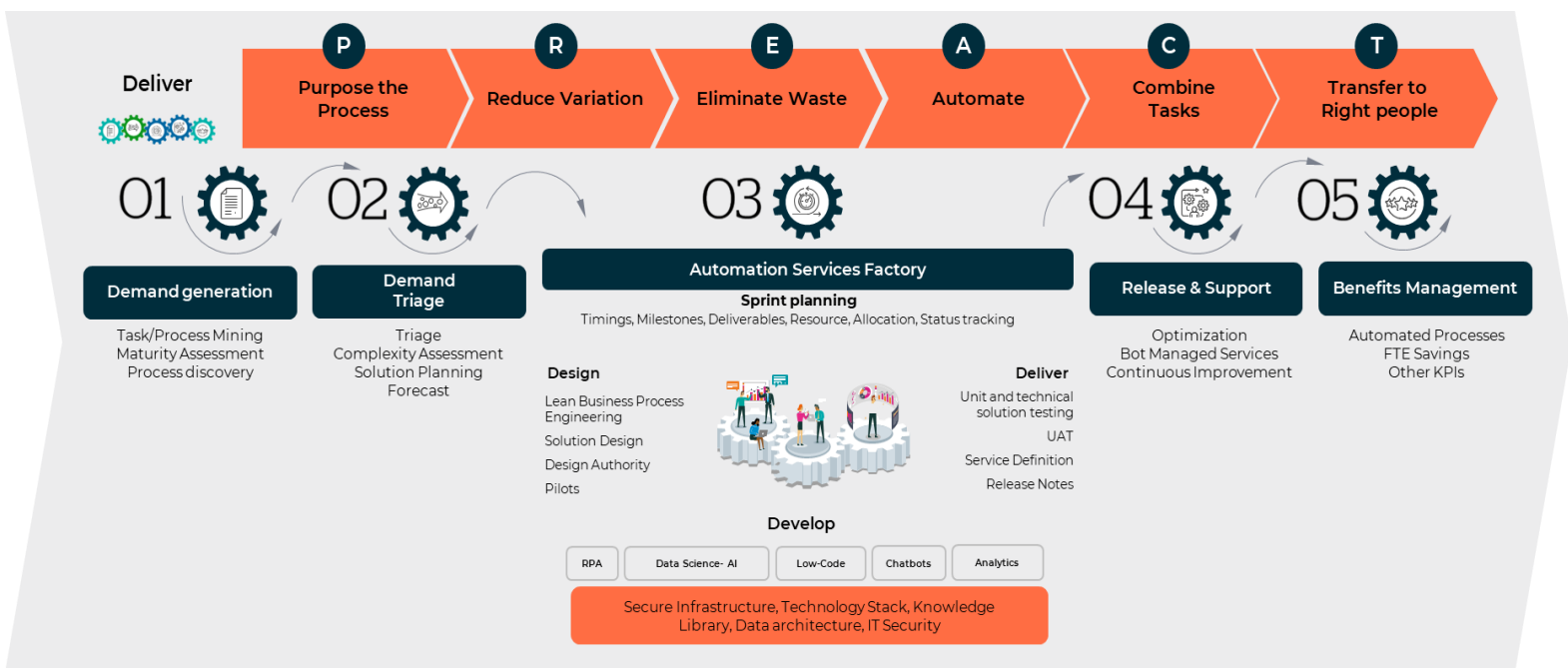
## Intelligent Automation

### 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



## 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

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Contact

Microsoft Business Group  
[global-microsoft@eviden.com](mailto:global-microsoft@eviden.com)