

One Platform. Every Process.

Empowering people to drive digital transformation



Why are Enterprises investing in Digital Process Automation?



Customer Engagement

- Improve responsiveness to customers
- Increase customer satisfaction scores
- Create true customer loyalty (retention strategy)
- Drive down the cost of doing business
- Attract and retain customers to grow revenue
- Increase average revenue per customer



Digital Operations

- Speed to deliver new automated processes
- Responsiveness in delivering customer products and services
- Deliver more digital experiences and take advantage of AI, ML and BOT capabilities
- Process transparency for greater business insights, informed decisions and operational agility
- Effectively control and reduce costs while improving process speed and capability



Governance, Regulation & Compliance

- Meet regulation and compliance requirements
- Remove internal barriers that create organizational risk and enable collaboration across the organization
- Audit tracking, process transparency and data management to reduce business risks
- Extend participation and visibility to end clients, boosting quality and customer satisfaction scores

Gartner

[Hyperautomation #1 technology trend for 2020](#)

FORRESTER

[Coronavirus will force companies to speed up their plans to replace jobs with automation](#)

Why choose Bizagi ?



Collaborative

Business leaders and IT teams jointly design and build no-code business applications in a single intuitive platform



Trusted

For 15+ years, large enterprises and government agencies have deployed mission critical business operations to optimize efficiency and accelerate growth



Rapid Value

Performance-based commercial model enables agile innovation to deliver successful digital transformation results, faster

>1000 Customers worldwide

40% Forbes Top 50

>2 million Downloads of Bizagi

Market Leader
Gartner, Forrester, IDC

Government certified security and regulatory compliance

56 Countries,
global capability



adidas

Citizens Bank



GE Capital



Audi

Travelport

GENERALI



AGFIRST
FARM CREDIT BANK



UNIVERSAL.
Vive tranquilo. Vive seguro.

BBVA

Bancolombia

KYOCERA

Takeda



ManpowerGroup

AON

OLDMUTUAL



Harrods

BNP PARIBAS
CARDIF

Who buys Bizagi ?

Role	Drivers	Challenges	Needs
COO or VP, Operations	<ul style="list-style-type: none"> ➤ Deliver or beat the committed results with the CEO, board and investors ➤ Support growth - be able to move forward, get bigger, to expand or make cheaper the operation ➤ Be responsive to the market and provide a consistent experience to the end customer 	<ul style="list-style-type: none"> ✓ Lack of awareness and visibility on the performance of the operation and the needs of customers. ✓ Pressure by the market to produce more or cover more regions with the same operational force. ✓ Harder and more complex than expected to implement operational changes due to the internal silos or limitations of IT systems 	<ul style="list-style-type: none"> • Ability to demonstrate ROI – I need to justify this investment so I need to show quantifiable results on my operation quickly • Proven technology – I need something that has shown it can deliver results in my industry or field of operation • Visibility – I need my team to view and manage our operations, and take action in the moment it is needed • Speed to Change – I expect that I can make changes in my operation without too much hassle • Future-proof for Operation – I need something for now but I need assurance it can support my operation when it grows
VP, Digital Transformation	<ul style="list-style-type: none"> ➤ Entrusted to take the lead in initiatives that allow the company to evolve in the digital age ➤ Work with Business and IT to foresee and propose changes that allow them to capitalize on new digital technologies ➤ Show results, sell and show the impact of changes and initiatives to senior executives 	<ul style="list-style-type: none"> ✓ Enable different organizational areas to work together around a common initiative ✓ Transform business operations by introducing new technologies that allow the company to be more effective or deliver a better customer experience ✓ Foster experimentation to seek or try new business opportunities 	<ul style="list-style-type: none"> • Ability to test out ideas – I need a solution that allows me to experiment new ways to do things • Ability to demonstrate ROI – I need to justify this investment by showing quantifiable results quickly • Proven technology – I need something that has shown it can deliver results in my industry or field of operation. • Compatibility with IT – I am not going to reinvent the wheel we need to get the best of the systems we currently have. • Speed to Change – I expect that I can make changes in my operation without too much hassle
VP, IT	<ul style="list-style-type: none"> ➤ Keep the lights on and the operation running ➤ Partner with the Business to support new initiatives by acquiring or creating the solutions that will allow the business to achieve their goals ➤ Be a strategic partner of innovation for other senior executives 	<ul style="list-style-type: none"> ✓ System complexity and Technical Debt is hurting ability to respond to our business needs ✓ Failing to meet users expectations when delivering a solution ✓ Legacy systems are inflexible and need to migrate to newer technologies ✓ Business wants to bring new solutions, new devices to help them in their operations but don't have the bandwidth or budget to support 	<ul style="list-style-type: none"> • Proven technology – I need something that has shown it can deliver results • Compatibility with IT – I need a solution that allows to use the systems we currently have • Control for Change – I expect that I can make changes in my IT stack in a controlled manner • Future-proof – I need a solution that innovates and will support my future needs • Low training curve & self-enablement options – I need to be able my team and drive the operation with my team

Use Cases and Case Studies

Business Productivity

- Employee onboarding
- Supply chain
- Asset management
- Procure to pay
- Smart manufacturing

Customer Experience

- 360° view of the customer
- Customer onboarding
- Order processing
- Loan origination
- Insurance policies & claims

Governance, Risk & Compliance

- Approval management
- Contract management
- Regulatory compliance
- Fraud prevention
- Citizen complaints

IT Service Innovation

- IT Operations
- Service integration
- Low-code applications
- DevOps
- Asset provisioning



Reimagining supply chain operations

- Streamlined management of 5,000 purchase orders per month
- Vendor onboarding time reduced by 50%
- Operational costs reduced by 60%



Accelerating sales cycles

- 85% reduction in special pricing approvals
- Direct SAP integration for order to cash
- Increased annual deal flow by \$40M+



Putting the customer first

- 10x faster customer onboarding
- 9X reduction in wait times for 15,000 daily retail customers
- Net Promoter Score +15%



Pension fund risk mitigation

- Delivered audit trail and reporting for FCA compliance
- Improved customer redemption SLAs by 60%
- Automated all data entry to eliminate errors