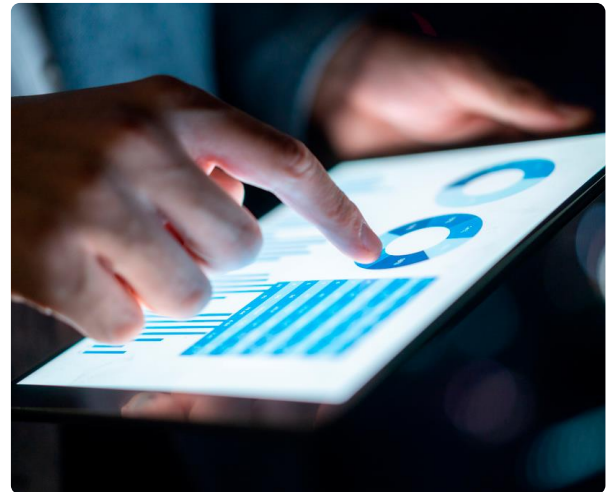# EVIDEN

Business process automation
Provide faster service with better quality and less human effort

Provide end to end automation of business processes using a combination of technologies including Robotic Process Automation, Intelligent Document Processing, and AI / Machine Learning, enabling the processing of structured, semi-structured and un-structured inputs and business processes that use web, mainframe, thick client and Citrix applications

an atos business

Many business processes are repetitive and complex, involving multiple IT systems. Automation by orchestrating the process centrally via APIs or adapters is expensive. Often, these APIs and adapters are either not available or organizational constraints don't allow them to be used.

In such cases, RPA can be used to automate the business process using the existing application user interfaces. In other cases, RPA can be used to provide a simple web form to collect datafrom the end user, manage all interactions with the legacy systems, and display the result on the web form.

Eviden solution

Our solution starts by identifying a pipeline of automations use cases followed by the design, build, testing and deployment of bots using RPA tools. This process is complemented by intelligent document processing and AI capabilities to process semi-structured and unstructured data depending on the requirements of a specific use case.

We employ an industrialized bot factory approach to creating bots using best practices, templates and reusable components to accelerate automation deployment. Eviden also provides architecture, build and deployment services, to implement the automation platform in your data center.

Eviden portfolio of offerings

Consulting and CoE Setup	• A consultative approach used to help define your automation roadmap • Eviden helps create a Center of Excellence (CoE) team that provides leadership, best practices, research, support and training
Bot Factory	• Eviden methodology to build automations faster, at higher quality and lower cost • Employs reusable bot libraries, best practices, design guidelines and a unified project framework. • Demand planning ensures that build capacity is available when required
Intelligent Automation	• Enhanced Robotic Process Automation, with intelligent document processing, AI and Machine Learning to provide comprehensive automation
Bot Managed Services	• A standardized, scalable solution for managing bots, ensuring that bots are available and executing optimally • Platform is utilized to efficiently deliver the business value

Why Eviden

Eviden has proven expertise delivering business process automation and strong partnership with the leading commercial automation products. We can deliver services with a wide range of products like UiPath (Diamond partner), Automation Anywhere (Gold partner), or Blue Prism (Silver partner) — depending on your preferred choice of tool.

In addition, we have a leading portfolio of IP-based tools and accelerators that deliver value to your business. They include:

Eviden RoboQuest – Automation Governance Platform	• RoboQuest helps organisations to create a single view of their automation programs for governance. In addition, it acts as an Idea hub for capturing ideas, unified repository for driving reusability, dashboard to track progress, and measure ROI across the organization
Process Discovery	• Aid demand generation and enable automation consultants with auto-generated as-is flows and critical insights based on operational analytics
Eviden SyntBots – Intelligent Automation Platform	• An end-to-end hyper automation platform with support for everything from process discovery to development & support
Cognitive automation suite	• Integrates existing Eviden AI services and pretrained models with commercial RPA tools to deliver cognitive automation solutions
Bot factory development framework	• Standardize discovery, build & operations & enhance reusability • Robust development and deployment governance
Eviden Bot command center	• A bot management platform that monitors RPA operations round the clock, uses AI to predict and diagnose failures, and takes remediation action to resolve bot failures

Business Benefits

Improved customer service by resolving customer issues faster	Faster turnaround with bots able to work **24/7**
Higher data accuracy and consistency	Fully documented audit trails for improved compliance
Optimizes time critical, routine or repetitive processes	**20-30%** reduced human effort, enabling employees to focus on higher value activities
Increased operational agility	

Eviden in action

Automated testing of electronic control modules for a global automaker

- Automation solution to enable 100% testing of ECMs, using bots to thoroughly test every ECM by connecting it a "truck simulator" before final installation
- $480,000 savings per year in shop call expenditures
- $175,000 cost avoidance per year

Back-office process automation and monitoring for a large energy client

- Digital desk solution to automate back-office processes, document processing for invoices and bills, plus an RPA solution to negotiate more convenient service contracts with service providers.
- 100+ bots in production
- 69 business process streamlined
- 51% reduction in effort

Medicare verification for a US healthcare client

- 15 UiPath bots make outbound calls to patients using RingCentral to get details about their Medicare claims. A "speech to text" solution extracts relevant information from audio files to validate the Medicare coverage and filter patients accordingly
- Zero touch validation
- ~ 4,200 calls processed per day
- 97% accuracy in speech to text

HR, finance and sales process automation for an engineering services provider

- End-to-end intelligent automation solution including platform set-up & management, identification, development, and support of automation use cases across multiple business areas
- Approximately $1.3 million in annual savings achieved
- 20+ business processes automated

Voice of Customer

"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

"Overall, we are extremely satisfied with the outcome of the automation project and would highly recommend the RPA team to other organizations looking to increase efficiency and reduce manual labour in their operations."

Business Excellence Prof., Global Manufacturing Conglomerate

EVIDEN

About Eviden[1]

Eviden is a next-gen technology leader in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud and digital platforms, it provides deep expertise for all industries in more than 53 countries. Bringing together 57,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of c. € 5 billion.

1   Eviden business is operated through the following brands: Alia Consulting, AppCentrica, ATHEA, Atos Syntel, Bull, Cloudamize, Cloudreach, Cryptovision, DataSentics, digital.security, Eagle Creek, EcoAct, Edifixio, Energy4U, Engage ESM, Forensik, IDEAL GRP, IDnomic, In Fidem, Ipsotek, Maven Wave, Miner & Kasch, Motiv, Nimbix, Processia, Profit4SF, science+computing, SEC Consult, Visual BI, Worldgrid, X-Perion, zData

About Atos

Atos is a global leader in digital transformation with 112,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high performance computing, the Group provides tailored end-to-end solutions for all industries in 71 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea) and listed on Euronext Paris.
The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.
Learn more at: atos.net

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