SYNTEL
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BizOps Automation:
Transforming Processes for the Digital Age

Every enterprise recognizes the value of streamlining and integrating business systems and workflows, but very few are completely satisfied with their current level of business process integration. It is a difficult task, and despite the technology solutions available, true process automation remains elusive.

Knowledge and business process automation has matured to the point where it is now suitable for enterprise-scale deployments, and can be rolled out quickly and at low cost. These business operations (BizOps) solutions help enterprises achieve tight-knit process integration across the business to deliver an improved customer experience.

Leveraging this new breed of intelligent BizOps automation helps companies transform their business processes to improve the bottom line and create a competitive edge in the market.

Syntel's Solution

Syntel's approach to BizOps is powered by the SyntBots® intelligent automation platform, which enables enterprises to make a quantum leap in the quality and efficiency of their run-the-business operations. SyntBots employs Robotic Automation, Cognitive Computing and Artificial Intelligence (AI) techniques to do more with less, accelerate process execution, and free up precious budget and talent for higher value work.

SyntBots uses a Seek-Learn-Execute-Optimize framework to guide clients through the automation process.

- "Seek" to capture data
- "Learn" to determine the most efficient standard operating procedure
- "Execute" to integrate with existing systems and day-to-day operations
- "Optimize" to analyze data from the previous phases to further improve operations

SyntBots can be applied to back-office operations whether in supply chain, finance, insurance, banking, manufacturing, healthcare, life science, or retail to name a few. With more than 500 pre-built standard operating procedures for process operations, and a number of industry-specific business process repositories, it has created a library of re-usable processes that clients can leverage to help accelerate the realization of savings, speed and performance.

Business Benefits

- 40-60% reduction in average handling time
- 30% committed up-front cost savings
- Agile implementation (6-8 weeks)
- High (24x7) availability
- Reusable micro services approach for 20% time savings

Value Delivered

- 70% improvement in SLA
- 35% reduction in total cost of ownership
- Active business continuity planning
- Reduced operational risk

What Makes SyntBots Different?

- Non-intrusive automation
- Open architecture to ensure cross-platform portability
- Enterprise-grade integration to enable seamless process orchestration
- Plug-and-play architecture with enterprise software to enable organic adoption
- Innovative outcome-based delivery model to reduce transformation risk

Syntel's BizOps Automation Roadmap

Robotic Automation
Recursive Automation of rule based structured data processes to unstructured content

Cognitive Computing
Next Gen Automation fueled by **Artificial Intelligence** and **Cognitive Learning**

PHASE I — ACT
PHASE II — ADAPT
PHASE III — ADVANCE

PHASE I	PHASE II	PHASE III
Unstructured Data	Unassisted Automation	Human Aided Learning
Rules Based Automation	Structured Data	Desktop Automation
Machine Learning	Speech & Vision Analysis	Business Insights
Natural Language Processing	Pattern Matching	Business Process Modeling

QUALITY
• Improved Accuracy
• Enhanced Quality and Compliance
• Increased Customer Satisfaction

EFFICIENCY
40-60% reduction of Average handling time
• High (24x7) Availability
• Scalability for Volume

SPEED
• Agile implementation (6-8 weeks)
• Reusable micro-services for 20% time savings

COST
Up to **30%** committed cost savings

Syntel in Action

Improving the Efficiency and Accuracy of Clinical Trials

A global pharmaceutical company had a cumbersome, paper-based document management process for their clinical trial data. They needed to streamline the entire process flow to eliminate operational inefficiencies caused by inaccurate or incomplete data entry.

Syntel implemented a centralized electronic document repository process and automated the scanning and indexing process. Over six million pages were scanned and 3.5+ million documents were imported with 100% SLA compliance and quality greater than 98%.

Operational Transformation for a UK Insurer

A leading UK life insurer's call center was facing long handling times for policy issuance and renewals, due to the 8 different systems and applications required to handle calls. All the toggling between screens and manual data entry also made quality an issue.

Syntel deployed SyntBots, which provided a single integrated screen for call center agents, cutting effort in half and eliminating data quality issues by requiring only 5 data points to be entered manually – compared to 55 before.

Automated Policy Issuance for a Leading Insurer

A leading P&C insurer was using a slow, error-prone manual process to issue insurance policies, which led to contractual issues and revenue loss. They found it difficult to keep up with existing volumes, yet they were anticipating growth of 20-30% annually.

The client turned to Syntel for help, and we deployed SyntBots to automate the process without having to modify any of the client's existing systems. SyntBots significantly reduced manual errors, while shortening the processing time by 85-90%. These productivity improvements created a 2X to 3.5X increase in capacity, enabling the client to easily scale up to meet future demand.

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

To learn more, visit us at www.syntelinc.com

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