

Emtec Digital Robotic Operations Center

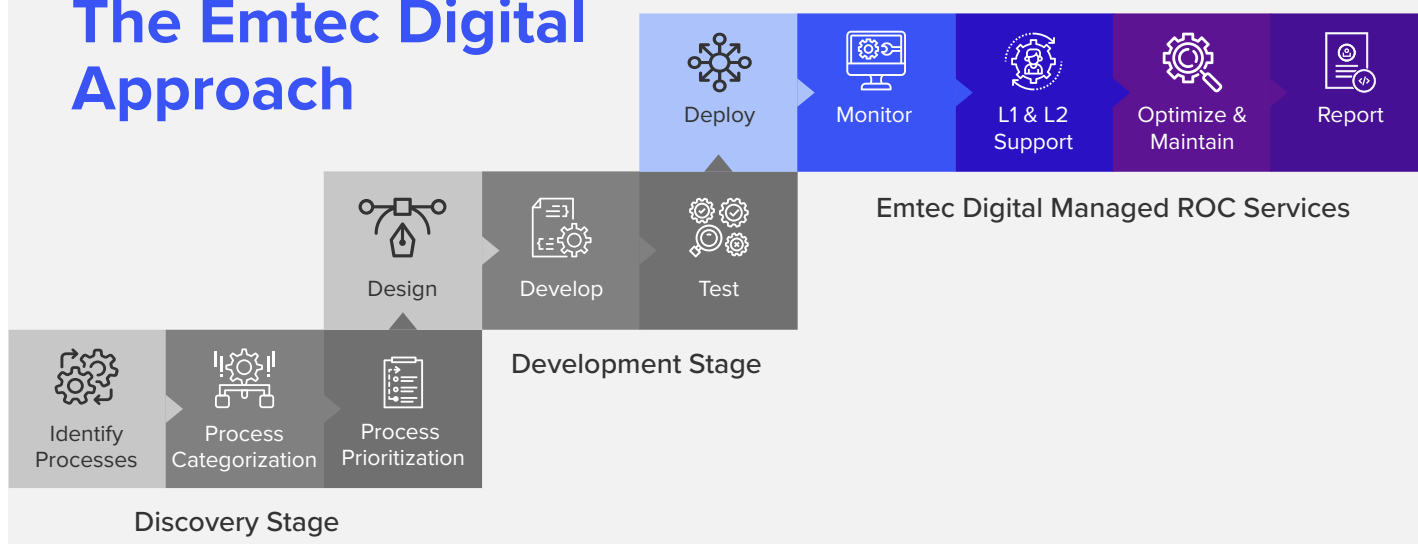
Scale your process automation for improved business benefits

Automation is everywhere. Businesses are automating a significant portion of their daily operations to save time, reduce costs and improve accuracy. Leading research studies say that 72% of organizations will be working with RPA by 2021 and 40% businesses will have automation centers in place. These predictions tell one thing for sure- the bots are here to stay. It is time to align their performance with business goals to measure the ROI.

As part of our award winning managed service offering, we offer fully managed ROC services that take care of operational responsibilities such as deployments, monitoring, support and optimization for maximum bot performance. Our ROC solutions are backed by experienced resources, a customized ITIL framework, and security & governance policies for quick turnaround time of problem resolution and enhanced business continuity.

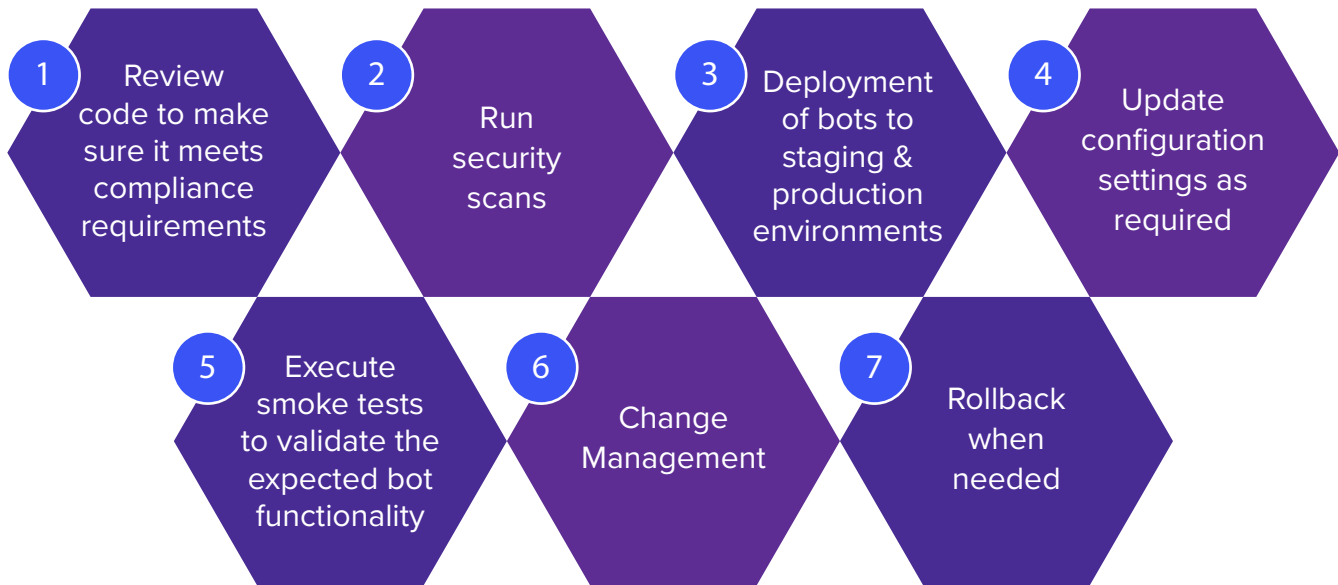


The Emtec Digital Approach



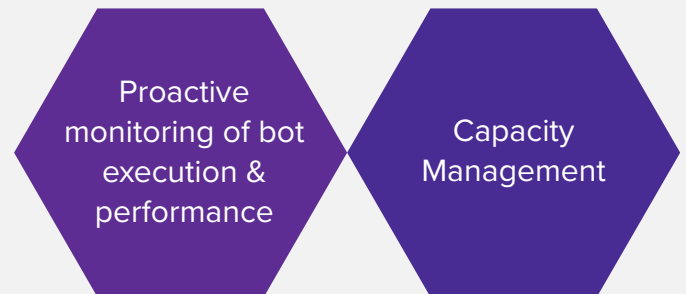
1. Deployment

Every business process is unique. We identify business/RPA environments to deploy bots conducive to its staging and production environment. Bot deployment is carried out only after thorough security scans and smoke tests.



2. Monitor

Deploying bots is not the final step, in fact only the beginning. Bot monitoring gives insights into bot performance and helps avoid failures and bottlenecks. Our automation engineers enable the right compliance and other KPIs to better log, analyze and optimize bot performance.



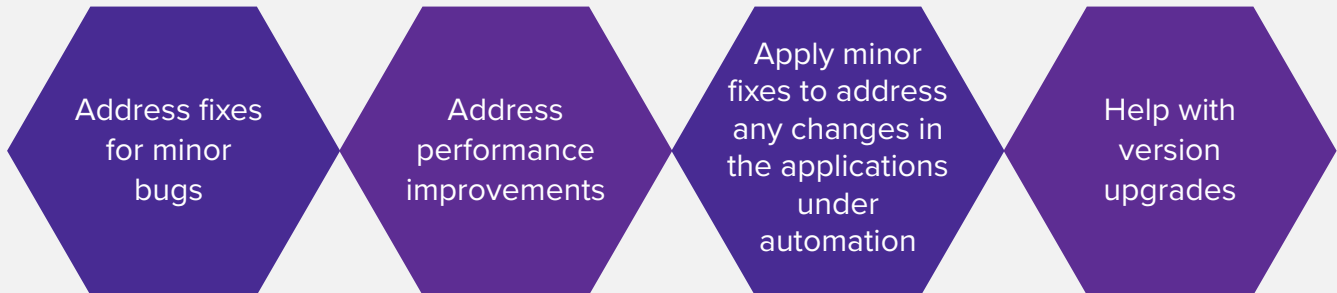
3. L1 & L2 Support

We support bot performance upkeep and process throughout. Our ROC teams oversee production support and enable troubleshooting for bots.



4. Optimize & Maintain

The bug & feature enhancements that require additional development & testing are addressed as part of our Maintenance & Optimization Services. Under which, we provide L3 Support with a predefined number of hours to take care of the following items-



5. Report

Our ROC team provides daily, weekly and quarterly reports with key metrics to measure the bot/process performance and optimize to meet your process automation and business goals.

Why Emtec Digital ROC

At Emtec Digital, we practice a culture of success combining top talent and a 'Client for Life' approach to help you achieve your business goals. If your goal is to improve performance, save time, minimize efforts or achieve accuracy, we'll deliver.

Proven provider of managed services	Flexibility	Optimized total cost of ownership
End to end comprehensive managed services and support from single provider for your entire RPA footprint	Client driven support models	Blended rates using a global delivery model
Currently serving over 75 customers across various industries and products	Clients mix and match services based upon business and IT needs	Tier 1 service delivery experience at mid-tier pricing levels
SOC 1/SSAE, GDPR, ISO127001 certified	Client driven service levels	Ability to draw from off-shore resources, owned and managed by Emtec Digital

Emtec Digital Technology Partners



About Emtec Digital

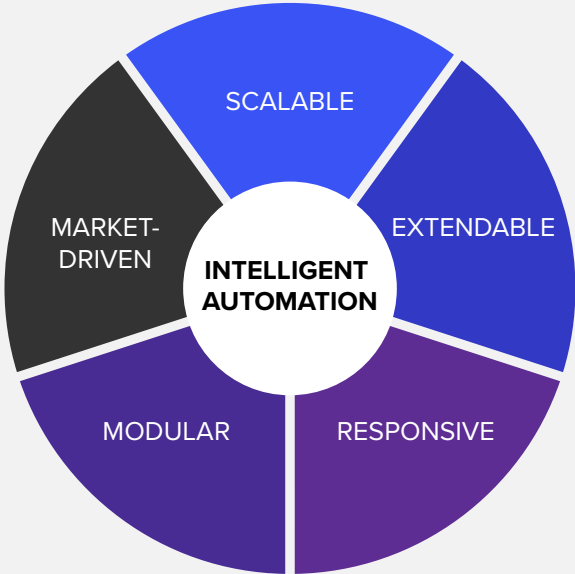
Built for technologists. By technologists.
With trust. And adaptive intelligent automation.

End-to-End Solutions for Enterprise Digital Transformation

<h4>Digital Strategy Consulting</h4> <ul style="list-style-type: none"> Transformation Consulting Process Mining Enterprise CRM Enterprise Automation Cloud Migration & Integration Data Assessment 	<h4>Platform Development</h4> <ul style="list-style-type: none"> Cloud Mobility Custom App Development Enterprise Platforms Enterprise Integration Digital Quality Assurance 	<h4>Data Engineering</h4> <ul style="list-style-type: none"> Enterprise Data Lake Solutions Business Intelligence Machine Learning 	<h4>Intelligent Automation</h4> <ul style="list-style-type: none"> Robotic Process Automation Chatbot Services Artificial Intelligence Voice Assistance
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Ride the global digital wave with speed and confidence. Allow us to walk you through our intelligent automation capabilities. Contact us at digital@emtecinc.com

To learn more about our consulting and digital services, visit www.emtec.digital



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