



**Brochure**

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# LTIMindtree's Intelligent Automation Services

# Introduction

The current business scenario across enterprises demands two things - an innate need to be resilient to effectively address the current real-world problems and accelerated intelligent automation adoption to not only acquire actionable insights, but also to maneuver those insights into delivering strategic business outcomes, while transforming the end user experience. The need for digital intervention across all quarters at the workplace is now escalated and more crucial than ever. More emphasis is being given to accelerate the pace of automation, scale up faster and automate business critical functions to derive the much-needed Return on Investment (ROI) from the automation initiative quicker.

By blending complementary, cutting-edge digital technologies such as Robotic Process Automation (RPA), Artificial Intelligence (AI), Machine Learning (ML), Business Process Management (BPM) and other cognitive technologies, LTIMindtree offers a wide range of industry-specific, as well as cross-functional intelligent automation services that empower our clients and end customers to create an automation ecosystem within their organization.

Our Intelligent Automation ideology revolves around our strategy of **'Powering the Breakaway Enterprise'** by aligning our solutions/services/operating models with its four pillars, namely:

- 1. Operate to Transform (O2T):** Digital workplace and business process transformation.
- 2. Data-driven organization:** Digital/virtual assistants, data-led automation (data intake, unstructured/semi-structured data extraction, data aggregation and reporting automation).
- 3. Experience transformation:** Persona-driven automation of business functions.
- 4. Digitizing the core:** Automation of horizontal and vertical business functions.

# Our Intelligent Automation Services

Our Intelligent Automation offerings are a cross-section of our in-depth understanding of industry domain and digital technologies and are focused on helping our clients and end customers to create a holistic view of automation, empowering them to scale in their digital journey to sustain an automation ecosystem within their organization.

## Our Key Service Offerings include:

### Advisory Services

Consulting-led approach focused on business priorities to define a clear roadmap in terms of how, what and where to start your automation journey. Right from helping you select the right blend of digital technologies, tools and platforms, to identifying the best automation candidates to yield that anticipated ROI – we've got you covered!

### End-to-End Implementation Services

Agile and fit-for-purpose delivery model to quickly scale from a pilot into an enterprise-wide Intelligent Automation program. Starting from Accelerated Process Discovery backed by mature frameworks and toolsets, small-scale deployments to validate success criteria at the onset to full-blown scale-ups, we'll partner with you all the way.

### Value Added Managed Services

Service Level Agreement (SLA) -driven Digital Workforce Governance Model to ensure seamless bot execution and support, focused on cost and performance optimization. We'll be just a call away even after you've reached your automation destination, be it through 24\*7 support, problem management, configuration management, and so on.

### CoE Setup & Execution Services

We'll not only help you define the best practices and guidelines of the automation program, but also empower you to set up an inhouse Guaranteed Investment Certificates (GIC) or a Center of Excellence (CoE) to drive automation initiatives across the organization globally to augment your existing CoE or to take over the entire automation program built on top of innovative and proven commercial engagement models.

## Our Differentiators



### **Pointed Solutions, Early Value Realization**

**Our focus and efforts are aligned towards key client asks, such as:**

1. Augmenting human capital with digital workers
2. Delivering pointed solutions for solving real world problems
3. Accelerating time to deployment with quick Minimum Viable Product (MVP) creation
4. Early value realization



### **Homegrown Accelerators, Plug-n-Play Bots**

Our homegrown accelerators, in-house plug-n-play bots and frameworks such as accelerated process discovery framework, automatability index, RoI calculator, etc., not only help our clients choose and prioritize the right automation candidates for smoother rollouts, but also ensure a well-scaled/institutionalized implementation.



### **Innovative Engagement and Commercial Models**

With our consulting-led approach, custom engagements and bespoke commercial models, we help our customers go the whole nine yards – right from kick-starting the automation journey to eventually successfully scaling up their automation program.

# Industry Solutions



## Intelligent Invoice Processing

- Automation of the entire accounts payable process
  - Digital levers - RPA, advanced Optical Character Recognition (OCR)
  - Applicable across all industries
  - Benefits – Increased cost savings and operational efficiency
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## Digital Inventory Assistant

- Augmenting inventory management
  - Digital levers - AI, Natural language processing (NLP), OCR and workflow orchestration
  - Applicable across manufacturing and retail industry
  - Benefits – Increased store convenience and personalized customer experiences
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## Digital HR Assistant

- Automating the end-to-end, hire-to-retain process
  - Digital levers - RPA, OCR, NLP and BPM
  - Applicable across all industries
  - Benefits – Increased employee experience transformation, 24\*7 support
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## Virtual Loan Assistant

- Automating the entire loan (retail, Paycheck Protection Program (PPP)) business function
  - Digital levers - OCR, RPA, NLP and BPM
  - Applicable across the banking industry
  - Benefits – Increased customer conversion, less human-in-loop
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## CSR Quality Check Solution

- Automation of the entire quality check process for Corporate Social Responsibility (CSR)
- Digital levers - RPA, advanced OCR, AI
- Applicable across pharma and healthcare industry
- Benefits – no penalties, timely CSR submissions



### Digital KYC Agent

- Automating the tedious Know Your Customer (KYC) process
  - Digital levers - RPA, Advanced OCR and NLP
  - Applicable across all industries
  - Benefits – ~80% Turn Around Time (TAT) reduction, contact-less KYC and significant cost savings
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### Intelligent Policy Renewal

- Automating the tedious process of insurance policy renewals
  - Digital Levers – RPA, Advanced OCR, AI
  - Applicable across the insurance industry
  - Benefits – increased operational efficiency, enhanced customer experience
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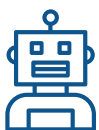
### Intelligent Policy Review & Comparison

- Automating the tedious process of reviewing and comparing insurance policies
  - Digital Levers – RPA, Advanced OCR, AI
  - Applicable across the insurance industry
  - Benefits – increased accuracy and operational efficiency
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### Automated Submissions Intake

- Automating the ingestion of submission documents for recording the data in submission and underwriting systems.
  - Digital levers - RPA, Advanced OCR, AI
  - Applicable across the insurance industry
  - Benefits – enhanced productivity, increased agility and speed-to-market
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### Intelligent Bot Manager

Our award-winning solution enables you to utilize your bots in the most efficient way by distributing the workload across idle bots.



### Accelerated Process Discovery Framework

Select the right set of tools, platforms, echnologies, and the ideal candidates for kick-starting your automation journey with our accelerated process discovery framework.



### Intelligent Bot Governance Dashboard

Equip yourself with real-time views of Key Performance Indicators (KPIs) critical to leadership, business and IT to enable informed decisions and optimize your operational costs.

## Our Partners



## Success Stories

- We helped a Fortune 100 Bank accelerate Small Business Act (SBA) PPP loan processing during COVID-19, using Intelligent Automation, tackling **68%** of the loan volume in just three days and saving 75 minutes of execution time per loan application.
- We helped one of the largest natural gas processing companies in the **US save USD 1 million, 30,000 human-hours** and much more by leveraging Intelligent Automation.
- Thanks to Intelligent Automation, a leading construction and renewable energy company achieved **5X productivity** and enhanced customer experience.

We empowered a global bank to scale its automation journey by successfully deploying **730+ bots resulting in 35% increase** in its customer conversion rate with Intelligent Automation.

An e-commerce giant accelerated its HR function by **automating its entire hire to retire processes** through LTIMindtree's Intelligent Automation.

**LTIMindtree** is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit [www.ltimindtree.com](http://www.ltimindtree.com).