Connected Intelligence

Helping clients create value and architect change through our unique spectrum of Intelligent Automation Consulting Services and Solutions across all Strategy, Tactical and Pragmatic levels
One of the largest banks in South Africa

**Process**
Transformed back-end operations for a Forbes Global-1000 Financial Services organization with operations in Africa, Asia and the UK and with over 20k+ employees

**Problem**
The client suffered from problems like old SOP documentation, Backlog and overtime, errors and client complains, non achievement of SLAs and no workflow system

**Solution**
Processes automated: Beneficiary nomination, PAC Suspense Process Reminder, Distribution Process, Changing Personal details, Requesting Fund Statement, Debit Order Action

40%+ reduction in average handling time

10+ Bots implemented

7000+ hours per month automated

One of the largest FMCG organization in UK

**Process**
Zensar transformed the way business operates at one of UK’s largest FMCG organization through intelligent automation of financial processes

**Problem**
The organization suffered from problems like unstructured data and multiple touchpoints, Multiple ERPs and applications – SAP, NetSuite, AS400, Mainframe Manual intensive

**Solution**
To address these problems, Zensar automated the processes - Cash Allocation & Posting Invoice Processing, Manual Billing, Vendor Reconciliation Credit Note Creation & Allocation

70%+ improvement in cycle time

85% improvement in Bot Quotient

GBP 4.8Bn posted by BOTS
Questions to ponder upon

Growth
- What is desirable to customers?
- What is possible with automation tools and technology?
- What is viable in the marketplace?

Customer Experience
- How are we responding to customer expectations?
- How are we managing data convergence?
- How are we devising our customer reach out strategy?

Risk
- What is the common lingo of risk intelligence?
- What is the level of monitoring required?
- What is the plan to address changing regulatory needs?

Cost
- Are the programs delivering value?
- Are cost structures aligned to corporate goals?
- Are there alternatives available to reduce TCO?

Common Enterprise Challenges

- Volume Intensive
- Highly Manual
- Technology Gaps
- Multiple Systems

Resulting in . . .

- Slow and Heavy Process
- Unpredictable and Unreliable
- Loss of Employee Morale
- Fines and Penalties
- Expensive Change Management
Our Automation Portfolio powered by AI

The Connected Intelligence leverages the power of Full Spectrum Automation with service offerings that include, but are not limited to Business Process Automation, Robotic Process Automation, Intelligent Process Automation, Cognitive and Immersive Automation and Digital Automation.

Focus areas powered by Living AI

- Intelligent Robotic Process Automation
- Decision Management with ML
- Computer Vision [NLP/NLU / Image Processing]
- Content / Speech Recognition
- Autonomous Intelligence
- Digital (BPM) Automation

<table>
<thead>
<tr>
<th>Associates Training on Automation Technologies</th>
<th>Developers on various Automation Technologies</th>
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<tbody>
<tr>
<td>850+</td>
<td>300+</td>
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<tr>
<td>Full Stack Automation Architects</td>
<td>Distinguished Technologies</td>
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<td>30+</td>
<td>03</td>
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<td>Principal Consultants</td>
<td>Solutions / POCs</td>
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<tr>
<td>Implementations</td>
<td>Active Customers</td>
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<tr>
<td>200+</td>
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<tr>
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<td>Artificial Intelligence Researchers</td>
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<tr>
<td>05</td>
<td>25+</td>
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- Proven Frameworks, Checklists, Toolkits, Tools Wrappers, Accelerators and Assessment Templates
- Strategic Alliance with Leading Vendors Platforms
Key Value Proposition

Zensar’s Connected Intelligence framework enables businesses to reduce Cost, improve Growth, minimize Risk and enhance Customer Experience.
Human talent is freed up for creative quests, using emotional intelligence and design thinking, while machines assist humans with all cognitive activities such as Seeing, Listening, Sensing, Thinking, Learning, Predicting and Acting to name a few.

Offerings Summary

01 Advisory and Consulting
02 Experience AI (POC + Solutioning)
03 Integration
04 Development, Testing and Quality Assurance
05 Implementation and Scalability Solutions
06 Support
Differentiators

OCR for Character Recognition

Voice to Text and Text to Voice

Video Intelligence

Intelligent Motion Identification

Intelligent Video Object Extraction

AI Powered Content / Data Extraction

Enterprise BOTs

Attended Automation

Front Office Automation
Configure the BOT to work together with humans

Unattended Automation

Back Office Automation
Fully automated by teaching the BOTs

Cognitive Automation

Smart Automation
BOTs that build other BOTs. Self learning machines
Intelligent Automation

Machine Learning

Deep Learning

IA Business Categories

**Advanced Analytics**
- Predictive Modelling
- Demand Forecasting
- Customer Segmentation
- Cross Selling and Up Selling
- Dynamic Pricing
- Risk Analytics

**Natural Language Processing**
- Machine Translation
- Paraphrasing
- Natural Language
- Image Captioning
- Topic Modelling
- Speech Tagging

**Computer Vision**
- Face Detection
- Object Recognition
- Facial Recognition
- Eye Tracking
- Emotion Recognition
- Motion Detection

**Speech Recognition**
- Speaker Identification
- Language Identification
- Speech to text
- Speech processing
- Multimodal Interaction
- Voice Web Search
Intelligent Robotic Process Automation

- Business Consulting for RPA
- Technology Consulting for RPA
- Setting up Automation COE
- BOT Optimization Service
- BOT Implementation service
- BOT Support Management Service
- Automation Audit Service
- Value added License Reseller Service
- RPA++ Service
- Business Process Management
To align ourselves with the living AI philosophy, we have classified AI use cases into three modes:

- **Experience AI**
  - Introducing AI for point efficiency

- **Decision AI**
  - These are backend integrations to improve core processes (e.g., Alop)

- **Research AI**
  - An essential part of digital transformation is sustained investments in AI R&D

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**Experience AI**

- Hyper-Personalized Experiences
  - Natural Language Processing
  - Machine Learning

**Decision AI**

- Cognitive Recognition
  - Image Processing
  - Deep Learning

**Research AI**

- Data Science
  - Adaptive Applications
  - Enterprise Bots

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Zensar AIR Labs

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Hyper-Personalized Experiences

Virtual Agents

Natural Interfaces

Dev & Test Automation

Intelligent RPA

Autonomics & Orchestration

Augmented Reality

Facial Recognition

Adaptive Applications

Enterprise Bots

Machine Learning

Deep Learning

Image Processing

Data Science

Cognitive Recognition

Natural Language Processing

Facial Recognition
Market Recognition

Analyst Accolades

Gartner
Zensar is mentioned in Gartner’s Competitive Landscape: Consulting and System Integration Service Providers for Robotic Process Automation Report 2018

AVASANT
Zensar recognized as a Disruptor in Avasant’s Intelligent Automation Services RadarView™ Report 2018

AVASANT
Zensar recognized as an Innovator in Avasant’s Applied Intelligence and Advanced Analytics Services RadarView™ Report 2019

Alliances

Adobe
Automation
Anywhere
aws
blueprism
Microsoft Azure
Pega
Oracle
salesforce
UiPath
Zensar is a leading digital solutions and technology services company that specializes in partnering with global organizations across industries on their Digital Transformation journey. A technology partner of choice, backed by a strong track record of innovation, credible investment in Digital solutions; and unwavering commitment to client success. Zensar’s comprehensive range of digital and technology services and solutions enables its clients achieve new thresholds of business performance. Zensar, with its experience in delivering excellence and superior client satisfaction through myriad technology solutions, is uniquely positioned to help its clients surpass challenges they face running their existing business most efficiently, helping in their legacy transformation, and planning for business expansion and growth through innovative and digital ways.

Corporate Headquarters: Pune – India
Global Offices: US | UK | Europe | South Africa | APAC