



## Attended Automation: Reimagining CX

We help enterprises in semi-automating processes that enable robots and humans to collaborate, and simplification of manual desktop tasks – with very little human intervention. Through Servion and NICE’s Attended Automation solutions, we enable seamless linking of front / back office processes through scalable virtual robots that perform definable, repeatable and rule-based tasks with high efficiency.

- Boost Operational Agility
- Enhance Staff Efficiency
- Elevate Customer Experience



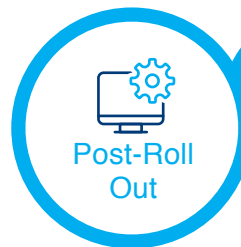
Consulting

Strategic consulting services to analyze existing processes, IT maturity / business requirements, and help in selecting and prioritizing processes best suited for attended process automation



Implementation

Advanced implementation services – from technology integration to supporting desktop automation tools – from cognitive assessment to project execution



Post-Roll  
Out

End-to-end monitoring and support of daily operations to reduce process complexity, drive system performance, make expansion seamless, and ensure business continuity

# Unlock The Gateway To Superior Automation

Powered by Servion's 22+ years of CX innovation, and NICE's position as a worldwide technology leader, we deliver and support customized Attended Process Automation solutions. No matter the domain or size, we offer integrated desktop automation solutions with a single screen access to disparate systems.

## What Servion & NICE Offer

### Desktop Analytics

Data-Driven Intelligent Decision-Making Engine – with Process Guidance

### NICE Advanced Process Automation Suite

Identify Automatable Processes, Optimize with Guidance and Automated Flows, and Measure Performance

### Manual Automation

Judgment-Based, Customer-Focused, Problem-Solving, Unstructured, and Value Adding

### Desktop Automation

Contextual Real-time Next Best Action Guidance – with Quick Data Links

## Our Key Differentiator

Servion is a NICE global alliances partner. With a team of trained engineers in Attended Process Automation, we build solutions on top of the NICE suite. With over two decades of system integration experience, Servion understands legacy systems, and it has the ability to modernize customer experience by leveraging NICE technologies.

**Extensive domain experience**, with platform integration strength across a wide breadth of RPA functionalities.

**In-depth AI capabilities** - covering Virtual Agents and Chatbots, Conversational IVR, and emerging technologies such as Augmented and Virtual Reality.

**Multi-disciplinary pool of experts** of more than 300 consultants, researchers, analysts, engineers and software developers.

Currently serving  
**10billion**  
customer interactions

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