



Unattended Automation: A CX Differentiator

We provide Robotic Process Automation solutions, from start to finish, to streamline and manage repetitive and rule-based tasks. Through Servion and NICE's Unattended Automation solutions, we automate all the steps needed to perform these tasks, and free employees to focus on other processes requiring specialized skills and attention.

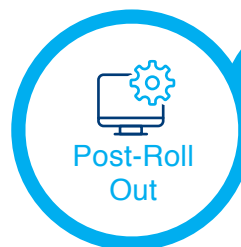
- Improve staff productivity
- Increase accuracy and compliance
- Handle large transaction volumes with better TAT



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



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



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

Automate & Optimize For A Better Experience

Powered by Servion's 22+ years of CX innovation, and NICE's position as a worldwide technology leader, we deliver and support customized Unattended Process Automation solutions. No matter the domain or size, we offer robotic automation solutions to simplify back end processes that do not require human judgment or intervention.

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

Robotic Automation

Repetitive, Rules-Driven, Structured, and Schedule / Event-Driven

Robotic Workforce Management

Centralized and Scalable Management of Robots to Monitor System Health and Robotic Resource Allocation

Our Key Differentiator

Servion is a NICE global alliances partner. With a team of trained engineers in Unattended 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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