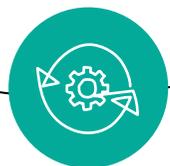


QUICK GUIDE

An Overview of Enate's Process Orchestration Platform

Process Orchestration



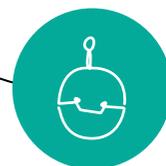
Orchestrated work

Orchestration sits on top of your processes and manages the efficient flow of work across the entire end-to-end process, ensuring the right work goes to the right resource at the right time.



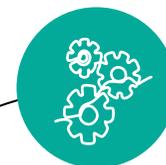
to get digital faster

Enate is agile and live within weeks. Enate is an open API platform and has native integration with numerous major RPA providers, enabling you to plug and play RPA, AI and other emerging technologies.



and enable RPA at scale

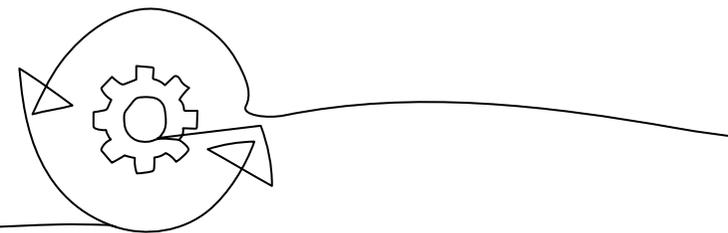
Enate enables automation at scale by unlocking silos through instant common governance.



through a hybrid workforce

Enate manages work across a human, robot or hybrid workforce. 'Human in the loop' allows work to automatically be re-routed to the right human worker if a bot cannot complete a task or if it fails to meet the required confidence level.

What is process orchestration?



The future of work is humans and robots working together. Enate is an open platform that orchestrates work across a hybrid workforce for simple end-to-end processes.

Enate combines all the functionality of ticketing management, case management, work and capacity management, and workflow capabilities along with the real-time performance dashboard reports. Enate transforms your business whatever stage of automation you're at: human-only workforce, mix of humans and robotic process automation (RPA) bots, or using new artificial intelligence (AI) technologies and digital agents.

Enate can be implemented within weeks. Automated systems can be rapidly scaled up or down to meet demand and new technologies can be seamlessly introduced through Enate's open platform. Enate is trusted by big brands; our customers include Capgemini, TMF, Utmost Group and Mizuho.



Enate's key features



Process orchestration

Manage work across a human, digital or hybrid workforce to increase productivity



Service management

Gains end-to-end visibility and control of service. Automate Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)



Ticketing and email management

Manage all inbound and outbound emails



Case management and workflow

Control workflow across multiple locations to global and local standards



Workforce management

Achieve oversight with instant, common governance to keep humans and bots in sync



Open ecosystem

'Plug and play' RPA and emerging AI technologies without bespoke technical integration



Governance

Knit people and technology together, keeping a human in the loop to flip back to people when things go wrong



Management information reporting

Make better decisions with realtime management information - learn what to automate and why



Agile

Fast-track your digital transformation using an agile platform that's live within weeks

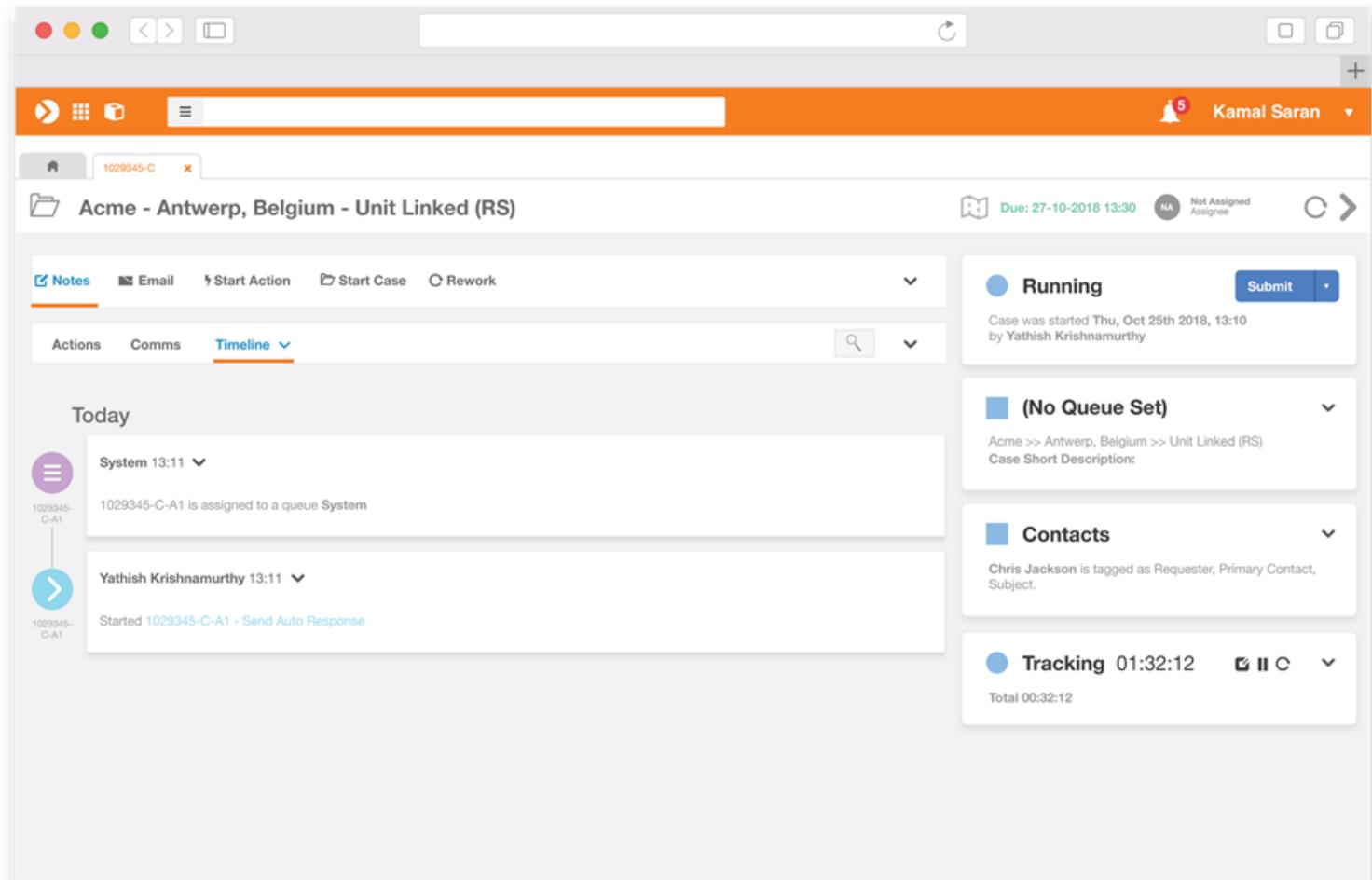
Work manager

– for team leaders / members, digital agents and operations managers

Work manager provides an end-to-end view of operations: it shows the work coming in, work in progress, work awaiting execution and the priorities associated with them all.

Work manager is used by team leaders/operations managers and members of your service delivery team.

Managers and team leaders control their workforce here, whether that's a human-only workforce or a combined human and digital workforce. People and bots involved in the service delivery handle tickets, cases and perform actions. With visibility of the entire process, managers can make sure the right work is allocated to the right resources at the right time, adjusting where necessary.



▶ Visibility of all outstanding and upcoming work, alongside the resource available.

▶ Save time allocating work - easily reassign work if team members fall behind.

Builder

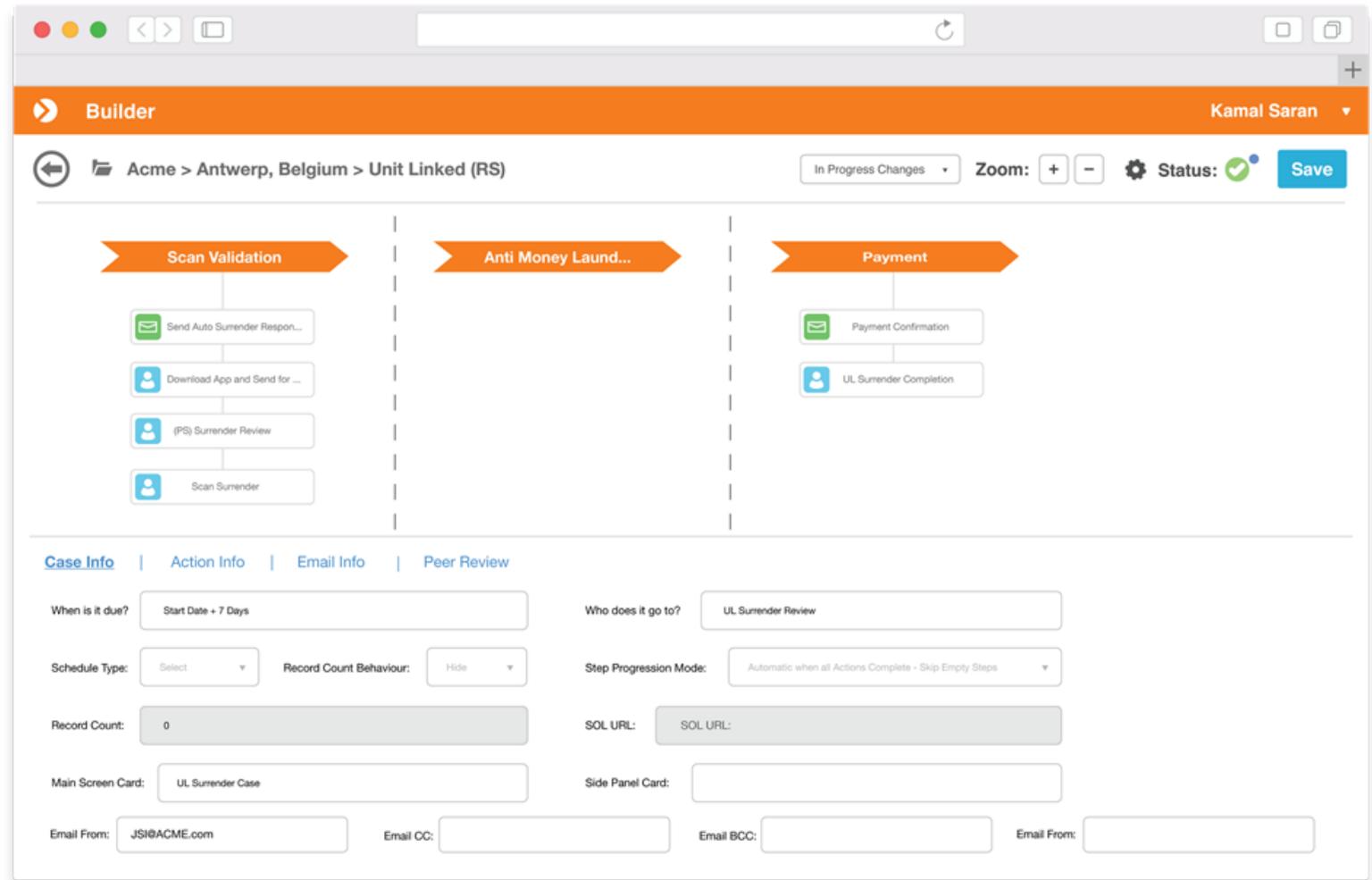
– for business analysts and centres of excellence (CoEs)

Eenate builder is used by business analysts or people within the CoE to define and tweak processes that make up a service.

Builder provides the tools to define your services and how they are delivered. It shows where human and bots interchange tasks to deliver an end-to-end service.

You can build the business processes in your service in layers: connecting high-level steps to more detailed actions and the rules required for them.

Easily adapt processes for different customers and regions, enabling standardisation while adapting to legislative and customer requirements.



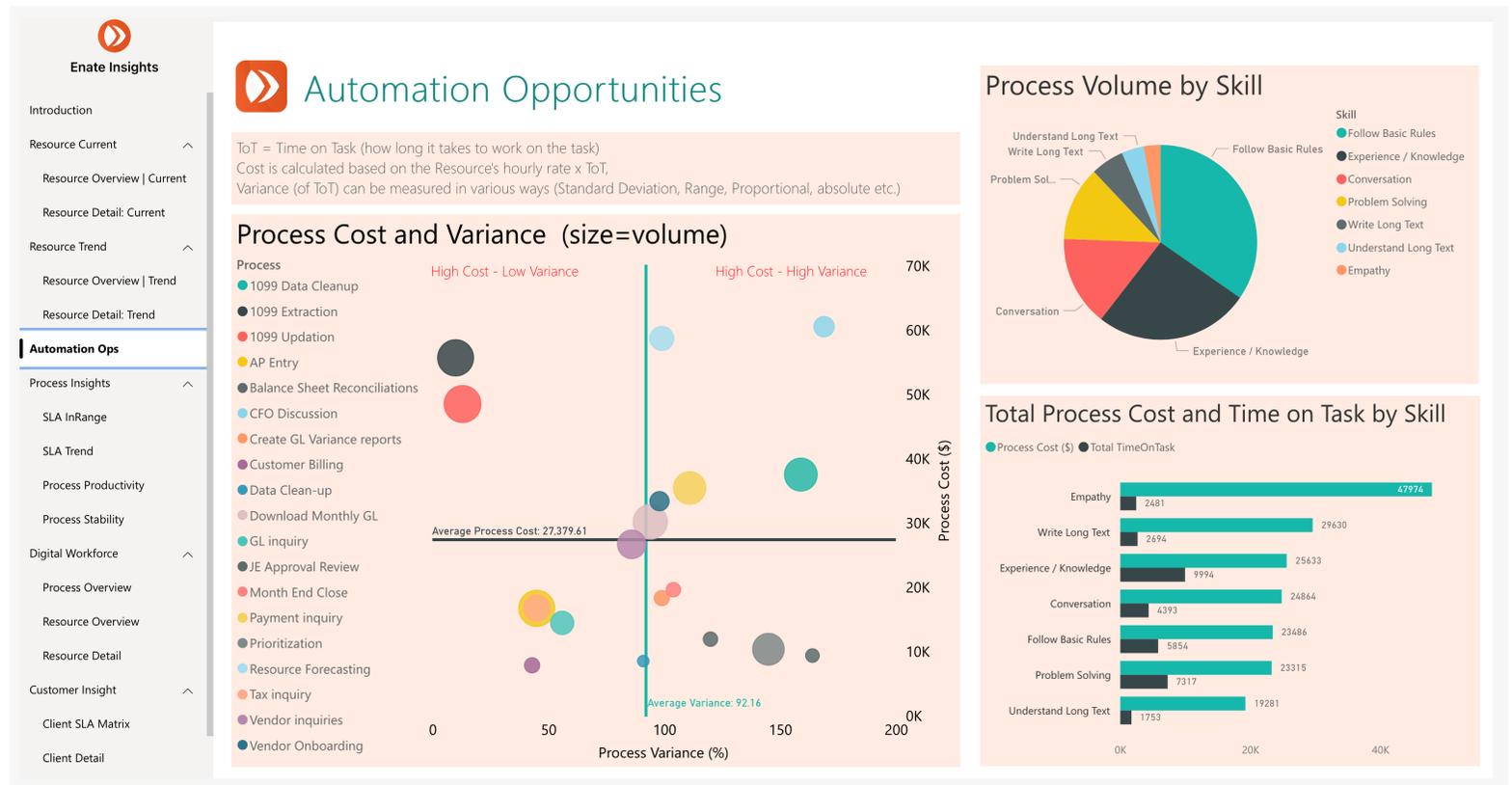
Dashboarding

– for executives, service delivery managers and operations managers

Enate dashboarding provides real-time analytics to enable performance improvements. Dashboarding is used by executives and operations managers to monitor the overall service operations.

Dashboarding focuses on three types of management information:

- ▶ **Operational:** reporting on service risks to show timeliness, quality, volume, peak times, performance against benchmarks
- ▶ **Resource:** reporting on performance of human and bot resources to show utilisation, defects and productivity
- ▶ **Directional:** reporting on what to automate next to show human by capacity by skill, activity costs and the complexity/variability of actions.



About Enate

Enate is a SaaS Process Orchestration platform that manages a workforce of humans and digital workers for simplified end-to-end business processes. With Enate, you can plug and play any technology (RPA, AI, cognitive, NLP, machine learning), from any vendor, to get digital fast. The platform enables the delivery of services from multiple locations to local standards while maintaining complete visibility and control (including the automation of KPIs and SLAs), all aligned to detailed reporting of cost and productivity. Enate's platform deploys within weeks.

Enate was founded by automation industry expert **Kit Cox**. Customers include TMF, CMS, Mizuho, Utmost Group and Capgemini. Enate was named a Hot Vendor 2019 by HFS Research.

A DEMO WITH ONE OF OUR TEAM WILL GIVE YOU:

- 1 An introduction to the power of orchestration in transforming your business
- 2 An overview of the core capabilities of the Enate product across our

WorkManager, Builder, Dashboarding and Self Service modules

- 3 An understanding of our agile SaaS platform and implementation process - live within weeks, no costly integration required.

REQUEST A DEMO

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