

**SEVN3.AI**



# SEVN3.AI

Sevn3.ai is a full-services Software Development and Consulting company, transforming businesses through the power of People, Innovative Technologies, and Automated Processes. By utilizing our expertise and years of experience in strategic planning and innovative software technologies, our team of certified experts help clients gain efficiency and productivity, reduce operational and labor costs, ensure compliance, and enable digital transformation.

Thanks to our lean, agile methodology and extensive experience in leading-edge technologies, we can design and develop smart, scalable solutions for any industry. We are committed to always learning and researching new ways to solve old (and new) problems. Our team has experience in designing and developing products for a global marketplace. We help organizations go digital and empower them to grow in an increasingly connected world.

## **What we offer**

- Accelerated product strategizing & road-mapping
- Global product development
- End to End (Design, prototyping, build, release, maintain) of any application that you may fancy
- Digital product innovation

## **Our Vision**

We believe that every tech product should have an alluring UX UI, no bugs, great speed, and be unique. Our far-sighted vision of looking beyond the clients' immediate needs, has set a true testimony for us in developing sustainable and successful tech products. It is our brand DNA that has helped us to be consistent during all these years of service:

# OFFERINGS SNAPSHOT

## PRODUCT:

- **Build your App:** End to End (Design, prototyping, build, release, maintain) of any application that you may fancy.
- **Zeus:** Best in class, Fully customizable OCR/ICR.
- **CMS:** Contract Management System.
- **D.E.A – Digital Enterprise Architecture & Agri-tech product:** upcoming.

## PEOPLE:

- **Contract, Freelance & Part time hiring:** Staff Augmentation of any skillset.
- **RPA ( Automation Specialization):** Jr & Sr Developers, BA's , Solution & Enterprise Architect
- **Team/Packaged/Bundled offering:** see slides below



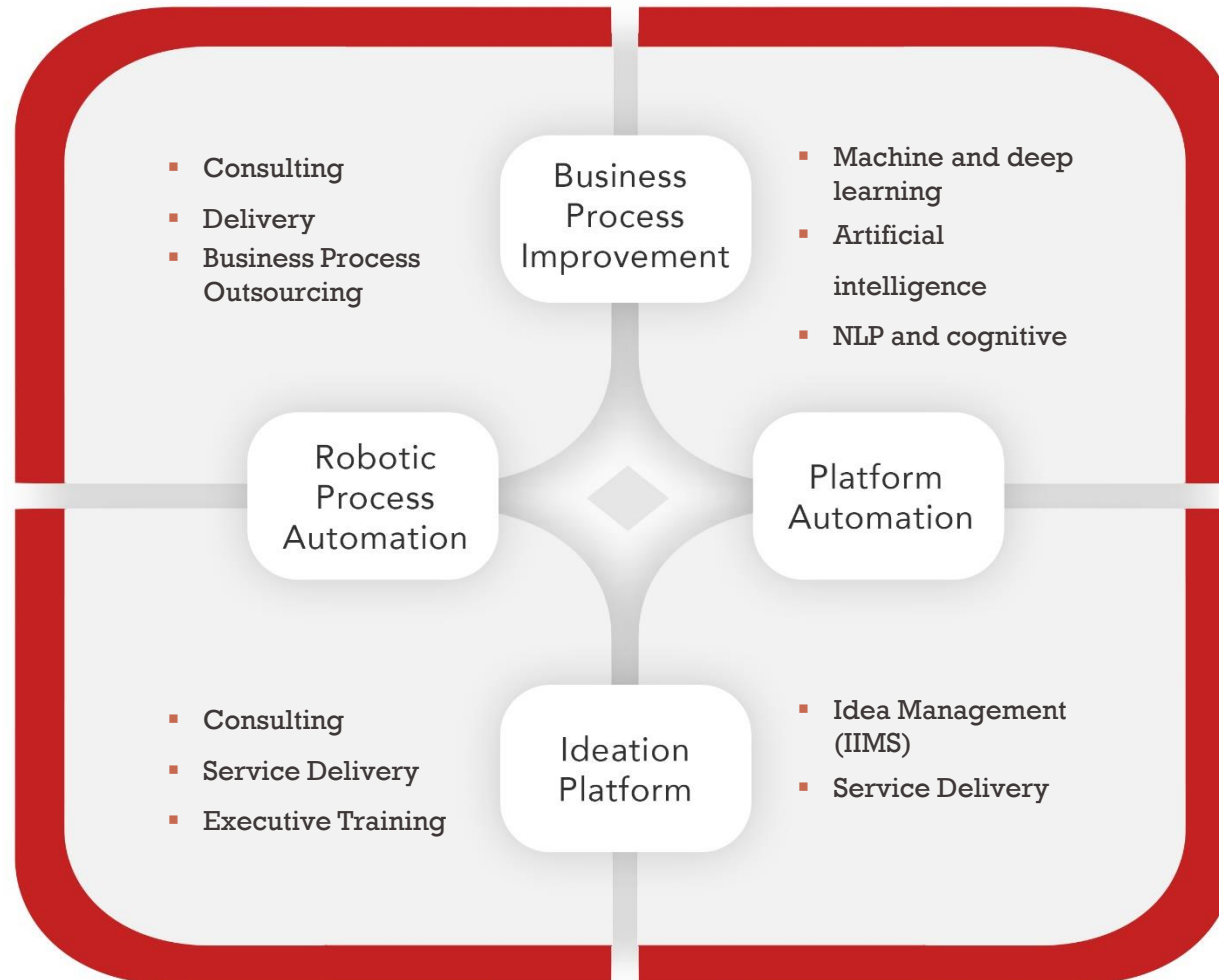
## CONSULTING & IMPLEMENTATION

- **GTM strategy, Project, Product Management, Strategic Advisory.**
- **RPAaaS:** RPA discovery & Implementation (**Pay per Bot** model)
- **Digital Transformation:** Lean, kaizen, Lean Six Sigma, AGILE, Transition & Transformation projects (Technology & Business)

## TRAINING & SUBTITLING

- **Corporate Training:** on any Tool (Technology) or Business (Domain). Including Automation, NLP, Leadership, FP&A, Azure & everything in between.
- **OTT Subtitling & Captioning:** Subtitling & closed captioning for OTT platforms, Movies & Web-series with multilingual capability.

# SEVN3.AI – PARTNER FOR TRUE DIGITAL FUTURE



1

## **Exceptional team**

Our core team has over 17 years of experience in automation and our workforce have exceptional capabilities in AI, RPA and machine learning

2

## **Futuristic Approach**

Our outstanding product and solutions keeps us way ahead of our competitors

3

## **R&D DNA**

Core R&D team works directly under CEO creating path breaking technology innovations

4

## **Customer Centric Culture**

Our “fit for purpose” solutions and “right first time” delivery approach generates value beyond ROI

5

## **Cost Effective**

With our own IP's , unique frameworks and methodologies we provide realistic values. At all times we are 50% less than our competitors

# INDUSTRY OFFERINGS

## Specialized team of professionals



### Retail

- Merchant support
- Vendor inquiries
- Sales/seller support
- Queue management



### Finance & Accounting

- Billing
- Accounts payable
- Cash application
- Collections
- Reporting
- Journal entry
- Account creation
- Reconciliation
- Invoice/order processing
- Order management
- P-Card management
- PO Creation and management
- AR/AP work flow and reporting
- Travel and expense reporting
- Lock box management/cash applications



### Telecom

- Password Reset
- Contract Buyout
- Field Service Ticket Creation
- Subscription Management



### Technology

- Service desk
- Service request management
- Incident management
- Request fulfillment
- E-mail & RPA integration



### Healthcare

- Revenue cycle management
- Contract loading
- Credentialing
- Claims adjudication
- Vendor/payer management



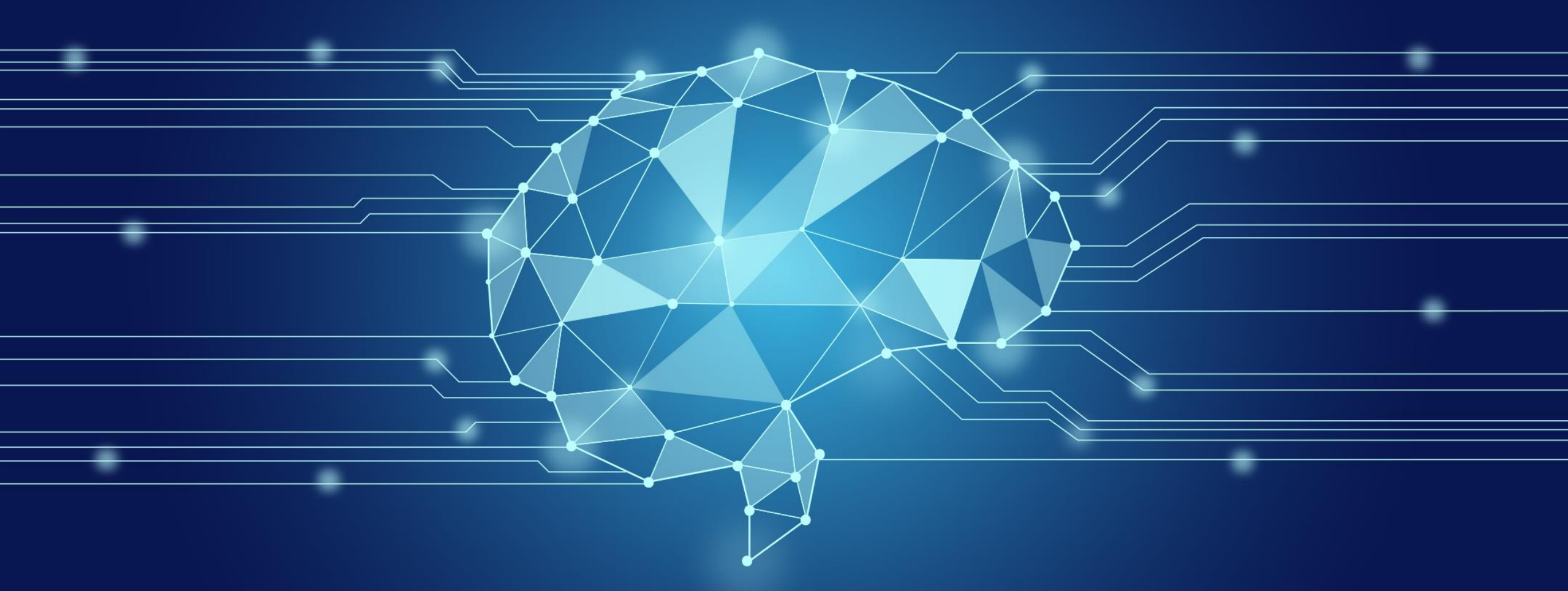
### Banking

- Loan Processing
- Payments
- Card Activation
- Frauds Claim Discovery
- Limits Management
- Contract Management



### Insurance

- Claim Processing
- Enrollment
- Renewal/New Policy Creation
- Premium billings
- Investment Management
- Statutory and Regulatory
- Reporting



# PRODUCTS





# *D.E.A – Modus Operandi*

## Scope

- Defines the IT Land scape scope / Birds Eye view of Customer's Business and IT Architecture.
- Defines Complex infra, IT future objectives , Challenges and derives Business Opportunities

## Strategy & Business Objectives

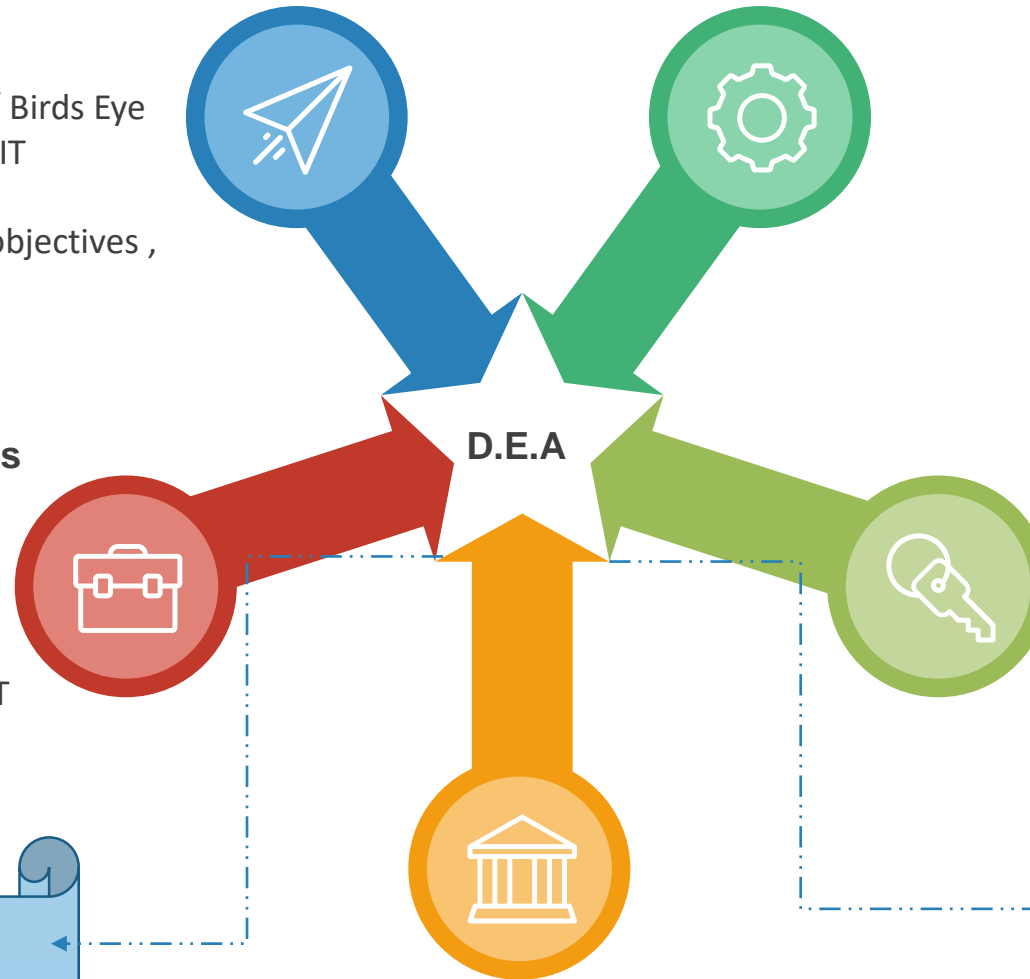
- Helps to visualize and relate the Organization goals and supports to build capabilities and capacity
- How the business goals are aligned with IT Application and IT support model
- Acquisition and divestment decision model

### Addresses

- Business centric Architecture
- Consolidation of Architecture
- Architecture Governance

### AS-IS and TO BE analysis road map:

Strong vision on business value driver from AS-IS TO-BE Arch Road map aligning in parallel with Product focus considering key factors not limited to Business Value, Inhouse Innovation, Deployment road map, Sunset projects, Capability, Capacity.



## Business Capabilities Heatmap

- Help to sync with Industries standard reference architecture, Builds on Value drivers.
- Support in Economic Eco system building , Evaluation and Infra fulfillment.

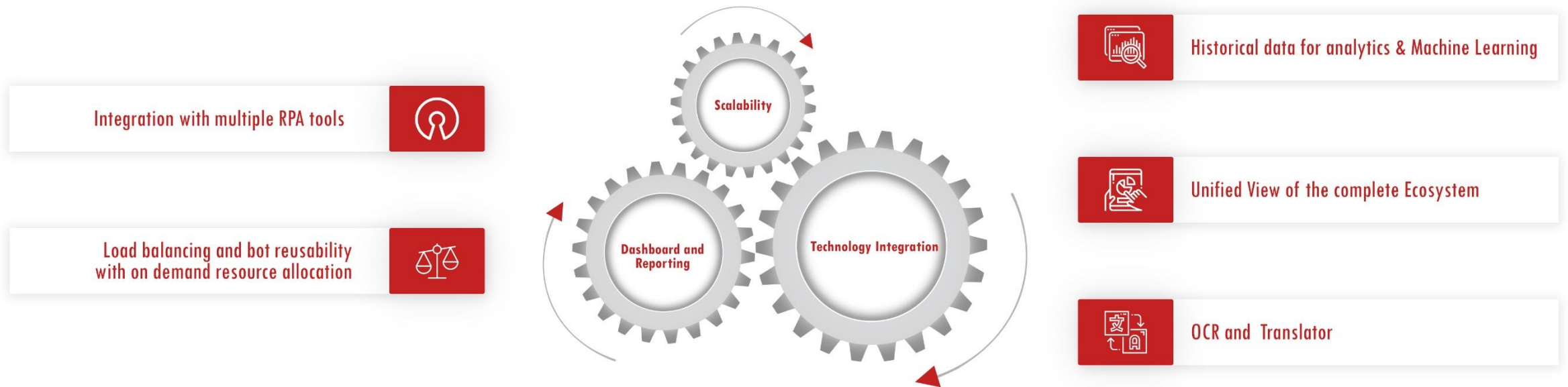
## Light weight & Easy Maintained eco system [Simplify] and Governance.

- Large landscape to reduced complex landscape with Step by Step approach on application landscape instances reduction up to 35% Goal
- Supports hybrid Cloud based architectures
- Supports better Architecture governance model
- Quick to Market solutioning and Reduced deployment time

### Hard Deliverables

- IT Strategy alignment
- Infra Road map and Business capability Heatmap
- Transition & Target Architecture
- Road map and Infra Cost analysis
- Alternative solutioning

# ZEUS - OMNI PLATFORM ORCHESTRATOR



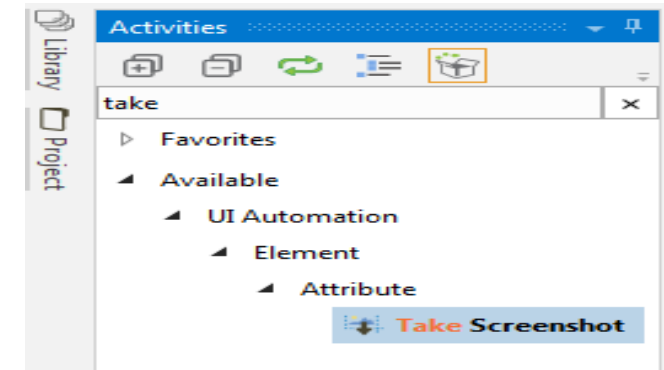
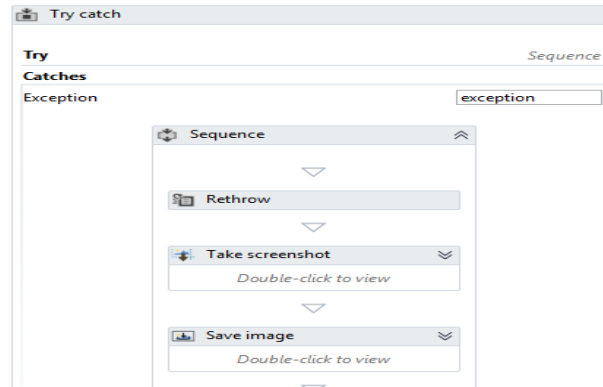
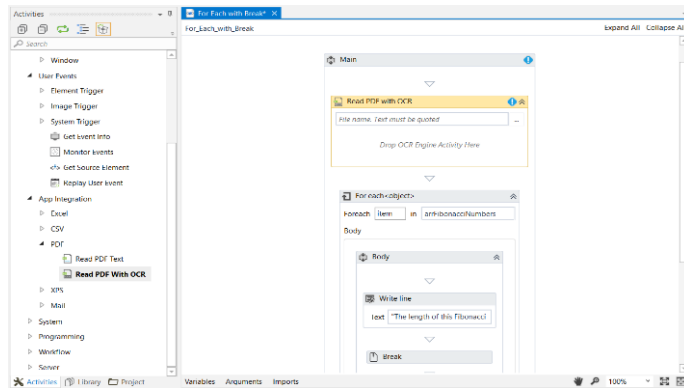
## Benefits of the platform

- Plays the role of an orchestrator and performs simple tasks like reading the data, data manipulation & writing in the data base.
- Easy integration with multiple technologies in a single environment. Bots from UI Path, AA or Open span can be used in same automation piece.
- Centralized console to get a single view of status of bots, transactions, performance and utilization etc.
- Vendor independent and highly scalable for other automation opportunities.



# ZEUS – STUDIO WITH OCR & ICR

Has in-built provisions for working with OCRs and BRD builder. This enables a single platform to cater during recording and documentation of the target processes.

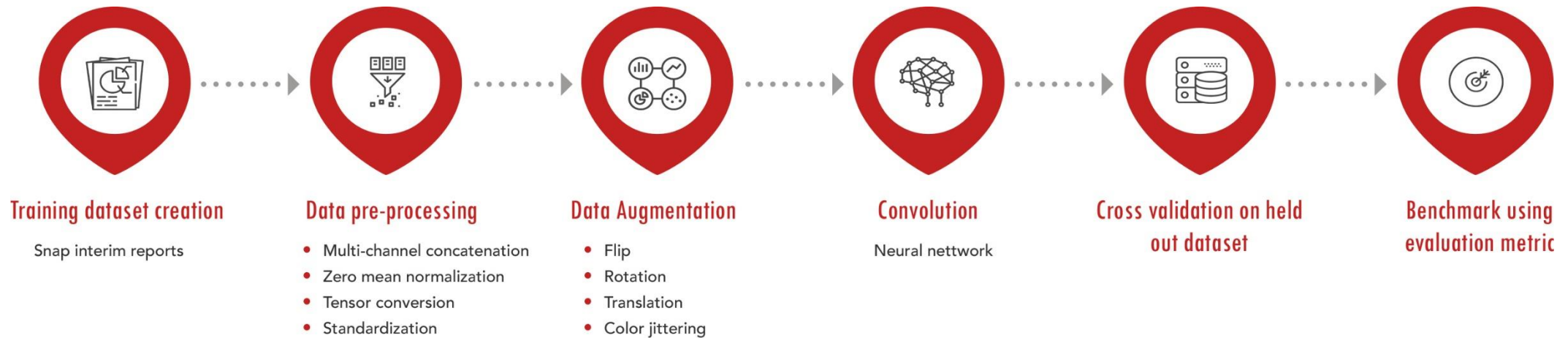


- Detailed activities
- UI elements recognition
- Intelligent codeless bot built
- Intelligent web drivers
- Flexible designing
- Modularized coding
- Integrated OCR / ICR
- Easy API inclusion
- Flexible to integrate with 3<sup>rd</sup> party tools

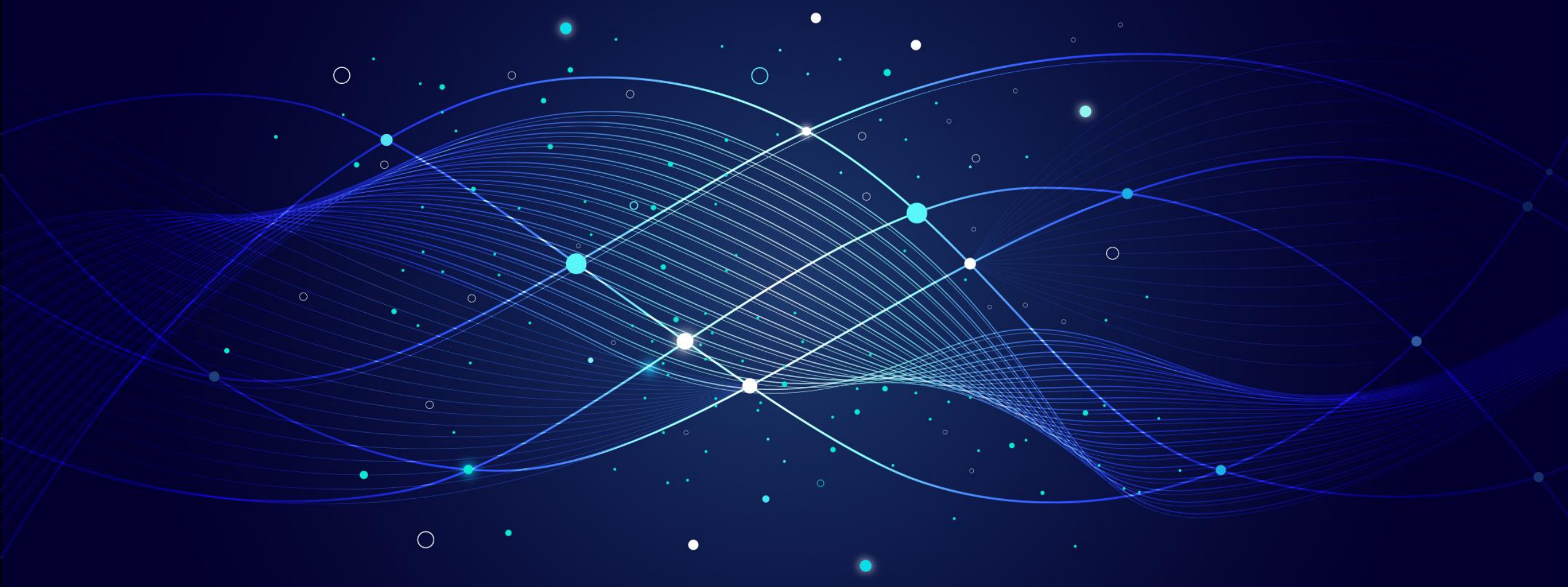
- Windows based Try & Catch
- Custom base exception handling
- Inbuilt modules for data validation
- Superior modules to handle latency and other causes
- Inbuilt modules for exception handling

- Flexibility in every module
- User define modules inclusion
- Bots Library - WIP
- Customized log / activity writer
- Integrated OCR / ICR
- Customizable in-built functions to suit the needs
- User friendly & Modularized coding support

# DATA EXTRACTION ENGINE — VIEW & FEATURES



- **Hand Written text** : The ability to parse hand-written text.
- **Circled text** : There are forms where the user circles pre-printed choices. The OCR tool can indicate a certain text was encircled so the selection can be deduced.
- **Checkboxes** : The ability to understand there is a checkbox and that it has been ticked , crossed or shaded in.
- **Printed text** : The ability to read and parse text printed through a printer (in various fonts) and read them as text.
- **Machine Learning Layer as post processing** : The ability to auto-detect suspects and auto-correct. Based on confidence , ability to highlight areas that require human intervention or review.
- **Multi-Page** : Ability to read for e.g. that a table has rolled over to a consecutive page.
- **Dictionary support** : When scanning, rather than going through the entire English dictionary we can limit it to the application specific subset. For e.g. the unit-of-measure should be 'cm', 'm', 'ft' etc.
- **Provides text location metadata** : For certain data elements where scanning is not enabled either automatically or partially, it is very useful to have information where exactly on the page a certain element exists.
- **Template support** : The OMR API to read off a template (ideally an empty version of the same form) to improve the accuracy of the reads.



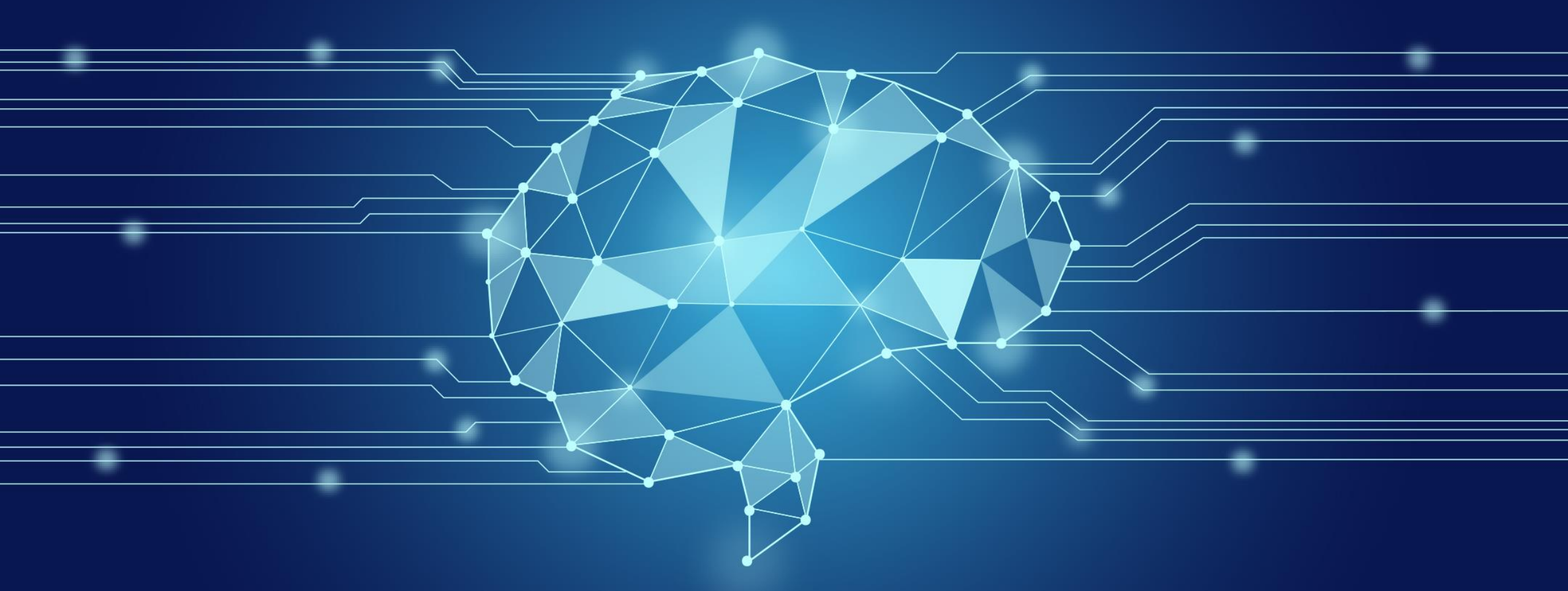
PEOPLE



# SUPPORT SERVICES

Sl.No	Role	Experience	Must have skills	Good to have skills	Lead Time
1	Jr Developer/Developer	1 - 5 Years	Certified Developer in respective Product, Moderate understanding of business process	Dot Net, Java, Database, Reporting	7 - 14 days
2	Technical Lead	4-7 years	Certified expert in the respective products, Extensive experience in the Business process Domain	Dot Net, DB, Mis Reporting, Presentations, Change management	14- 30 days
3	Solution Architect	7-10 Years	Experience with Multiple tools, Capable to select tool from the fitment perspective, Engaged in multiple projects across Geographies, Experience with presenting plan & strategy to Leadership.	Office Suite & reporting capabilities to create awareness with the leadership on progress & help needed items. Strong background of large scale successful projects from recognised organization.	14 - 30 days
4	Business Analysts	5-7 Years	Experience in identifying opportunities for technology projects, Capable to create business cash & carry out basic assessment & Due diligence of the Business process.	Hands on experience on technology products, At least seen the End to End RPA deployment of 2-3 large scale programs	14-30 days
5	Project Manager / PMO	7-12 years	Experience in managing multiple RPA projects, Has great deal of understanding in RPA space. Change management, Risk & Issue management experience. Who can take end to end ownership of the projects & ensure delivery meeting time, cost & budget. Recording & tracking of progress, Budget & other key aspects critical for project. Go getter who is self-motivated	PMP & Agile certification. Managed a portfolio of multiple complex projects. Capabilities to create dashboards, Registers & trackers to report transaction. Excellent change management capabilities & to be able to work with diversified ideas into unified roadmap.	14-30 Days
6	Program Manager / Sr Program Manager	10-15 years	Experience in multiple clients & domains from Digital Transformation perspective. A leader who can drive the workforce to achieve higher efficiency in the space of Implementation & Digitization.	Lead by example, Experience in collaborating with multiple streams From various different geos. Able to negotiate with leadership, Vendor. Create meaningful roadmaps & execute per timeline, quality & standards.	30 - 45 days





# TOP SUCCESS STORIES

# GLOBAL FINANCIAL SERVICES MAJOR

1

## Scope

Bring efficiencies in Accounts Payable Process consisting of

- 350 + FTEs
- 4000 + Clients
- 20 Thousand + Transactions a month
- Complexity includes Interacting with multiple 18+ desperate system for various sub processes.
- More than 85 % unstructured data processing

## The Solution (RPA)

- Extracted Data using AI based ICR/OCR from multiple sources and consolidated into single database
- Automated 60% of the ongoing process and achieved 53% efficiency by deploying our Bots using our design studio and Orchestrator
- Training of resources and creating SMART COEs for futuristic organization



# GLOBAL IT INFRASTRUCTURE LEADER

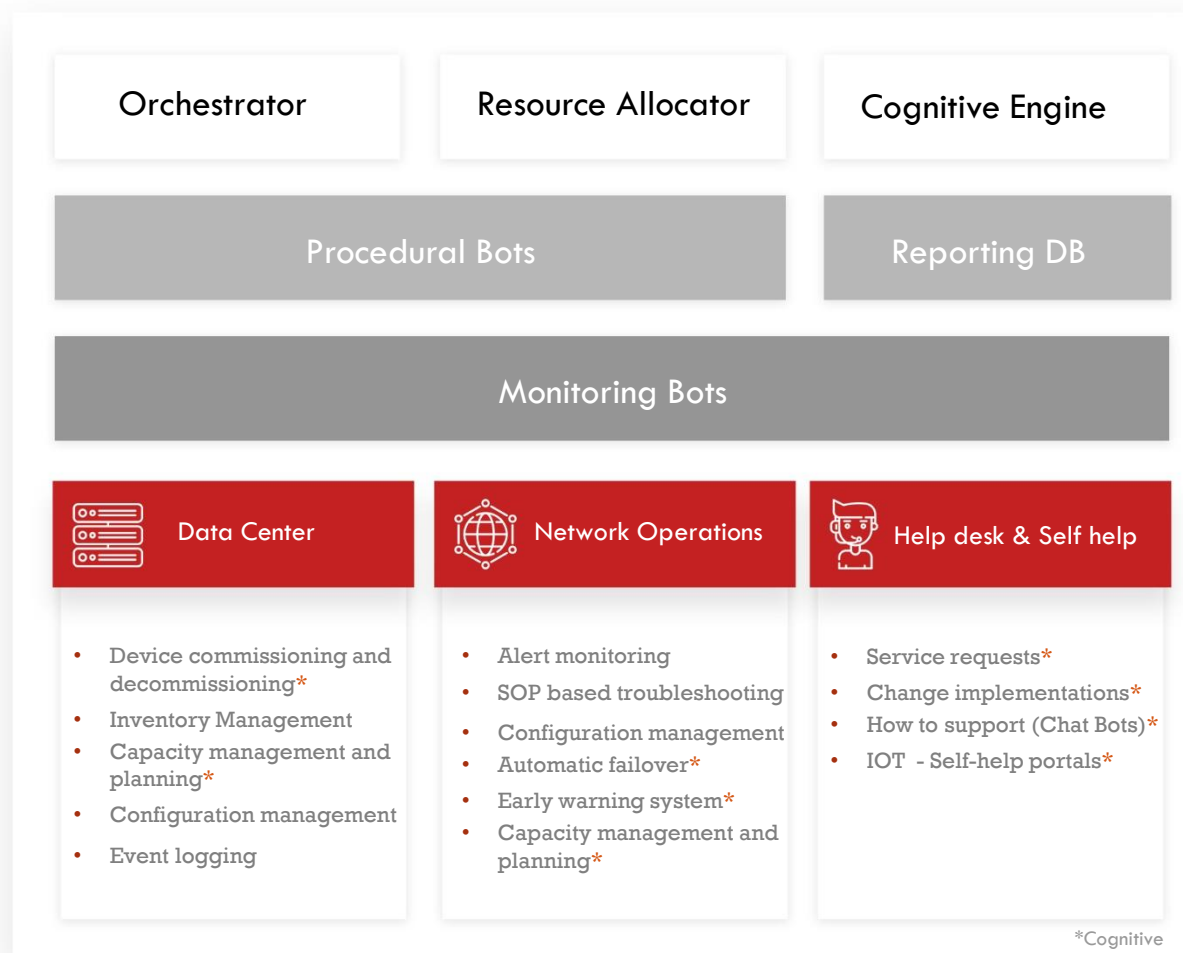
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## The Issue

- It was observed that majority of the alerts from monitoring tool were either not handled in time or the steps which were to be performed were following SOP which were repeated with no real value adds .
- In order to cover peaks , more people were scheduled in the shift resulting in low utilization of resources .

## The Solution (RPA)

- Deployment of Bots to monitor the alerts & subsequent action items based on the defined business rule.
- Automation of Service Requests – AD access Management, Share drive management , Network & Info Sec device management by creating a functional module on top of monitoring tools or devices.
- 100 % quality management as for any exception, an alert is sent out to the pre-defined DL for action.
- Robotics dashboard to monitor utilization & transactions.
- Reduced TAT and defect reduction in transactions of 1500 critical alerts & 500 SR tickets.
- Reduced people Dependency for transactions.
- Flexibility & scalability to handle additional volumes as business grows (without head count increase).



# DATA EXTRACTION & RPA

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## Process

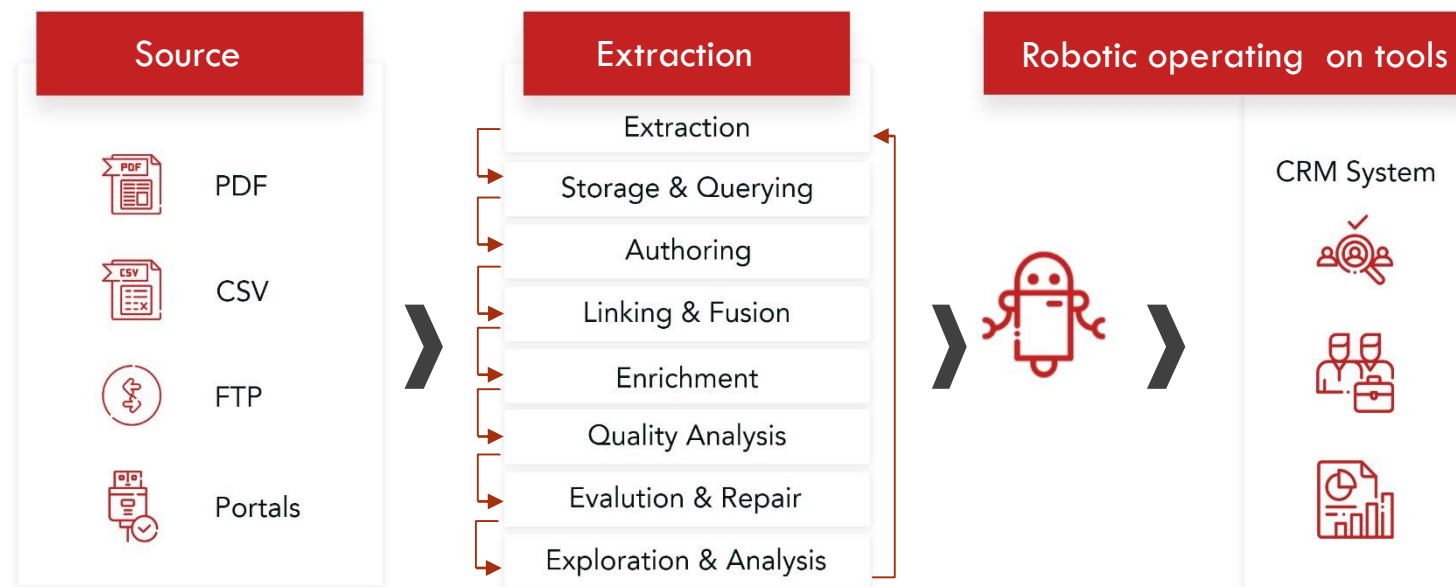
The process was to download and collate data , ( digital & imaged from multiple sources ) compile the information from various documents and create a master file to push it into the AP tool. The process was automated to a point where reading documents and extracting information from the source was automated using a Smart Extraction engine. The data was then fed to various tools and the rest of the steps were automated to achieve the state of the art process.

## Manual Efforts

- Average handling Time : 30 Minutes.
- Multiple checks throughout steps to ensure quality is met.
- High turnaround time between teams : collator , extraction, indexers & quality

## Bot Achievements – Post Implementation

- Average handling Time : 4 Minute (85% automation)
- Number of FTE's benefits : 70%
- Quality & TAT improved to 99 % 98 % respectively



# HEALTHCARE LEADER IN MIDDLE EAST

4

- Claims Payment management
- Large volume transaction processing is required every month to reconcile, update and manage payments received from insurance claims
- Every day the company receives payments for about 50000 claims made
- The list of payments come as a scanned pdf file from where the data is extracted & labeled.
- Data validation & manipulation based on the defined business rules
- Data write back into the system for transaction closure
- Levers attained were higher productivity, improved quality & reduction in transaction cost



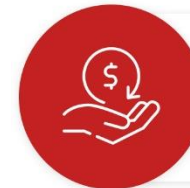
The Bots reduced the processing time from 180 sec to 15 sec per transaction



The human efforts reduced by 91%



The rework effort went down by 90% by using the Bots

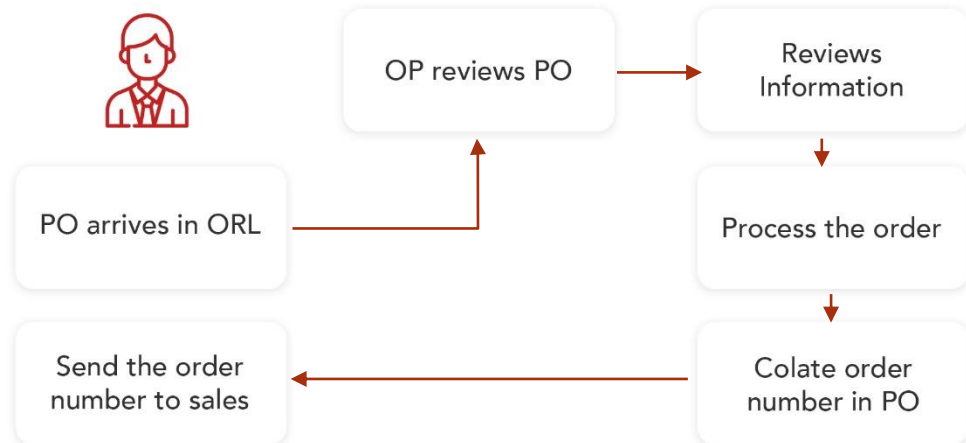


The company saved on 110 FTE cost every month

## Manual Process

- OPS needs to manually process the orders
- PO's arrive in bulk
- OP works overtime during Thursday/ Friday to complete processing
- Citrix disconnections and delays

### ORDER PROCESSOR

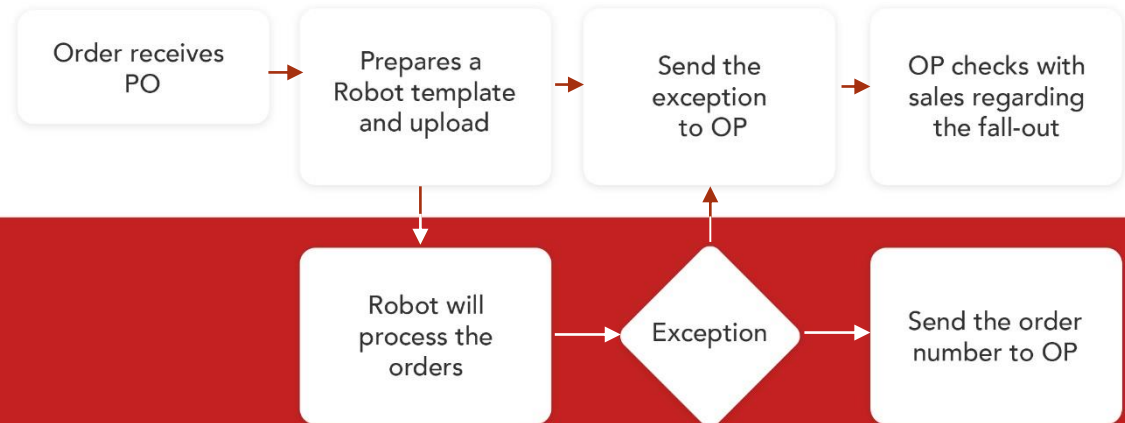


## Automation Process

- OP only needs to prepare a robot template – less than a minute work to process bulk orders
- Robotics improved efficiency and productivity
- Round the clock support for operations
- Milestone achieved – 3K orders in 1.5 hours

### OP

### ROBOTS



# GLOBAL INSURANCE SERVICE PROVIDER

6

## The Client

- Largest insurer in the Caribbean focused on life, health, property and casualty insurance
- Over 3,000 employees distributed across offices in 11 countries

## Business Case

- Reduce Risk in cash application process through standardizing governances and process
- Improve allocation% of Premium Payments
- Improve scalability of process and workforce utilizing Automation



## Payment application - Bulk policy

# GLOBAL INSURANCE SERVICE PROVIDER

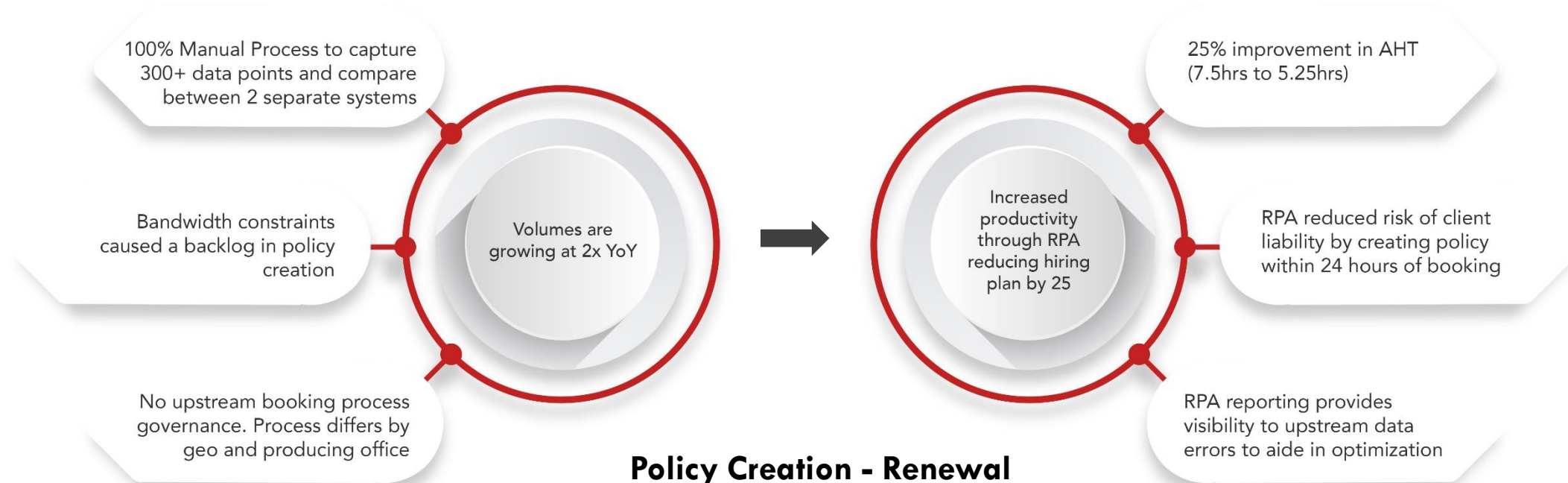
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## The Client

- Leading International insurance service provider
- 78,000 Employees globally
- 72 Million client base & 70 € Billion in premium

## Business Case

- Cost avoidance: Handle volumes & avoid head count increase (Increased efficiency by 50%)
- Governance & Control: Reporting enables visibility & improvement opportunity.
- Efficiency: 25% increase compared to the baseline Average Handling Time (AHT)





# LEADING TECH. SERVICE PROVIDER

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## Process

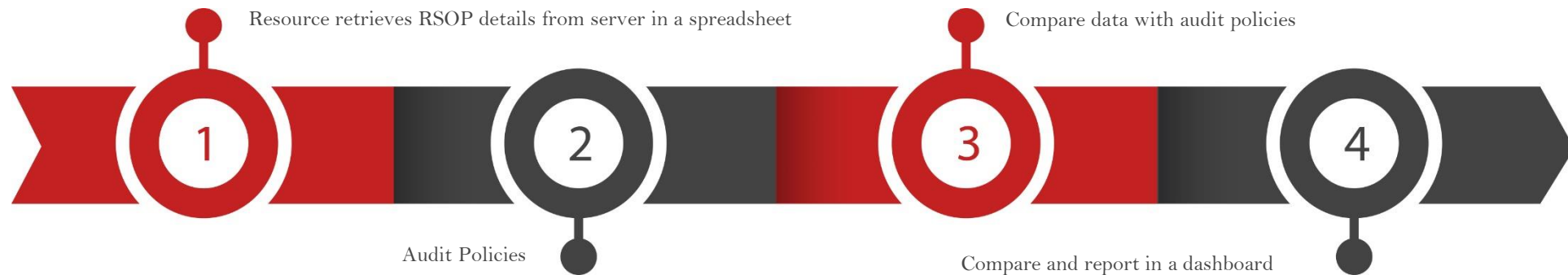
This is the process to verify Resultant Set of Policy on windows server where agent retrieves RSOP details from server and put it into excel and compare it with standard policies and if any difference is there it will be reported into service now portal. This entire process is standardized and automated

### Manual Efforts – As is

- Average handling Time for 1 Task : 4 Minutes
- High turnaround time and need of toll gates for manual quality assurance.

### Bot Achievements – Post Implementation

- Average handling Time for 1 Task : 1 Minute
- Number of FTE's benefits : 75%
- Quality & TAT improved by 100 % 98 % respectively



# PREMIER EDUCATION INSTITUTE

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## Solution

- Use regular Printer / Scanner
- No OMR answer sheet required
- Students can mark answers where the questions are presented with options
- Your question databank – your assessment template ( customization required)
- Your question databank – our assessment template
- MCQs | True / False | Fill in the Blanks | Match the Following | Single word Answers | Descriptive Answers
- Easy Data Export
  - Xml, CSV, JSON
- API enabled
- Cloud based solution with dedicated servers



> 90 % accuracy in grading



Online Scoring & Evaluation



100% Extract handwritten text answers



Flexible Payment Options

# FINANCIAL TIME SERIES ANALYSIS AND FORECASTING

10

## The Solution (RPA)

- Financial Time Series analysis comprises methods for analyzing share market time series data of a company/companies in order to extract meaningful statistics and other characteristics of the data. Financial Time Series forecasting is the use of a model to predict future trends based on previously observed trends.
- Data Preprocessing
  - We have a good 4-year stock trend data.
  - This step includes removing the data we do not need, check missing values, aggregate high/low values by date, time and so on.
- Validating forecasts
  - To help us understand the accuracy of our forecasts, we compare predicted trends to real trends of the time series, and we set forecasts to start from the beginning of the year to the end of the data.
- Producing and visualizing forecasts
  - Our model clearly captured stock trends. As we forecast further out into the future, it is natural for us to become less confident in our values. This is reflected by the confidence intervals generated by our model, which grow larger as we move further out into the future.

## Process

Financial companies are spending a lot of resource for analysis on various applications and forecasting. This data is not being utilized to its potential efficiency in various factors while being analyzed. This may be due to human error or lack of knowledge transfer.

## Benefits

- Turn around time (TAT) reduced from 24 hours to 2 hours
- The human efforts reduced by 60%
- Company saved 70% on FTE cost
- Consistent Machine learning
- Consolidated view of the complete ecosystem on a single Dashboard

# FMCG PRODUCT — SAUDI ARABIA CLIENT

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## The Solution (RPA)

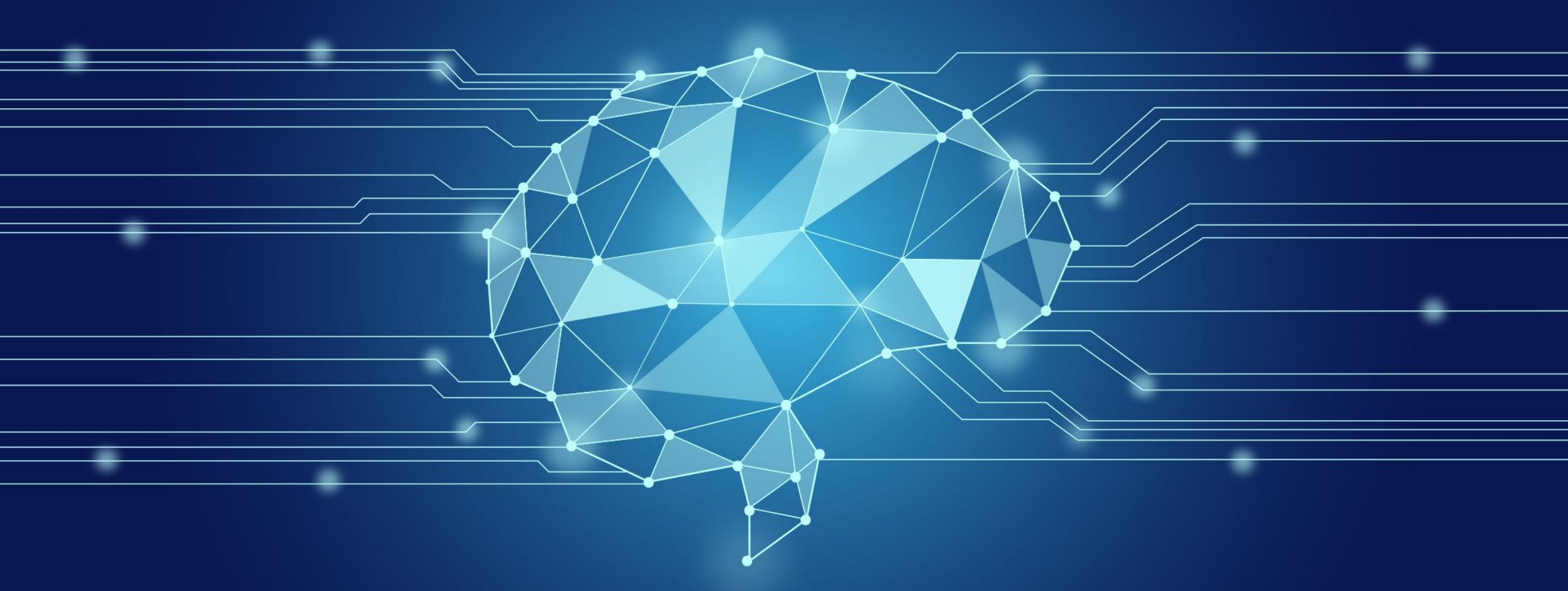
- Objective
  - The data set contains the annual income of 80+ FMCG products and their annual spend.
- Visualizing the data
  - The distribution of the annual income and annual spend has given an indication of the data distribution of Income and Spend.
- Machine learning
  - An unsupervised machine learning technique, where there are no defined dependent and independent variables. The patterns in the data are used to identify / group similar observations.
- Marketing strategies for the customer segments
  - Based on the Machine learning observations, we could formulate marketing strategies relevant to each product.

## Process

In today's competitive world, it is crucial to understand customer behavior and categorize customers based on their demography and buying behavior. This is a critical aspect of customer segmentation that allows marketers to better tailor their marketing efforts to various audience subsets in terms of promotional, marketing and product development strategies.

## Benefits

- The human efforts reduced by 80%
- Number of FTE's benefits : 70%
- Consistent Machine learning
- Consolidated view of the complete ecosystem on a single Dashboard
- TAT reduction by 80 %



THANK YOU |