SapphireUno

AI Driven Unified

Employee & Customer

Experience

Orchestration

& Automation Platform
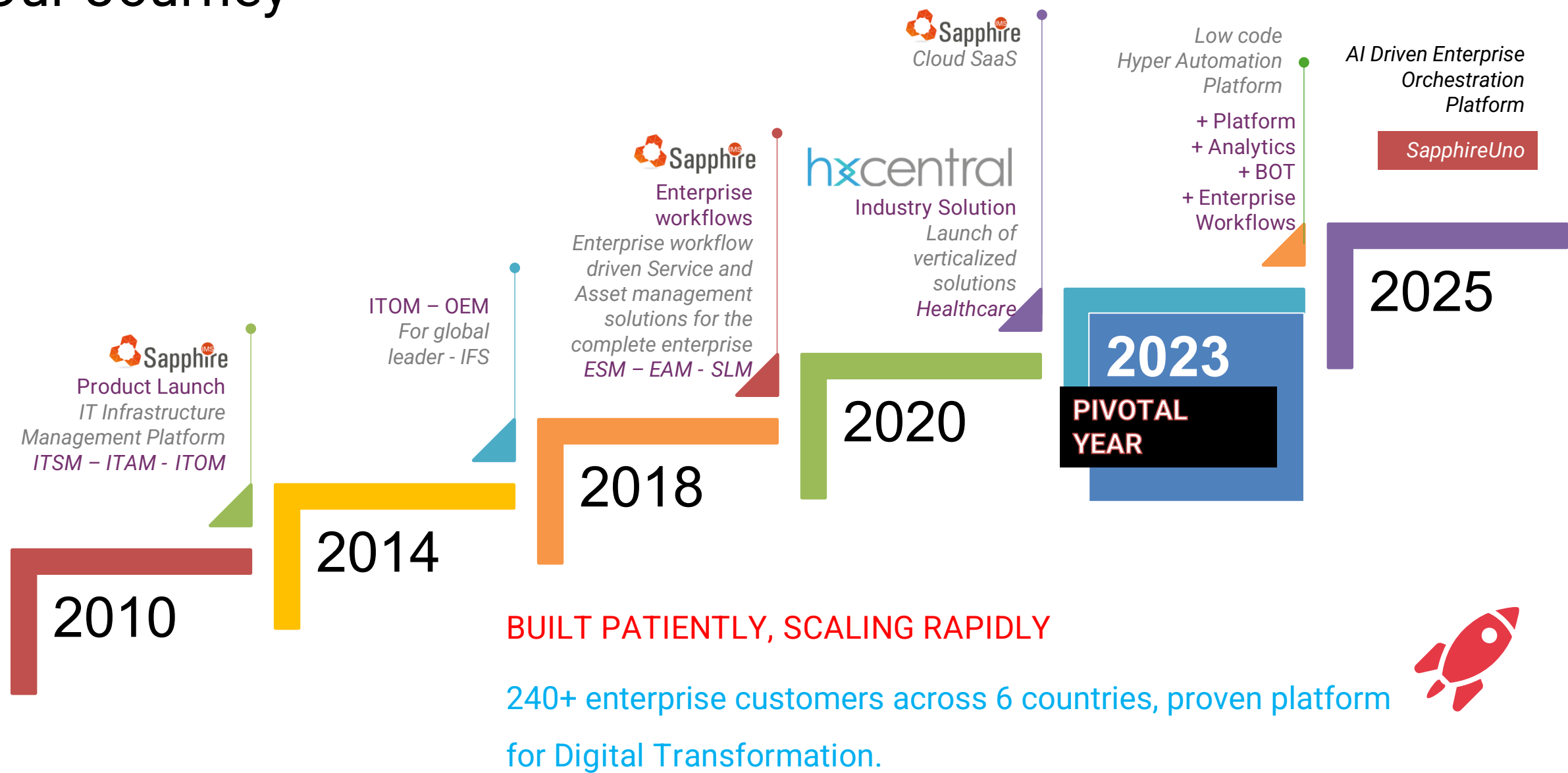
Our Mission

"We enable enterprises to reimagine IT and business operations

through an AI-driven, unified platform that orchestrates and

automates workflows for greater efficiency, compliance and agility"

AI-powered Orchestration For

"The Connected Enterprise"

Our Journey

2010
Sapphire*IMS*
Product Launch
IT Infrastructure Management Platform
ITSM – ITAM - ITOM

2014
ITOM – OEM
For global leader - IFS

2018
Sapphire*IMS*
Enterprise workflows
Enterprise workflow driven Service and Asset management solutions for the complete enterprise
ESM – EAM - SLM

2020
hxcentral
Industry Solution
Launch of verticalized solutions
Healthcare

2023
PIVOTAL YEAR
Sapphire*IMS*
Cloud SaaS
Low code Hyper Automation Platform
+ Platform
+ Analytics
+ BOT
+ Enterprise Workflows

2025
AI Driven Enterprise Orchestration Platform
SapphireUno

BUILT PATIENTLY, SCALING RAPIDLY

240+ enterprise customers across 6 countries, proven platform for Digital Transformation.

Leading Enterprises Trusts us

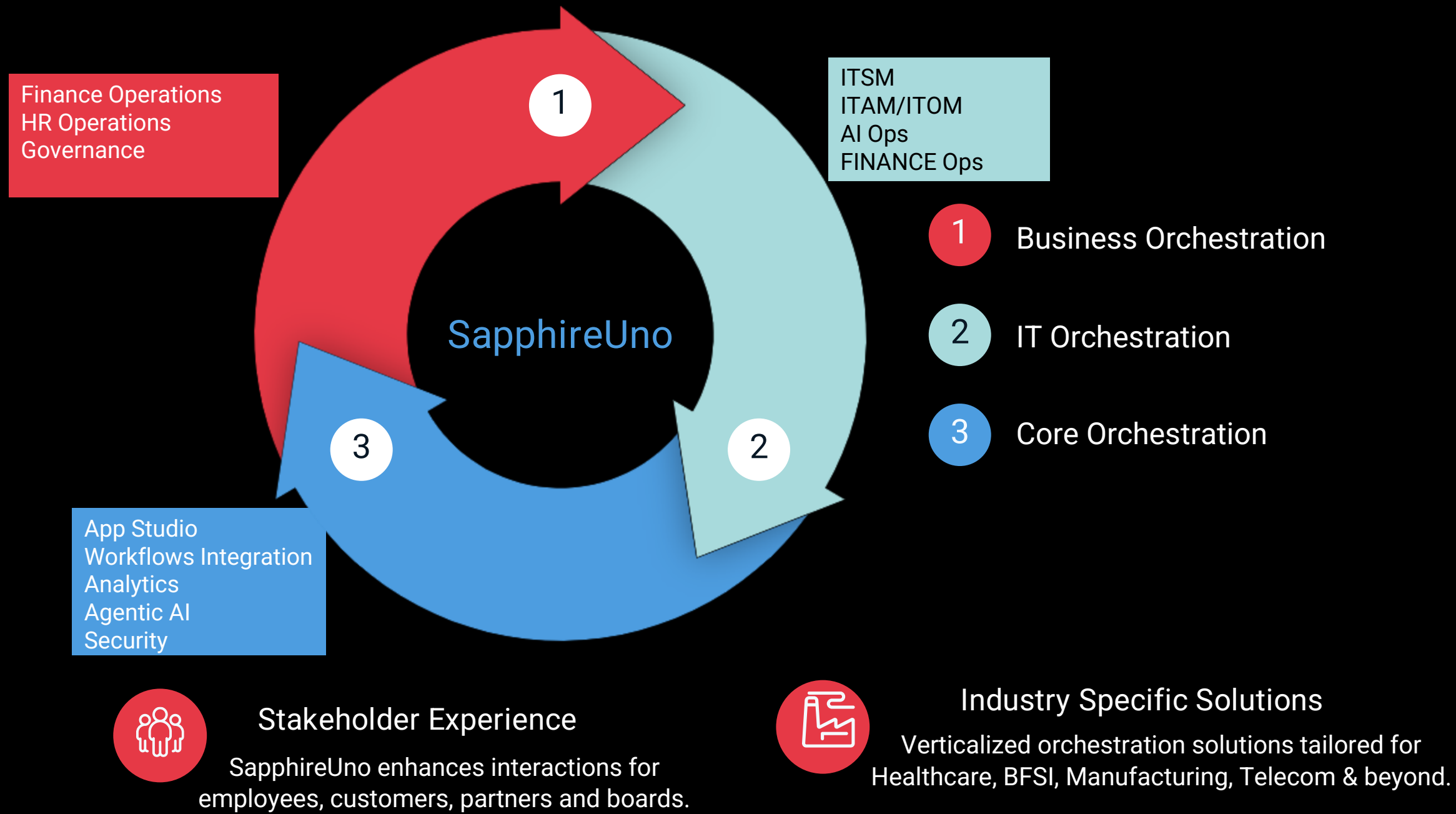| Enterprises Served	Users Serviced	Capterra Rating	Renewal Rate
600	11 Million+	4.5/5.0	>90%

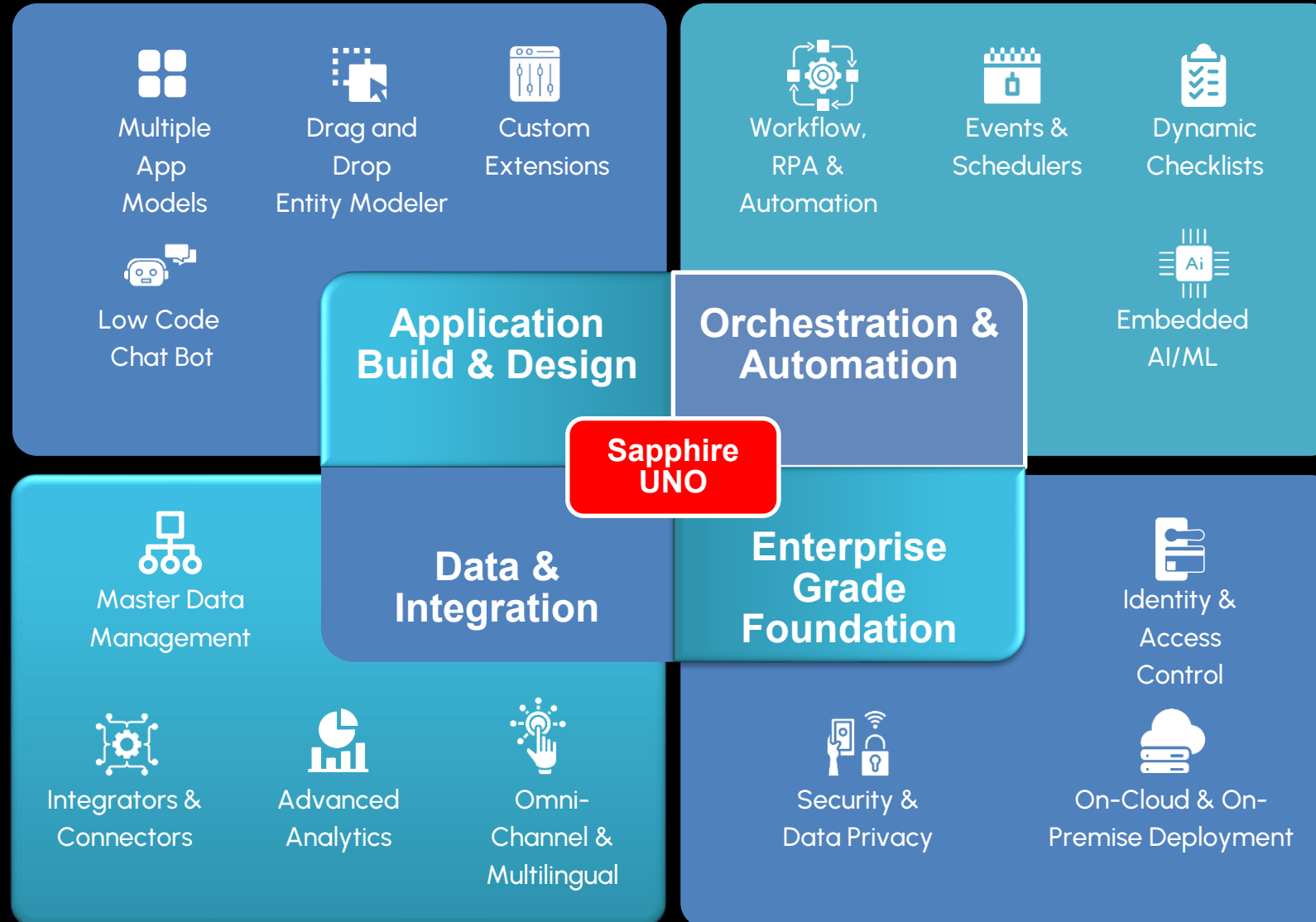# Reimagine Enterprise Experiences With SapphireUno

A unified, AI-powered employee and customer experience orchestration platform that leverages Agentic AI to streamline IT operations, automate workflows and enhance enterprise efficiency.

SapphireUno – Powering the Connected Enterprise

Finance Operations
HR Operations
Governance

ITSM
ITAM/ITOM
AI Ops
FINANCE Ops

SapphireUno

1 — **Business Orchestration**

2 — **IT Orchestration**

3 — **Core Orchestration**

App Studio
Workflows Integration
Analytics
Agentic AI
Security

Stakeholder Experience
SapphireUno enhances interactions for employees, customers, partners and boards.

Industry Specific Solutions
Verticalized orchestration solutions tailored for Healthcare, BFSI, Manufacturing, Telecom & beyond.

SapphireUNO - AI Driven Enterprise Orchestration Platform

ORCHESTRATE. AUTOMATE. OPTIMIZE

Multiple App Models

Drag and Drop Entity Modeler

Custom Extensions

Low Code Chat Bot

Application Build & Design

Workflow, RPA & Automation

Events & Schedulers

Dynamic Checklists

Embedded AI/ML

Orchestration & Automation

Sapphire UNO

Master Data Management

Integrators & Connectors

Advanced Analytics

Omni-Channel & Multilingual

Data & Integration

Enterprise Grade Foundation

Identity & Access Control

Security & Data Privacy

On-Cloud & On-Premise Deployment

Sapphire empowers enterprises to digitalize, automate and integrate processes seamlessly.

With a modular, scalable architecture, SapphreUno enables rapid application launch, intelligent workflows, and a secure, future-ready foundation for digital transformation

ISO 27001 Certified

SOC 2 TYPE 2

PinkVERIFY™ Certified

Purpose Built Applications on SapphireUno Platform

Unified Service Desk — equitas

Legal Operations — INDIAN IMMUNOLOGICALS LIMITED

Project & Task Management — manipalhospitals LIFE'S ON

Vendor Management — JSW

Customer Experience — Fino Payments Bank

Workforce Management — TATA ADVANCED SYSTEMS

Scholarship Management — MCMC

Incident Reporting — nmc health

Centralized Asset Management — LIC LIFE INSURANCE CORPORATION OF IND

IT Service Management / ESM
Built on SapphireUno Platform

Agentic AI–driven Service Management for IT and Enterprise Services

IT Service Management

Customer Support

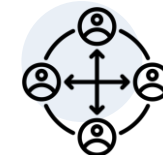HR Services

Financial Services

Facilities & Operations

Vendor Helpdesk

Health & Safety
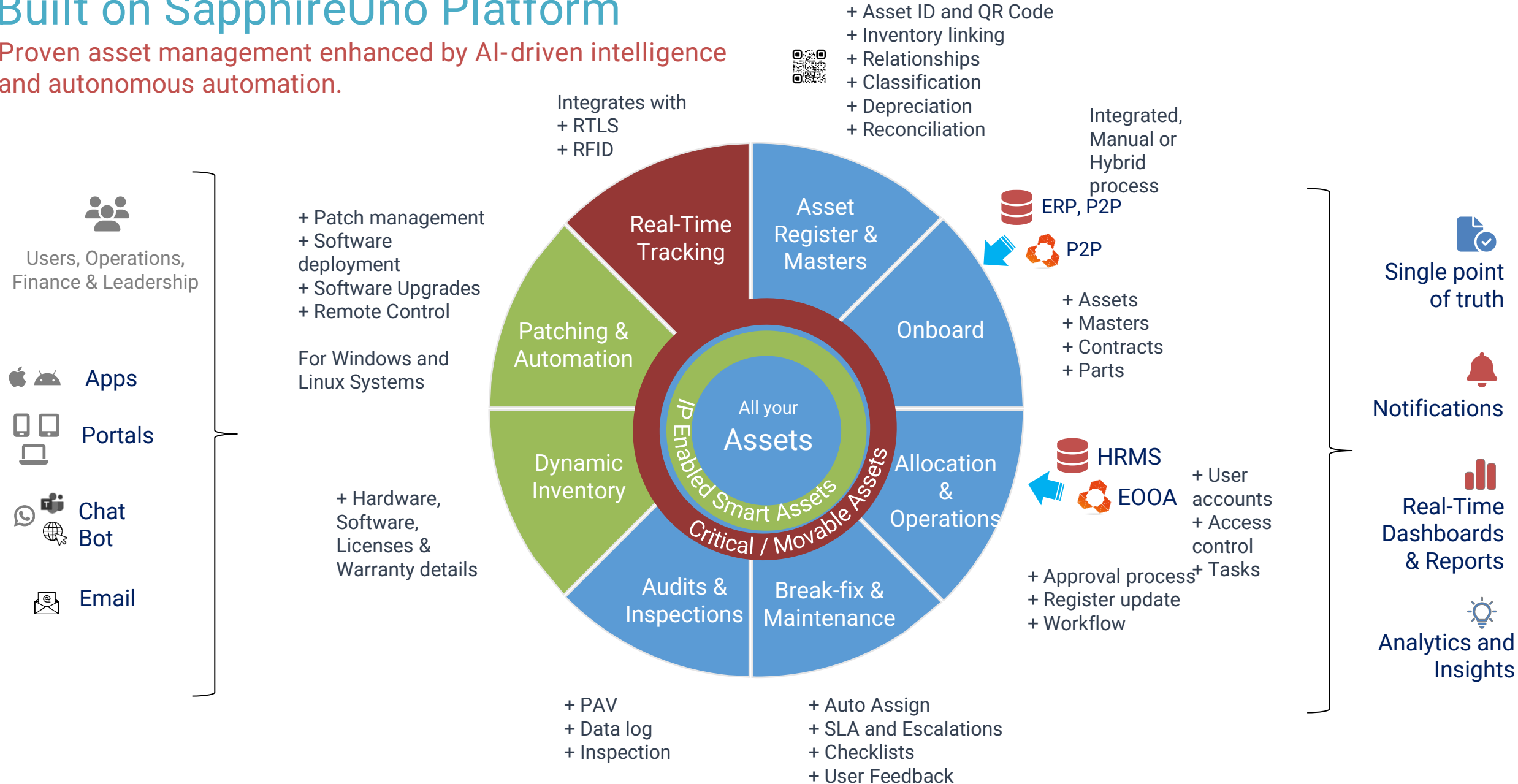
Cross-functional Services

Enterprise Service Desk

- o ITIL aligned Templates, Pink Verify 2011 Certified
- o Extreme flexibility and codeless configuration
- o Omni-Channel Access
- o Comprehensive Service Catalog

- o Agentic AI–Driven Automation
- o Enterprise Orchestration
- o Intelligence SLA management
- o Multilevel & Sequential / Parallel Approvals

IT Asset Management / EAM
Built on SapphireUno Platform
Proven asset management enhanced by AI-driven intelligence and autonomous automation.

Integrates with
+ RTLS
+ RFID

+ Asset ID and QR Code
+ Inventory linking
+ Relationships
+ Classification
+ Depreciation
+ Reconciliation

Integrated, Manual or Hybrid process

ERP, P2P

P2P

+ Assets
+ Masters
+ Contracts
+ Parts

Users, Operations, Finance & Leadership

Apps

Portals

Chat Bot

Email

+ Patch management
+ Software deployment
+ Software Upgrades
+ Remote Control

For Windows and Linux Systems

+ Hardware, Software, Licenses & Warranty details

Central wheel:
- Real-Time Tracking
- Asset Register & Masters
- Patching & Automation
- Onboard
- Dynamic Inventory
- Allocation & Operations
- Audits & Inspections
- Break-fix & Maintenance

Inner ring: IP Enabled Smart Assets / Critical / Movable Assets

Center: All your Assets

HRMS

EOOA

+ User accounts
+ Access control
+ Tasks

+ Approval process
+ Register update
+ Workflow

+ PAV
+ Data log
+ Inspection

+ Auto Assign
+ SLA and Escalations
+ Checklists
+ User Feedback

Single point of truth

Notifications

Real-Time Dashboards & Reports

Analytics and Insights

Client Success Stories

LIC (Life Insurance Corporation of India)

Struggled with managing 120,000+ devices across 2,048 branches nationwide with limited visibility and control

Sapphire Impact

Comprehensive IT asset management

• Enterprise-wide endpoint discovery
• Centralized asset inventory with zone-wise control
• Enhanced compliance and audit capabilities
• Remote desktop sharing for efficient troubleshooting

Dramatically improved operational efficiency, regulatory compliance, and service delivery while reducing downtime.

TATA ADVANCED SYSTEMS

Encountered difficulties with paper-based approvals, scattered audit data, and complex validation during personnel changes

Sapphire Impact

Workflow automation and process transformation

• Automated digital approval workflows
• Centralized data repository
• Traceable approval histories

• 100% process compliance
• 65% time savings per process
• Operational efficiency increased from 70% to 95%
• 65% reduction in non-value adding activities

Fino Payments Bank

Grappled with managing inventory of 2 crore (20 million) items across India, with manual order processing and fragmented grievance resolution

Sapphire Impact

Robust Order Management and streamlined grievance tracking

• User-friendly, unified merchant platform replacing multiple communication channels
• Efficient inventory Management
• Effortless, powerful reporting features

• 50% reduction in order processing time
• Enhanced RBI compliance management
• Simplified inventory tracking

DCB BANK

Challenged with fragmented back-office operations across 400+ branches and 35 departments, causing inefficiencies and delayed customer service

Sapphire Impact

Sophisticated Digital Transformation

• Unified three separate mortgage systems into one interface
• Digitized staff travel payment processes
• Streamlined multi-level approvals and documentation

Significantly reduced loan processing time, improved operational efficiency, and enhanced customer satisfaction through seamless, integrated workflows.

Why Sapphire?

Seamless Integration
Integrates well with the enterprise software.

Open & Extensible
Build or customize 3rd party applications on top of ours.

Deep Technologies
Full digital tech stack-based solution – AI,ML, IoT, Analytics, RTLS and Low code

Quick Start
Faster time-to-market in building point solutions for the enterprise.

Real-time insights
Intuitive dashboards with actionable insights

Easy to use
Simple UI and shorter learning curve

AI-powered Orchestration for

"The Connected Enterprise"