Simplex- Services Automation Offerings

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While we continue to build on this foundation, there is a need for us to have a very strong and self-sustaining team to bring in more innovation in our delivery processes. To achieve this ambitious growth, we are in the process of strategic planning and setting targets with a clear vision and tangible goals.

The automation processes for digital transformation

Cost Reduction

- ✓Identify and remove unnecessary steps
- ✓Optimise resource allocation
- ✓Standardisation and repeatability
- ✓Paperwork eliminated

Risk and Compliance

- ✓Identify late actions and non-approvals
- ✓Overlooked tasks and compliance violation
- ✓Enhanced visibility and accountability
- ✓Reduced human error

Increased Productivity

- ✓Execute with speed and agility
- ✓Eliminate repetitive and manual processes
- ✓Empower employees to streamline process
- ✓Improved communication

Customer Service

- ✓Improve customer communication
- ✓Reduce friction and frustration
- ✓Empower employees to better meet customer needs

Why do organisations struggle to digitally transform?

LACK OF ALIGNMENT – on automation goals

70% of enterprises have less than 20% of their process automated

LACK OF RESOURCES – to meet demands of the business

90% of business will be affected by IT Skill shortages by 2023

LACK OF CAPABILITY – in current tools or systems

80% of legacy technologies are preventing digital transformation

Simplex Services

Enterprise automation

AUTOMATION ACROSS YOUR DEPARTMENTS

FINANCE

- Process-to-pay
- Order-to-cash
- Record-to-report
- Vendor Management
- Collections
- Incentive Claims
- Sales Order Management
- Reconciliation & Reporting

SUPPLY CHAIN

- Inventory management
- Demand & supply planning
- Invoice & contract management
- Work Order management
- Returns Processing
- Freight & Transportation record keeping

INFORMATION TECHNOLOGY

- Server & app monitoring
- Routine maintenance & monitoring
- Batch processing
- Access provisioning, onboarding & offboarding
- Password and Account resets
- Backup & restore

HUMAN RESOURCE

- Payroll
- Data Entry
- Employee Processes –Joiners, Movers & Leavers
- Benefits administration
- Recrutment, Resume filtering & screening
- Compliance & reporting

CUSTOMER SERVICE

- Address change
- Password reset
- Payments
- Account Information
- Scheduling appointments
- Order modifications
- Account creation & closure

Automation offerings

AWARENESS

Conduct PA Awareness sessions for Customer business teams

CONSULTATION

Process discovery, analysis and pipeline creation

BOTS

Create Bot Sizing and License procurement

INFRA

PA Infrastructure setup

IMPLEMENTATION

Implement RPA processes

SUPPORT

Postproduction support

TRAINING

Training and Guidance for Customer Team

COE

Help in setting up and running PA COE

Simplex approach to process management & automation

DISCOVERY AND MAPPING

Hard
• Siloed, difficult to document and little standardisation

AUTOMATION

Restrictive
• Relies on heavy coding and bespoke AppDev

TIME-TO-VALUE

Slow
• Cumbersome multi-month and year long projects

ROI

Expensive
• Costly consulting, rigid apps, difficult to scale

Process automation timeline

DISCOVER

Process Discovery

Mine and Identify tasks and processes utilizing advanced AI to understand how work gets done

MANAGE

Process Mapping

Document and Map business processes with tools, process owners and participants

AUTOMATE

Forms and Mobile Apps

Design sophisticated forms for all stakeholders, in the office or on the go

Workflow

Automate advanced processes for people, data and documents

RPA

Drive speed and volume by mimicking most human-computer interactions

DocGen

Create documents with key data and automation quickly and easily

eSign

Design documents with signature-based workflows

OPTIMIZE

Analytics

Improve automation performance and gain insight with process intelligence

Shared Platform Components

Analytics | User Management | Security | Governance

Xtensions | System Orchestration | Connections and APIs | Template Gallery

Our expertise equals your success

Microsoft Tech Stack

Azure, Azure Machine Learning, Office 365, SQL Server, .NET Core, .NET Framework, PowerApps

Data Labs

tableau, Qlik, KNIME, DataRobot, Informatica, R, python

Mobility

android, IONIC, Flutter, iOS, React Native, amazon LEX

Open Source Technology

Java, node.js, Vue, Angular, Redis, AngularJS, React, jQuery, JMeter, kubernetes, docker, APACHE HTTP SERVER PROJECT, nginx

Low Code Platform Support

outsystems, nintex

Headless Commerce

SAP Commerce Cloud

RPA

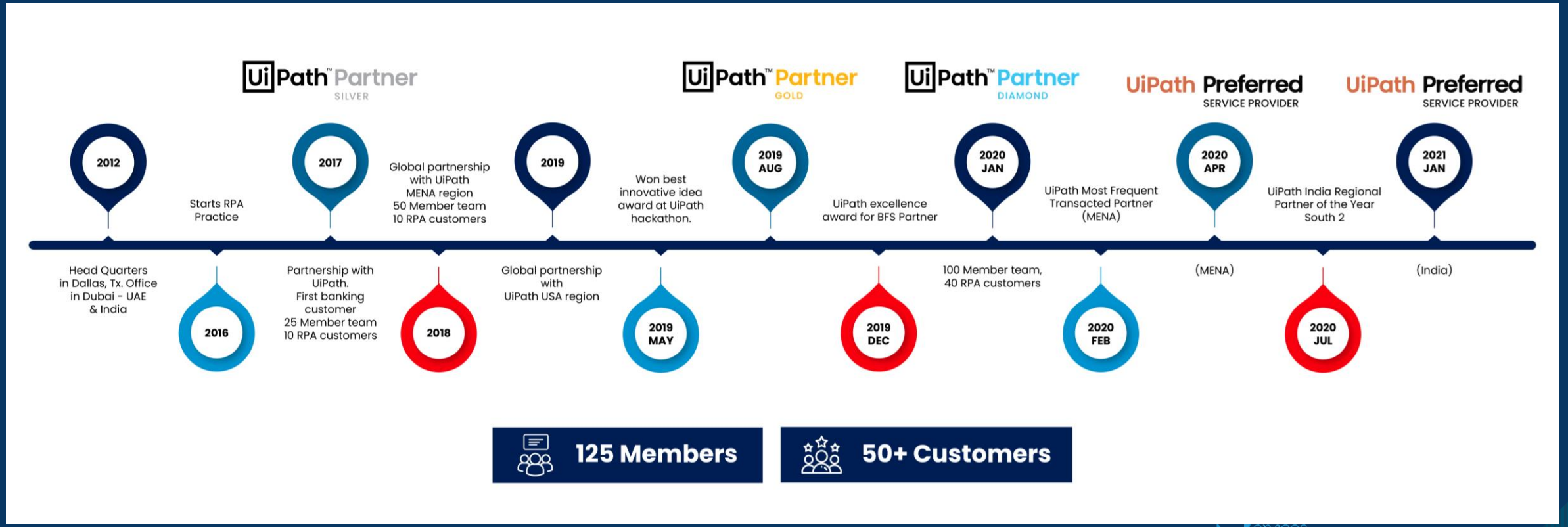
UiPath

CRM

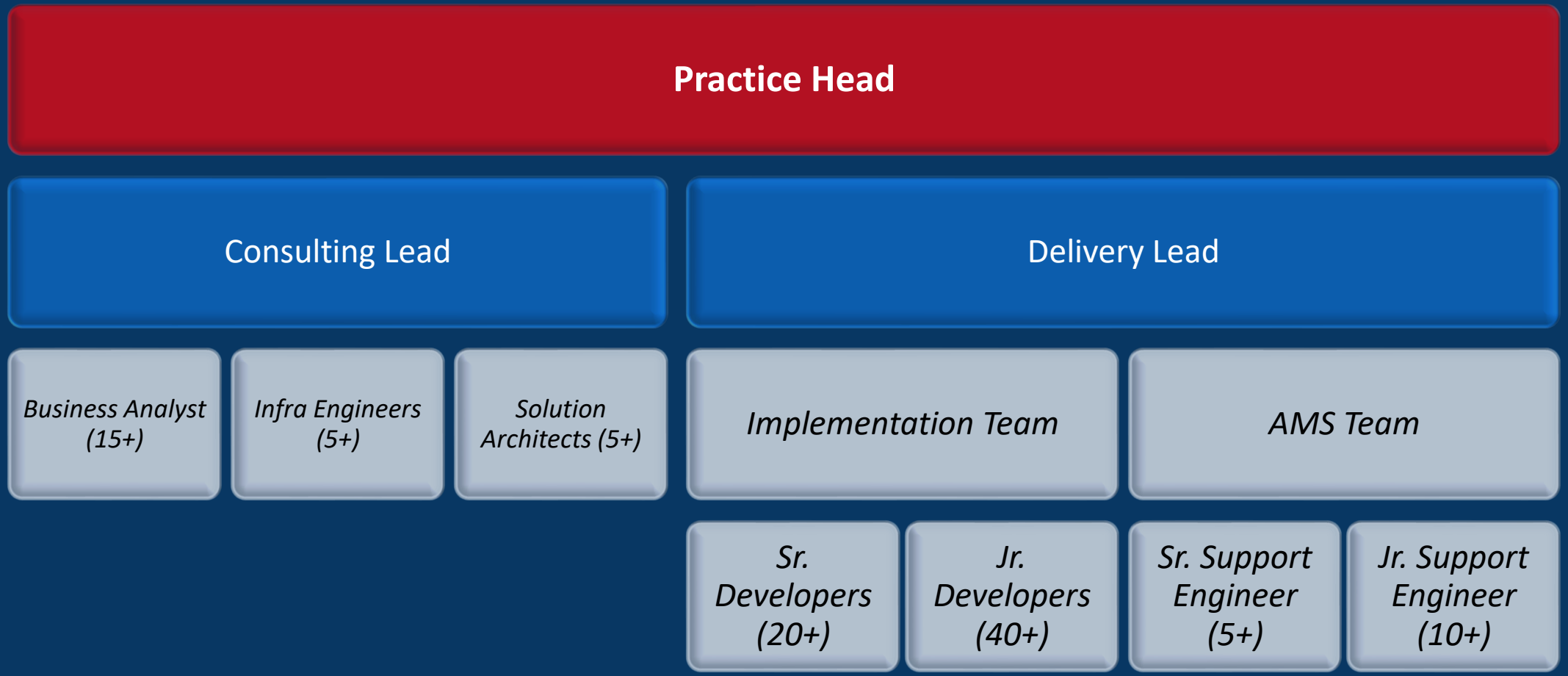
salesforce

Geography wise client base

Our UiPath journey



Team and skills



Journey of RPA CoE

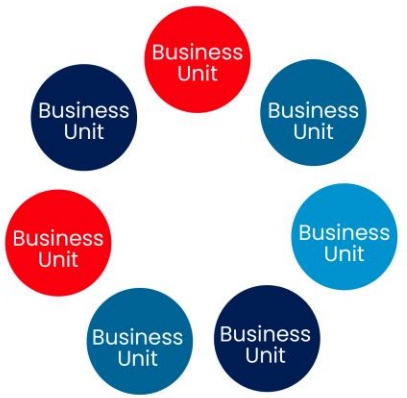
First 6 -12 months of journey

CENTRALIZED
One COE serving all Businesses Units/Functions/Geos

Central COE owns Standards, Governance, Critical Development, Infa & Vendor Management

HUB & SPOKE / FEDERATED
One Central CO, linked with Federal COEs dedicated to Business Units/Functions/Geos

Executives may choose to have separate CO by Business Unit/Function/Geo



DECENTRALIZED
Independent COE for each Businesses Units/Functions/Geos

Please write to us for queries:
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