



Intelligent Front End

Automated Service Desk

- Ticket classification and distribution
- Multi-channel service desk
 - Chat, Email, ITSM
- FAQ Bot

Intelligent Back End

Service requests automation

- Incident automation
- Guided automation
- Semi and fully automated
- Virtual agent with 1500+ IT skill
- Autonomic computing



Inbuilt

- RPA, iPaaS capabilities
- Process studio
- Massively scalable agent framework
- 1500 prebuilt skills for IT
- Multi-threading and parallel processing

Autonomous IT

with AI that understands language of IT



Conversational Al for IT

Machine Learning Prediction for IT

Orchestration

Ready Workflows

Integrated Automation
[RPA | iPaaS | ETL]

Connectors

AutomationEdge Prebuilt Skills and Connectors for IT

Service Management & Applications



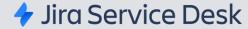


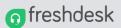














Any System or Application



Monitoring Systems & MDM



















Messaging & Collaboration















Storage



Operating System & Public Cloud





UNIX®











Cyber Security









Virus Total



Database













10,000 + IT tickets solved per month using AutomationEdge

22 FTE

Saving efforts

90%

TAT improvement of in many cases

110

Use Cases Automated

Areas Covered

End User Support, User Access mgmt., Network, Data Center, Security, Application and systems support



