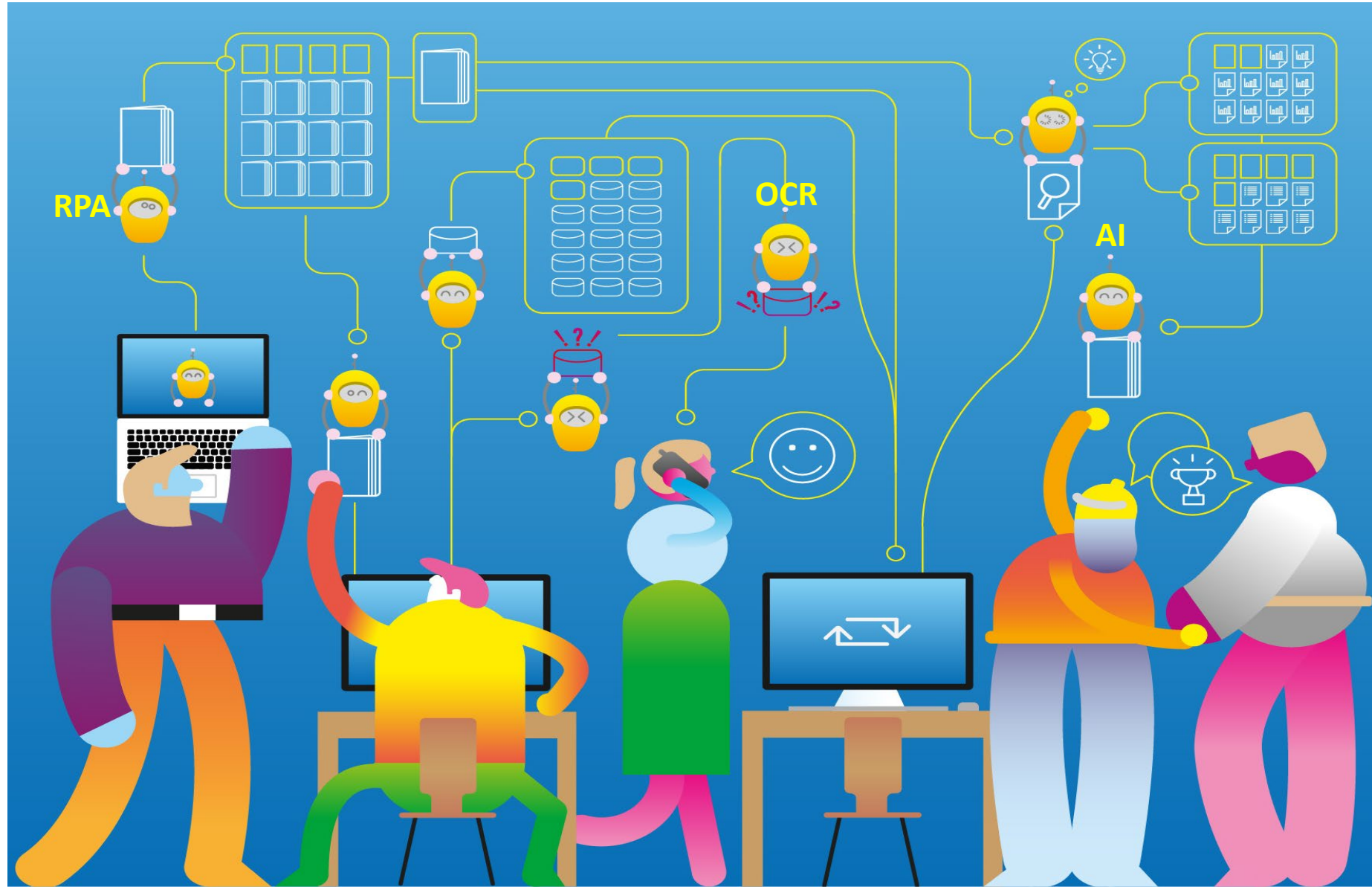# Enate (Robotic) Service Orchestration

Lite workflow & BPM to connect bot & human workers to enable end to end automation

You are already orchestrating

RPA bots are 'task automation' resources which work well for mundane & repetitive tasks.

However: Most RPA routines also program upstream & downstream activity before and after bot 'tasks'

For example
1. Work pickup from multiple sources & bringing it in for processing
2. Prioritizing work execution
3. Exception handling
4. Recovery actions
5. Post execution handoffs for downstream activity
6. Notifications to users of intervention needs, updates etc.

The outcome of this is a complex (RPA) codebase. Any complex codebase is hard to build and maintain.

Enate (Robotic) Service Orchestration externalizes all the above, and provides componentized architecture to address modular, simplified, re-usable design.

This significantly speeds up automation & increases output & ROI.

During development – Speed & Simplicity

By externalizing orchestration with Enate (Robotic) Service Orchestration

Exception Handling Architecture

- Reduce exceptions with validation upfront
- Multiple exception handling options
- Automatic context with exception
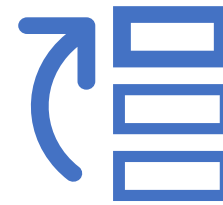- Business user managed

Exception Recovery Architecture

- With built in recovery models let business users flexibly – make changes, re-run routines, human take over etc.
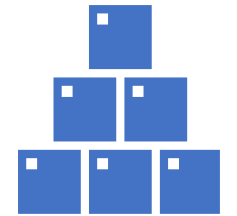
Seamless Task Handoff Architecture

- Automatic task handoffs between bots and humans in any order as many times as needed

Prioritization Architecture

- Multiple Bot task prioritization options driven by business rules

Modular Automation Architecture

- Simpler, modular, re-usable bot routines. Orchestration externalised. Easy maintenance & quick change request delivery
- Transition to other bots easily if needed

During Production – Minimal effort & fast response

By externalizing orchestration with Enate

Minimal Bot Support

- With real-time visibility to business team, minimal bot management overhead
- Minimal communication overhead

Rapid Root Cause Analysis

- Exceptions attached to work-items
- Work item audit trail & state attached
- Exceptions measurements & RCAs

Metrics & Reporting

- Inbuilt reports around bot utilisation, efficiency, throughput, Average Handling Time (AHT), Turn Around Time (TAT) etc.
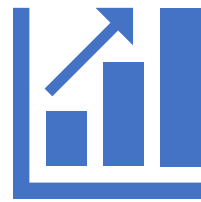- Improve outcomes based on clear analysis

Business Outcomes & value

By externalizing orchestration with Enate (Robotic) Service Orchestration

Better Average Handling Time (AHT)

- Bot AHT improves since bots only execute key flow repetitively

Reduced Turn Around Time (TAT)
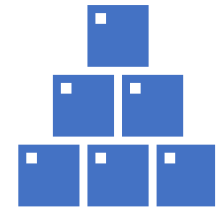
- Reduced AHT improves overall TAT

Increase Volumes

- Do more with less bots

Improve Automation ROI

- Fewer licenses

Multiple Bot Options

- Mix and match bots at different price points & skills

enate

SIMPLIFIED SERVICE DELIVERY

enate