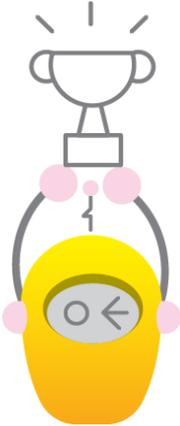


# WHAT IS PROCESS ORCHESTRATION



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# PROCESS ORCHESTRATION



## **Orchestrate work**

Enate is an open platform – plug and play RPA, and emerging AI technologies.



## **to get digital faster**

Enate is agile and live within weeks.



## **and enable RPA at scale**

Enate enables automation at scale by unlocking silos through instant, common governance.



## **through a hybrid workforce**

Enate manages work across a human, robot or hybrid workforce. Keep humans and bots in sync with a 'human in the loop'.

## What is Enate's process orchestration?

The future of work is humans & robots working together. Enate is an open platform that orchestrates work across a hybrid workforce for simple end-to-end processes.

Enate combines all the functionality of ticketing management, case management, work and capacity management, and workflow capabilities along with the real-time performance dashboard reports.

Enate transforms your business whatever stage of automation you're at: human-only workforce, mix of humans and robotic process automation (RPA) bots, or using new artificial intelligence (AI) technologies and digital agents.

Enate can be implemented within weeks. Automated systems can be rapidly scaled up or down to meet demand and new technologies can be seamlessly introduced through Enate's open platform.

Enate is trusted by big brands; our customers include Capgemini, TMF, Utmost Group and Mizuho.

# Enate's key features

**Process orchestration** Manage work across a human, digital or mixed workforce to increase productivity

**Service management** Gain end-to-end visibility and control of service. Automate Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)

**Ticketing and email management** Manage all inbound and outbound emails

**Case management and workflow** Control workflow across multiple locations to global and local standards

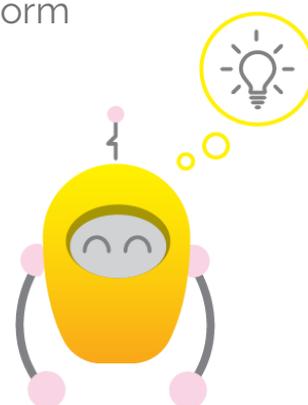
**Workforce management** Achieve oversight with instant, common governance to keep humans and bots in sync

**Open ecosystem** 'Plug and play' RPA and emerging AI technologies without bespoke technical integration

**Governance** Knit people and technology together, keeping a human in the loop to flip back to people when things go wrong

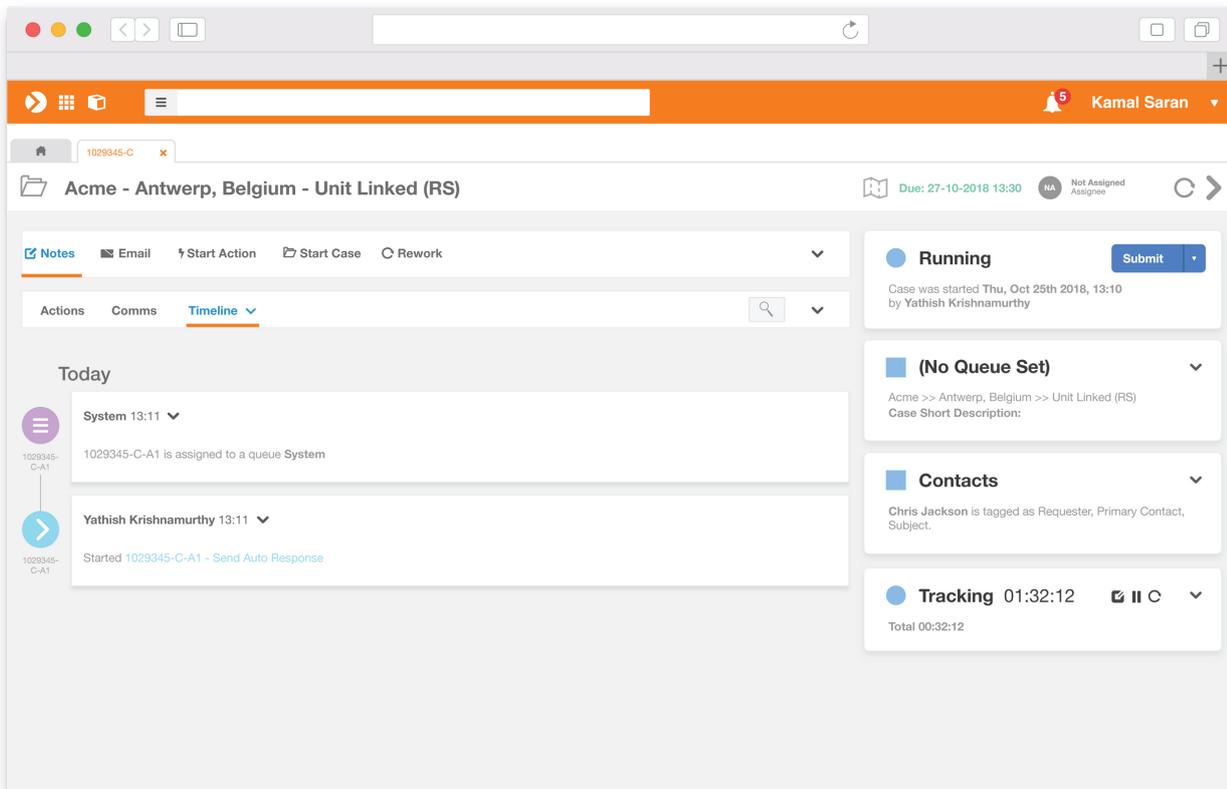
**Management information** reporting Make better decisions with real-time management information - learn what to automate and why

**Agile** Fast-track your digital transformation using an agile platform that's live within weeks



# Our product

Ecate's Software-as-a-Service (SaaS) product has different views for different roles.



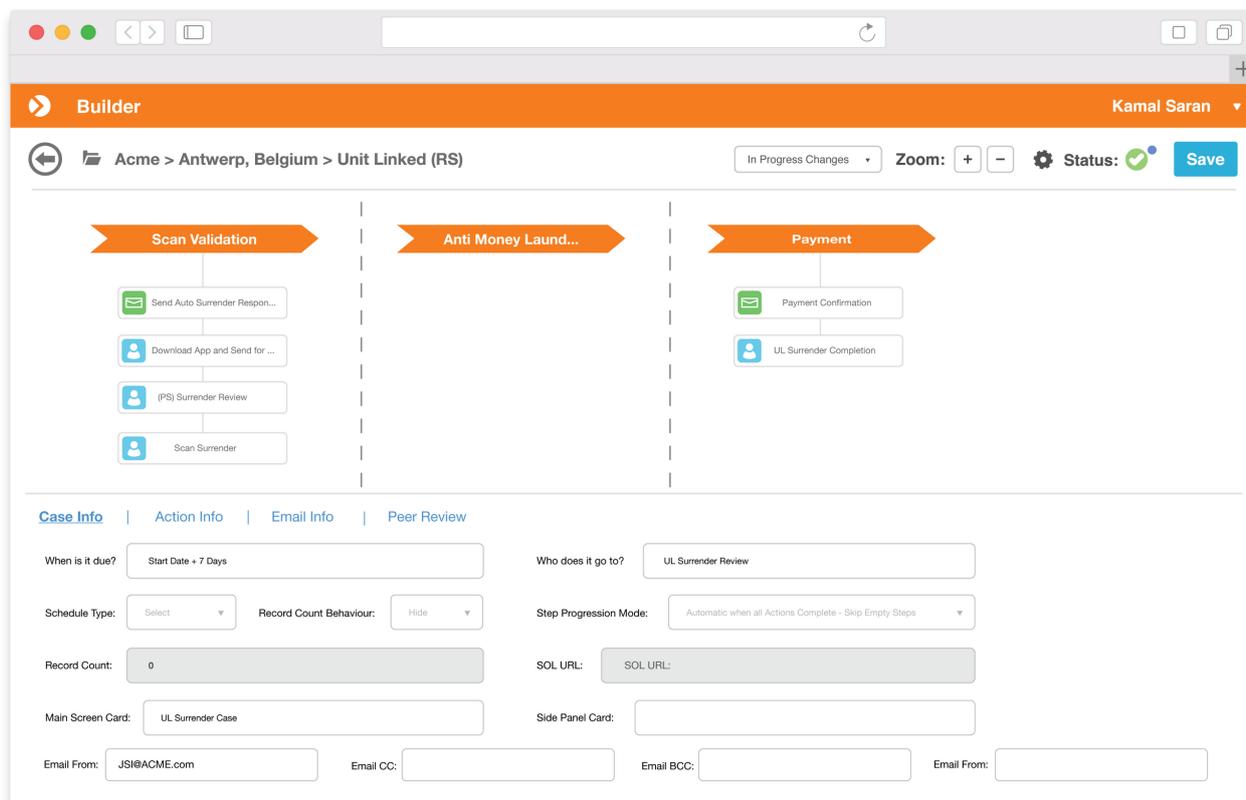
## Work Manager – for team leaders/members, digital agents and operations managers

Work Manager provides an end-to-end view of operations: it shows the work coming in, work in progress, work awaiting execution and the priorities associated with them all.

Work Manager is used by Team Leaders/Operations Managers and members of your service delivery team. Work Manager is where your team gets the work done.

Managers and team leaders control their workforce here, whether that's a human-only workforce or a combined human and digital workforce. People and bots involved in the service delivery handle tickets, cases and perform actions. With visibility of the entire process, managers can make sure the right work is allocated to the right resources at the right time, adjusting where necessary.

- See all the work that needs to be done
- Save time allocating work - easily reassign work if team members fall behind.



## Builder – for business analysts and Centres of Excellence (CoEs)

Enate Builder is used by Business Analysts or people within the Centre of Excellence (CoE) to define and tweak processes that make up a service.

Builder shows where human and bots interchange tasks to deliver an end-to-end service.

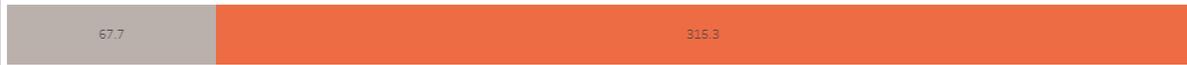
Builder provides the tools to define your services and how they are delivered, easily switching between humans and bots.

You can build the business processes in your service in layers: connecting high-level Steps to more detailed Actions and the rules required for them.

Exclude Skill Type:  Full Working Day Length:

### Business Capacity

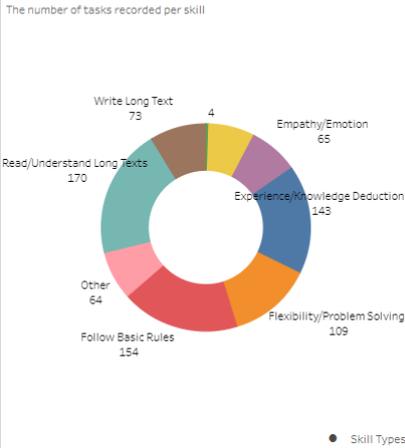
How much unit time has been used compared to available capacity



● Capacity Logged ● Available Capacity

### Number of Tasks Per Skill

The number of tasks recorded per skill



### Cost of Action Per Skill

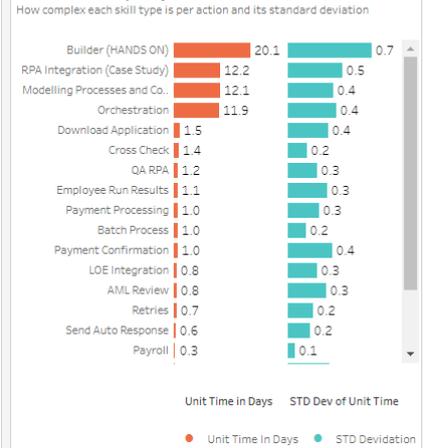
Amount in GBP of Actions per skill type



Unit Time Cost

### Variance and Complexity of Skill

How complex each skill type is per action and its standard deviation



Unit Time in Days STD Dev of Unit Time

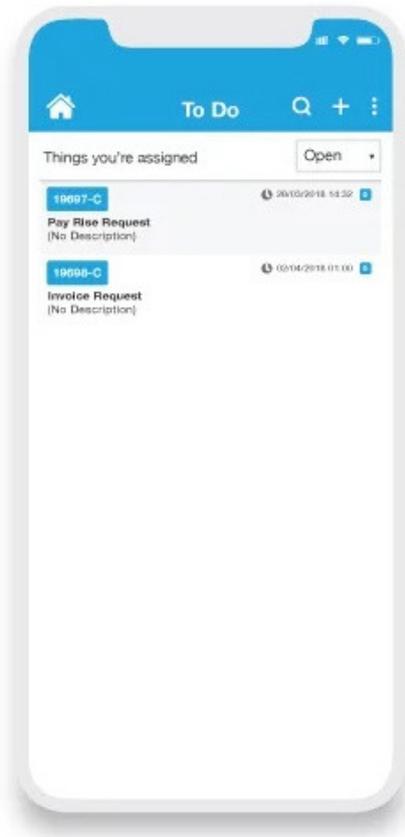
● Unit Time in Days ● STD Deviation

## Dashboarding - for executives, service delivery managers and operations managers

Enate Dashboarding provides real-time analytics to enable performance improvements. Dashboarding is used by Executives and Operations Managers to monitor the overall service operations.

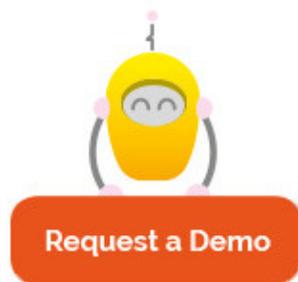
Dashboarding focuses on three types of management information:

- Operational: reporting on service risks to show timeliness, quality, volume, peak times, performance against benchmarks
- Resource: reporting on performance of human and bot resources to show utilisation, defects and productivity
- Directional: reporting on what to automate next to show human by capacity by skill, activity costs and the complexity/variability of actions.



## Self Service - for your customers

Enate's Self Service module allows end customers to start, track and update their requests for a process. Individual Self Service environments can be customised with your branding.



A demo with one of our team will give you:

- An introduction to the power of orchestration in transforming your business
- An overview of the core capabilities of the Enate product across our WorkManager, Builder, Dashboarding and Self Service modules
- An understanding of our agile SaaS platform and implementation process - live within weeks, no costly integration required.

[www.enate.net/request-an-enate-demo](http://www.enate.net/request-an-enate-demo)