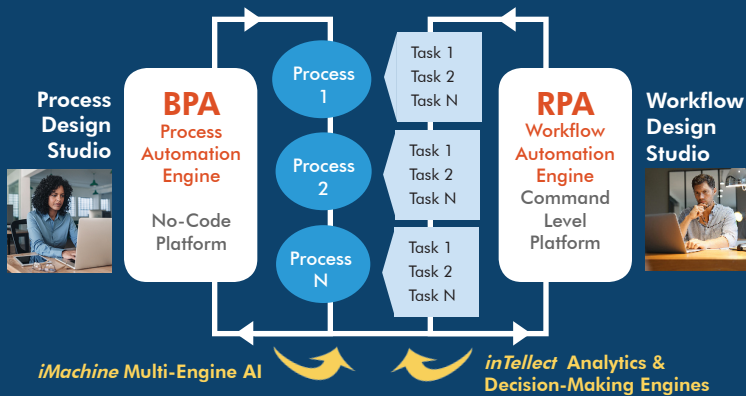


# Our Unique Approach: Unifying RPA + BPA for End-to-End Process Automation

Our unique approach to intelligent automation combines Robotic Process Automation (RPA) with Business Process Automation (BPA). We use RPA to automate tasks and workflows (microlevel automation with low-code capabilities) and integrate multiple RPAs to automate end-to-end business processes (macrolevel automation with no-code capability).

Orchestra™ offers Cognitive Automation by utilizing our multi-engine AI and multichannel analytics and decision-making engines in order to significantly enhance the intelligence in the automation of a process.

## Integrating Business Process Automation & RPA Intelligent, Analytics-driven Automation of Workflows and Processes



### Accounts Payable Example:

Invoice Processing, accounts payable scheduling, and payment disbursement are 3 stages of an end-to-end accounts payable process and represents an organizational function of an accounting department. Each stage can be automated by RPA (microlevel).

Unifying and integrating the 3 RPAs using BPA technologies at the macrolevel delivers end-to-end business process automation.

## Orchestra™ RPA+BPA Automates Workflows & Repetitive Tasks

Orchestra drives significant improvement in productivity and cost reduction by eliminating human errors, latency in task completions, and deficiencies in workflows and processes.

## Orchestra™ Automation Progression

Progressive technologies have enabled automation to evolve from automating simple and repetitive tasks to advanced and cognitive automation of complex workflows and end-to-end business processes.

- It starts with conventional **RPA** that automates repetitive tasks and workflows.
- By adding business process automation technologies, the automation can be expanded to deliver both workflow and end-to-end business process automation (**RPA/BPA**).
- Utilizing Artificial Intelligence (AI) to analyze complex and unstructured data and events, cognitive decisions can be made during the automation, evolving from rules-based RPA/BPA to **Intelligent Automation**.
- Finally, integrating IA with analytics and decision-making engines will offer **Hyperautomation**.

## Workflow Automation for Desktop Transactions

By automating desktop transactions, Orchestra removes the drudgery from repetitive, laborious office tasks and improves productivity by freeing up employees to work on high value activities.

Workflow automation uses technologies such as desktop analytics and employs either screen analysis or APIs. It can automatically monitor the flow of transactions and launch user-defined tasks in real time, resulting in automation of a variety of critical tasks.

- Detection of workflow deviations and critical events
- Transaction quality assurance
- Employee work compliance
- Occurrence of sensitive data
- Real-time coaching
- Launch of the next best action
- Detection of process deficiencies
- Discovery of sales opportunities



## 7 Key Reasons to Consider RPA from OnviSource

Our vision is to democratize RPA, AI and analytics to bring “Intelligent Automation Everywhere in Your Enterprise” for companies and applications of all sizes.

With our reputation of flexibility and agility, we customize Orchestra to connect and interface with third party or homegrown products in order to make our solution work for your specific needs and environment.

### A Unique Approach

Orchestra offers an integrated automation consisting of RPA workflow automation and BPA end-to-end business process automation.

### Orchestra Provides Cognitive Automation

Integrated with our own multi-engine AI, conversational AI and multichannel analytics, Orchestra delivers advanced intelligence in automation of workflows and processes.

### Automation Everywhere in Your Enterprise

Orchestra provides a broad range of solutions in automating key functions in Customer Service Management, Workforce Optimization and Customer Experience Management, including automation in the form of Intelligent Virtual Agent, Desktop Analytics and Transaction Automation, Agent-Attended Automation to augment agents’ performance by automating fulfillment processes, customer surveys and customer satisfaction scoring.

### Highly Competitive Prices

Typically, our pricing is up to 40% less than competitors for the same automation applications.

### Flexible & Simple Price Models

We offer SaaS, software license, or hybrid solutions offered as tiered, fixed, usage-based, or component-based models.

### Flexibility & Agility in Customization

- Customization for features, reports, interfaces, etc.
- Flexible and responsive by offering standard or customized deliverables

### Free Pre-and-Post Sale Programs

Consultation, POC, and 30-day on-boarding and operation assistance at no cost.



## Orchestra RPA Supports a Variety of Enterprise Processes & Functions

- Desktop Processes
- Mainframe Processes
- Enhances Customer Self-Service
- Provides Real-time Employee/Agent Guidance
- Identifies and Prevents Fraud
- Monitors Compliance
- Scores Sales Leads
- eCommerce Activities



## Design & Development Features

Orchestra provides a broad range of standard functions; as well as the capability to customize functions.

Orchestra **RPA offers a low-code design studio** that uses command-level scripts to configure workflows and apply services.

Orchestra **BPA offers a no-code environment** that uses drag-and-drop functionality to enable users to design a process for execution without requiring knowledge of programming or scripting.

Orchestra supports both **system level and workflow level exception handling**. When a bot fails or stops due to a system-level issue, Orchestra launches notifications and error messages. Additionally, exception handling modules can be inserted into workflows to maintain progress under varied workflow conditions by triggering an action to handle the exception.

Orchestra offers a **real-time dashboard** for monitoring bots and workflows as they run; as well as displaying the status, type of bot and more. Orchestra also offers **messaging services** that can establish communications between entities and employees.



Intelligent Transformation beyond Intelligent Automation

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