

INFOSYS SMARTMAP – MICROSOFT AUTOMATION PLATFORM

Infusing Automation and
Intelligence in your IT landscape





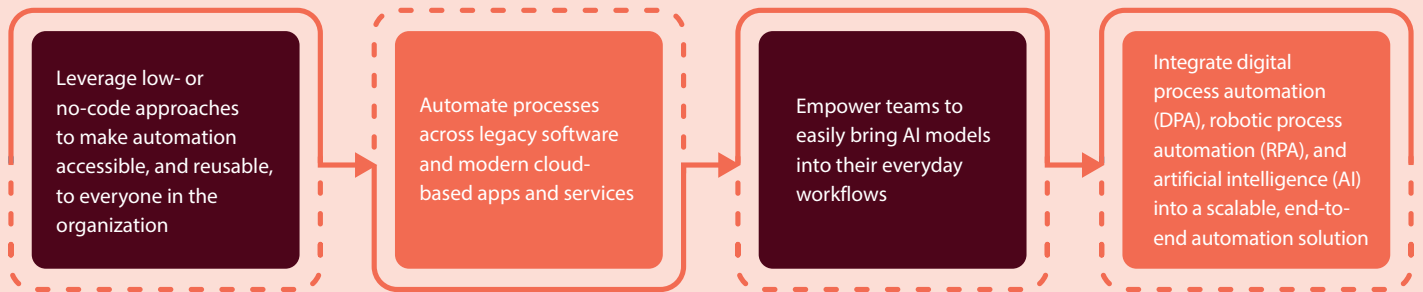
Infosys SmartMAP platform is built on Microsoft Power Platform. This platform caters to all your RPA (Robotic Process Automation) needs. Because of its non-disruptive nature, organizations can increase their efficiency, productivity, security, and accuracy in the space of automation. The platform doesn't necessarily change your landscape instead comfortably sits with your legacy systems which in turn helps with automation and infusing Artificial Intelligence by using the range of SaaS AI services that are available.

Industry Trends:

- Intelligent automation in the next game changer in the space of RPA. You can combine the rule-based RPA with various Artificial Intelligence or Machine Learning services to radically change how the RPAs are used.
- Growing demand is to move towards a low-code no-code solutions even for high end automations. This helps even citizen developers to automate, decrease time to market and easily perform maintenance.
- It's the need of the hour to invest in cloud. The huge demand for RPA to process large data and reduced infrastructure setup cost can be easily met with cloud automation platform.
- RPAs are increasingly being used for reducing the paperwork. Trend of RPA being used to extract, filing and processing data e.g., invoices, reports etc.

Infosys Solution

Infosys SmartMAP platform powered by Power Platform allows customers to address all their automation challenges.



Digitization

Automate workflows across the variety of modern cloud services that workers use every day.

This API-based approach lets you automate workflows between applications and services, sync files, get notifications, collect data, and perform other common tasks.



Robotization

Automate processes & exchange data with legacy, on premises software that is still essential in many enterprises. This UI-based approach turns manual tasks into automated workflows by recording & playing back human driven interaction with software systems that don't support API-based automation.



Cognition

Integrate AI models into your workflows with a low-code approach.

Using capabilities like form processing, object detection, prediction, and text classification, this approach allows for the automation of unstructured inputs.



Value Proposition

Infosys SmartMAP platform offers automation across categories. Automations can be built and tailored to any industry, function, or line of business.



Commercial Functions

Sales, Marketing, CRM, Service



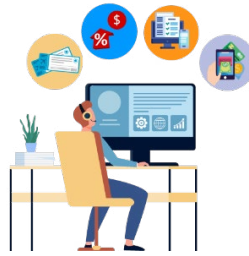
Support Functions

Tech Support, Technology, Finance, HR, Operations, Procurement



Industry Specific Activities

Banking, Insurance, Telecom, Retail, Manufacturing, Healthcare, Government



Data centric Backoffice Processes

Data Migration, Data Updates, Document Processing, Report generation and dissemination



Personal Productivity

Daily data entry, Automatic email acknowledgement



Features and benefits:

These salient features of the solution make it user friendly and perform intelligent automation with minimal IT support.



Hundreds of Trigger

300+ triggers to start your cloud flows. Choose from manual, scheduled and automated triggers.



Seamless Integration

Seamless integration with Microsoft stack with Azure, PowerApps, Office 365, Power BI, Dynamics etc.



Share flows like documents

Spread the technology by the way of collaborating with others. Share your work as templates for others



Enhanced user experience

No limits. Highly extensible with support for MS stack connectors, 3rd party pre-built/custom connectors, multi-steps, branching, loops and much more.



Thousands of Actions

Choice of thousands of pre-built actions to choose from ranging from cloud to on premise.



Built-in Data Platform

Dataverse provides a universal support to all your database needs whether it be configuration, history, transactional, operational etc.



Data Connectivity

Infuse business process automation to 270+ services with their pre-built connectors from AccuWeather to Zendesk



Intelligent Automation

Take a leap of Artificial Intelligence with AI Builder to deal with unstructured data without investing in core Machine Learning skills.

Benefits

Infosys SmartMAP platform offers automation across categories. Automations can be built and tailored to any industry, function, or line of business.

Increases Efficiency

RPA keeps working all the time and doesn't require a rest or a breather. It can process mammoth number of tasks in small span of time.

Increases Security

Bots are designed to perform a unit task at a time. Hence one bot outflowing into the responsibility of another bot wouldn't happen. This makes sure that access of your bot are documented, tightened and controlled.

Non-disruptive

With nature of low code technology for the RPA, its not very difficult to implement RPAs. Neither does it disrupts your existing IT landscape or infrastructure. At times RPA comes to the aid of legacy system by augmenting their lifetime.



Increases Productivity

RPA makes your users/employees much productive and which in turn, enables organizations to avoid future expenses. Thus, an increase in overall employee and business productivity.

Enhances Accuracy



RPA is a rule-based automation. More accurate the processes defined by your business more accurate the RPA would be. This helps in making the RPA error free thus avoiding human mistakes.

Boosts Scalability

With RPA you can build any number of bots to support as many tasks as possible. You can adjust your army of bots to any kind of tasks – however small or big it be. Thus, it suits even smaller organization to meet their needs.

Case Studies:

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Success Stories		
	<p>A multinational beverage corporation</p>	<p>Infosys has done multiple automations for this customer ranging from handling service tickets related to SAP data update, unlocking user account, invoice report process where user can submit their request in SharePoint, workday update process, automation in the space of hiring where finalized candidate records are moved from third part system to internal systems, integrating with SAP for recipe creation to save cost to build custom integration etc.</p>
	<p>A non-alcoholic beverage bottler</p>	<p>RPA helps in batch processing of promotions for the customer. Approx. 36,000 promotions are set up in SAP every year. RPA processes promotions for certain products for number of customers which are received in the excel over the mail. This excel sheet is further processes further using the macros by splitting the excel into multiple workbook based on predefined business rules. Individual excel sheets are then uploaded in SAP for setting up the promotion for the customers. This RPA saves more than 800-man hours in a year.</p>

About Microsoft Business Apps Services Practice

The Microsoft Business Applications Services Practice at Infosys provides end to end holistic business solutions built on Dynamics 365 Suite and Power Platform.

Our services go beyond traditional EN' and CRM to provide next-gen digital customer experience solutions helping clients accelerate towards a smarter

enterprise by delivering exceptional value through offerings built on Platform of Possibilities 2.0:



For more information, contact askus@infosys.com



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