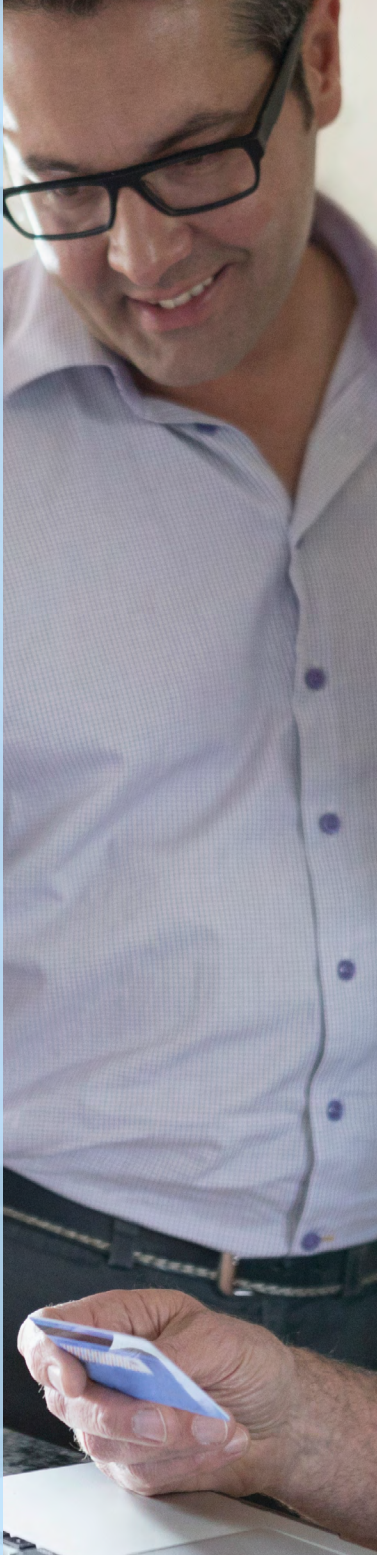


**ACCELERATING
BUSINESS PROCESS
TRANSFORMATION
WITH PROCESS
EXCELLENCE (PRX)
BY INFOSYS**



Digitalization is a fundamental reality of today's business. In this volatile world, digital technology is the way forward to achieve agility and organizational resilience. 62% of businesses believe their primary objective for the year is to optimize processes and adopt automation. Industry is increasingly convinced that process excellence is the key to achieving quality, productivity, and efficiency targets as well as ensuring healthy return on investment (ROI) on automation investments.

There is no doubt that a perfectly modelled, streamlined process improves operational efficiency. But it cannot organically keep up with the exponentially growing needs of the work, workforce, and the ecosystem. As enterprises evolve and adapt, optimizing the processes that sustain them becomes increasingly important. This in turn can significantly enhance the experience of our clients, strategic partners, and various other stakeholders.

Infosys Process Excellence Suite

Process Excellence (PRX) by Infosys combines best-of-class mining, modeling, and intelligent automation capabilities augmented with fluidity process accelerators that make the digital transformation roadmap of customers a continuous journey with predicted process transformation opportunities.

Process Excellence (PRX) by Infosys is a powerful solution suite that can help enterprises achieve excellence and efficiency within their existing process landscapes.

Some interesting data on what enterprises are seeking from multiple opportunities for automation:

- 40% enterprises want increased process efficiency
- 16% seek enhanced customer experience
- 10% require solutions for cost reduction
- 8% want to drive improved quality compliance and risk mitigation

- 26% are sharply focused on improving productivity especially for high-value tasks

Typically, no single technology can address these challenges across end-to-end processes. PRX has been designed to fill exactly this gap.

In the pursuit of operational and organizational excellence, businesses engage in periodic process optimization efforts. However, process excellence cannot be achieved by executing optimization initiatives in batches at multiple intervals. An effective process optimization journey needs to follow an end-to-end transformation to achieve maximum benefits for businesses and their customers.

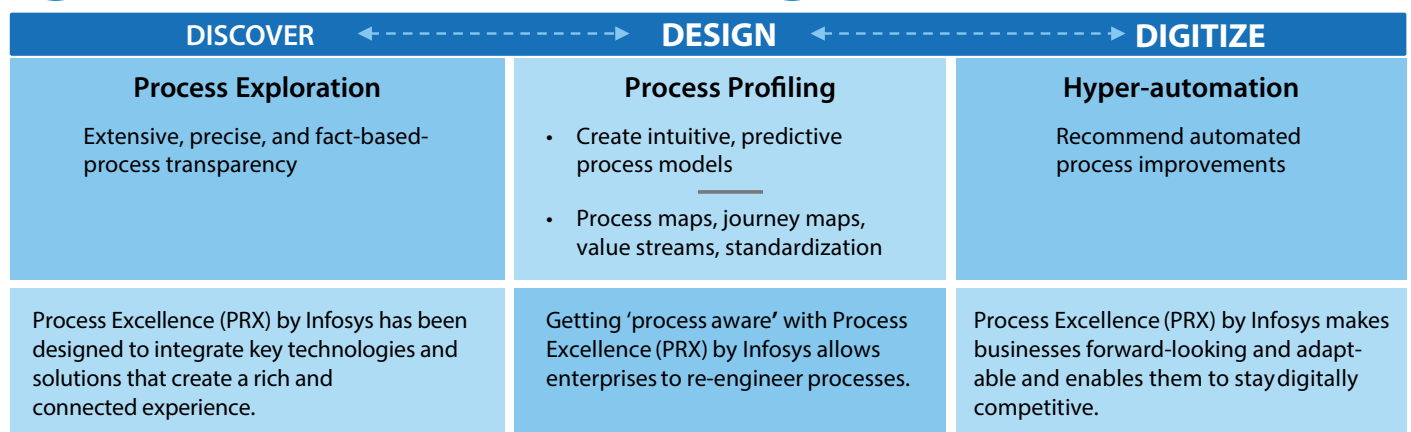
PRX was envisioned as a strategic responsibility to function as a catalyst for enterprise-wide process transformations.



Process mining, ABPD, task mining, AI, ML driven insights and decisions, digital twins



Workflow automation, RPA, intelligent document processing, data sensing, emerging technology



An Emerging Trend in Business Value Transformation - Process Transformation

Process excellence is expanding across all functional areas of businesses and geographies, and executives see it as a means to sustain business growth and enhance customer satisfaction. Most practitioners expect process re-design work, process improvement initiatives, and customer-centric process management to be the primary emphasis.

At Infosys, our go-to-market approach has always been to reinvent ourselves and our solutions in response to market trends. In line with our larger vision, we have established process excellence as a service offering that can assist enterprises in amplifying customer delight through improved product quality and efficiency.

Process transformation strategy

Process transformation is the single and definitive solution to a multitude of business challenges. Process transformation strategy is a significant focus area for organizations as they prepare themselves to be process-agile, find breakdowns quickly, and act faster than ever to fix them. Multiple fractured transformations cannot be driven to reach a strategic enterprise goal like process re-engineering. To get the best outcomes, you must find an all-encompassing approach that can solve various process-related problems in a collective and sustainable manner.

Infosys PRX is an evidence-based, technology-driven collaborative process transformation suite that can be a viable solution for a variety of business scenarios.



Process Excellence (PRX) by Infosys - Capabilities

PRX can scale itself to be an organizational solution for process transformations. PRX benefits from the convergence of intelligent automation, process mining, digital twin-referenced modelling, and low code for the best possible outcome, yielding efficiency and optimization across the entire process lifecycle.

PRX adoption can benefit any type of transformation scenario such as core operational process transformations (O2C, C2C, A2R), talent management, procurement, supply chain management, customer service processes, sector-specific processes (such as underwriting), legal, healthcare, sales, marketing, communications, tax, ESG, and digital transformations focused on technology.



Customer Service Excellence

PRX brings the power of HX to drive Human-Centered Experience design that unleashes the process perspectives across personas from an operational and engagement stand-point to build insightful customer journeys.



Operational Excellence

Using mining and modelling to capitalize on the power of process management PRX enables end-to-end visibility within business processes, which can enable in further process harmonization and standardization across business functions.



ERP Improvements

Discovering opportunities to enhance the process and experience without radically overhauling the infrastructure and incorporating digital intelligence for long-term growth



Fluid and Fast Automations

Workflow automation with cutting-edge tools and low-code platforms, data digitization, and effective process and technology integration create work and workplace efficiencies, offers value-gain terms of analytics, insight, & the potential for increased automation



Risk, Compliance & Governance

PRX contributes to the creation of a reliable and predictable process environment, allowing compliance infractions to be discovered and risks to be handled quickly. It is a key driver in seeing the ecosystem via processes and thereby enhancing ESG reporting.

PRX can help:

- Automate business process discovery (mining) to aid process visualization
- Design and model processes that help simulate ideal process versions and alternative approaches
- Drive hyper-automation powered by low code and augment human-in-the-loop work
- Build cognitive process intelligence that provides automated process recommendations

Process Excellence (PRX) by Infosys - Business Value

- PRX contributes to increased customer satisfaction and experience by assessing consumer journeys with the same focus as that for business processes
- The adoption of PRX for real-time (machine) analysis of production, processes, and core operations enhances supply chain resilience
- PRX fosters environmental standards, sustainability, and social governance by establishing an efficient analytical and reporting system
- With its potential to bring together data mining, modeling, automation, and low code, PRX is a significant enabler of strategic transformations, business model innovation, and operational optimization

USP for Process Excellence (PRX)



Customer Service Excellence

PRX harnesses the power of HX to drive human-centered experience design, allowing process insights to be unleashed across personas.



Operational Excellence

PRX provides end-to-end transparency within business processes, allowing for increased process harmonization and standardization.



Compliance and Governance

PRX helps to establish a stable and predictable process environment that makes it possible to identify compliance violations.







Fluid and Fast Automations

Multiple technologies coming together can result in value gains in terms of analytics, insight, and the opportunity for more automation.



Scaling Across Multiple Business Segments

We have successfully executed PRX transformation programs across multiple functional areas discovering prospects for intelligent optimization.

			
Financial Services	Manufacturing	Telecom	Utility & Services
<ul style="list-style-type: none"> • Customer Onboarding • Credit Application • Underwriting Process • Claims & Incident management • Customer Application 	<ul style="list-style-type: none"> • Procure to pay • Order to cash • Accounts Payable • Accounts REceivable • Production Planning 	<ul style="list-style-type: none"> • Contract management • Order to Activation • Customer Journey / Porting • Customer Service management 	<ul style="list-style-type: none"> • Meter-to-Installation / Cash • Market Communication • Treasury management • Financial Reporting • Record-to-Report

PRX addresses a wide range of process transformation business cases, including, but not limited to, the following:

- Process optimization efforts targeted at reviving cost and quality
- Supply chain transformations directed at overcoming economic retrenchments in certain economies or at gaining intelligent process insights to help eliminate process frictions and variances
- Transformations in workforce management that seek collaboration, automated decisions, and process exploration options that are strategically intended to analyze the big picture and automate successfully
- Discovering the main causes of execution gaps, challenges, and sub-optimal performance in the process value chain to revitalize the core business
- Process improvement implementations that strive to gain control of process interactions across several systems, operations, and business domains to drive sales performance



The Process Excellence (PRX) by Infosys - The advantage

PRX outperforms on several critical business outcomes, including:

- Process simplification that has inherent benefits in optimization, harmonization, and standardization
- Technology simplification by adopting the right product landscape and driving meaningful automation
- Experience amplification through friction-less and variance-free customer journeys

PRX strengths and value-added benefits:

- A wide suite of sub-offerings catering to the end-to-end transformation journey
- Large ecosystem of market-leading product partnerships that provide futuristic abilities
- Augmented by Infosys differentiated platforms such as LEAP, Cortex, Digital Backbone, Helix, API Fast Lanes, and HX by Wongdoody
- Low code centers of excellence (CoE), process CoEs, IPRR (process repository), Wingspan learning, citizen development frameworks, and ESG integration frameworks

PRX perspectives across enterprise business functions



PRX ensures that every event, activity, and action in a process adds value to the business through its quality and that it continues to grow capabilities that are necessary for reaching the targeted business outcome.



PRX provides a clear understanding of what the process should look like and what it will be capable of. Enterprises can automate at scale and provide outcomes as part of ongoing process improvements with PRX.

Operations Head

"PRX enables the flexibility of our products and services by sustaining and promoting a process-first culture that is resilient to market changes. It maximizes productivity and worker efficiencies by consistently putting customers first."

Customer Service Lead

"PRX captures, integrates, and analyses massive scales of customer data in order to discover patterns and insights across numerous digital processes and helps produce the finest business outcomes and end-user experiences."

Chief Automation Officer

"With PRX, you can be confident that the process transformations we perform result in the most efficient process possible by leveraging a range of optimal technologies tailored to individual needs."

Process Excellence (PRX) by Infosys offers a unique value proposition by supporting end-to-end transformations that span across process transparency, visualizing process improvements, embedding process intelligence, and driving change through automation. We have partnered with leading enterprise business architecture mining and modeling, automation, and low code software organizations to accelerate your process transformation journey.

Connect with us to know more about the Process Excellence (PRX) by Infosys offering.



For more information, contact askus@infosys.com



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