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# Automating Processes

Back-office Automation and Conversational Automation

# Introduction

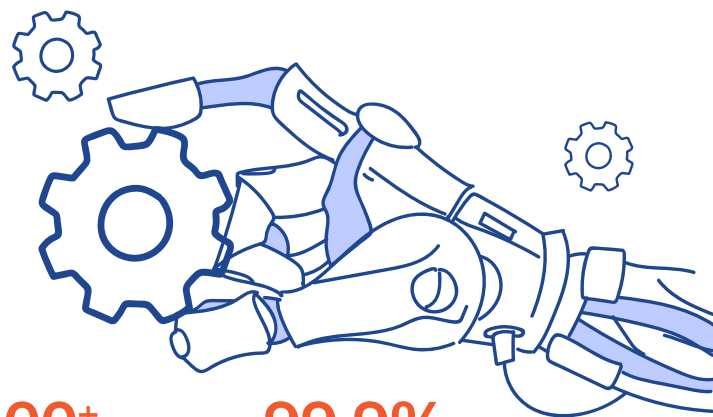
Automation is fundamentally changing the way we live. From the way we communicate to the daily decisions we make and our societies are now underpinned by automated processes driving efficiency and fluidity.

Modern day customers are no different and expect a streamlined customer experience experience augmented by intuitive and easy-to-use technology. This inherent customer desire coupled with ever changing customer demographics and preferences are propelling brands to focus on creating a highly differentiated customer experience. Moreover, the need to comply with dynamic regulations is further forcing them to introspect and re-look at their operating structures.

One of the obvious ways to manage costs, increase productivity and enhance customer experience is to drive operational efficiency. Organizations are increasingly turning towards automation to optimize their business processes and re-envision opportunities to employ human capital strategically. This is where IGT's Automation Centre of Excellence (CoE) plays a vital role by providing a spectrum of automation services and solutions to our customers both for back-office automation (RPA) as well as conversational automation (Chatbot & Voicebot).

## Automation CoE at IGT

IGT Automation CoE is helping companies worldwide to create business efficiencies, cost savings, augment employee productivity and improve customer engagement.



**3.5M**

USD Savings

**150k**

Hours Savings

**100+**

Bots (RPA)

**99.9%**

Error Free

**10+**

Chatbots

**5k+**

Industry Specific Utterances

**25%**

Volume Shift of Calls

### Areas of Automation

#### Business Functions

- Booking
- Rebooking
- Refunds
- Claims Management
- Content Management
- Notifications
- Reporting
- FAQs/ Enquiries

#### Support Functions

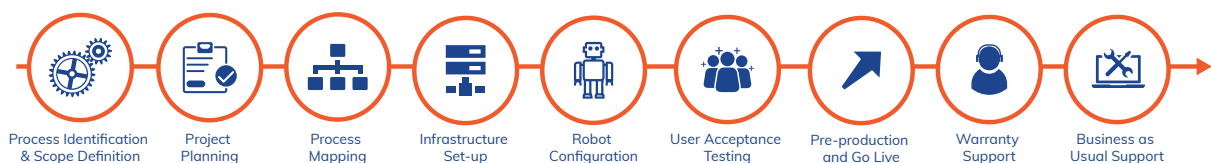
- Finance and Accounting
- Procurement
- Audit and Compliance



## Methodologies and Frameworks

For all automation engagements and initiatives, IGT Automation CoE leverages its proprietary automation methodology “iTRIP” and library “dWizard” that results in minimum disruption, maximum integration and quick ROI.

**iTRIP:** IGT’s proprietary methodology which is a blend of industry best practices and learnings from multiple “consulting to commissioning” programs that have been implemented across its customer base. The nine phase “iTRIP” Automation Methodology is designed to take the customers from an initial exploratory stage in their automation journey to a business as usual Automation Factory Setup and by setting up a Centre of Excellence for enterprise wide cross functional adoption.



**dWizard:** IGT’s proprietary “Reusable Asset Library” which consists of reusable components that are created and deployed across the automation projects to exponentially increase and streamline new deployments.

## IGT Automation Offerings

 **Automation Consulting Services**

- Automation Maturity Assessment
- Financial and Technical Feasibility
- ROI and Business Case Development
- Automation Centre of Excellence Roadmap

 **Custom Bot Development & Deployment**

- Assisted and Unassisted Bots
- Hybrid Bots
- Cognitive Bots
- Support and Maintenance

 **Automation Testing & Monitoring**

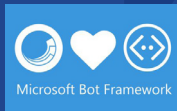
- QA Bots for Validation
- Manual Validation
- Code Reviews and Corrections
- Bot Performance Monitoring, Optimization & Reporting



## Industry Solutions

- Customizable Refunds Processing Bot
- Business Insights Bot
- Invoice Processing & Posting to SAP – IQ Bot
- FAQs Conversational Bot
- Booking Conversational Bot
- Rebooking Conversational Bot
- HR4U- Employee Self Service Conversational Bot

## Partners and Enablers\*



## Cognitive Capabilities

- Natural Language Processing (NLP)
- Optical Character Recognition (OCR)
- Speech Recognition & Transcription
- Machine Learning

## IGT Solutions Pvt. Ltd.

Corporate Office:  
Echelon Building, Plot No-49, Sector-32,  
Gurgaon-122001, Haryana, India

[mktg@igtsolutions.com](mailto:mktg@igtsolutions.com)  
[www.igtsolutions.com](http://www.igtsolutions.com)