

Possibilities Unlimited

# AssistEdge 20.0

Powering AI-first automation



Brochure

# A connected ecosystem is vital for accelerating digital transformation.




## Challenges

Enterprises have taken a fragmented and short-sighted approach to automation. Organizational silos, lack of process insights, inability to democratize, and other operational challenges keep enterprises from maximizing ROI. To take automation to the next level, enterprises need a comprehensive automation platform to optimize processes, foster collaboration between human and digital workers, and achieve transformation at scale.

# Achieve enterprise scale, accelerate business transformation, and be future-ready with AssistEdge 20.0

## Solution

AssistEdge 20.0 is an **AI-first automation platform** that brings future-ready capabilities for enterprises to scale their automation, increase the scope of automation and augment the future of work.

 <b>Scale</b>	 <b>Scope</b>	 <b>Augment</b>
Leverage process discovery and intelligence to identify, prioritize, and optimize automation opportunities.	Expand automation coverage with Automation CoE cockpit to capture and track automation ideas.	Empower users to integrate Generative AI models with automation for accelerated growth.
Reduce manual efforts by automating the end-to-end automation journey.	Unlock multi-dimensional insights from complex documents with intelligent document processing.	Improve workforce productivity with proactive, contextual, on-demand intelligence and achieve faster turnaround time.
Reduce overheads with flexible SaaS deployment, and easy migrations.	Reduce automation footprint and improve operational efficiency with Green RPA.	Intelligent workflows and decision-making models for straight through processing.

# An AI-first future-ready automation platform

## Features

**In-Process AI:** Increases agent productivity with suggestions for the next-best-action, customer sentiment scores, and integrated knowledge management.

**Generative AI connectors:** Enables users to leverage Generative AI models and integrate them with process automation.

**Agent work insights dashboard:** Deep work and workforce productivity reports and insights, including productivity snapshots and team leader boards.

Augment  
Future of  
Work

Scale  
Automation

Increase  
Scope

**SaaS Platform:** Cloud-managed, multi-tenant RPA platform with automated infra-scaling, server setup, and flexible deployment.

**Automated scaling:** Predictive bot scaling and management for customer needs, including automatic bot upscaling, downscaling, and management.

**Automated quality assurance:** Auto-validates automation design and execution, streamlines testing, and eases migration of test cases and reports.

**Automated bot resilience:** A central dashboard that automates bot health management and provides intelligent insights on failure analysis

**Automation Center of Excellence (CoE) cockpit:** A central dashboard captures automation ideas across the line of businesses and tracks the journey from ideation to execution.

**Green RPA:** Pioneering feature that provides insights to build sustainable automation by improving process, robot, and machine efficiency and optimizing operations.

**Intelligent workflow:** Seamlessly connects applications, business rules, ML models, bots, and humans-in-loop, for easy process orchestration.

**Micro AI:** User-friendly interface for running pre-trained and custom machine learning (ML) models, delivers rapid and precise data-driven insights.

**Reusable rules engine:** Reusable business rules engine that is Decision Model and Notation (DMN)-compliant and increases process efficiency.

**Built-in intelligent document processing:** Extracts multi-dimensional insights from complex and unstructured documents.

## A large Australian bank discovers processes 80% faster and scales its automation program

A large Australian bank wanted to identify and prioritize the right processes for optimization and/or automation opportunities, to maximize their automation ROI. AssistEdge's best-in-class task mining capabilities delivered a data-driven approach to automation, that improved the speed and accuracy of process discovery by 70 – 80%.



[Get the full story here](#)



### Forrester RPA

EdgeVerve recognized as a Strong Performer in The Forrester Wave™: RPA, Q1 2023



Want AssistEdge 20.0 to turbocharge your digital transformation and get you on the highway to becoming a Connected Enterprise?

Get in touch [contact@edgeverve.com](mailto:contact@edgeverve.com)



#### About AssistEdge

AssistEdge, the cohesive automation platform brings to life your vision of building a connected enterprise - connecting people, processes, and data. It offers enterprises a comprehensive suite of products enabling them to drive process discovery, intelligent automation, and digital workforce orchestration enterprise-wide. Consistently rated as a leader, AssistEdge supports over 100 global customers in their automation journey powering some of the largest global automation implementations.

EdgeVerve. Possibilities Unlimited.

[www.edgeverve.com/tradeedge](http://www.edgeverve.com/tradeedge)



#### About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more. Visit [www.edgeverve.com](http://www.edgeverve.com) to know more.

EdgeVerve. Possibilities Unlimited.