

Lithe Intelligent Automation

Digital Process Automation

Lithe Intelligent Automation platform allows large enterprises, BPOs and Shared Service Centers to automate document-intensive processes at scale while efficiently supporting process variants for each customer, region or subsidiary. The platform combines RPA, AI, BPM, Intelligent Document Processing, Analytics and Customer Experience Management in a single offering..

Who Benefits

Lithe Intelligent Automation has the scale and flexibility to meet the processing requirements of large enterprises who serve many customers with differing and evolving needs. The Lithe platform allows efficient and fast variation of an enterprise's standard process so that new customers can be onboarded quickly and emerging customer needs can be continually met.



Business process outsourcers (BPOs) and shared service centers (SSCs) use Lithe Intelligent Automation to efficiently execute standard processes that allow customer-by-customer variation. For example, a standard invoicing process delivered by a BPO can deliver invoice line item details to one customer but provide only header-level invoice detail to another, all while using a standard process in a multi-tenanted technology implementation.



Large enterprises that run standardized business processes in different departmental, subsidiary, geographic, or legislative contexts use Lithe Intelligent Automation to manage variations in each context while consolidating results and analytics quickly. For example, a global corporation can execute its standard employee benefits processes in multiple countries while meeting legislative and policy variations in each country.

The ability to adapt is a survival skill for any enterprise. Winning organizations adapt with ease and at speed. Lithe provides competitive edge by combining relevant technologies in a recipe for automation success. Lithe Intelligent Automation is an easily consumable technology that delivers:

Actionable Insight



See easily what's happening and act quickly to improve performance.

Operational Agility



Adapt operations efficiently to meet customer needs.

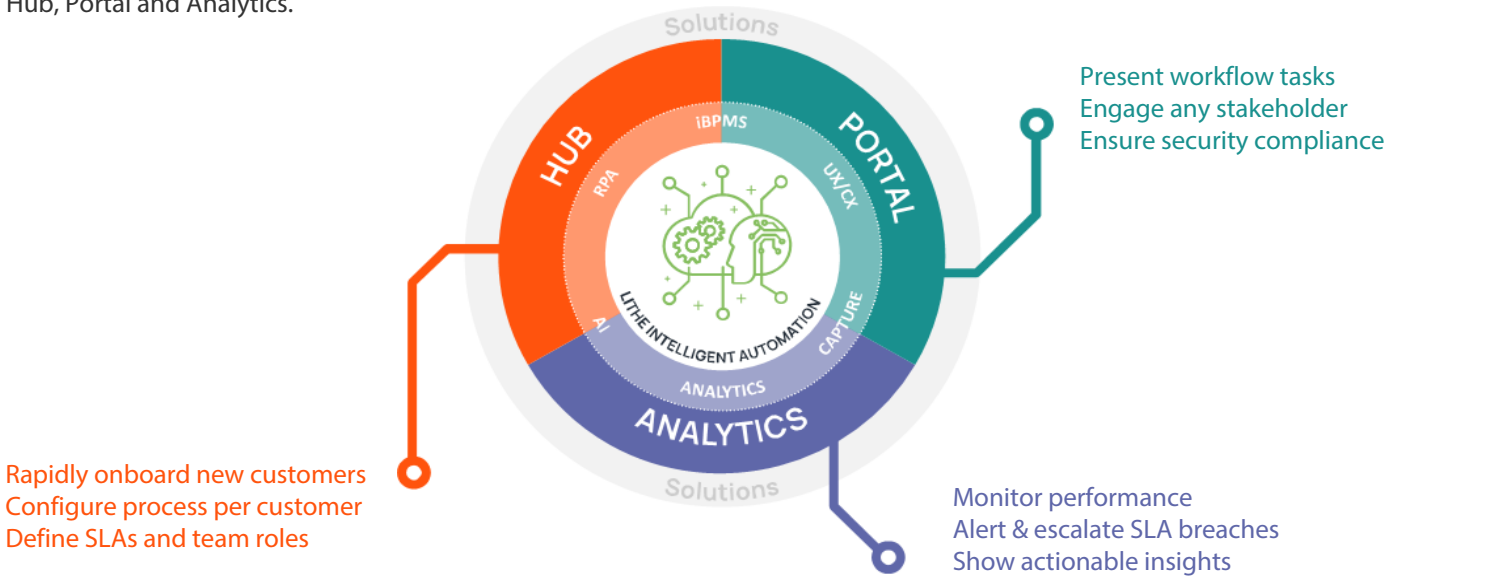
Transparent Customer Experience



Enable people in multiple roles and organizations to engage productively.

How it works

Customers experience Lithe Intelligent Automation by interacting with one or more of the platform's three modules – Hub, Portal and Analytics.



Hub

- Designs business processes; configures process variants for customers, regions, subsidiaries; integrates third party and in-house systems.
- Adds speed and flexibility to process definition, configuration and deployment.

Analytics

- Monitors SLAs; uses process intelligence to identify and manage bottlenecks and exceptions; pre-emptively identifies lagging work and avoids SLA breaches.
- Empowers people to understand, monitor and optimize any business process.

Portal

- Provides multiple types of user with a transparent view of what's happening; engages people efficiently in workflow.
- Improves productivity and increases customer satisfaction.

Solutions

Lithe Intelligent Automation platform supports prebuilt Lithe solutions addressing common business issues and enables custom solution building by Lithe customers. Lithe intelligent automation solutions transform information-intensive business processes, reduce manual work and errors, minimize costs, and improve customer and partner engagement. Solutions include:

Lithe Digital Documents



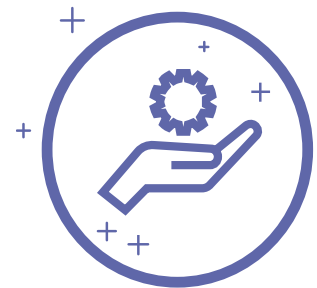
Transforms complex inbound document gathering, sorting, understanding and distribution into highly efficient automated business processes, even when high volumes of paper and electronic information are involved.

Lithe Invoices



Automates the ingestion, validation, matching, approval and exception management of invoices in Accounts Payable processes.

Custom Solutions



Lithe customers use Lithe Intelligent Automation to build their own business process solutions in the cloud, exploiting cost-of-ownership advantages of cloud-based solutions. Custom solutions to-date have addressed issues in customer management, finance automation, claims management, employee benefits, case management and more.