



# Welcome to Avo Assist for business process automation



## WHY CHANGE

Automating business processes has become a common practice, yet most automations are still fragile and break when an unexpected application or process change happens. Why? There are two main reasons: 1) the automated process is not as robotic as expected, and 2) the automation is run in an environment that is much more dynamic than anticipated.

## WHY NOW

Per a survey by Deloitte conducted on 400 individuals across industries, 53% of the respondents were already on their robotic process automation (RPA) journey. However, only 3% of them had scaled their digital workforce. With a robust and powerful RPA solution like Avo Assist, you can address this significant gap.

### Statistic

Global robotic process automation (RPA) software revenue is projected to reach **\$1.89 billion in 2021**, an increase of **19.5%** from 2020, according to the latest fore-cast from Gartner, Inc.

## SOLUTION

With Avo Assist, you can easily build, design, test, and deploy high-quality digital assistants to automate processes of any size. To achieve the true promise of RPA, Avo Assist works with our process discovery and test automation products called Avo Discover and Avo Assure so automation teams can also capture, document and test digital assistants for maximum resilience and uptime.

## BENEFITS

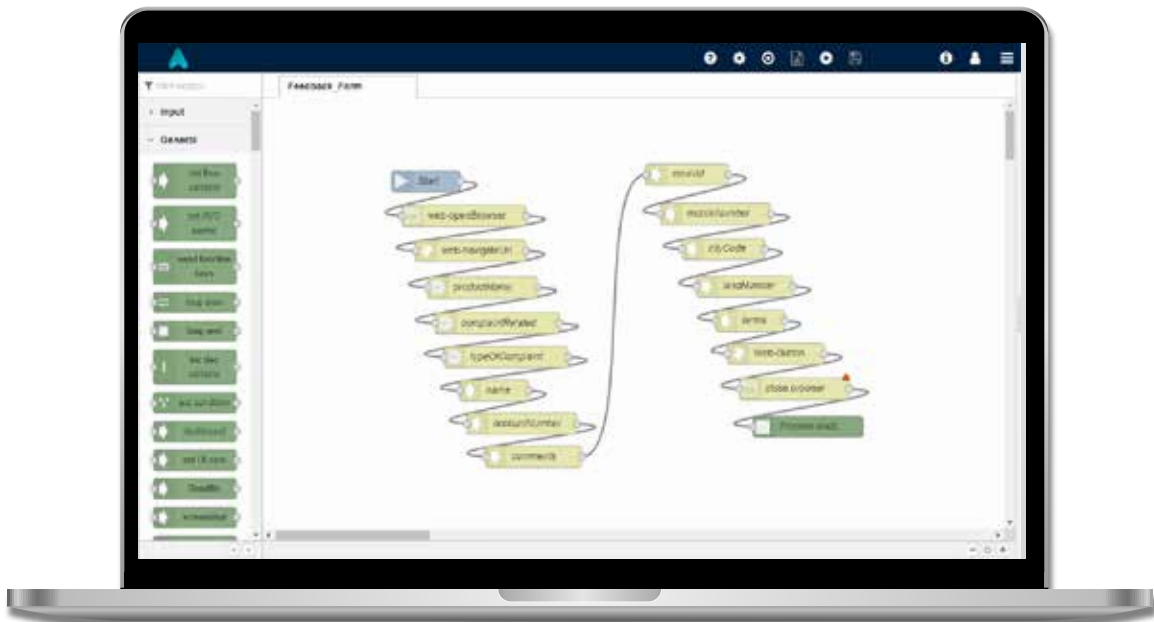
Have peace of mind that your digital assistant can be continually resilient because it can be easily tested for quality by Avo Assure

Automate faster because you can quickly import processes captured with Avo Discover

Accurately identify and interpret field-level information using intelligent screen-capture and computer vision

Automate in a simpler method because Avo Assist is low-code scripting with an intuitive UI

Seamlessly work across web, desktop, mainframe, SAP, and Oracle ERP applications



## WITH AVO ASSIST YOU CAN

- Mimic the actions people would perform across processes and applications
- Enable a digital assistant to execute the repetitive processes
- Enable people to focus on higher-value tasks by offloading manual work to Avo Assist
- Scale and manage Avo Assist to meet business demands
- Quickly implement RPA without the hassle of complex system integration

## TECHNICAL CAPABILITY

- Browser-based heterogenous screen capture and object identification
- Broad client platform connectivity support for automating attended & unattended bots

### Design & Orchestration

- Google Chrome, MS Internet Explorer, Firefox & Safari browser
- Graphical process design browser
- Application UI / object capture and identification
- Unattended & attended process automation
- System management and bot control
- Dashboard reporting & analytics

### Client Platform Support

- Web-based
- Windows desktop
- IBM Mainframe and AS/400
- Citrix
- SAP ECC & S/4HANA
- Oracle Financials

### Connectivity Support

- JavaScript & Python
- MS Excel
- PDF
- JSON & XML
- Outlook & SMTP email
- Database – MS SQL Server, Oracle, MySQL, Cassandra & MongoDB

## CASE STUDY

- ▶ A large European SAP IT service provider managing a global service desk reduced its SAP IT service time from 72 minutes per request to 14 minutes per request using Avo Assist. This reduced the overall operating cost by 50%. It also helped achieve higher data consistency, security, and efficiency.
- ▶ For one of the largest fortune 500 banks in the US, Avo Assist helped reduce the loan approval time from several weeks to 3–4 days. Automating the loan process increased the quality and reduced the errors of final reports.

## SUMMARY

Avo Assist helps you work alongside smart digital assistants that work seamlessly in any environment and withstand dynamic changes. It liberates you from the mundane and repetitive tasks so that you could focus on the fun and innovative parts of your job.



## How to get started

With a simple email, you can be on your way to greater business performance.

Sign up for a demo by emailing us:

[info@avoautomation.com](mailto:info@avoautomation.com)

or speak to one of our sales experts

on [\(+1\) 214 544 6644](tel:+12145446644)



Avo automation is the gold standard for quality-first and human-centered automations that are simplest to use, most intelligent, and continually resilient. Avo empowers employees to happily work alongside virtual digital assistants that automate manual work so they can be free to do the more strategic and fun parts of their job. With Avo's enterprise-grade Quality Automation System (QAS), customers can seamlessly create, deploy and manage digital assistants for software test automation and end-to-end business process automation.

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