Collaboration in Action

Avaali Solutions – Corporate Overview
Background and setting the context
Setting the context

**BUSINESS CHALLENGES**

- **Unstructured Content**
  - Growing at the rate of 62% per year
  - 93% of the data in the digital universe will be unstructured by 2022
  - Only 0.5% is effectively analyzed and used
  - Data volume is set to grow 80% over the next 5 years and 80% of it will reside as unstructured data (Gartner)

- **Manual Process, Impact on Cost**
  - Workflows and Business processes are still manual

- **Less Visibility, Impact on Governance**
  - 80% of enterprises have less visibility
  - 71% of companies are struggling to manage and protect
  - Impact on process cycle time and costs is a looming threat

**APPROACH**

- **Business Process Automation**
  - Converting challenges into opportunities - Driving process agility by managing unstructured content
  - Possibility of ~ 30-40% process cycle time reductions and consequently costs
  - Convergence of emerging technologies driving this change

**PROPOSED SOLUTION**

- **Velocious platform that incorporates**
  - Process relevance
  - Interplay of various technologies
  - Integration to various applications
  - Good practice consulting

**To accelerate your pace to the next phase of automation**

- Deliver ready to deploy solutions that take you live

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Digital Transformation by Technology Convergence
Our Customers...
Our Customers
Awards and Media Recognitions
Avaali Solutions is among the 50 Start-Ups to look out for in 2019
Media Recognitions

**Blockchain in the Context of Enterprises**

December 8, 2017

Founder, Director of Avaali Solutions Pvt Ltd, Ms. Srividya Kannan’s article published in BW Disrupt.

**How Robotics Is Changing The Shared Service Landscape**

November 23, 2017

**Dataquest – Make or Break**

March 5, 2018

Avaali Solutions Pvt Ltd featured in Data Quest.

**Business Standard**

Avaali Solutions to launch unique vendor portal; aims to embrace digital transformation

**Entrepreneur India**

Things to Keep In Mind While Creating a Product for a Niche Market

High degree of detail and attention to clients' needs and requirements is the core of niche marketing.
Media Recognitions...

Startups Avalli Solutions uses digital tech to help enterprises manage information efficiently

Srividy Kannan, Founder and CEO, Avalli Solutions uses digital tech to help enterprises manage information processes efficiently. By Viney Dhivedi, ET Bureau | Apr 03, 2017, 06.30 AM IST

CIO of the Week: Srividya Kannan, Founder, Director, Avaali Solutions

By Ashok Pandey | October 12, 2018

Avali Solutions featured in Economic Times – ET Rise as top five finalist for the Bootstrap Champ Award.
### Finance & Accounting and Procurement
- Procure to pay
- Order to cash
- Vendor and customer engagement
- Reconciliations
- Reporting and Business deck creation
- Financial Closure
- Expense tracking and OPEX control
- Capitalization of assets process
- Contract Management

### Distribution and Supply Chain
- Order management
- Distribution management
- Claims management
- Inventory Forecasting and Communication
- Market collateral allocation
- Reconciliation of stocks
- Logistic tracking
- Repair and warranty tracking

### Human Resources Function
- Content Management of Employee life cycle
- Onboarding and personal assistance
- Salary and incentives processing and communications
- Grievance Management
- Training and Development tracking and evaluations

### Sales/Marketing Customer Engagement
- Sales budget and expense allocation to field
- Report on sales achievements
- Variance analysis
- Marketing spend budget tracking
- Discount and schemes handling
- Customer Communication
- Revenue Channel

### Audit and Compliance
- Tax compliances dashboard
- GST Input Tax Credit
- T&E Compliances

---

**Shared Services Automation | Digital Transformation | Technology Implementation | Consulting and Support Services**
Avaali Consulting Services

Shared Services
- Process Consulting
- Technology Consulting and Enablement
- Handholding and Change Management
- Ongoing Support Services

Setting up COEs
- Process and Technology Evaluation
- Process Optimization
- Technology Enablement
- Support in ramping up people skills

Digital Transformation Initiatives
- Assess process and identify gaps that could be plugged with Automation
- Define to-be process and incorporate good practices
- Technology Evaluation and Recommendation
- Define Implementation Roadmap
Velocious Solutions for P2P Automation
Velocious Supplier Portal

- Mountains of paper invoices, supplier inquiries and disputes, inflexible accounting systems—any one of these can slow productivity in your company’s Accounts Payable (AP) department.

- Avaali Supplier Portal is a powerful Web application that addresses these issues and more.

- Tightly integrated with SAP, your accounts payable application, the vendor portal provides your suppliers with:
  - Means and visibility to submit invoices
  - Have a real-time view of the process
  - Search and retrieve purchase orders
  - Learn the payment date
  - Trigger or negotiate early payment for discounts
Benefits of Supplier Portal

Improve Visibility
The supplier can check the status of the invoice at any time which provides visibility and transparency to the entire process.

Request for Early Payment
The supplier and buyer can agree on discounts for the early payment and supplier can at any time view open invoices and request for early payment resulting in a win–win situation.

Improve Vendor Relationship
The vendor can quickly find answer to their own queries using various reports in the portals. A portal is available 24 X 7 and provides a better way to track their information.

Quick Turn Around on Queries
Currently, the supplier raise their queries on calls and emails. By providing the access to the invoice information we reduce the time to get the queries answered. Frequently asked queries can be handled by bot and transferred to live agent when needed.

Onus on Supplier
The supplier fills the onboarding form to make sure all the information provided is correct. Also, eliminate paper-based forms and supporting documents as the portal allows supplier to upload all supporting document during onboarding.

Reducing Time
The AP Automation usually starts once the buyer receives the invoices from supplier. By providing first level of validation at invoice upload, supplier can make sure the invoice data is correct thereby reducing delays.
Increased Customer Engagement by Monitoring Consumer Data & Providing Useful Insights

**CAPABILITIES**

**Multi-Channel Consolidation**
Invoke Chatbot from desktop or mobile devices, from web interface or through android and iOS mobile app

**Intelligent Communication**
Drive intelligent communication with context recognition and deep learning capability to automatically drive user journey with self service workflows and agent selection

**Integrated Workflow Engine**
Create customizable workflows to capture user query, complaints through forms and route them to backend systems to register the information

**BENEFITS**

**User Experience**
Create unparallel experience for users with customizable and intuitive widget, forms and call to action buttons

**Real-Time Agent Hand-off**
Escalate to live agents based on conversation analysis and create real time integration to phone and video calls from chat bot interface

**Dashboard**
Create customizable analytics report and dashboards to get conversation analysis and measure operational metrics

Continuously reduce cycle time to processes. Workflows and agent selection based on curated conversation data and machine learning.
Accounts Payable Automation

**AP automation** software involves paperless invoice processing through electronic invoicing and/or the scanning of paper invoices and data capture, invoice matching and exception management, approval workflows, and integration with electronic payments tools.

AP automation improves a company's working capital by speeding up the rate at which invoices are received, routed, and approved by AP.

Invoice lifecycle drops from an average of 45 days with no automation to an average of 5 days with Automation.

AP automation helps in reduction in late payment penalties and interest.

AP automation allows both buyers and suppliers to have more visibility into their discount or financing options as they manage invoices.

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Avaali’s Payment Approval solution completely automates your payment approval process. This is a light weight, low cost, simple and effective workflow based solution that is built on SAP. With this solution, you can now fully automate all your vendor payment approval processes and tie them to the payment run in SAP.

**PRODUCT HIGHLIGHTS**

- Preparer creates a complete payment approval within SAP system
- Workflow initiated and assigned to an Approver with an email notification.
- Automated workflows. Multi-level approvals possible.
- Approver will have a view access of the Payment Proposal with a click to view the linked documents / invoices
- Preparer cannot do Payment Run till Approver approves the proposal

**BENEFITS**

- Collaborate efficiently by automatically routing the invoices to the right person for resolution, approval, and posting
- Instant access to quickly access the appropriate invoice information
- Negotiate improved pricing payment terms and credit ratings with timely payments
- Avoid duplicate and late payments penalties
- Easy to scale up without putting any additional resources
Velocious Solutions for F&A
✓ RPA Process Assessment activities as detailed in the previous section will be performed for all key areas in scope and based on feasibility and automation potential, a priority list will be suggested at the end of assessment.

✓ List of identified F&A processes has been listed below and subsequent slides describes the indicative RPA potential at a high level.

F&A Main Activities

1. Accounts Payable
2. Accounts Receivable
3. Reconciliation Bank and Vendor
4. Credit Note
F&A – Accounts Payable

Automation Opportunities

<table>
<thead>
<tr>
<th>Invoice processing</th>
<th>01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor inquiries</td>
<td>02</td>
</tr>
<tr>
<td>Vendor Queries Management</td>
<td>03</td>
</tr>
</tbody>
</table>

RPA Solution

- Any unreadable or exception details – RPA Bot will trigger to Users
- RPA will confirm the invoice processed number
- RPA will read the vendor statement or pull the statement from vendor site
F&A – Accounts Receivable

Order Entry
- RPA will take the order numbers and identify the customer
- RPA will process the AR invoice in SAP and will share the /save/send the invoice to accountant for review

Sales Order Processing
- RPA will read the remittance advice & identify the customer
- RPA will identify the open invoices and based on the cash application policy

Cash Application and Customer Account Recon
- RPA will allocate the cash into customer account
- RPA will read and formatted the statement
- RPA will match the both the data source and send the all matched & unmatched list

Automation Opportunities

RPA Solution
F&A – Reconciliation (Bank & Vendor)

Automation Opportunities

<table>
<thead>
<tr>
<th>Bank Reconciliation</th>
<th>Open Items Follow-up</th>
<th>Vendor Reconciliation</th>
</tr>
</thead>
</table>

RPA Solution

- RPA automatically pull the bank statement and Recon against ERP as per the required Frequency
- RPA will send the open item list for further action
- RPA will read the invoice copy and identify the important field and process in SAP
- RPA will pull the statement from ERP
- RPA will check the closing balance between two data set
- RPA will match the line items between two set of dates
- RPA will pull the vendor payments list /statement and send the details to vendors for their reference
- RPA can trigger notification as per the required Frequency
F&A – Credit Note

Automation Opportunities

General Credit Note Processing

Claim Processing

RPA Solution

✓ RPA to read credit note from selected system
✓ RPA to prepare the statement and send it to customer
✓ RPA will read the claim against each customer
✓ RPA will process the claim in the base ERP system
GSTR Filing Process Flow

1. **Seller Files GSRT1 for sales made**
2. **Buyer Downloads the seller data from GSTN in GSTR2A**
3. **Buyer Verifies the GSTR2A data and files GSTR2**
4. **Buyer and Seller approve GSTR3 is generated**

**Mismatches**
- Seller has not uploaded an invoice
- Seller has uploaded incorrect item number
- Taxable amount is not matching
- Duplicate Records
- GST amount field is incorrect

**Reports**
- Missing Sellers
- Missing Invoices
- Missing Items
- Duplicate
- GST Amount Mismatch

**Data from In-House System**
(e.g. SAP ERP, Tally etc.)

**Avaali Smart Recon**
Velocious Solution for Logistics
Avaali has come up with a unique solution for forward-thinking companies in Logistics and Supply Management segment. Our solution allows you to significantly improve process agility and enhance customer experience. Leveraging Robotic Process Automation and Chatbot, allows you to innovate in terms customer engagement service, while reducing costs at the same time create a compelling competitive difference.

### PRODUCT HIGHLIGHTS

- The customer will be given the option of tracking single/multiple shipments using container and product tracking
- Vessel Schedule Finder will provide the information of upcoming Sailing of Vessels from Source Port to Destination Port of multiple shipping lines in upcoming days
- Using Shipment document tracking system, customers can track the status of arrival of the Shipment documents
- Shipment Tracking from Destination Port to Consignee

### BENEFITS

- Reduce manual efforts by automatically collecting and collating data from numerous sources
- Leverage Velocious Chatbot to communicate shipment status updates to consignee
- Optimizing invoicing and credit collection
- Automated regular updates to consignee
- Seamless integration with legacy system
Velocious Solutions for Data/Content Management
## Content Management Offerings

<table>
<thead>
<tr>
<th>Document Management</th>
<th>Records Management</th>
<th>Archiving</th>
<th>Capture</th>
<th>Collaboration</th>
<th>Productivity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robust metadata</td>
<td>Classifications</td>
<td>Single instance archiving for email and files</td>
<td>Mass and ad-hoc scanning and indexing of documents</td>
<td>UI as simple as consumer apps, on any device</td>
<td>Workspaces for teams, departments, or projects, capture and manage both structured and unstructured information</td>
</tr>
<tr>
<td>Work directly from productivity applications</td>
<td>Physical Objects</td>
<td>Integrated search and stub-free access to archived file share data online, offline or via mobile</td>
<td>Automatic workflow initiation</td>
<td>Role or team based landing pages</td>
<td>Sophisticated workflow with BPMN 2.0 designer</td>
</tr>
<tr>
<td>Highly scalable search</td>
<td>Security Clearance</td>
<td>Search-enabled, container and user based holds</td>
<td>Desktop or web-based</td>
<td>Embeds collaboration directly in-line with content</td>
<td>Online/offline editing</td>
</tr>
<tr>
<td>HTML viewer</td>
<td>Search-enabled, container and user based holds</td>
<td>Dashboards</td>
<td>Monitoring/Statistics/Threat Detection</td>
<td>Secure file synch and share, with RM rigor and security</td>
<td>Widget based UI can embed ECM in leading applications</td>
</tr>
<tr>
<td>Multi-lingual UI &amp; metadata</td>
<td>Global certifications inc DoD 5015.02-STD, VERS Specifications 1-5</td>
<td>Global certifications inc DoD 5015.02-STD, VERS Specifications 1-5</td>
<td>Encryption/compression</td>
<td>Endorsement with DoD 5015.02-STD, VERS Specifications 1-5</td>
<td></td>
</tr>
<tr>
<td>Integrated reporting</td>
<td>Robust metadata</td>
<td>CMIS</td>
<td>CMIS</td>
<td>CMIS</td>
<td></td>
</tr>
<tr>
<td>Templates simplify deployment, classifications, productivity</td>
<td>Work directly from productivity applications</td>
<td>Robust metadata</td>
<td>Work directly from productivity applications</td>
<td>Work directly from productivity applications</td>
<td></td>
</tr>
</tbody>
</table>

A common, documented, standard layer of development tools to rapidly create, deploy, and manage enterprise applications including a RESTful API.
Avaali’s Migration Tool is a perfect migration solution for migrating content from one system to another (e.g. OpenText Content Server) that supports data growth while also consolidating and eliminating older, more expensive storage subsystems.

**PRODUCT HIGHLIGHTS**

- **Content Clean Up reporting** - Business users will have the complete details of all the duplicate documents, 0 kb files, MIME types documents
- **Content Migration** - Migration of Content, Folder Structures, Metadata, Permission Model is flawless
- **Downloading of Content** - Avaali Migration tool supports bulk download from Content Server to File share system

**BENEFITS**

- Avaali uses OpenText webservices internally, therefore no additional license is required
- Migration logs are captured in SQL tables for easy reconciliation
- Avaali framework can be extended for xECM and complex CIS models
- Error handling can be done as part of the solution framework
**Easy SAP Master Data Maintenance with approvals and audit history**

**Master Data Request**
- Easy to use xECM forms captures information from various users/departments for creation / change / extension of master data. Supporting documents can be attached.

**First Level Approval**
- On ‘Submit’ xECM forms with master data information are routed for approvals to predefined / rule based approvers. Earlier attached documents can be reviewed / new documents can be attached.

**Second Level Approval**
- Multi-level approvals can be configured.
  - Role based views can be presented for the forms.

**Upload to SAP**
- Once approved, Master Data is automatically created / changed / extended in SAP.
  - At the same time, xECM Workspace is automatically created, where attached files are moved.

**SAP Master Data**
- Complete Audit Trial and Process Visibility.
Velocious Solutions Stakeholder Engagement
Customer Engagement Platform

Consolidated Omni-Channel
- Secure, digital-optimized experience
- Single thread of engagement, multiple touch points

Immediate Results
- Deflect routine calls, realize day 1 self-service benefits
- Redirect agent attention to high value conversations

Realistic, Comprehensive AI
- Dramatically improve CX, Contact Center OpEx, Agent performance
- Machine learning delivers improving benefits over time

Improved Customer Self-Service
- Query Assistant
  - Self-service Q&A
  - 30% Efficiency Gains over agent responses
- Task Assistant
  - Mixed automation, task execution
  - 15% Efficiency Gains over agent only sessions

Engage Dissatisfied Customers
- Recover low rating customers through immediate engagement
  - Save 25% of negative reviews
  - Neutralize 25% of negative reviews

Interactive Promotions
- Capture immediate opportunities through interactive promotions & campaigns
  - Achieve 30% active engagement
  - Increase conversation rates 15%
  - Reduce time to close

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Digital Digest presenting a curated round up of voices, trends and thought leadership for quintessential Digital Enterprises

The publication showcases content, video interviews, podcasts, news and opinions from business leaders on various topics relating to Digital.

This is a publication targeted for digital audiences globally with circulation of over 20,000 every month.

With over 36 editions, Illuminar has consistently enabled thought leadership on Digital Transformation topics.
Your Bridge to Success in the digital world!

“The line between the years we learn and the years we earn has blurred”
“To stay relevant and be most productive, workforce must train continuously”

Avaali Academy is an initiative of Avaali Solutions.
Avaali Solutions is a consulting and professional services organization focused on supporting upper mid to large enterprises to create and execute their Digital roadmap

Our Vision
To enable anyone, anywhere at any time to learn digital technologies that are likely to make a significant impact on enterprise performance. This will in turn help create jobs, and contribute to reducing the skill gap in enterprises.

Our Courses
Our courses are designed to ensure that highest possible industry standards. They are designed by leveraging partnerships with leading communities and organizations that have done immense research in the chosen topic.

Learning Format
Avaali Academy provides courses in several formats including online, classroom as well as blended formats. We work with corporates to provide trainings at their premises as well

Avaali Academy