

# DATAMATICS

TRANSFORM  
TO PERFORM

# BUSINESS PROCESS MANAGEMENT

Technology-enabled business transformation



In an ever changing business scenario that demands doing more with less, managing processes for improving enterprise outcomes and agility are business imperatives. As enterprise collaboration transcends geographies, engaging people, information, systems, and assets together to deliver value at the right time and right place is the way forward.

**Datamatics Business Process Management Solutions** help organizations drive cultural change through digitization and automation. The solutions provide tangible benefits in terms of higher process efficiency, increased compliance, complete transparency, shorter time-to-market, and customer delight.

## DATAMATICS BPM CAPABILITIES

**\$12 BILLION**  
WORTH INVOICES PROCESSED  
PER YEAR

**10 MILLION**  
INVOICES PROCESSED PER  
YEAR WITH **99.9%**  
ACCURACY

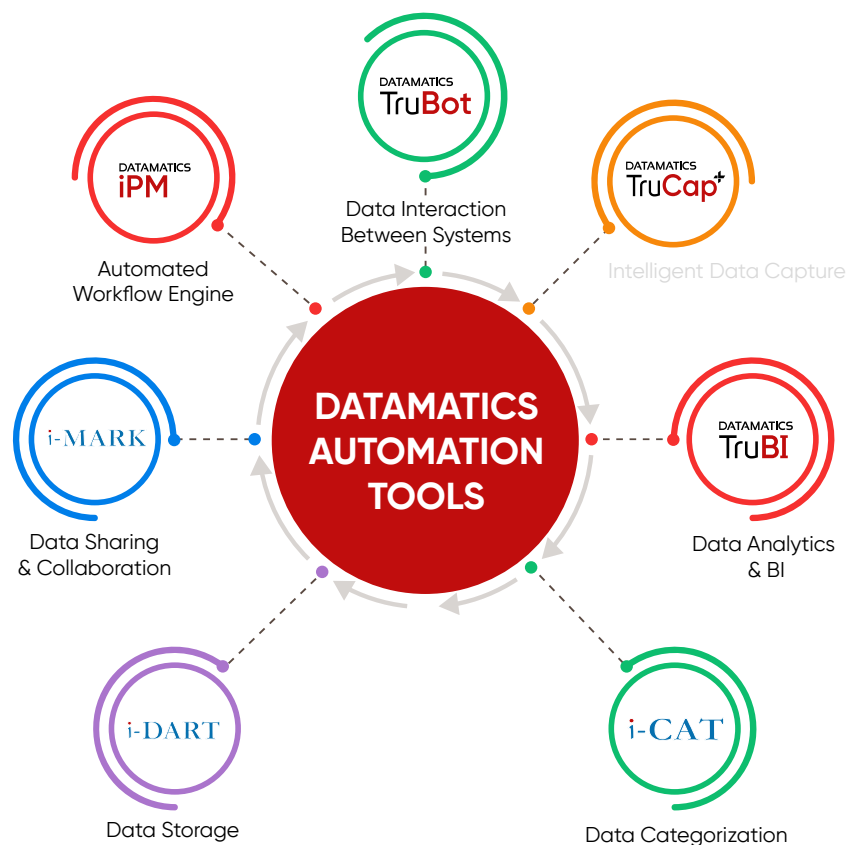
**1200+**  
FINANCE & ACCOUNTING  
EXPERTS

**30-40%**  
COST REDUCTION  
FOR F&A CUSTOMERS

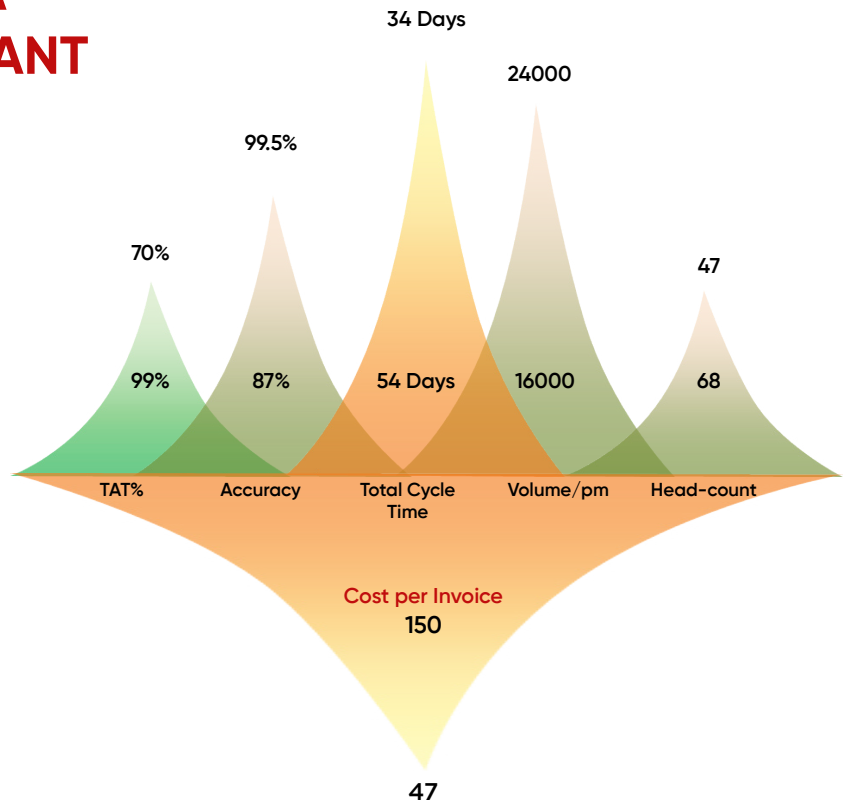
# BPM OFFERINGS

<p><b>Finance &amp; Accounting</b></p> <ul style="list-style-type: none"> <li>• Procure to pay (P2P)</li> <li>• Order to cash (O2C)</li> <li>• Record to report (R2R)</li> <li>• Financial planning &amp; analysis (FPNA)</li> </ul>	<p><b>Customer Support</b></p> <ul style="list-style-type: none"> <li>• Inbound, outbound chat and email</li> <li>• Access to multi-lingual expertise</li> <li>• Technical support (L1/L2)</li> <li>• Account management</li> </ul>	<p><b>Customer Acquisition</b></p> <ul style="list-style-type: none"> <li>• Referral generation</li> <li>• Telesales and presales support</li> <li>• Lead generation</li> <li>• Cross-sell/ Up-sell</li> <li>• Appointment setting</li> <li>• Event registration</li> </ul>	<p><b>Research &amp; Analytics</b></p> <ul style="list-style-type: none"> <li>• Data management</li> <li>• Data preparation</li> <li>• Data integration</li> <li>• Data visualization</li> <li>• Data analytics</li> </ul>
<p><b>Banking Process Management</b></p> <ul style="list-style-type: none"> <li>• New business</li> <li>• Account maintenance</li> <li>• Mortgage loans</li> </ul>	<p><b>Insurance Process Management</b></p> <ul style="list-style-type: none"> <li>• New business issuance</li> <li>• Underwriting support</li> <li>• Financial operations</li> <li>• Claims processing</li> <li>• Policy servicing</li> </ul>	<p><b>Healthcare Process Management</b></p> <ul style="list-style-type: none"> <li>• Mail room &amp; data extraction</li> <li>• Account maintenance</li> <li>• Claims administration</li> <li>• Member &amp; provider services</li> </ul>	<p><b>Retail &amp; E-commerce</b></p> <ul style="list-style-type: none"> <li>• Multi-lingual customer support &amp; service</li> <li>• Inbound &amp; outbound calls</li> <li>• Online publications</li> <li>• Graphic design</li> <li>• Outbound voice &amp; non-voice sales</li> </ul>

# TECHNOLOGY-ENABLED BUSINESS PROCESS TRANSFORMATION



# INDICATIVE PERFORMANCE IMPROVEMENT FOR A MANUFACTURING GIANT



# DATAMATICS GLOBAL DELIVERY CENTERS





Everest Group recognizes Datamatics in PEAK Matrix™ for Finance and Accounting Digital Augmentation Suite (F&A DAS)



Gartner features Datamatics in 'Market Guide for Finance & Accounting Business Process Outsourcing Service Providers 2019'



Everest Group features Datamatics in the first 'Finance and Accounting Digital Augmentation Suite (F&A DAS) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2018



## Gartner peerinsights™

“  
Targeting productivity & improvement through process automation  
– CFO in the Manufacturing Industry  
”

“  
Great customer Experience  
– Head Collection Strategy Analytics & QA in the Finance Industry  
”

“  
Good to go with Datamatics.  
– Senior Executive in the Construction Industry  
”

DATAMATICS  
**Deep in  
Digital**



## ABOUT DATAMATICS

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit [www.datamatics.com](http://www.datamatics.com)

## FOLLOW US ON



© Copyright 2024 Datamatics Global Services Limited and its subsidiaries (hereinafter jointly referred as Datamatics). All rights reserved. Datamatics is a registered trademark of Datamatics Global Services Limited in several countries all over the world. Contents in this document are proprietary to Datamatics. No part of this document should be reproduced, published, transmitted or distributed in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, nor should be disclosed to third parties without prior written approval from the marketing team at Datamatics.

012024

website: [datamatics.com](http://datamatics.com) | email: [business@datamatics.com](mailto:business@datamatics.com)

USA | UK | UAE | India | Philippines