

# 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

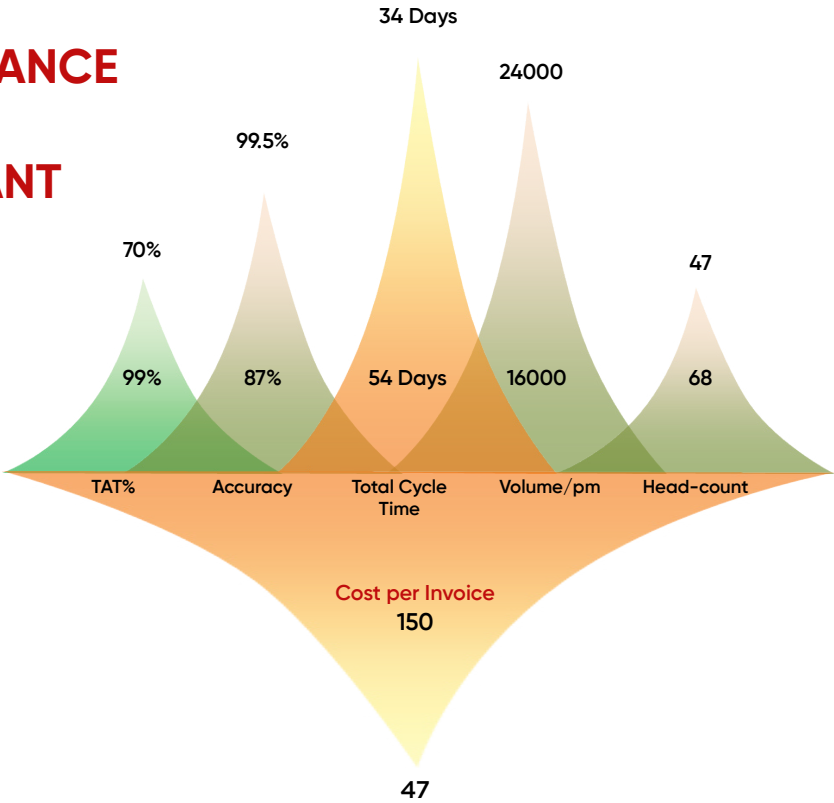
## BPM OFFERINGS

<b>Finance &amp; Accounting</b> <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>	<b>Customer Support</b> <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>	<b>Customer Acquisition</b> <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>	<b>Research &amp; Analytics</b> <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>
<b>Banking Process Management</b> <ul style="list-style-type: none"> <li>• New business</li> <li>• Account maintenance</li> <li>• Mortgage loans</li> </ul>	<b>Insurance Process Management</b> <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>	<b>Healthcare Process Management</b> <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>	<b>Retail &amp; E-commerce</b> <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





# KEY AWARDS & RECOGNITIONS



Datamatics TruBot and TruCap\* won Silver and Bronze Awards at the Asia Pacific Stevie Awards



Datamatics TruCap\* won People's Choice Stevie Awards at the American Business Awards 2020



Datamatics recognized in the IAOP 2020 Global Outsourcing 100 List of the world's best outsourcing providers



Datamatics TruBot wins Gold Award at the Stevie Awards for Sales & Customer Service 2020



Datamatics wins the Rail Analysis India Award 2020 for Automated Fare Collection technology



Datamatics TruAI wins Gold Stevie Award at the American Business Awards® 2020

## ABOUT DATAMATICS

Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotic Process Automation, Intelligent

Document Processing, Business Intelligence and Automated Fare Collection. Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit [www.datamatics.com](http://www.datamatics.com)

## FOLLOW US ON



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