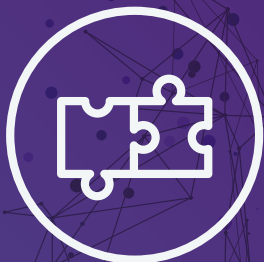




Operations Orchestration

Improving operational efficiency
by driving seamless collaboration
between **human** and **digital**

#GTBharat
SHAPING A VIBRANT INDIA



Solve your biggest challenges

- IT and Operations leaders need full visibility to make an impact. However, too often, processes end up scattered around in various pockets, making it hard to see the bigger picture and make impactful change.
- We are trying to solve this using our end-to-end business workflow platform to simplify and seamlessly run fragmented processes throughout value chain. We help you organise your operations to become smarter, faster and more agile.

Transform your operations

- Our platform gives you powerful insights so that you can see where are the gaps and bottlenecks in operation.
- Enate's reporting will arm you with the knowledge to make operational changes that can save time, resources and money.
- We enable you to chart on clear automation roadmaps by seamlessly managing RPA, OCR and other digital technologies.



Simplify processes, enhance experiences

Complex processes, workflows and overlapping operations can often hamper both employee and customer experiences. This platform:

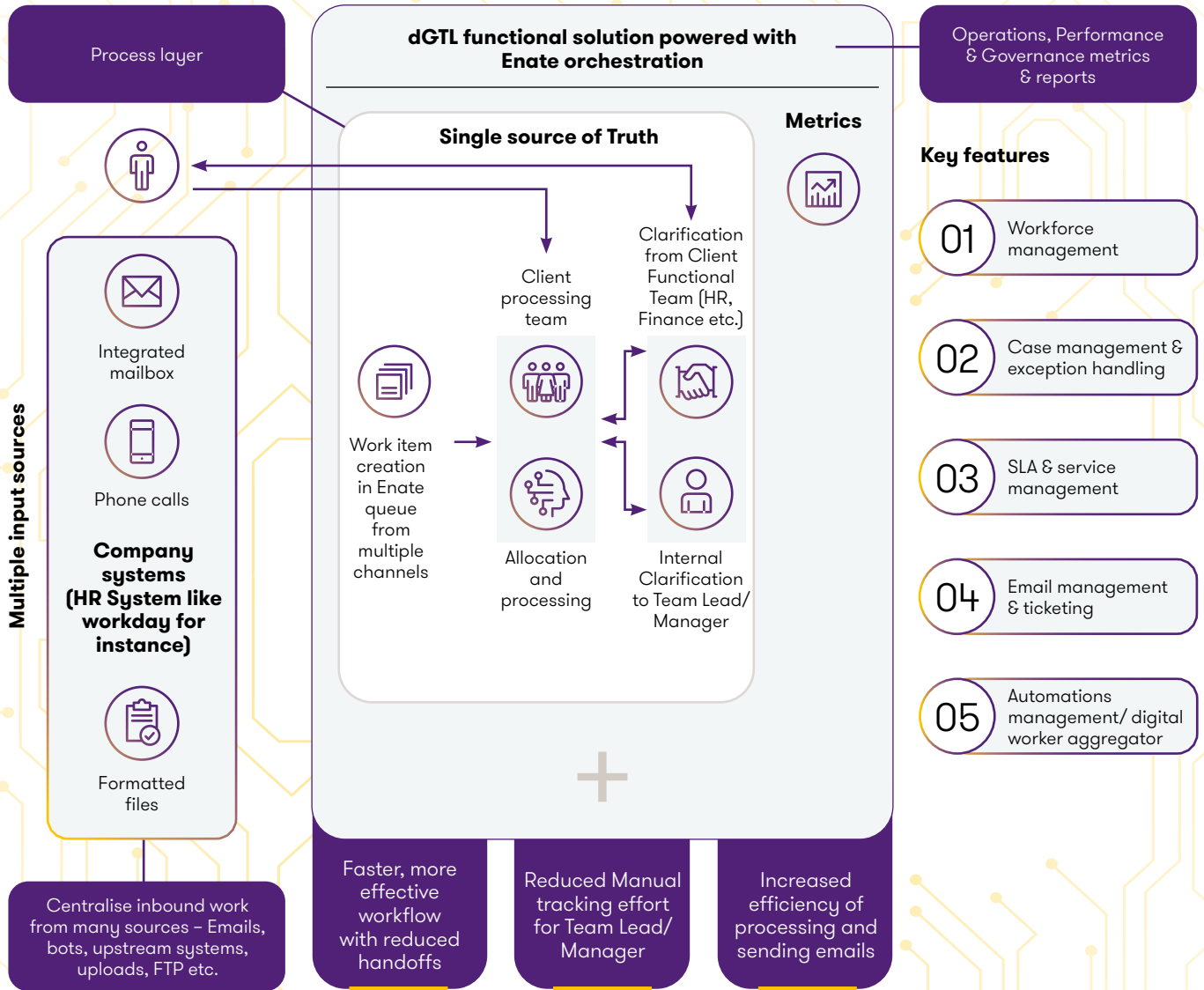
- Provides checklists, SOPs, SLAs, allocations, chasers, defects, attachments, audit logs etc. to improve employee experience
- Enables shorter TATs, fewer errors and timely SLAs to improve customer experience

Never drop the ball again

- The platform ensures that tasks are fed to a direct report or digital worker, so there's never any ambiguity over who is dealing with what.
- Managers are able to track the status of work in real time, removing operational black holes and increasing productivity.



Decoding the mechanics of the platform



Reports to aid decision making

Operational

Reports that track real-time, historic data on key metrics relating to services provided to customers

Quality control

Reports that track real-time, historic data on key metrics relating to services provided to customers

Utilisation

Reports that furnish details on your workforce utilisation against daily benchmarks

Productivity

Reports that measure real-time productivity of each employee in your operations, against a benchmark

Hear from our clients!

“The project was one of the most seamless implementations I’ve seen or been involved with. It represents the gold standard.”

Sr. Director, Capgemini



Typically, Enate drives 15 to 20% increase in operational efficiency.

“The platform is at the heart of how we manage service delivery for our clients. Communication, requests, deliverables are tracked through the system, giving us real time insight into the operation.”

COO, TMF

Contact us



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