

Brochure

LTIMindtree's Integrated Bot Operations Center (iBOC)

Manage your Botforce
Seamlessly



Overview

In the world of automation, the RPA market size constitutes roughly about ~ USD 2 billion and is projected to grow more than 30% CAGR by 2028. Given the magnitude and growth, managing bot operations is becoming increasingly difficult with uneven workloads and tighter SLAs. The operations support team is expected to perform multiple activities effortlessly such as optimizing the bot utilization, monitoring the bots continuously, reporting the bot performance regularly, triaging exceptions and resolving incidents swiftly, communicating and coordinating with business/IT stakeholders, and much more. The complexity of these operations increases manifold with scale; making it even more challenging to manage the operations seamlessly. Thus, enterprises today are looking to offload their in-house bot operations to a reliable partner who can manage them completely.



What is iBOC?

iBOC is our shared bot support services model that enables you to achieve automation at scale with 24*7 optimized service delivery, continuous improvement, operational insights, coupled with an innovative pricing tailored for your needs.

Solution Highlights

Shared Service Support Model

- ☑ SLA-driven L1 & L2 coverage
- ☑ Offshore & nearshore
- ☑ Customized support window - 8x5, 16x5, 24x7, etc.

Optimised Service Delivery

- ☑ In-house tools and accelerators
- ☑ Monitoring & reporting with operational insights
- ☑ Controlled & managed operations (enabled via platform/product)

Supports All Leading RPA Platforms

- ☑ UiPath
- ☑ Blue Prism
- ☑ Automation Anywhere
- ☑ Power Automate

Exclusive Add-ons

- ☑ Onshore, weekend & holiday support
- ☑ L3 & platform support
- ☑ RPAaaS (upcoming)

Innovative Pricing Model (Per Bot/Process)

Customized value-driven pricing basis 4 key aspects of Bot support service



Why LTIMindtree?

1

Executive Commitment

Highest level of
sponsorship &
commitment from
LTIMindtree for all
our customer
engagements

2

Skin in The Game

We bring LTIMindtree's
IP at minimal cost to our
customers and leverage
LTIMindtree's Digital
CoEs, empowering
them to succeed in
their Digital
Transformation journey

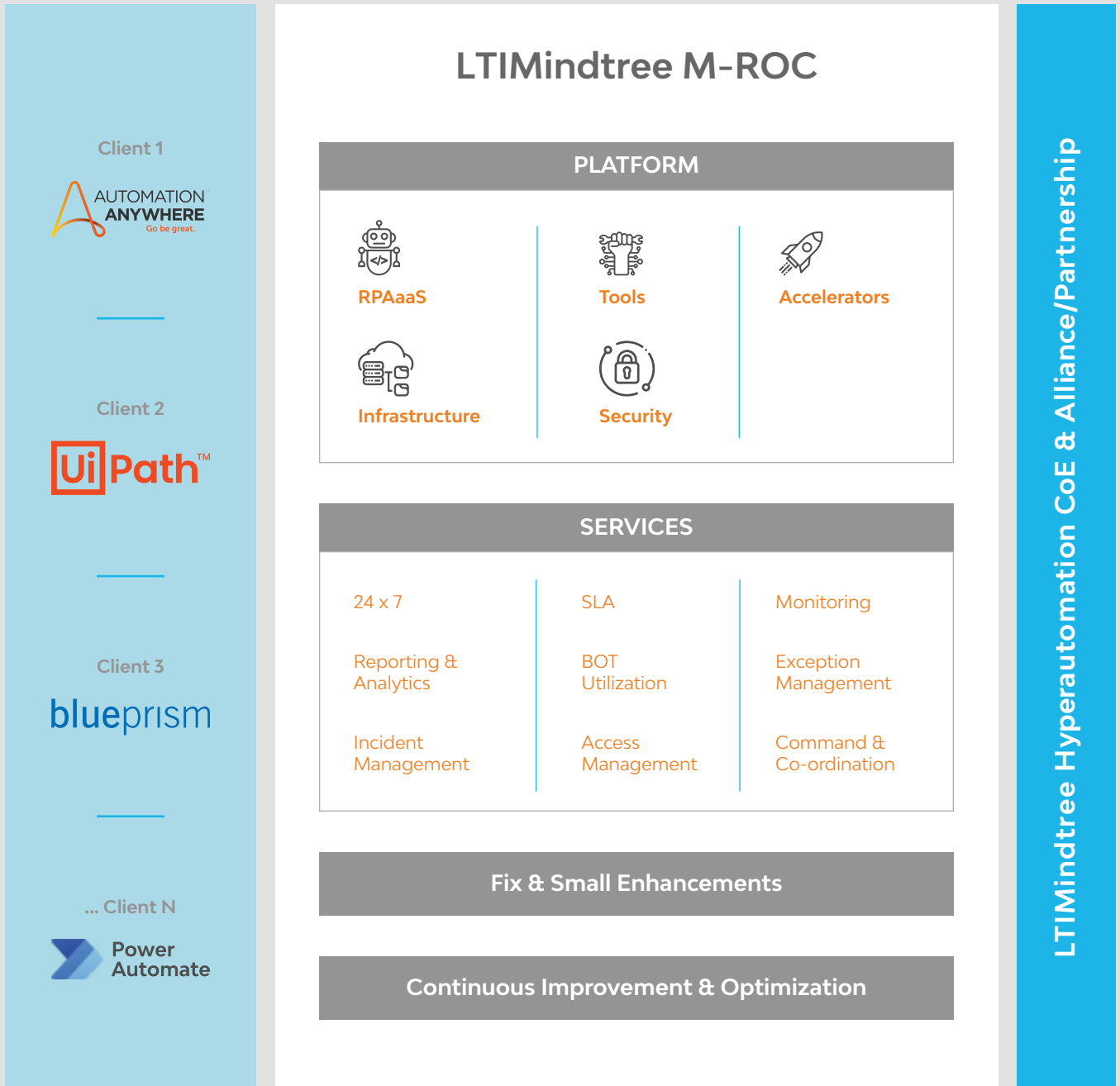
3

Operate ,To Transform

With a beginner's mind,
we maximize
automation
opportunities with our
creative solutions to
create an automation
ecosystem



Key Components



LTIMindtree Hyperautomation CoE & Alliance/Partnership

Cost-effective
shared service
support

Comprehensive
reporting and
analytics for
informed business
decisions

Scalable and
SLA-driven for
an exceptional
customer
experience

Standardization,
knowledge management,
and continuous improvement
for enhanced governance

Innovative
pricing model tailored
to your needs

Multi-level
security
mechanisms
for ensuring
compliance





LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 750 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit www.ltimindtree.com.