Brochure

EPIC bot control tower

Unlock your digital workforce

FIS

Automate your workforce and workflows to digitally transform

Many modern organizations are considering RPA technology to streamline their operations, increase productivity and drive efficiency. But simply adopting bots is not sufficient - automated bot monitoring is key to driving success and gaining insight to ROI. Automated monitoring brings:

Auto-scaling of bot operations based on process volume

Complexity management and RPA optimization

Real-time report and metric generation

Automatic notification of process exceptions

Detecting problems manually is no longer feasible as delayed, missing, duplicated and damaged data can severely hinder automation initiatives. Enterprises are putting centralized, automated bot monitoring controllers into action to manage:

Process workflows

Work queues

Role-based user authorization

Transaction logs, real-time dashboards and auto-generated daily reports

EPIC bot control tower - orchestrate your digital workforce

EPIC bot control tower is a global process monitoring environment that integrates with workflows, robotics automation, macros and many other applications and processes to provide a centralized controlling system for a digitized workforce. EPIC bot control tower includes real-time query monitoring, alerting, reports generation, a dashboard view, queue visualization and transaction prioritization that help orchestrate comprehensive process execution through human and bot loops.

At its core, EPIC bot control tower is a technology-agnostic controller system that monitors active bots and provides real-time updates. Integration with key RPA platforms allows EPIC bot control towerto provide a unified automation monitoring platform and engage with humans and bots as one team for seamless collaboration on any process.

Key features

Intuitive and interactive dashboard

Provides a visual display of bot logs, process/work status and at-a-glance views of bots' KPIs through real-time and historical data.

Report management

One-stop workplace to fetch consolidated data and view and integrate various business reports such as queue-wide transactions, workflow transaction reports, etc.

Workflow

Enables users to design and create workflows that include workflow designer studio, multiple data source configuration and an SOA-based user inbox.

Admin panel

Facilitates user registration, business releases, queue and user management, ticket management, tech license inventory, release tracker and business API integration.

Bot monitoring console

Centralized administration console to manage and control bots and provide detailed information about connected, running, idle and offline bot machines.

Bot configuration

End-to-end bot management and configuration activities that include bot license management, queue activity management, bot scheduling, agent management, etc.

Environment settings

Global process monitoring environment that enables users to store credentials, create bot repositories and provide features like trigger events, credential manager, robot pool and global/key variables.

Security console

Tracks security bots and allows users to determine if any bots are trapped in a breach.

A 360⁰ solution for bot operations

Business outcomes

Faster ROI

Greatly reduced operational cost

Workforce and workflow harmonization

Key benefits

1   ## Centralized monitoring and controlling

EPIC bot control tower provides transparency to oversee and control operational risks through monitoring of bots' audit-trail records.

2   ## Real-time query monitoring and alerting

EPIC bot control tower gives you real-time data, alerts and notifications that help you make quick decisions using meaningful insights.
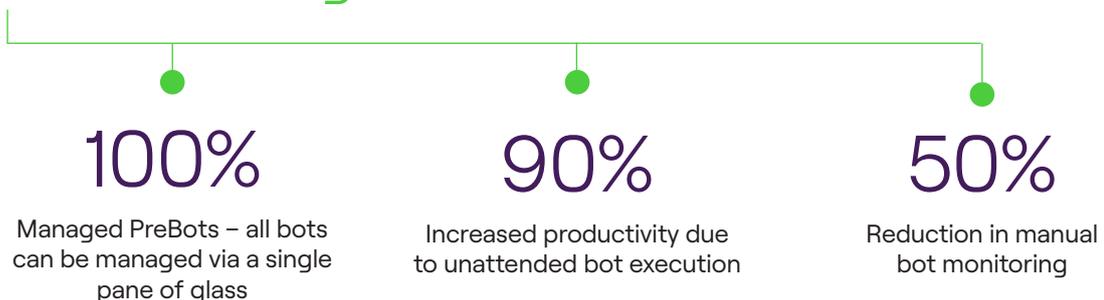
3   ## Save time and increase efficiency

EPIC bot control tower allows you to auto-start scheduled tasks (from simple to complex), improving overall process efficiency and ensuring you meet your service-level agreements (SLAs).

4   ## Detailed transactional logs and reports

EPIC bot control tower acts as a basis for performing analytics and provides real-time, detailed logs and reports to improve the accuracy of your analyses.

5   ## Improve workflow design for multi-stage processes

EPIC bot control tower provides a batch summary list for all batches and allows you to manually upload extractor files, add, configure and edit workflow extractor configuration, and create, copy, edit and design workflows.

Business insights

100%
Managed PreBots – all bots can be managed via a single pane of glass

90%
Increased productivity due to unattended bot execution

50%
Reduction in manual bot monitoring

About EPIC

FIS Enterprise Productivity Intelligence & Compliance (EPIC™) solution is a cloud-based platform that provides a holistic ecosystem to harvest the collective intelligence of minds and machines. It delivers total process characterization for deep diagnostics and a total process continuum for continuous improvements and innovation. It is an all-in-one operational excellence suite that delivers true conversion in the shortest timeframe. EPIC provides an enterprise-wide view to stakeholders that enables them to extract actionable insights to unlock the untapped potential of their assets, gain transparency into business processes and strengthen their first line of defense.

The EPIC Automation Module (of which EPIC bot control tower is a component) offers end-to-end digital solutions that are fueled by cutting-edge technologies and powered by sophisticated components. This RPA-focused module enables process automation and provides advanced bot monitoring and workflow orchestration tools.

300%

Improvement in efficiency (Units per hour)

75%

Jump in monthly alerts handled by bots, with no increase in headcount

50%

Automation resulting in increased velocity of dealer transactions and customer satisfaction

EPIC supports the entire money lifecycle through automation.
Our technology powers the global economy across the money lifecycle.

Money at rest

Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.

Money in motion

Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.

Money at work

Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

About FIS

FIS is a financial technology company providing solutions to financial institutions, businesses and developers. We unlock financial technology that underpins the world's financial system. Our people are dedicated to advancing the way the world pays, banks and invests, by helping our clients confidently run, grow and protect their businesses. Our expertise comes from decades of experience helping financial institutions and businesses adapt to meet the needs of their customers by harnessing the power that comes when reliability meets innovation in financial technology. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor's 500® Index. To learn more, visit FISglobal.com. Follow FIS on LinkedIn, Facebook and X (@FISglobal).

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