FIS

ENTERPRISE PRODUCTIVITY INTELLIGENCE AND COMPLIANCE

DRIVE ALL-AROUND EFFICIENCY, EXPERIENCE AND EFFECTIVENESS

EPIC™ is a suite of cutting-edge digital technologies that equip businesses with a powerful lens to look at granular as well as holistic data. Our belief is that powerful insights equal powerful transformation.

EPIC DELIVERS

SIGNIFICANT PRODUCTIVITY, COST AND PROCESS EFFICIENCY

10% - 30%	10% - 35%	10% - 30%
BETTER PRODUCTIVITY	REDUCTION IN COST	IMPROVEMENT TO PROCESS EFFICIENCY

OPERATIONAL EXCELLENCE – HOW?

	KEY FUNCTIONS	METRIC IMPACT	COMMON USE CASES
EPIC CORE	Desktop analytics, Computer Vision	Utilization %, occupancy, productivity	Reduce buffer cost, workforce management, OPEX reduction. Typical savings: **10-15%**
AUTOMATION	RPA, ICR/OCR, workflow, monitoring and control, RDA, PREBOTS, contents/ process discovery	Automation %, OPEX reduction, digital workforce %, human vs. machine, quality, TAT	30-40% automation across functions, maker-checker, SSO. Typical savings: **~30%**
EFFICIENCY	Time and motion studies, workflow, anomaly detection, rule-based screen recording	Speed of work, rework reduction, reduce exception %	Process discovery, process re-engineering, productivity improvement. Typical savings: **10-15%**
KNOWLEDGE AND EXPERIENCE	Knowledge management and testing, update management, survey management	Training throughput, procedural compliance, CSAT/eSAT improvement	WFH management, reduce cost of supervision, feedback loop management. Typical savings: **20-30%**
INTELLIGENCE	MIS, predictive and prescriptive analytics	SLA management, cost of MIS, activity-based costing (ABC), performance management	Performance improvement, prioritization of use cases, optimizing management time, demand management. Typical savings: **30-50%**
COMPLIANCE	Proactive and reactive monitoring, FBL management, sampling, quality evaluations	Quality assurance, process vulnerabilities and Insider threats, FBL compliance	Reduce cost of supervision, quality management, first line of defense. Typical savings: **20-30%**