THE FUTURE OF WORK

Enterprise Productivity, Intelligence & Compliance

Operating a truly optimized customer-service support structure is one of the most constant challenges that our industry faces. As customer service has evolved as a key brand differentiator, every organization is currently weighing alternatives to optimize their Front and Back Offices operations via Digital Transformation. But how does one begin? There are several incomplete strategies with fragmented initiatives that result in poor ROI, if not failure. FIS believes that a structured and cohesive strategy is the only way to compete and win this race to transformation. The FIS EPIC™ solution is an all-in-one Operational Excellence Suite that delivers true conversion in the shortest timeframe.

PACKED WITH ROBUST AND RELEVANT FEATURES

EPIC brings together digital technologies that empower enterprises in the data ecosystem, at both micro and macro levels, driving true Digital Transformation.

- Workforce Intelligence
- Robots, Automation Scripts & Application Utilization
- Knowledge Management
- Digital Assets Utilization

- Proactive Compliance & Automated QA
- Built-in Automation Solutions
- AI-Enabled Business Intelligence

FIS EPIC KEY MODULES

EPIC CORE

The EPIC CORE module provides business intelligence tailored to a client's specific business needs and requirements. The module is accessible to all FIS clients and provides a workforce utilization baseline in less than four weeks, as well as an ROI baseline in eight to nine weeks.

EFFICIENCY MODULE

The Efficiency Module addresses effective workforce utilization, volume-based tracking, process mining, predictive analysis, and capacity planning. It captures operational data in its smallest state to deliver concrete analytics around employee productivity and process gaps, while also serving to showcase opportunities for re-engineering, digital and physical asset optimization.

COMPLIANCE MODULE

The Compliance Module targets adherence to both regulatory and operational compliance. It features auto quality and correctional capabilities, along with the adoption of effective quality evaluation systems and audit tracking activities. The module also offers proactive business activity monitoring and real-time observation in order to prevent non-compliance and fraud.

KNOWLEDGE & EXPERIENCE MODULE

The Knowledge & Experience Module focuses on a multitude of knowledge-management practices that help drive the consistent flow of accurate information across an organization. With EPIC Knowledge & Experience, organizations can sync-up learning techniques with business strategy, consequently enhancing productivity and employee satisfaction.

INTELLIGENCE MODULE

The Intelligence Module within EPIC features a collection of tools that facilitate predictive KPI analysis, root cause and gap analysis, demand analytics and real time RPA adherence. This EPIC module drives workforce management, process management and performance management; all-in-one, easy-to-navigate platform.

AUTOMATION MODULE

The EPIC Automation Module is a one-stop-shop to implement automation across an organization. This module enables the identification of automation candidates and offers RDA and RPA solutions, sophisticated BOT monitoring and workflow orchestration tools.

EXPLAINING EPIC

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 POWERFUL INSIGHTS EQUAL POWERFUL TRANSFORMATION.

EFFICIENCY

SOLUTION SUITE:
- Sapience
- Call Magos
- Voltrack

CAPABILITY SUITE:
- Workforce Analytics
- Productivity Analytics
- Automated Attendance /Timesheets
- Desktop Analytics
- Digital / Physical Assets Analytics
- Field / Process-Level Intelligence
- Process Mining / Modelling
- Real-Time Volume Queue Monitoring
- Automated Call Recording

COMPLIANCE

SOLUTION SUITE:
- Vigilance
- Quality Evaluation System (QES)
- AutoQA
- Auditrack

CAPABILITY SUITE:
- Business Activity Monitoring
- Screen Recording
- 360-Degree View
- Sampling & Calibration
- Vulnerability Elimination
- Process Mining / Modelling

KNOWLEDGE

SOLUTION SUITE:
- Pulse
- Infospace
- Evangelize
- AutoDoc

CAPABILITY SUITE:
- Virtual Assistance
- Insights & Market Trends
- Content Management System
- Optimized UI & Reporting
- Next Best Action
- Course Tracking

INNOVATIVE AND GROUND-BREAKING TECHNOLOGIES

AUTOMATION

SOLUTION SUITE:

• RPA.Exe

• iAutomate

• DocStart

• Big Eye

CAPABILITY SUITE:

• Desktop Automation Utilities

• Enterprise Grade Intelligent Process Automation

• Unified Orchestration & Command Control

• AI Enabled Data Capture Engine

• Process Discovery

INTELLIGENCE

SOLUTION SUITE:

• Results.Exe

• WISE

• SUMMIT

• Activity Based Costing (ABC)

CAPABILITY SUITE:

• AI Enabled Workforce Management

• AI Enabled Business Management

• Demand Analytics

• Sentiment Analysis

• Auto Quality & Correction

• Automated Performance Reviews

• Activity Based Costing

FIS

About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.