Persistent

Persistent Connected Copilot Solution for ISVs & Enterprises

June 2024

Empowering Stakeholders to Deliver Business Value Using Persistent Connected Copilot Solution

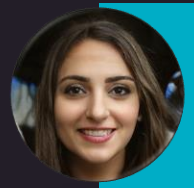
Personas and Journey Maps

CIO / CTO

Responsible for…

- Reducing IT costs
- Migrating legacy CRM systems to Microsoft ecosystem
- Providing right data at fingertips
- Delivering business value

Connected Copilot plugin maps 80% of data to migrate from CRM to MS Dynamics



Chief Product Officer

Responsible for…

- Developing products & solutions for end-to-end value chain across domains
- Integrating solutions/systems in the value chain
- Launching products faster to the market

Connected Copilot integrates solutions in Azure Marketplace to build an end-to-end integrated industry value chain platform

Chief Customer Success Officer

Responsible for…

- Resolving issues proactively
- Improving agent productivity
- Delivering superior customer experience
- Optimizing IT costs

Services Copilot auto-generates contextual response emails with right resolutions

Microsoft Teams as the Interaction Interface

- Saves license & resource costs
- Migrations at 2x speed
- Easy to use for business end users

- Single window to E2E solution
- Ease of solution adoption
- Faster product launches

- Improved agent productivity & CSAT
- Faster query resolution time

Confidential © 2024 Persistent Systems

Value Chain Orchestration – Illustrative Example Patient Onboarding Management

- Value stream driven Azure Marketplace
- Integration of Systems - Value Stream example of a E2E patient management system for Healthcare providers bringing together patient onboarding, patient care, self service and post care solutions.
- Connected Copilot integrates solutions in Azure Marketplace to build an end-to-end integrated industry value chain platform
- Custom Copilots integrated with M 365 interface

Inquiry and Callback → **Appointment Booking & Registration** → **Record Medical History & Verification** → **Prescription & Reports** → **Follow-Up & Feedback**

MazikCare Patient Self-Service Kiosk

Quisitive

Power Apps

Streamline patient check-in, reduce staff burnout, and improve patient throughput and safety.

Infosys Patient Check-in

Infosys Limited

Power Automate

Infosys Patient Check-in app digitizes complete patient experience from their walk-in to discharge.

Digital Signup

SOFTURA

SaaS

Registration Reimagined

MazikCare Appointment Scheduling

Mazik Global Inc.

Operations

A tool to simplify scheduling processes through integration and automation.

ehCOS Clinic

NTT DATA EMEAL ehcos

SaaS

An open Digital Health Record platform that maximises value and health outcomes for patients

James Software

James Software BV

SaaS

An electronic patient file system. We develop flexible EPF for various healthcare professions

Digital Outpatient Appointments

Storm ID

SaaS

Transforming outpatient experience for patients and clinicians

CitiusTech GenAI Physician Assistant

CitiusTech

SaaS

GenAI Physician Assistant solution can help reduce provider burnout and improve patient experience

Integrating different products/solutions from Azure Marketplace to build an end-to-end patient onboarding solution

Confidential © 2024 Persistent Systems

Harnessing Microsoft Teams as Business Interface to Enhance Business Productivity

Integrate various business & IT applications using Microsoft Copilot Studio

Persistent Connected Copilot Factory: Building connected copilot plugins at scale to integrate third-party applications with various renowned business & IT applications harnessing Persistent Connected Copilot Solution on-demand basis within 3-6 weeks

Azure OpenAI | Microsoft Copilot Studio | Serverless (Azure Functions) | Low code/No code (Power Automate) | M365

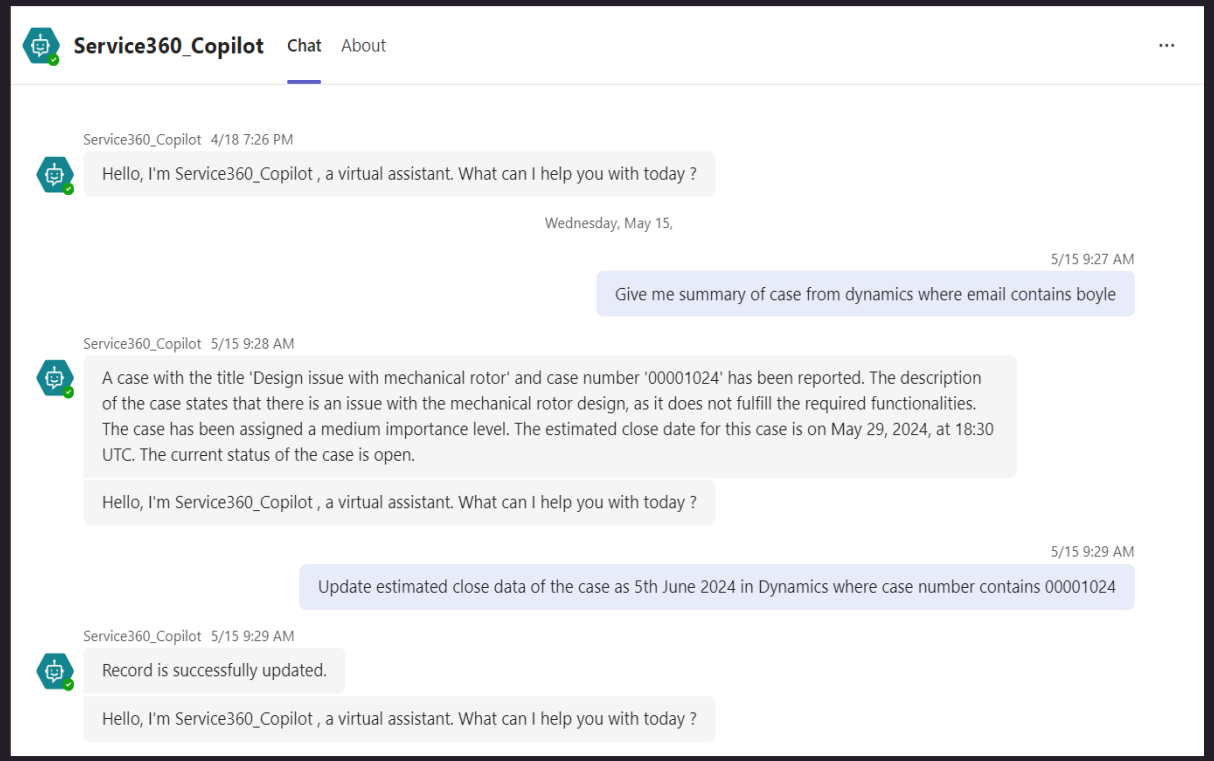
Connected Copilot plugins boosts the productivity of business users by at least 30%

Traditional way of integrations is costly & resource intensive

- Uses license-based third-party integration platforms
- Requires a team of skilled developers

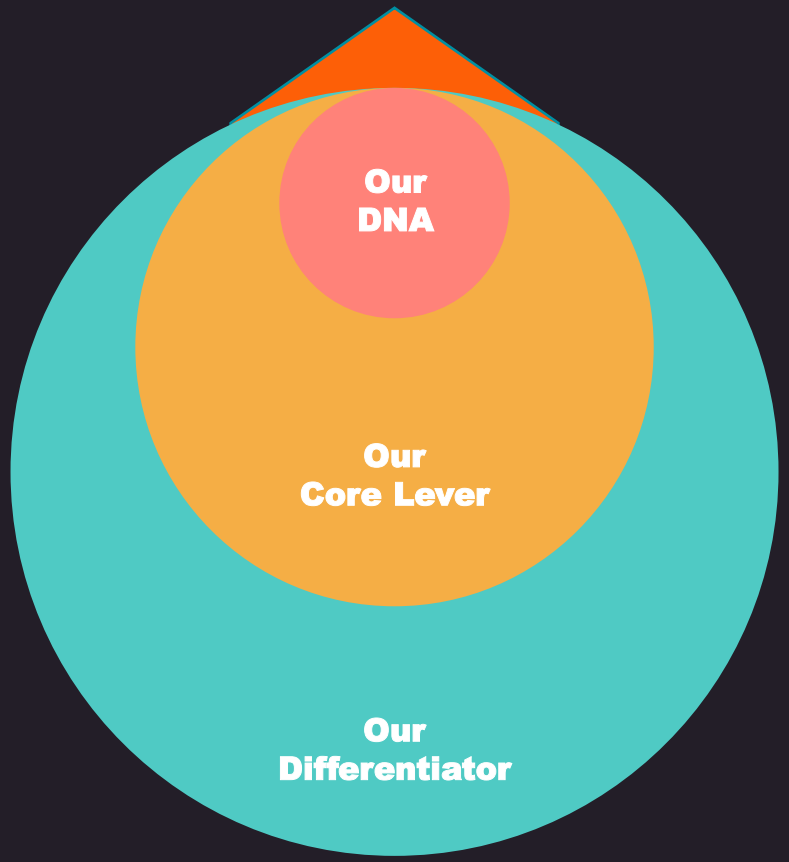
Gen AI-based Integration Using Microsoft Copilot

- Saves license costs drastically as it is org-based license (~ $200 per month)
- Easy to use & more productive for business end users



Confidential © 2024 Persistent Systems

Persistent Brings Strong Product Engineering Capabilities



Product Engineering is Our DNA

33+ years of Engineering DNA serving 16 of the Top 20 global software companies and Hyperscalers

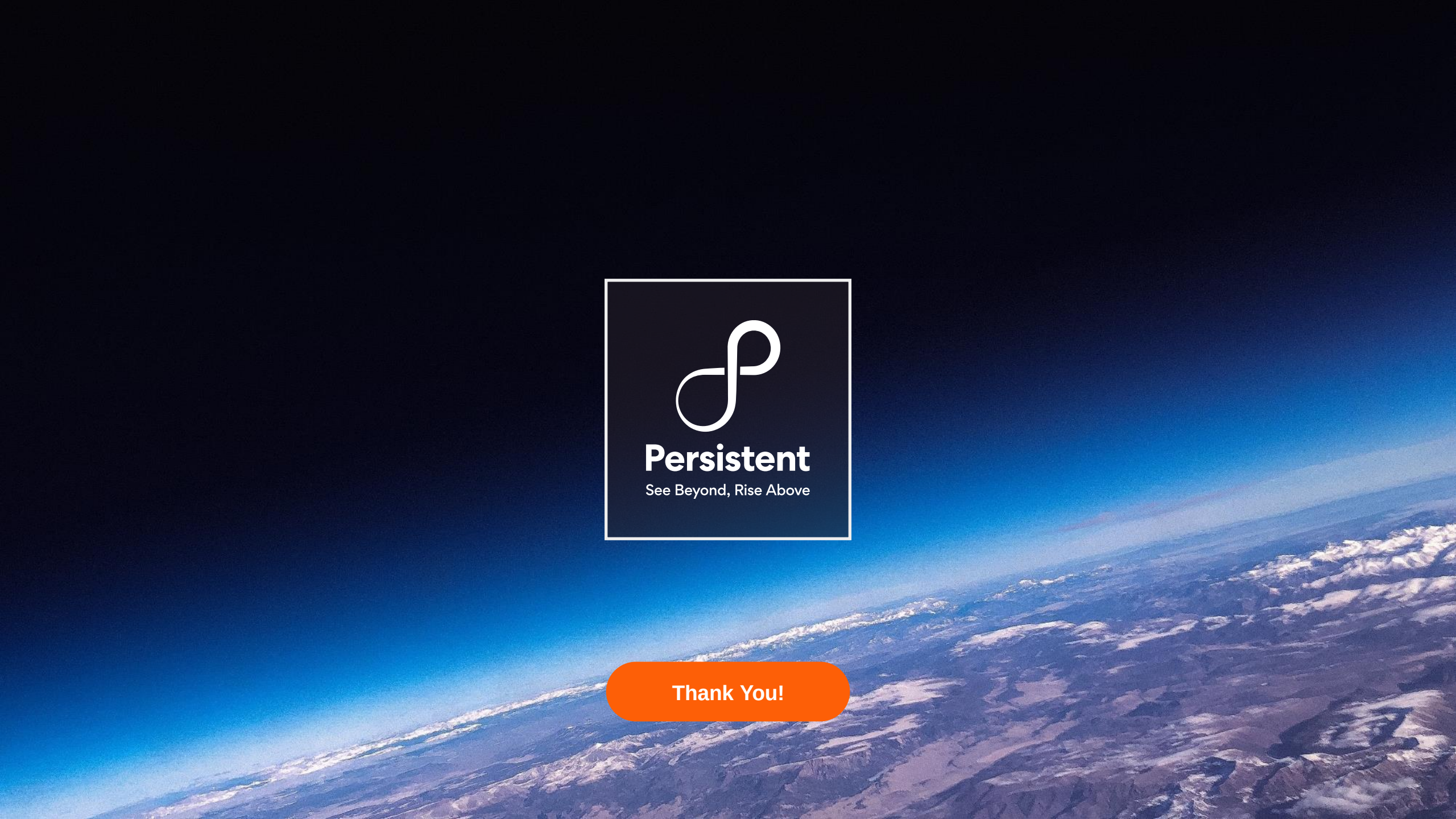
Connector Engineering is Our Core Lever

20+ years of experience in developing, maintaining and implementing enterprise-grade data connectors. Also, Strategic Connector Engineering Partner for Cloud-native and AI/ML products for all major Hyperscalers.

Generative AI is Our Differentiator

Strategic partnership and investments for Gen AI with Hyperscalers like Microsoft. A well-established dedicated Microsoft Viva practice integrated with GenAI as well as a dedicated Gen AI CoE and Innovations Lab.

Confidential © 2024 Persistent Systems


Persistent
See Beyond, Rise Above
Thank You!