Responsiv Cloud Automation Platform
The **Right Data**, in the **Right Place** at the **Right Time**

Innovate faster with Responsiv Cloud Automation Platform

Responsiv Cloud Automation Platform uses advanced analytics, business rules, and collaboration to drive successful business applications that improve business efficiency. These optimised business applications are available to users whenever and wherever needed, ensuring that the right data is in the right place at the right time.
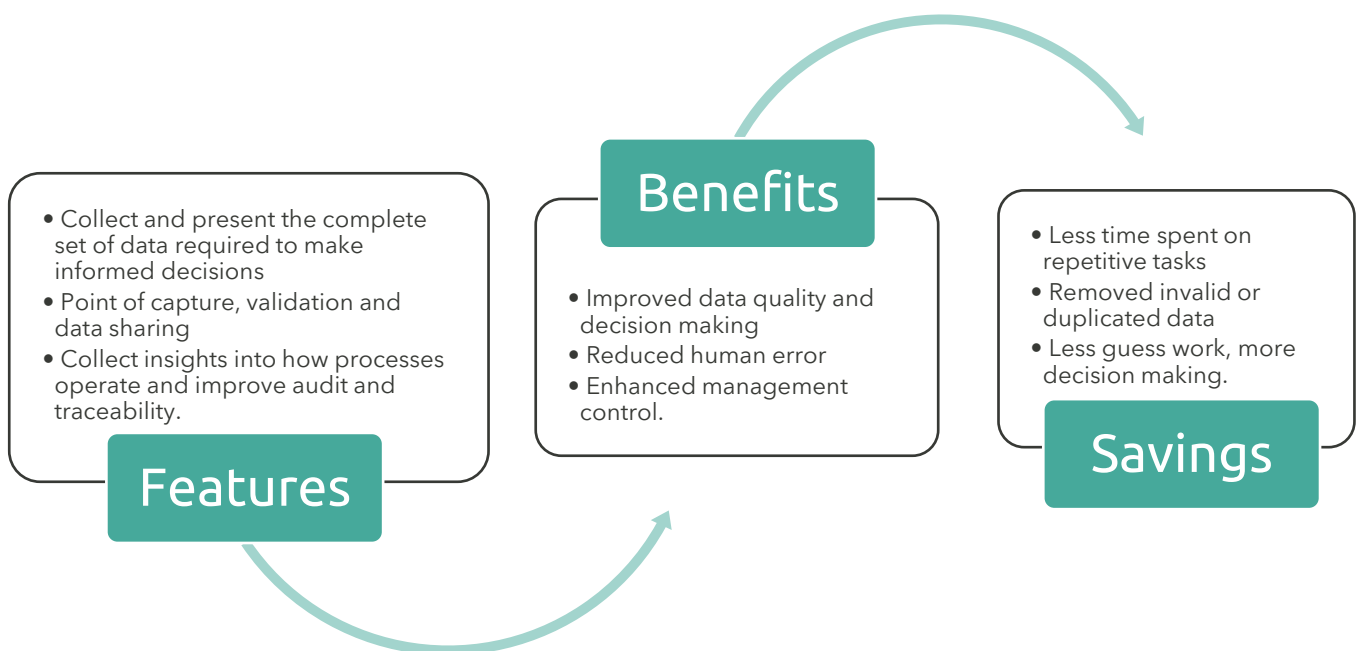
Responsiv Cloud Platforms are securely hosted in the UK and can be accessed using a mobile, desktop, or APIs.

Right Data, Right Place, Right Time

Whatever your organisation, case management and business process automation combined with powerful data integration improves business efficiency. Storing accurate data improves customer satisfaction, subsequently saving your organisation time and money.

Automation combined with powerful data integration improves business efficiency

Responsiv Cloud Automation Platform allows you to fully leverage existing investment in core systems whilst connecting them to powerful automation dashboards. Previously hidden data is now available to the right people at the right time. Data can be extracted from multiple systems to be combined, providing a complete view of your business on any device, at any time, in a format that is immediately consumable to the user.

Benefits

- Collect and present the complete set of data required to make informed decisions
- Point of capture, validation and data sharing
- Collect insights into how processes operate and improve audit and traceability.

Features

- Improved data quality and decision making
- Reduced human error
- Enhanced management control.

- Less time spent on repetitive tasks
- Removed invalid or duplicated data
- Less guess work, more decision making.

Savings

Your data is costing you money

Inconsistent responses to customer enquiries undermine trust, cause service delays, and weaken arguments; and are ultimately costing you money and brand reputation. For an accurate integrated information management solution that will eliminate these inconsistent responses, Responsiv Cloud Automation Platform is the foundation. The platform achieves this through collecting and transforming data into any format in order to accelerate data access.

Data consistency across channels and engagement (omni channel) is important for any company. Ensuring that internal and external facing channels have access to accurate and consistent data is vital in improving decision making as this increases business efficiency as well as customer satisfaction. When there is incomplete or missing data decisions become undermined which increases rework, making a company appear to be out of control.

Just in time information is more valuable than just too late information. Providing staff with the correct amount of accurate, up to date data allows them to make informed decisions. Timely information delivers actionable insight.

Improve business efficiency with Responsiv Cloud Automation Platform:

- Reduce time spent on repetitive business tasks
- Oversee operational procedures
- Reduce operational and business costs
- Automate 24/7 customer self-service facilities
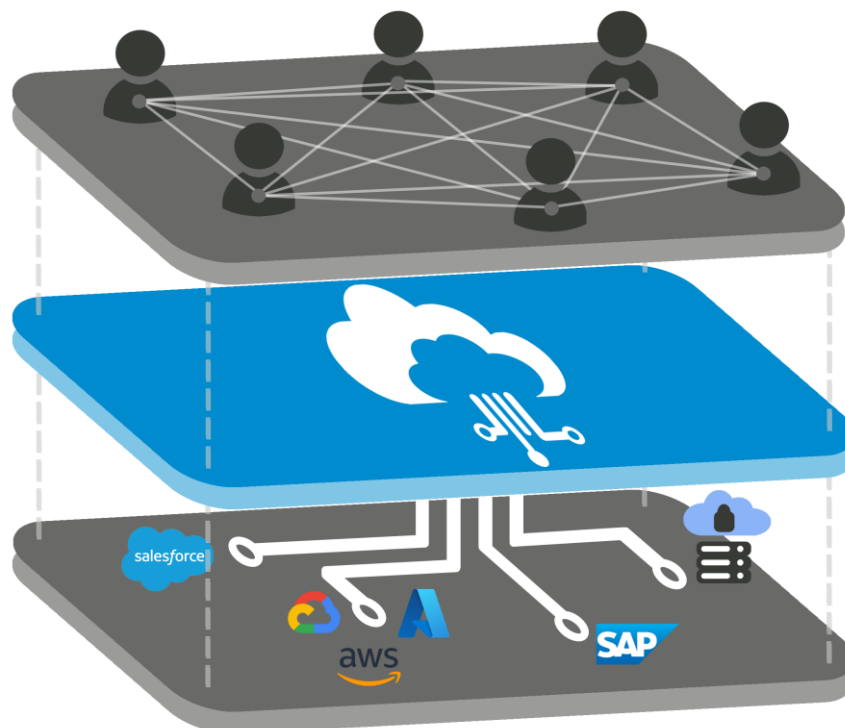- Provide all platform features required, with licensing based on users, not functions

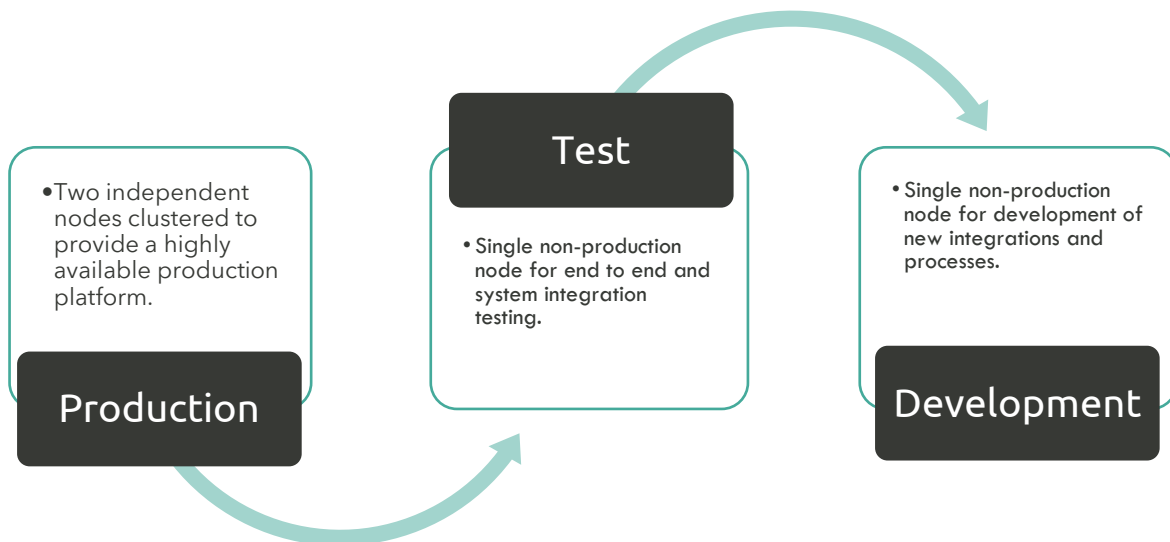*Figure 1 - Representation of the Responsiv Cloud Automation Platform*

Delivered as a Service

The Responsiv Cloud Automation Platform provides process automation and connectivity features in a single bundle. The platform can be clustered with existing MQ infrastructures, or accessed using different protocols that include (HTTP, FTP, RabbitMQ, IBM MQ) to suit the existing infrastructure.

Suitable for businesses of any size, the Responsiv Cloud Automation platform delivers securely managed, highly capable business automation. Additionally, Responsiv offer payment profiles to suit low volume users and organisations with unpredictable workloads.

- ✓ Fully hosted service (PaaS)
- ✓ Dedicated production, test and development environments
- ✓ Patching upgrades included
- ✓ Automated monitoring and recovery
- ✓ 100% compatible with IBM process automation

Each environment is configured to support your users and process capacity.

To find out more about the environments and features of the Responsiv Cloud Automation Platform, see the Product Description.

Accelerate Delivery and Digital Transformation with Responsiv Cloud Automation Platform

Significantly increase the productivity of your team with a simplified integration process.

- Distinctive, purpose built, one-stop solution that provides benefits to overcome integration challenges, drive new engagement models, and digital transformation.
- A single solution for multi-style connections to IoT devices (Internet of Things), mobile and hosted applications.
- Deploy connections to rapidly scale to meet requirements as business grows.
- Overcome Integration challenges - drive new engagement models.

Cloud Security

Build powerful integrations with unmatched end-to-end capabilities and enterprise-grade security to support your digital transformation.

If you have implemented a cloud initiative or just beginning cloud migration, operating without a cloud security strategy may lead to cybersecurity gaps that threaten your company. You need an integrated approach – from assessment, through developing requirements to constructing a robust roadmap that provides for:

✓ SAML single sign-on (SSO)
✓ Automated monitoring and recovery
✓ User and group management - REST APIs to manage user access
✓ Integrated threat detection and right solutions

On the Responsiv Cloud your data is secured physically as well as being encrypted and access controlled.

UK Cloud centres have 24/7 physical security, ISO27001 certification, and the kinds of firewalls, Web Application Firewalls, and encryption you would expect. Additional encryption and security measures can be added on demand.

Tier 3 data centres have an expected uptime of 99.982%

Responsiv Cloud Platforms are hosted in Tier 3 UK data centres. Tier 3 data centres achieve their status by having numerous paths for power and cooling, with systems in place to maintain hardware without taking systems offline. These data centres have an expected uptime of 99.982%, meaning annual downtime amounts to only 1.6 hours.

Fully specified service bus

Connect to your data wherever it is, SaaS (Zero, Salesforce, Zoho and MS-Dynamics) or bespoke internal systems or mainframe.

Responsiv Cloud Automation Platform can integrate with existing core systems. It can become the custodian of access to Marketing and Sales, Accounting, and other cloud SaaS systems, connecting them to your own software running in different clouds (PaaS), or in your private datacentre.

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Improve Business Efficiency

Data is consistent and available when and where it is needed. Responsiv Cloud Automation Platform improves business and enterprise efficiency using integration and automation platforms.

Responsiv Cloud Automation Platform supports and simplifies your business needs

Productivity Benefits for the Whole Team	
Decision Making	Reduce delays in decision making to improve business efficiency. Connect to different data sources in your company so that everyone can find and access the data needed to make decisions quickly and easily.
	Instantly share decisions across the company to ensure maximum co-operation with departments and teams.
Customer Expectations	Align employees and customers through accurate and consistent data, regardless of the customer channels used and the type of customer interaction. This allows for a tell us once use many times approach (e.g. change of address, contact information, etc.).
	GDPR requires organisations to have accurate customer data. If all data is managed in one place, this is made easier.
Onboarding and Offboarding	Give your employees a great experience even before their start date. Save time on admin tasks and delight your employees with a seamless digital experience.
	Get your employees up and running quickly with the resources they need and free up time for your IT team to work on larger projects.
	Access the state of each system in real-time to deliver accurate reports.
Approvals (admin, expenses, holidays)	Automate sign-off requests and combine human decision-making in the process.
	Trigger approval processes and audit, perform automated checks to then trigger process automation to manage the approval and update key stakeholders.
Payroll and Expenses	Automate the creation of accurate payroll reports ensuring no risks of penalties or regulatory issues.
Back-Office Integration	Integrate robust accounting, inventory and resource planning processes that can scale with your business.
Performance and Availability	Monitor performance and availability of your integrations in real time.
	Allow seamless transition of business information flow between applications and make sense of your on-prem or cloud environment.

Why choose the Responsiv Cloud Automation Platform?

Responsiv use world leading software and hosting to assure your platforms perform when you need them. Our support engineers have the skills and capacity to effectively manage without you needing to.

Responsiv Cloud Platforms are unique in that they provide you with all the features that you need. Platforms are licensed by capacity rather than function; businesses can take advantage of highly advanced features as necessary for a given capacity. Other vendors would charge for each feature - our offering offers all the features and functions, regulating cost through users, allowing you to adaptively scale your platform use.

Offers	
Platform as a Service (PaaS)	PaaS provide API, automation, connectivity, and rules platforms as a service. Each can be extended using Responsiv Unity Modules to include combinations of the others.
	Responsiv Cloud hosts specialised environments that deliver reliable and secure middleware platforms, including business rules, business process automation, integration, and databases.
	Each environment delivers a specialised platform to host your custom applications. This means that you develop a rules package and host it in a PaaS environment to avoid infrastructure and middleware software costs.
Solution as a Service (SolaaS)	SolaaS provides a custom solution to your exact requirements. We spread the cost of development over the service term, giving you a solution without worrying about the layers of software and hardware that may be required to deliver it.
	We control the hosting, middleware software, and the skilled resources needed to deliver your solution.

How does it work?

Your journey with the Responsiv Cloud Automation Platform starts with a discussion. Explain your unique business needs to us, and we will help you consider how the platform will fit into your overall IT strategy. This does not define your IT policy, rather provides you with the opportunity to broaden your functionality when the requirements arise.

Once you have committed to a single or multi-year term, we onboard you to the platform then provide project-based work to configure the platform to the requirements you outlined in our initial consultations.

Extend and Grow

The Responsiv Cloud Automation Platform can grow to meet demand as you desire. Depending on your business needs, it can extend by adding more user licenses, so everyone can access the cloud automation functions made available to you.

What's in the box

The Responsiv Cloud Automation Platform combines the software and functions of the Responsiv Unity Process Module and Responsiv Unity Integration Module. Additions and extensions of Responsiv Unity Modules can be procured as function and requirements necessitate.

Associated Products

- **Responsiv Unity Process Module**
- **Responsiv Unity Integration Module**
- Responsiv Cloud Connectivity Platform
- Responsiv Cloud Decisions Platform
- Responsiv Cloud Data Platform
- Responsiv Assist Flex Support

Ready to get started?

Reach out to our Sales Team today and they can connect you with our technical

Let's talk