

Skani^{AI}

Gen AI-Powered Process Intelligence: Manage and Improve Operations for Better Business Outcomes

Financial Services
Q4'2023
Version 1.0

Skani^{AI}

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Skon Overview

Skon enables enterprises to discover, monitor, manage and improve the health of their business operations.

Operations and process transformation leaders at F500 enterprises use Skon measure and analyze how employees work, and how operations run, providing actionable insights to manage and improve business processes at scale.

Customers achieve results in ~10-12 weeks, with a lightweight and privacy-first approach, that requires no integration.



TRUSTED BY 40+ ENTERPRISES ACROSS INDUSTRIES



Insurance



Financial Services



Manufacturing



Technology



Healthcare



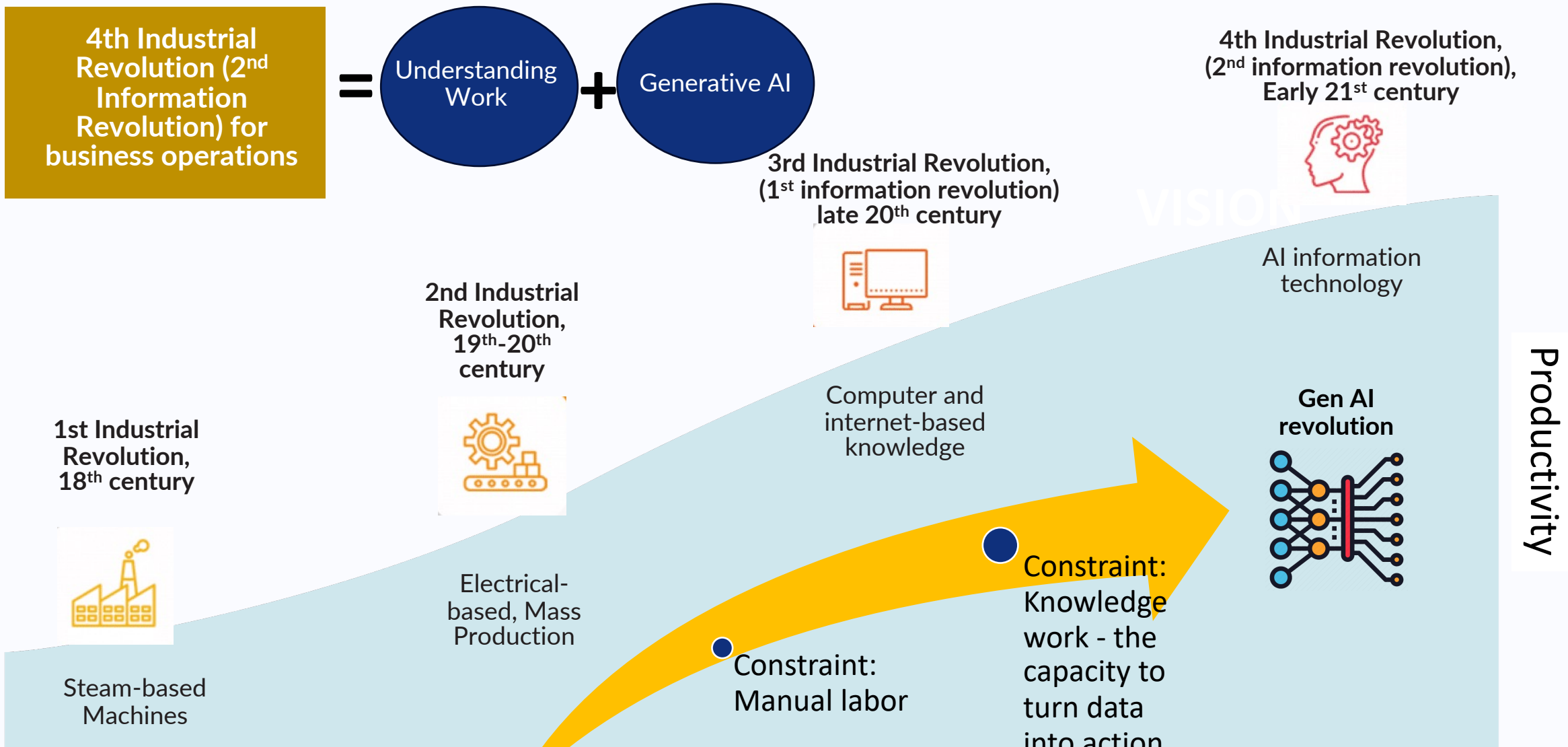
BACKED BY WORLD-CLASS INVESTORS

DELL
Technologies
CAPITAL

citi VENTURES

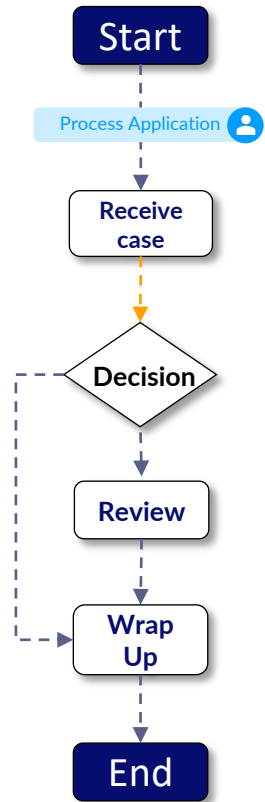
Bloomberg
BETA

Gen AI removes the constraints of knowledge work, and accelerates the 2nd Information Revolution for business operations based on deep understanding of work

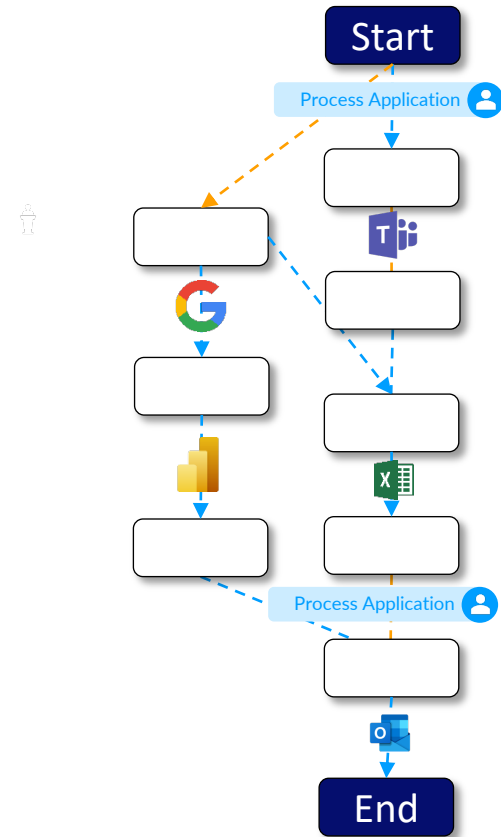


Understanding work is the essential foundation for generative AI in business operations

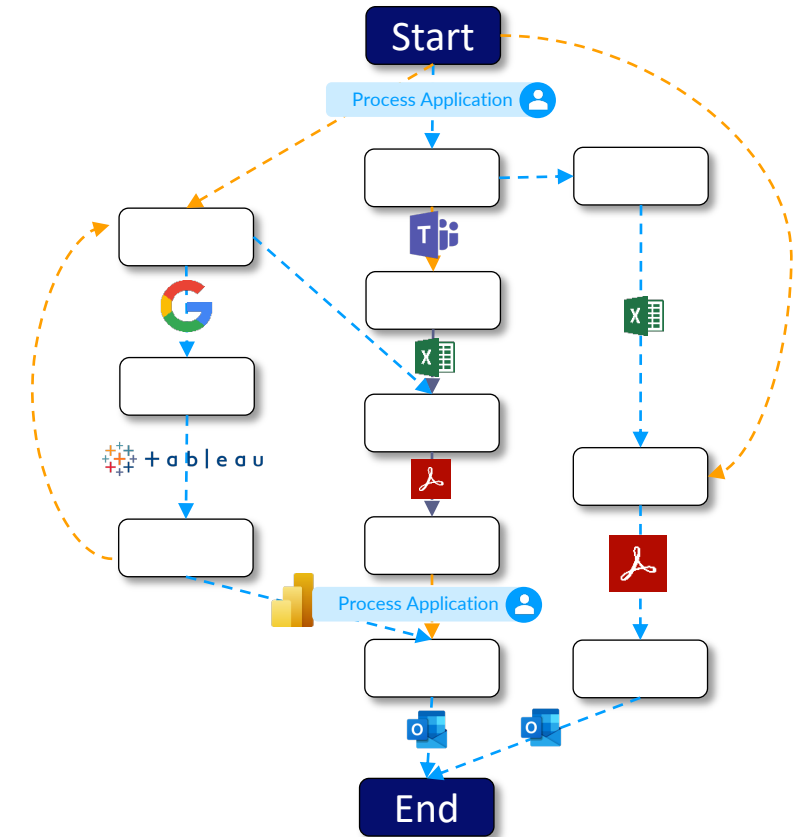
Process as designed...



as implemented...



and as it actually runs



Skani creates a continuous, detailed, reliable understanding of how people work and operations run

Digital Twin of operations



Zero-Integrations

AI powered data capture and analysis at scale

Privacy-first architecture

Value Engineering + Business Outcomes



Measure, Analyze & Improve KPIs

Graphical modeling + Analytics



Discover

Data Transformation + Anonymization



Capture

Virtual Agents (Sensors) + Continuous Monitoring



Deploy & Configure

Outputs aligned to Integrated Business Outcomes

Integrated business outcomes (*Transformation drivers*)

Leading business indicators (*continuous monitoring KPIs*)

Cost
(Operating Profits)



Experience
(NPS- Net promoter score)



Compliance & Quality
(SLA / Penalty)



Revenue
(NRR – Net revenue retention rate)



Workforce Intelligence



Utilization



Productivity



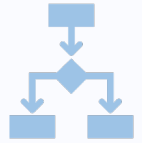
Proficiency



Quality & error rate



Process Intelligence



Turn around time



Wait Time



Unit cost of processing



First pass rate



Technology Intelligence



Automation discovery



Apps usage and effort / app



Standard vs non-std apps usage



App-switching rate



F20 financial services firm specializing in payment cards uses Skan to drive operational excellence and reduce costs in Customer On-Boarding

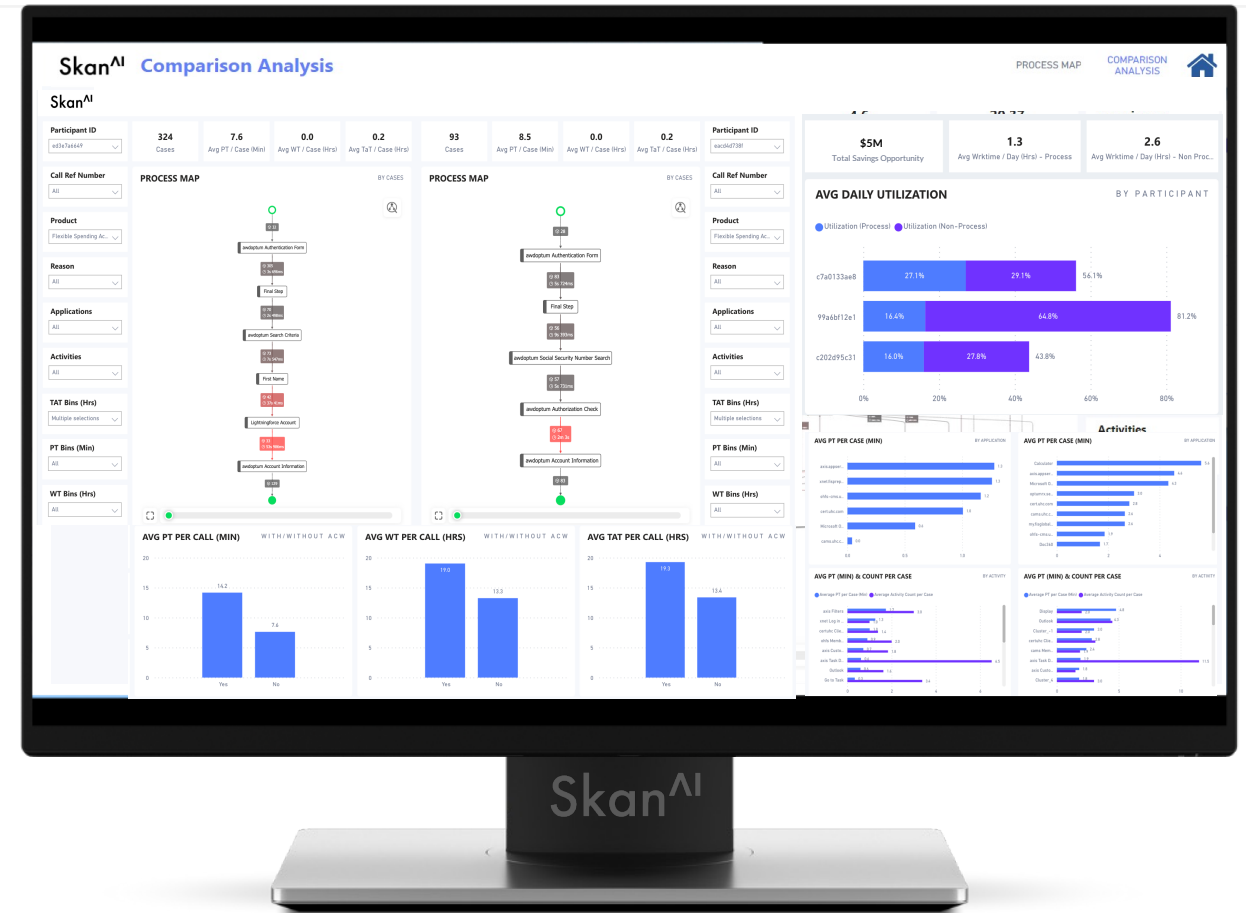
Objective & Approach

- Worked with **Head of Customer On-Boarding** to drive **operational excellence** and **reduce costs** in its customer on-boarding process
- The mid-market and large global customer teams on-board approximately **3,000 corporate customer cases per year**, and each one takes approximately **1-2 days per case**. The company had limited visibility into current state metrics for the account creation and setup process.
- The goal was process discovery, conformance, standardization and automation in order to reduce cost.
- Skan was deployed for **end-end process mapping**, **workforce capacity utilization** and **productivity**, **variant analysis** and **process standardization**, **discovery of root cause patterns for rework loops**, **application usage** and **automation discovery**

Impact

Skan identified opportunities to

- Improve **workforce capacity utilization**
- Reduce **process variability**
- Reduce account creation and setup **cycle time through automation**
- New insights into reasons for **rework**



Key Metrics

Quality & Error rates

Capacity Utilization

Process Variants

Automation Discovery

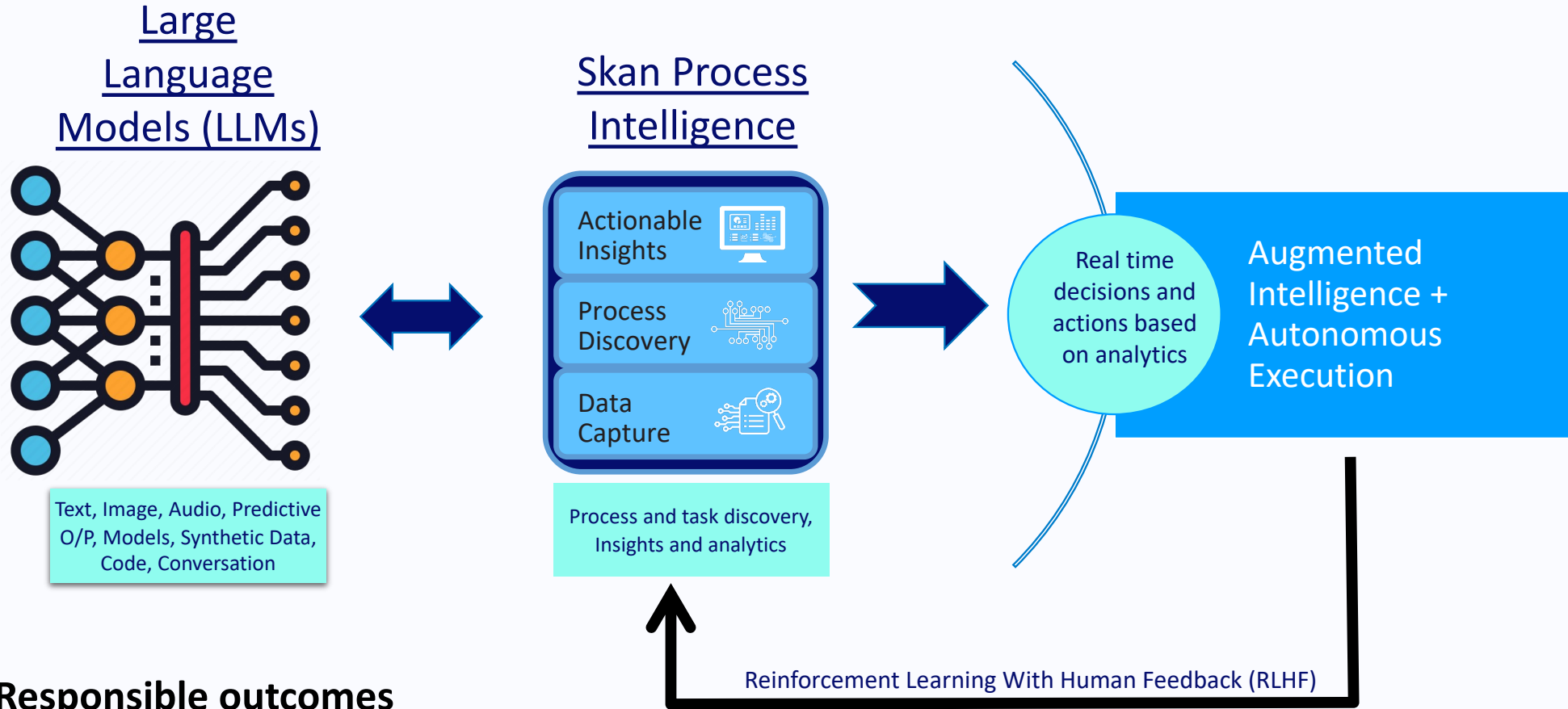
Skan ProcessGPT combines a deep understanding of work with generative-AI to revolutionize knowledge work, reshape roles and increase productivity



Defining the next frontier of work with new productivity enablers:

- Gen-AI trained on deep, reliable understanding of work
- Human augmentation
- Real-time enablement
- Autonomous execution

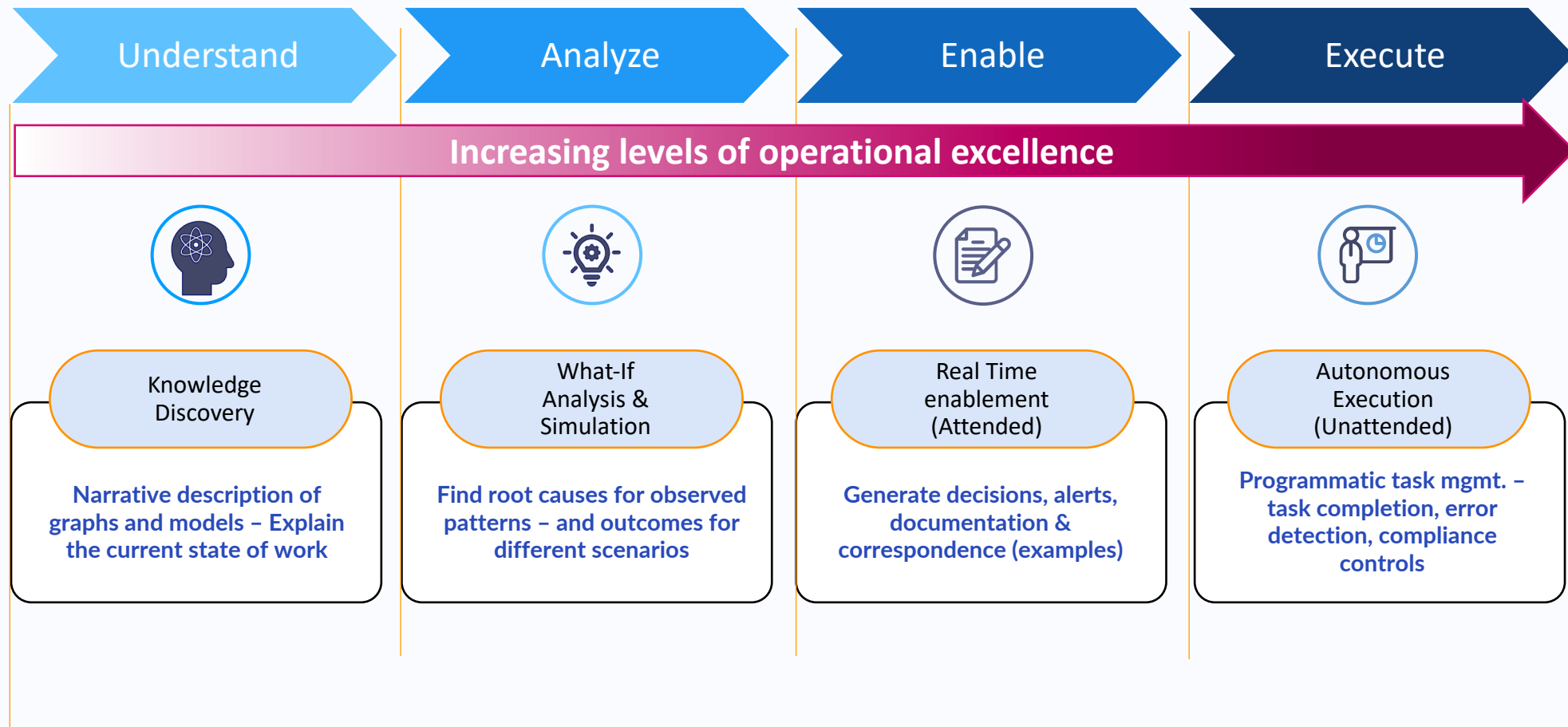
Skani ProcessGPT extends process intelligence with generative AI to bridge the gap between insights and execution with responsible outcomes



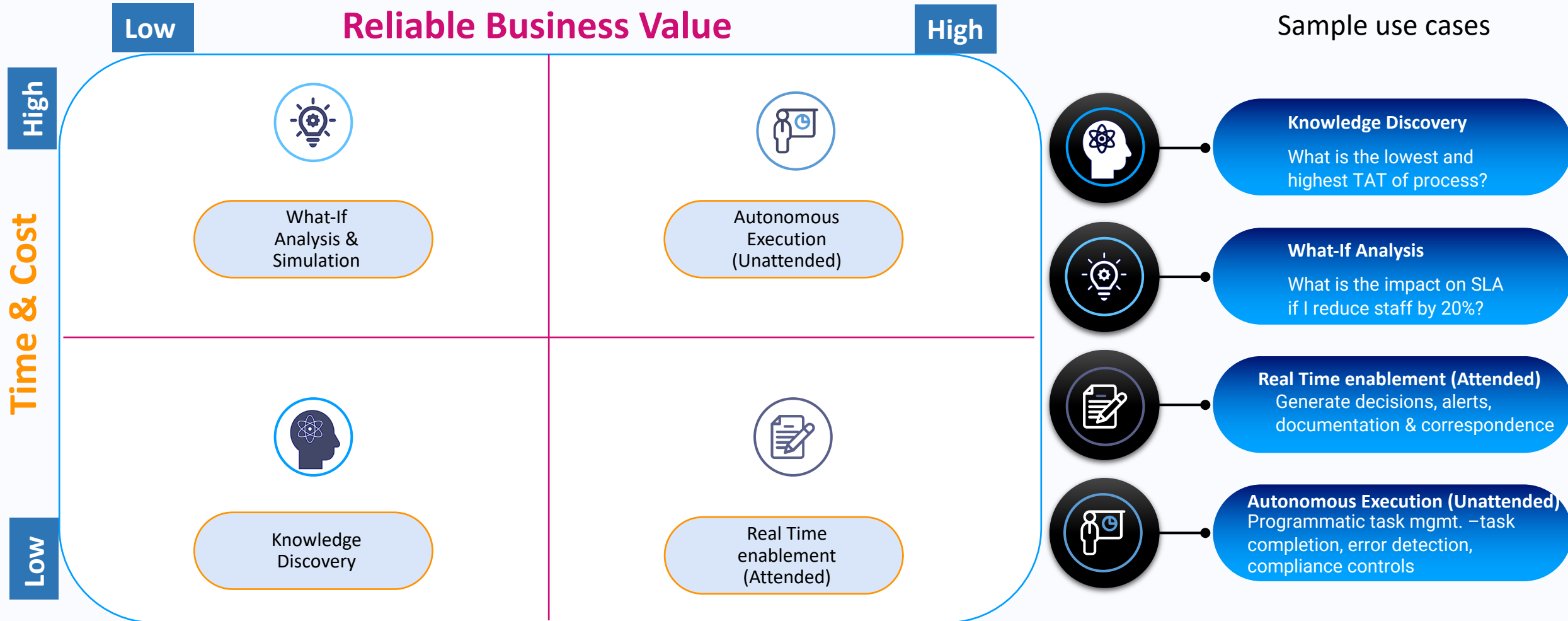
Responsible outcomes

- Observation-based process intelligence data is unbiased and able to drive more reliable outcomes
- Gen AI foundation models trained on process intelligence data ensure deep understanding of business context
- Trusted and responsible AI that is transparent, safe and designed to protect data and privacy

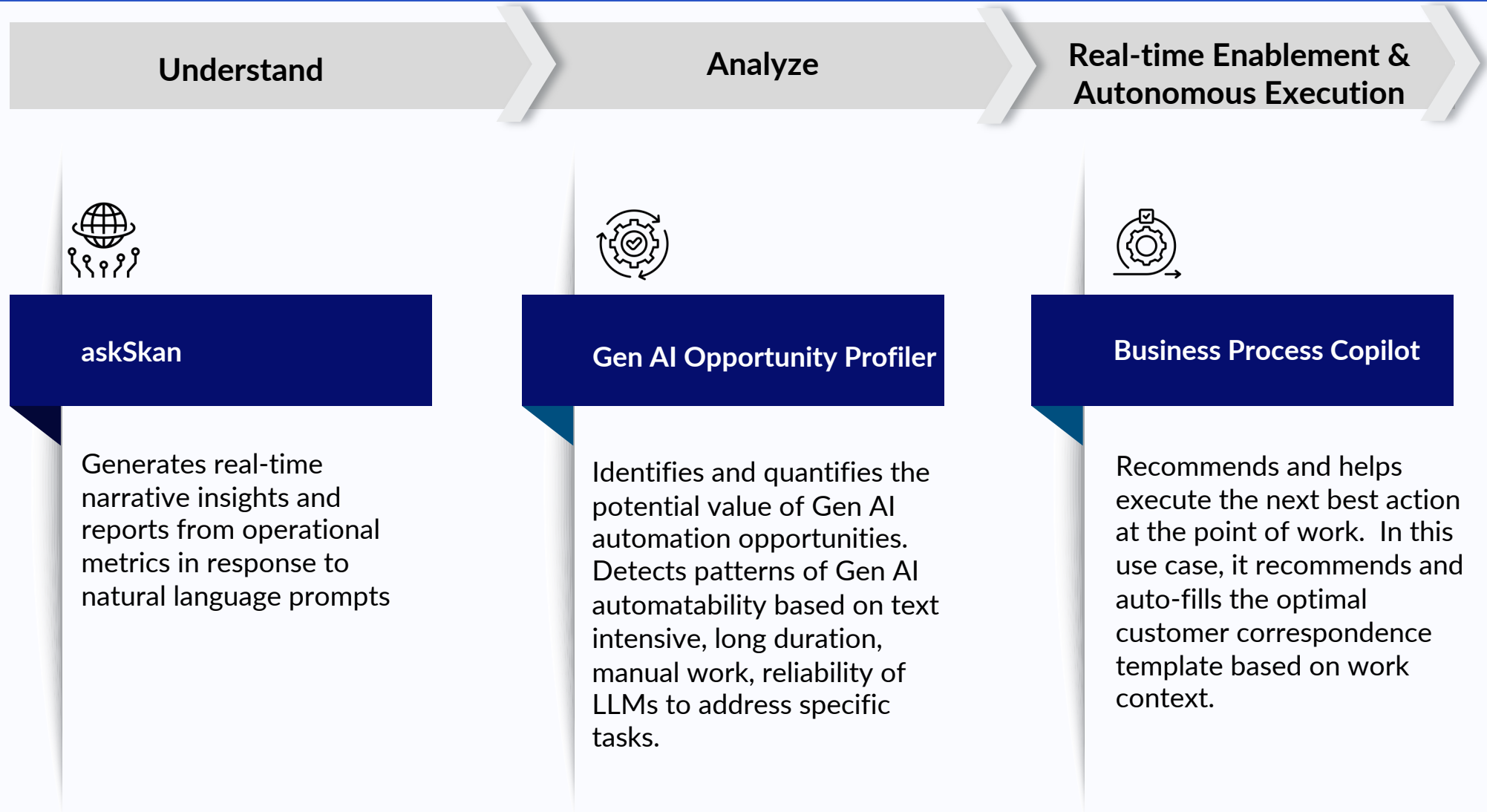
Generative AI in process intelligence - Core business use case patterns for Process Intelligence



How to evaluate generative AI use cases ?



Skani ProcessGPT – augmented intelligence and execution solutions



Use Case: Real-time narrative insights askSkan



Knowledge Discovery
What is the lowest and highest TAT of process?

Skandemo REPORTS Participants Jan 1, 2021 - Dec 31, 2021

Manager Report Last Observed Date: 1/22/2023 11:58:00 PMEST

Utilization **Productivity** Employee Summary Availability Participant Status

QUARTERS MONTHS WEEKS

Mon - Fri Mon - Sun

Manager

- Select all
- David
- Melvin
- Sophia

Operator

- Abigail
- Collins
- Emily
- Emma
- Ethan
- Oliver

Productivity

Hide Assistant

Operator	Q1	Q2	Q3	Q4	Total
Abigail	38.0	27.0	39.0	56.0	160.0
Ethan	37.0	37.0	38.0	43.0	155.0
Emma	33.0	33.0	42.0	43.0	151.0
Oliver	32.0	39.0	35.0	48.0	154.0
Collins	30.0	36.0	36.0	51.0	153.0

Skandemo

which agent is the most productive for fire and theft

To determine the most productive agent for fire and theft claims, we need to calculate the total number of fire and theft claims processed by each operator. Based on the data provided, we can see that:

- Emma processed 33 fire claims and 42 theft claims
- Oliver processed 32 fire claims and 35 theft claims
- Abigail processed 38 fire claims and 39 theft claims
- Collins processed 30 fire claims and 36 theft claims
- Emily processed 29 fire claims and 41 theft claims
- Ethan processed 37 fire claims and 38 theft claims

Therefore, based on this data, we can determine that:

- Emma is the most productive agent for theft claims, having processed 42 theft claims
- Abigail is the most productive agent for fire claims, having processed 38 fire claims

Ask me something...

Productivity metrics

1

4 Share by email

2 Natural language prompts

3 Real-time narrative insights

Use Case : Quantify the value of Gen AI opportunities Gen AI Opportunity Profiler



What-If Analysis
What is the impact on SLA if I reduce staff by 20%?

CASE STATUS
» All

CASE TYPE
All

PARTICIPANT HOURLY PAY
\$33

LLM OPPORTUNITY SCOPING

\$48,233
Potential Savings/Year

SUBPROCESS

51.63
Processing Time / Case (mins)

4371
User Input Events / Case

\$18.17
Potential Savings/Case

SUBPROCESS DETAILS

Task Name	Step Number	Keyboard Events	Mouseclick & Navigation Events	PT (mins)	LLM Accuracy	LLM Automatability
Claim Registration	Step 1	0.69%	12.89%	5.64%	97.67%	61.65%
Navigate to Claims Center Correspondence Dashboard	Step 1	10.34%	10.53%	2.35%	86.67%	64.43%
Documentation Gathering and Review	Step 2	6.25%	11.50%	8.34%	98.67%	72.38%
Going through Customer Correspondence	Step 2	6.78%	8.23%	5.29%	82.33%	63.96%
Fetch policyholder & claimdetails	Step 3	0.69%	4.03%	2.82%	89.67%	61.93%
Review Guidelines Evaluation	Step 2	0.00%	2.70%	7.20%	81.67%	77.20%

2 Labor rates are combined with automatability scores for each activity to drive total value potential

4 Total value potential across two processes

3 Total value potential for end-end processes

1 Gen AI automatability score is driven by (i) amount of text, (ii) number of keyboard events, (iii) duration, (iv) LLM accuracy or reliability

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Example: Customer correspondence generation Business Process Copilot



Real-Time Enablement
Generate code to automate email correspondence



Autonomous Execution
Detect quality entry errors at the point of submission

Case attributes and analysis of auxiliary notes triggers a recommendation to send customer correspondence requesting additional information

2

Transparency to attributes and notes used to make recommendation

3

Predicts the top 3 most likely templates to select from a certified library

4

Explainability and transparency to rationale

5

Auto-fills the selected template & email body text





6

CoPilot monitors and analyses actions and business data to recommend next best action

1

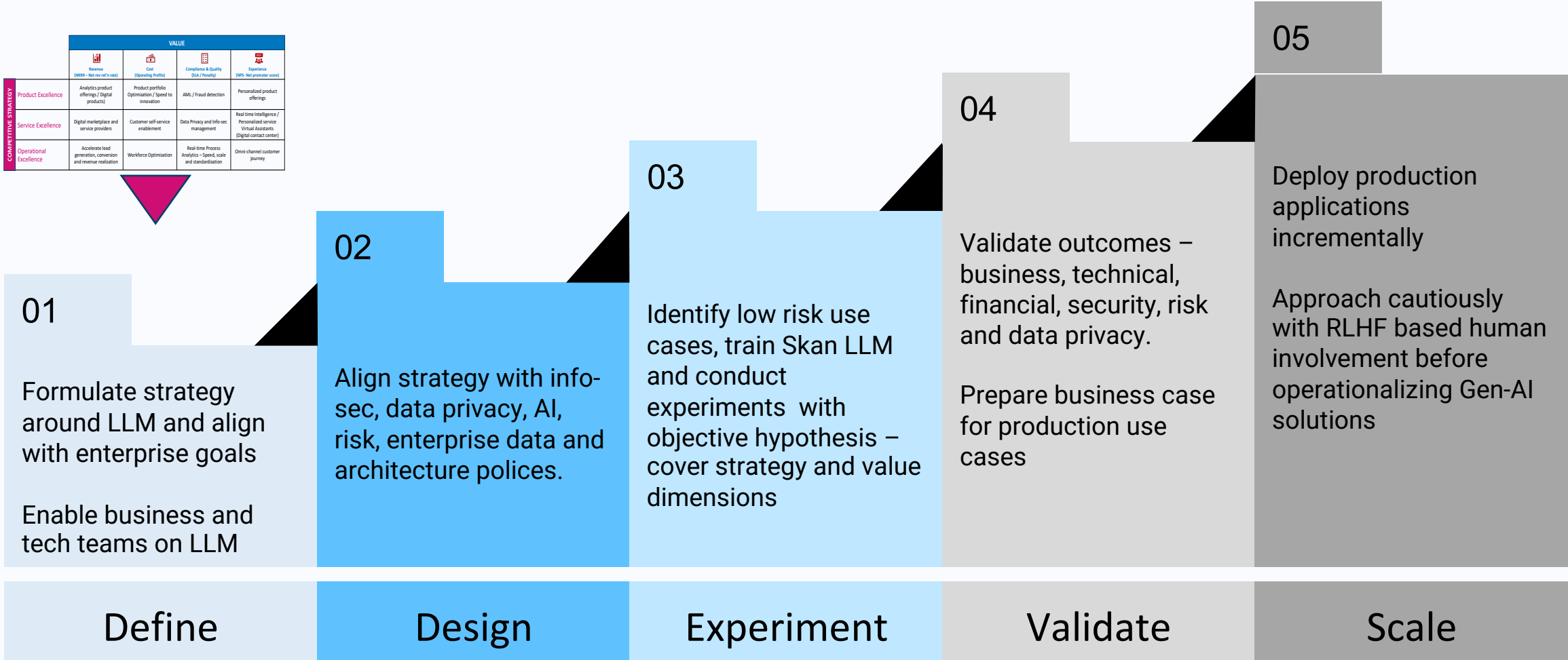
Generative AI business use cases – Align with Strategy and value definition

(Illustrative Only)

		VALUE			
		 Revenue (NRRR – Net rev ret’n rate)	 Cost (Operating Profits)	 Compliance & Quality (SLA / Penalty)	 Experience (NPS- Net promoter score)
COMPETITIVE STRATEGY	Product Excellence	Analytics product offerings / Digital products)	Product portfolio Optimization / Speed to innovation	AML / Fraud detection	Personalized product offerings
	Service Excellence	Digital marketplace and service providers	Customer self-service enablement	Data Privacy and Info-sec management	Real time Intelligence / Personalized service Virtual Assistants (Digital contact center)
	Operational Excellence	Accelerate lead generation, conversion and revenue realization	Workforce Optimization	Real-time Process Analytics – Speed, scale and standardization	Omni-channel customer journey

Phased adoption of Gen AI-enabled process intelligence

		VALUE			
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Summary

1

Generative AI will reshape roles, operating models, business models and industries

2

Skan Process Intelligence data is the essential foundation for the application of generative AI in business operations

3

Skan ProcessGPT is the first suite of capabilities to drive augmented intelligence and execution for responsible outcomes in business operations

Q&A