

Service Definition: RPA, AI and ML technologies using Niico - Intelligent Automation Platform

Service Overview

Equantiis offers Niico, an Intelligent Automation platform leveraging the latest RPA, AI and ML technologies from multiple vendors. The Niico platform automates rules-based business processes, incorporating structured and unstructured data processing and decision making, and a range of pre-configured processes out of the box. Niico is fast to develop and implement as it is programmed to securely access data from the existing business applications via the user interface. This means there is no IT coding required and increases time to value. Niico directly accelerates an organisations digital transformation strategy by increasing operational efficiency and improving customer experience.

Equantiis services enables and supports organisations to adopt Niico as their Intelligent Automation platform offering a range of professional services to develop the automation strategy and business case as well as implement and support solutions.

Service Scope

Equantiis provides a full range of services to enable and support organisations implementing and adopting Niico as their intelligent automation platform.

Implementation services include:

- Automation envisioning and scoping
- Customer experience mapping
- Identification of candidate processes for automation
- Automation strategy and business case development
- Niico solution design including prototyping and proof of concept
- Niico solution development, testing and deployment
- Niico solution monitoring, management, and support
- Training and knowledge transfer

Equantiis have a team of experienced consultants to lead and manage Intelligent Automation projects. They hold professional project and programme qualifications such as MSP, PRINCE2 and AgilePM. They will always seek to be flexible with our clients and vary our services where required to help our clients to optimise the use of their own internal resources and maximise value for money.

Available Service Levels

Equantiis consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required. The Niico platform is monitored 24/7. Service targets for incident response and resolution are as follows.

| Priority | Response Time | Resolution Time | Service Level |
|----------|---------------|------------------|---------------|
| Urgent | < 2 hours | < 8 hours | 90% |
| High | < 6 hours | < 2 working days | 90% |
| Normal | < 8 hours | < 5 working days | 80% |
| Low | < 10 hours | < 7 working days | 80% |

Onboarding

Equantiis take great care in initiating projects and onboarding customers. Projects generally commence with a kick-off meeting where key stakeholders have the chance to understand the potential scope, capability, and benefits of the Niico Intelligent Automation platform. We find taking time to fully and properly educate customer stakeholders pays dividends to the project's success.

Professional Services

- Project and programme management
- Solution design
- Solution development
- Testing services
- Service monitoring and service desk
- Training and support

Ordering and invoice process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we provide confirmation using an online service allowing the customer to review the terms and confirm the order immediately.

Terms of contract

equantiis.com/terms

Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.