

UST SmartOps

UST SmartOps
Brochure

ust.com/smartops



U
S T

What is UST SmartOps?

UST SmartOps combines AI & cognitive automation to intelligently streamline business operations there by reducing costs, improving overall efficiency and profitability.



How It Works?



LEARN

UST SmartOps examines your everyday operations to uncover key insights and learns how to enhance actions



ACT

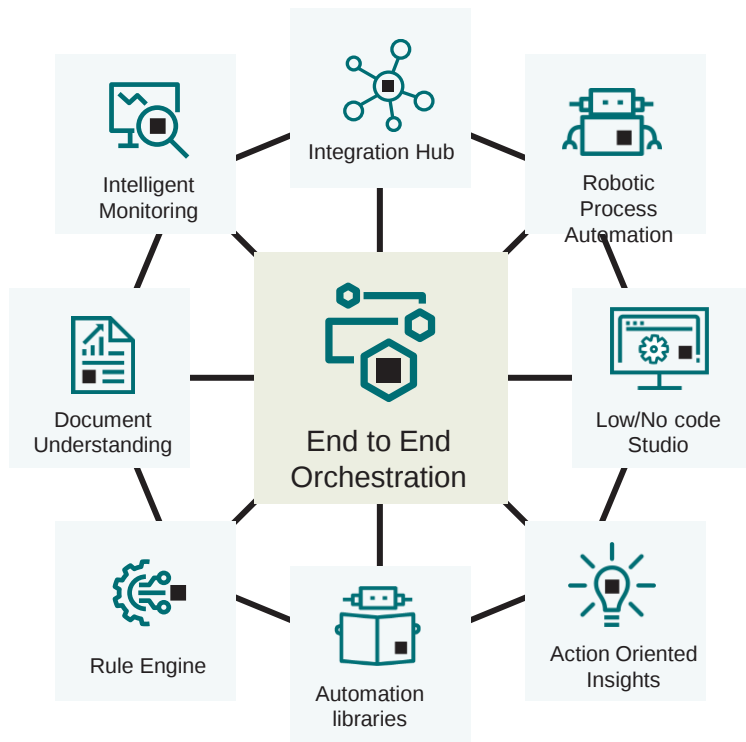
UST SmartOps autonomously designs process flows and generates reports that help identify growth opportunities



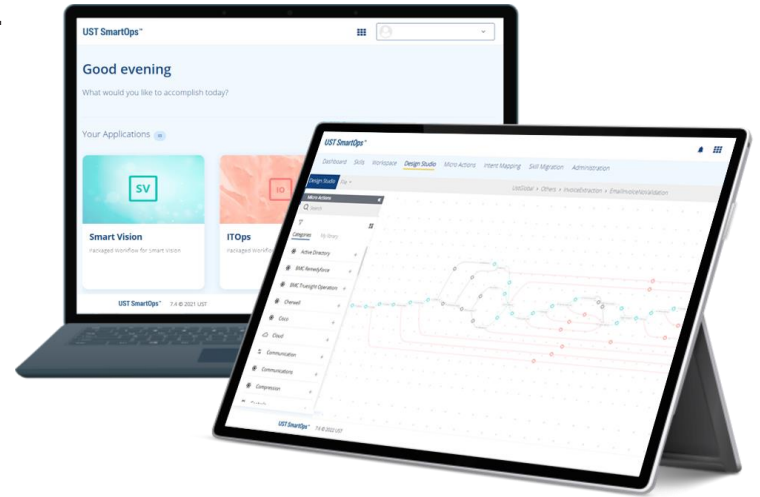
OPTIMISE

UST SmartOps constantly works to improve your business outcomes by continuously learning and adapting to new information

UST SmartOps is built on HyperAutomation principles:



UST SmartOps is an **Intelligent Process Automation Platform** that holistically learns and reimagines your business processes while intelligently digitising and compressing manual workflows. By reimagining business processes, we empower your people to focus on the opportunities with the highest business impact that will drive operational efficiency and profitability further.



Analyst Mentions and Recognitions:

THE FORRESTER WAVE™

Contenders

UST SmartOps for IT featured in "Drive IT Excellence With AIOps" 2024



SPARK Leader

Artificial Intelligence for IT Operations (AIOps) 2024

Technology leaders

Intelligent Document Processing 2024

Strong contenders

Intelligent Process Automation 2024



Winner

Award for "Best Innovation in NLP"



"Product Challenger"

Intelligent Enterprise Automation, AI Ops & Next-Gen Automation 2024



Major Contender

Intelligent Process Automation (IPA) Solutions 2024

UK AWARDS 2023 WINNER



International project of the year 2024



Leader

Intelligent Automation Services 2023



Disruptors

Intelligent Automation Services & Intelligent ITOps services 2024-2025 "Radarview"



Leader

Cognitive & Self-Healing IT Infra Mgmt. Services 2025



Disruptors

Generative Enterprise Services 2025

Enterprise Innovators

AADA Quadfecta of Analytics, AI, Data Platforms, and Automation Services 2024



UiPath Certified PROFESSIONAL SERVICES

Our Global Automation Practice Includes:

500+

Automation Experts



Automation CoE

UST SmartOps is available in



aws marketplace



Google Cloud

Strategic Partnerships





Our technology works seamlessly across business and IT operations including:

- Supply Chain Management
- Customer Onboarding
- Claims Management
- Customer Service
- Loan Origination
- Finance
- HR
- IT

The Results

95%

Improvement in mean time to resolve (MTTR)

For a leading retailer's helpdesk operation, UST SmartOps improved MTTR by 95% using cognitive automation to identify patterns and optimise IT activities from end-to-end.

50%

Reduction in health plan configuration effort

For a health insurer, UST SmartOps AI automation improved benefit administrator's productivity by transforming PDFs, images, and other unstructured data to digitised content.

ust.com

Copyright © 2024 by UST Global Inc. All rights reserved.

This document is protected under the copyright laws of United States, India, and other countries as an unpublished work and contains information that shall not be reproduced, published, used in the preparation of derivative works, and/or distributed, in whole or in part, by the recipient for any purpose other than to evaluate this document. Further, all information contained herein is proprietary and confidential to UST Global Inc and may not be disclosed to any third party. Exceptions to this notice are permitted only with the express, written permission of UST Global Inc.

UST® is a registered service mark of UST Global Inc.