We are in a new era of service delivery. Today, we are rewriting the business operations story as a new delivery model takes shape—with applications, agile infrastructures, and data driven insights coming together to enable business processes to be delivered As-a-Service—at speed and scale.

What is powering this change? It's about intelligent technology coming to life in a rapid innovation environment where our best talent combines automation, cloud, analytics, and data to create powerful results—better productivity, higher service quality and end-to-end process innovation.

We have invested in a wide range of advanced automation technologies that are compressing the transaction layer of business processes—delivering data-driven insights faster, at full scale and with higher levels of accuracy, compliance and security.

Automation technologies are changing how we do things: In the past 6 months we have used over 2500 automation tools to do the work of more than 10,000 people—freeing up our people to contribute higher value, innovate and drive better outcomes for our clients.

Business process automation is also transforming our ability to capture massive amounts of data, faster and convert it into actionable insights. We combine our analytics with the deep industry expertise our people bring to the table, to provide real value. So our clients can move beyond hindsight to insight and foresight... and make better, more informed business decisions.

And we make it really simple to plug into industry relevant- or function-specific applications to unlock valuable insights by using analytics as a service.

Last but not least, when business processes are powered by the kind of agile compute power the cloud brings, clients start to see how powerful it is to be able to consume their core business services on demand.

Automation, Data, Analytics. Cloud. And deep expertise. This “connected intelligence” is key to accelerating the journey to As-a-Service and delivering tangible business outcomes.

Innovating to deliver real business value for our clients

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