

Monitor the Man-Machine Interactions in Your Business Process Management Workflow

NTT DATA Automated Full-Time Equivalent Command Center

Get insight into your automation initiatives with in-depth analytics and reporting from NTT DATA Services.

Analyze the efficiency of your work processes from a central dashboard

With the emergence of robotic process automation technologies, the business process outsourcing industry is able to do more than ever before. But without the ability to measure efficiency and oversee the entire automation cycle, it can be difficult to sustain long-term strategic growth.

NTT DATA Automated Full-Time Equivalent (AFTE) helps automate repetitive, high-volume and rules-based tasks with a suite of more than 50 tools to meet a wide variety of industry and business needs. It works with your existing resources to find the optimal mix of human and automated workflows while reducing manual effort.

To help you fully control, understand and analyze the efficiency of AFTE, we offer a command center featuring real-time statistics, performance monitoring and analytical capabilities. The NTT DATA AFTE Command Center maintains a fully auditable record and monitors the effectiveness of machine-based work. It aggregates tasks, assesses cross-process penetration levels and distinguishes between machine- and human-based tasks.

This tracking can help you improve your overall understanding of automation initiatives. It also sends notifications to your critical stakeholders with status updates and any known issues, freeing your valuable personnel from constant and painstaking manual oversight.

Key benefits:

- Manage your applications and access to applications all in one place
- Identify errors at the server level and easily alert critical stakeholders when issues occur
- Track usage of AFTE in real time and ensure process improvement and continuity through an easy-to-use dashboard
- Utilize robotic fault tolerance to quickly resolve any application issues
- Ensure the safety of your data and compliance with regulatory guidelines through secure data purging

Offer	Description
AFTE	<ul style="list-style-type: none"> Enables 24x7 process-specific automation with embedded process knowledge that helps automation agents perform the right step every time Includes self-correcting capabilities to initiate triggers to respective process managers for further action in case of deviations
AFTE framework	<ul style="list-style-type: none"> Ensures automation agents perform a predefined task/activity at a specified time Monitors automation agents to ensure they are successfully working together per the desired configuration Features built-in functionality to restart a process if it has become nonresponsive or is taking longer than usual to complete
AFTE command center	<ul style="list-style-type: none"> Provides a real-time view into the efficiency and performance of the automation agents, while also allocating tasks and measuring AFTE productivity Tracks any issues and provides insight into process results through a built-in analytics and metrics dashboard

Inside the AFTE Command Center

Our easy-to-use AFTE Command Center helps you view and track AFTE work processes. This allows the automation agents to work in dedicated server environments to complete the process without any manual intervention. With AFTE Command Center, your operation team can easily track processes to ensure the automation agents deliver your desired work output.

Using a comprehensive and user-friendly dashboard, AFTE Command Center provides real-time reports, statistics and performance data (including key performance indicators).

How it works

The AFTE Command Center utilizes different sources to develop valuable insights into the performance of automation agents. NTT DATA Business Process Management Suite (BPMS) tools route work directly to the automation agents and your staff. Once processed, the workflow application updates in real time for further action and reports. To enable seamless tracking and reporting for AFTE and personnel performance, we have closely integrated BPMS and AFTE applications.

Each AFTE component has a corresponding configurator module that enables process managers to define several parameters. This includes targets for productivity, the timing of AFTE tasks and the complexity of the process. With this, we can track AFTE productivity and execution 24x7 using the AFTE Command Center. It monitors and records any deviations from these set parameters, compiling the information into intuitive and easy-to-use graphs on your AFTE Command Center dashboard.



Figure 1: AFTE Command Center dashboard.

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NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.