Persistent

SILVIA

Dynamic Case Management

Dynamic Case Management - SILVIA

Overview

\ Streamline your organizational and client cases using our adaptive case management solution – SILVIA

\ SILVIA allows case workers to manage cases with various complexities and personalized categories without the need to involve engineering team

Features

\ Truly No-Code, scalable and hyper-personalized case management solution

\ System understands and offers the next best task to the case workers based on ticket details, SLA, user priority and status

\ Maintains SLA transparency with the case workers

\ Reduces training efforts by building activity knowledge, checklist and links into the system, allowing case workers to easily switch between the case categories

\ Workers can offload their mundane tasks to robotic workforce

\ Unified user interface with plug-n-play solution

Persistent
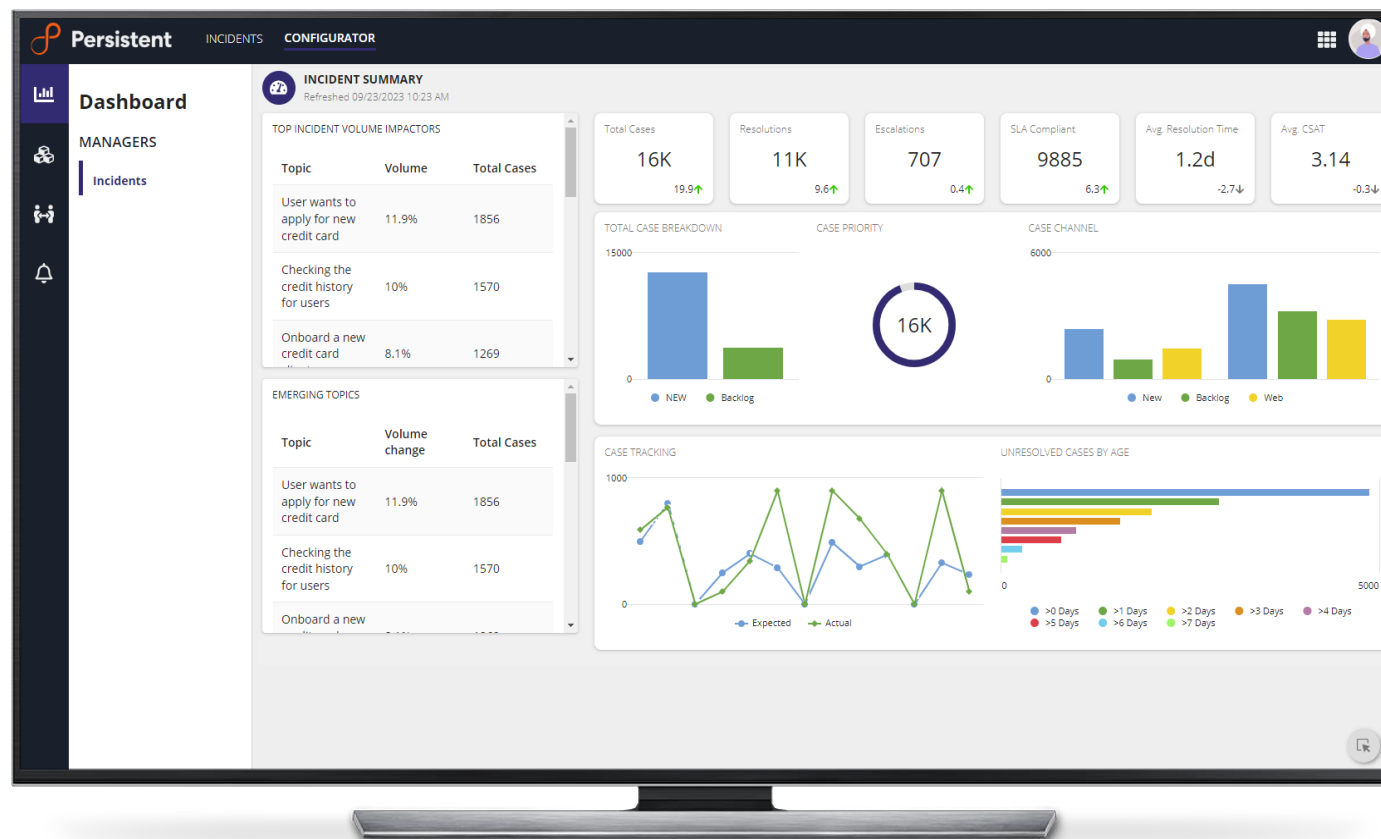
True No-Code with Appian

\ Allow addition of dynamic workflows into the system with no additional development

\ Create various levels of workflows with specific data points, knowledge and checklist

Intelligent Incident Assignment

\ System understands and offers the next best task to the incident worker based on ticket details, SLA, user priority and status

\ Maintains SLA transparency with the incident workers

Incident Knowledge

\ Reduces training efforts by building activity knowledge, checklist and links into the system

\ Incident workers need not go through training while switching between the teams
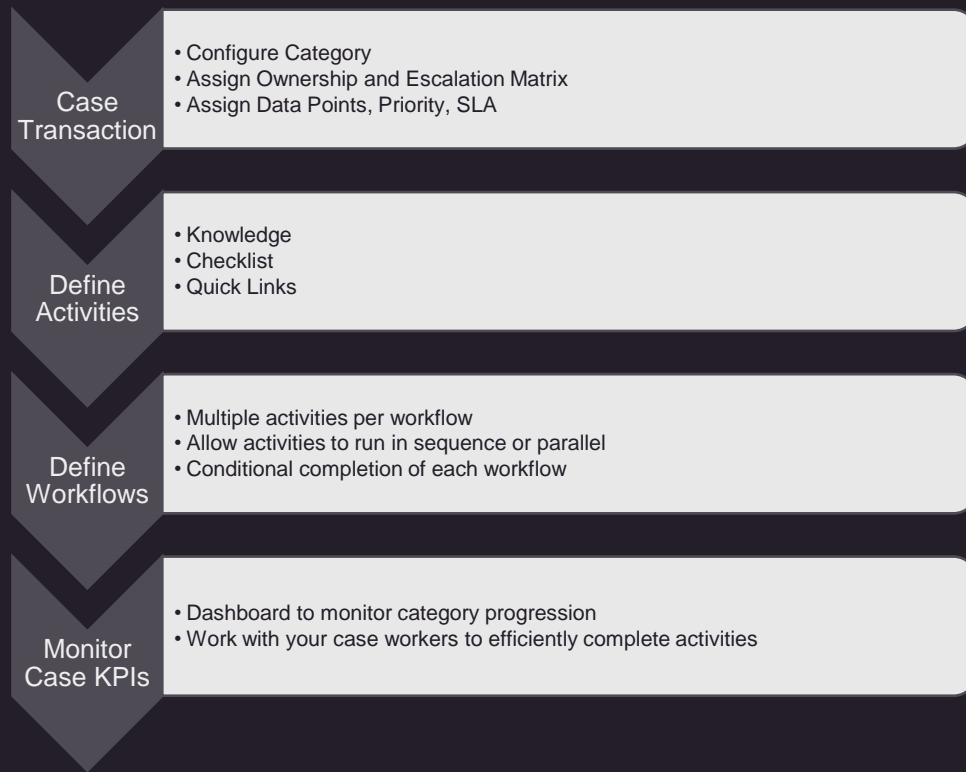
Combine Human and Robotic Incident Workers

\ Incident workers can offload their mundane tasks to the robotic workforce

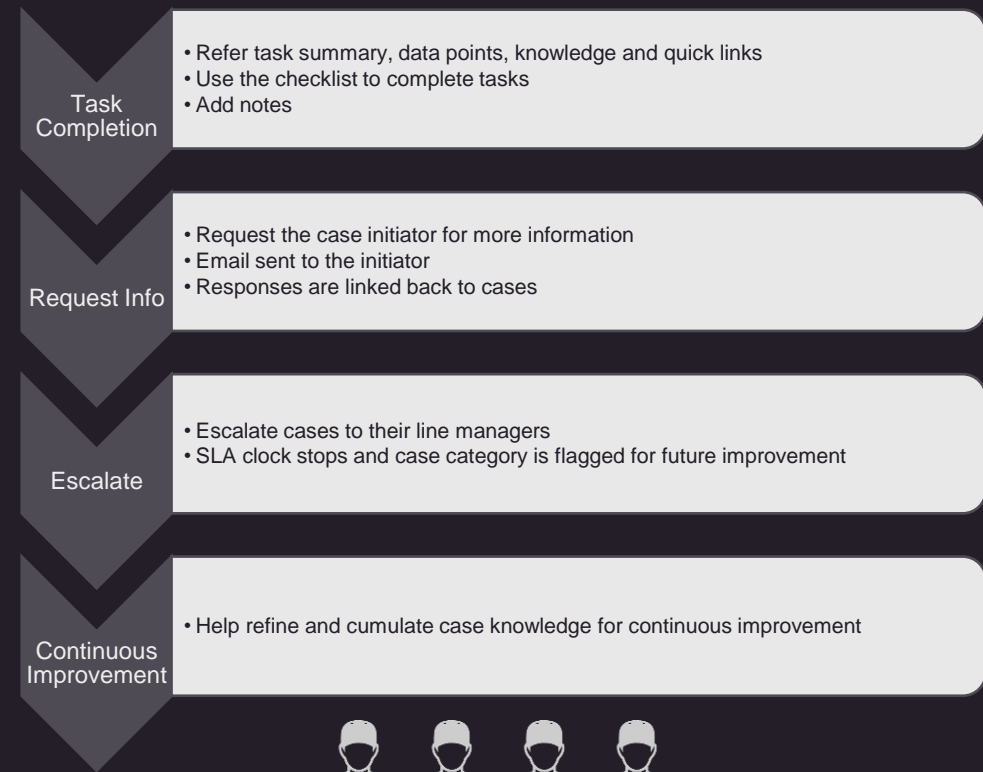\ Fire and forget the robotic processes as part of incident activities

Persistent

Dynamic Case Management – Business Flow

CASE MANAGERS

Case Transaction
- Configure Category
- Assign Ownership and Escalation Matrix
- Assign Data Points, Priority, SLA

Define Activities
- Knowledge
- Checklist
- Quick Links

Define Workflows
- Multiple activities per workflow
- Allow activities to run in sequence or parallel
- Conditional completion of each workflow

Monitor Case KPIs
- Dashboard to monitor category progression
- Work with your case workers to efficiently complete activities

. . . . . Multiple case types

CASE WORKERS

Task Completion
- Refer task summary, data points, knowledge and quick links
- Use the checklist to complete tasks
- Add notes

Request Info
- Request the case initiator for more information
- Email sent to the initiator
- Responses are linked back to cases

Escalate
- Escalate cases to their line managers
- SLA clock stops and case category is flagged for future improvement

Continuous Improvement
- Help refine and cumulate case knowledge for continuous improvement

. . . . . Multiple case workers

Persistent

Case Management – Solution Architecture

Case Initiator

| LOG CASE | VIEW MY CASES |

Case Manager

| TRANSACTIONS | ACTIVITIES | USER GROUPS | ESCALATION |
| ACTIVITY KNOWLEDGE | SLA | CASE ASSESSMENT | DASHBOARD |

System Workflow

| GENERATE CASE TASKS | STATUS UPDATE | INCOMING EMAILS | SYSTEM ALERTS |

Case Worker

| TASKS | CHECKLISTS | NOTES | REQUEST FOR INFO |
| TASK ESCALATION | MY SLA | | |
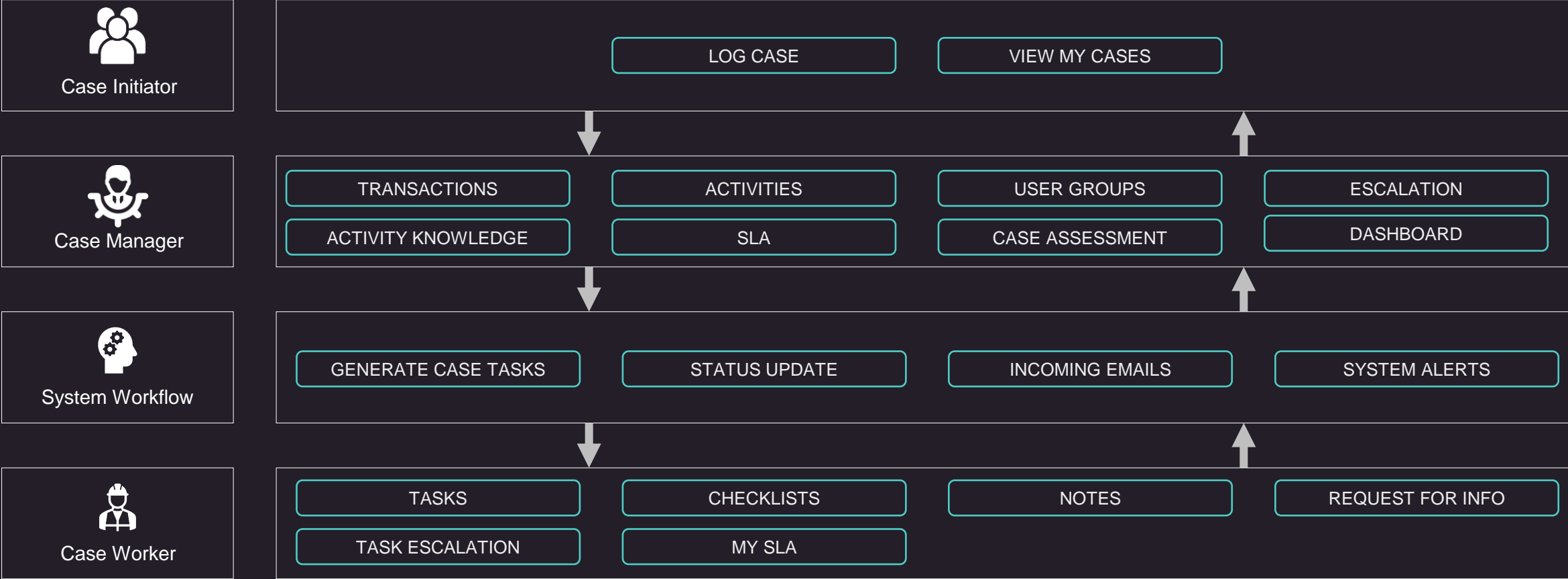
Persistent

We are Persistent.

We are a trusted **Digital Engineering** and **Enterprise Modernization** partner.

32+ years of leadership in software engineering and digital transformation.	**Highest customer experience scores** of any company in IT industry, as rated by ISG.	**Boutique mindset** focused on enterprise clients moving their digital presence to the cloud.	**Diverse, open and innovative** business partner ecosystem for maximum adaptability.
1990 Founded	**$1,057.4M** Annualized revenue run rate based on Q3FY23	**350+** Clients Annually **22,500+** Employees	**18** Countries

Persistent

Intelligent Automation Unit

800+

Intelligent Automation Practitioners

15+ years

Low Code Delivery Excellence
Customer to Partner Journey

Forrester

Cites us as a **Leader** among Digital Business Automation Providers
5/5 Delivery Excellence Rating

Zinnov

Recognized in the **Leadership Zone** for Consumer and Enterprise Software

75+

Active Enterprise Customers

25+ Active **BFSI**
10+ Active **Healthcare**

CoE

Dedicated Centres:
- USA
- India
- Mexico
- Australia

Leader among BPM Service Provider

ISG Star of Excellence

AppianPartners

APJ Partner Impact and Excellence

2022 Innovation Award

Outstanding achievement in the development and delivery of innovative solutions.

appian

Persistent

Partner of the year – 3 years consecutively

Partner of the Year 2021 outsystems

Partner of the Year 2020 outsystems

PARTNER OF THE YEAR 2019 NORTH AMERICA MVP outsystems

Recognized as visionary for the creation and delivery of exceptional solutions

Accelerator for the suite of digital banking solutions designed to expedite time to market for FSI customers – 2020

Global partner by OutSystems – to accelerate digital transformation with low-code – 2019

Persistent

See Beyond, Rise Above

Watch Brand Video

Persistent