



Global Services

DATA ANALYTICS & INSIGHTS CAPABILITIES

Where data augments intelligence

May 2021



Stay ahead of what's next

Full-stack technology services

Achieve version next, now, with TEKsystems Global Services®



Digital Experience

Amp up your digital strategy



DevOps & Automation

Run at the speed of ambition



Cloud Enablement

Not just cloud first,
cloud everything



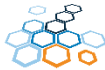
Risk & Security

Steer clear of cyberthreats
through revolving regulations



Data Analytics & Insights

Make decisions, not guesses



Technology Operations

Your ops, with more elasticity,
dependability and opportunity



Enterprise Applications

Work your apps. Realize their
true business potential



**Telecom Design,
Implementation & Operations**
Scalability, flexibility and efficiency
for tomorrow's wireless landscape

Practice Overview

Data Analytics & Insights



Data Warehouse
& Master Data
Management



Data Governance
& Quality



Big Data
Management



AI & Advanced
Analytics



Internet of Things



Cloud Analytics

Integration



Enterprise
Application
Integration



Cloud/Hybrid
Solutions



API Management
Solutions



AI/ML Integration



IOT Integration

In good company

Through our expertise and transformative partnerships, we work hand in hand with you to fully leverage these platforms to optimize productivity, adoption and continuous innovation.



Advanced Consulting
Partner



- Gold Application Development Partner
- Gold Cloud Productivity Partner
- Gold Windows and Devices
- Silver Cloud Platform Partner
- Silver Microsoft Learning Partner



Gold Partner



CT-6C



- Platinum Partner
- BI/EPM Partner
- Oracle's R&D co-development partner for BI product development



Global Services

Data Analytics & Insights



Tools & Accelerators (TEKsystems IP)

DATA ENGINEERING

Data Warehousing

- EDW Accelerator
- DW Scanner
- OnPrem to Cloud DW Migration (Redshift)

ETL

- Informatica Standard Checker
- Data Lineage / Metadata Management
- ETL Conversion Tool
- ETL Genie
- Informatica to Talend (beta)

Testing

- Test Automation Framework

Documentation

- SAP HANA – XML extractor

DATA VISUALIZATION

Requirements Gathering

- Business Requirements Generator

Tableau

- Supply Chain Analytics
- HR
- Finance
- Bridge BI

QA

- BI Assurer
- Re Assurer
- Path Finder
- Selenium Automation Framework

Data Quality

- Metric Validator

BI On-Prem Solution

- TEK Rapids

BI Cloud Solution

- TEK Apps Lite

Migration

- Code migration automation

BIG DATA

AI Based Framework

- TEKsystems.sAlge

Data Ingestion, Processing, Consumption

- Big Data Integration Framework (BDiF)
- Talend powered by Spark
- Teradata Warehouse migration Utility
- PySpark Powered by Kubernetes

IoT

- IoT Framework for Modern Manufacturing

Data Science

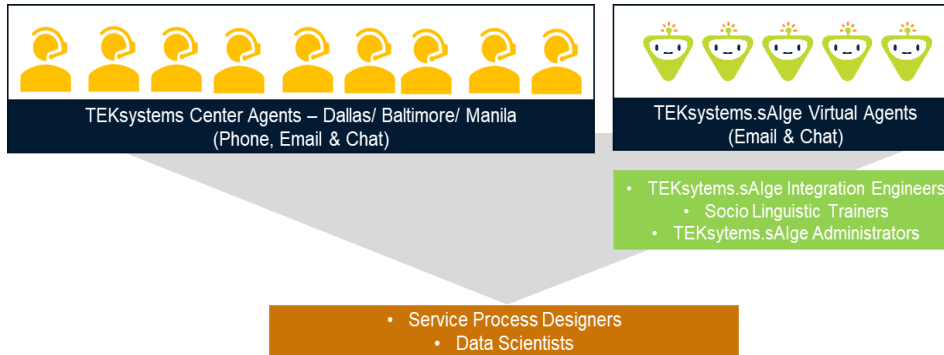
- Predictive Analytics
- Twitter Data Analysis

CLOSED LOOP CONVERSATIONAL ASSISTANT

Powered by TEKsystems.sAlge



Are you ready to make your move



- **By 2022 - 72% of customer interactions** will involve an emerging technology such as machine-learning applications, chatbots or mobile messaging, up from **11% in 2017**.
- **Phone-based communication will drop from 41% to 12%** of overall customer service interactions, a **human agent** will still be involved in **44% of all interactions**.

Gartner®

Our Goal



- **Technology driven** dynamic support
- Existing application eco-system with **“High User Adoption”**
- Right balanced solution
- **Virtual agents** through AI augmenting and learning from Live agents
- **Build Operate Transfer** model

* - This is based on our conservative estimate of migrating manual process with automation and AI. However we will provide close to perfect number after our pre-engagement assessment

Our Services powered by TEKsystems.sAlge



Dynamic Workplace Services delivered by TEKsystems

1. Service Desk – L1, L2
2. Field Service
3. Hardware Depot
4. Deskside Support



B2C – External Customer Support

1. Lead Generation
2. Customer Service
3. Product FAQ's



Internal Operational Support

1. HR Benefits
2. Payroll
3. Finance
4. Analytics

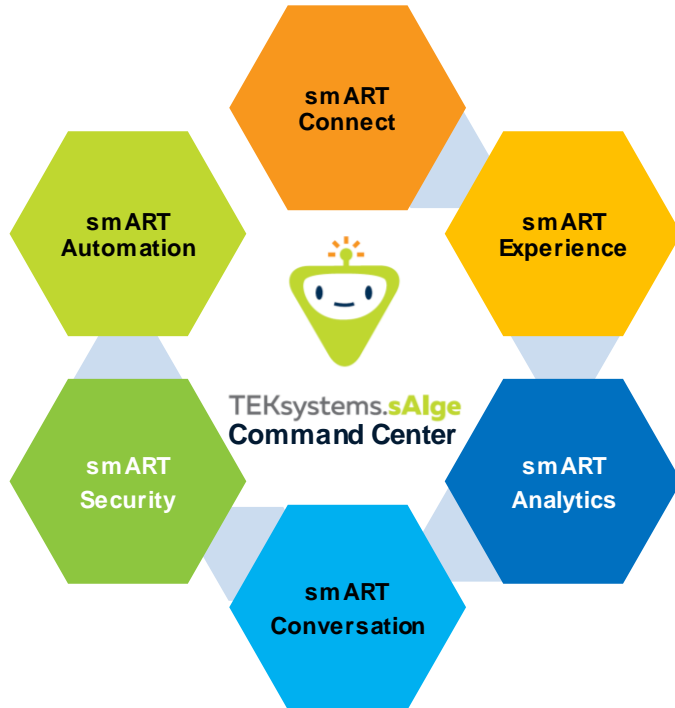
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WHAT WE DO

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TOP CAPABILITIES

- **smART Connect**

- Pre Packaged Integration to ServiceNow, JIRA, HPSM, Cherwell, Remedy*, Oracle, Peoplesoft, etc.

- **smART Experience**

- Omni channel experience
- Voice Translation interaction
- Visual Image Analysis

- **smART Analytics**

- KPIs
- Dashboards
- Data Insights

- **smART Conversation (Multi-Lingual Support)**

- Lexicology, Semantic
- Auto Translation
- Bi-directional

- **smART Security**

- Two-factor authentication
- End to End Encryption

- **smART Automation**

- Closed loop end to end process execution
- Dashboards & Reporting
- Machine based Knowledge Repository

TEKsystems.sAlge Platforms



- **Close to “Zero” Organization Change impact** – No new Technology to learn for end users
- Use your corporate chat messenger
- Your CRM, Ticket Management systems
- Made available on your cloud platform (GCP, Azure, AWS)
- **“Zero” LICENSE cost**
- **Advanced AI/ML model to build automatic FAQ’s**

THANK YOU

