

Traditional Technology

Is your data stored in database systems that can't make proactive decisions based on all your real business needs?

These data stores are your business essential applications, directly affecting the productivity and effectiveness of your organisation.

These systems are purely reactive, with a high risk of oversight. They require either frequent reports or visual checks on every record to detect tasks or issues that have been overlooked or need some action.

Artificial Intelligence

Escalation

Delivering guaranteed **proactive** on-time results



General

Wouldn't it be great if absolutely no task, problem or process step could ever be unknowingly overlooked or performed late ?

What if your systems could think for themselves, automatically alerting staff to issues that pass or fail various criteria ?

Seratec Artificial Intelligence technology eliminates unnecessary manual labour, delivers highly accurate, highly dependable and ultra low cost methodologies to increase business performance and profitability.

Every business day in your organisation, many tasks are assigned to one or more people. Some tasks are one to one, while others require the input of multiple people, where some aspects are required to be processed simultaneously, and others after previous participants complete their part in the process.

The impact of a task being overlooked or delayed can have far reaching effects, particularly when multiplied by the number of people in the task completion chain.

Consider the business advantage if your organisation could increase the dependability of every business task and process, where task handling and process completion were totally reliable, and nothing could ever be unknowingly overlooked or late.

What business benefit would that give you?

Consider this simple example;

A manager is asked to produce a report, and needs information from staff to produce the report. The manager sends a to-do request to a staff member to compile the required information, with a specified return date & time.

Apart from the historic dependability of the individual, how confident can the manager be that the task will be completed on time? Does the manager need to personally follow up on it, how many times and how often?

Once the task is assigned, unless the manager follows up themselves, they can not be certain that the individual hasn't forgotten about the requirement. All too often, the manager only follows up when the deadline expires, only to find the person has overlooked completion of the task.

Artificial intelligence can reliably manage the process flow of simple or complex task completion, ensuring that no task is ever unknowingly overlooked or delivered late. Artificial intelligence can automatically prompt the right person to do the right things at the right time, applying logical escalation and notification when required.

Artificial intelligence escalations can be used with a wide range of your existing systems to;

1. Alert key staff, supervisors and managers on the advent of predefined conditions.
2. Identify tasks that are nearing or exceed stated quality standards, such as time allowed to complete.
3. Change task priorities according to various criteria

Why depend on unreliable human methods when Artificial Intelligence systems deliver;

- Solid reliability - 24 x 7 x 365
- Ability to manage a vast and complex range of situations and criteria from almost any system
- Guarantee that the defined action is taken
- Provide full audit trace of actions taken
- Minimise business risk by detecting risk criteria
- Maximise opportunities and ensure they're actioned
- Eliminate unnecessary labour time and cost
- Provide proactive exception reporting on any issue

You may not even need to replace your existing software and database systems. Seratec can integrate this smart technology directly into your existing applications.

Artificial Intelligence delivers a totally reliable army of virtual employees, with no salary, breaks or sick leave.

Seratec 

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