



OVERVIEW

Sweet music:

How Cora SeQUENCE can orchestrate your business processes

Genpact Cora SeQUENCE digitizes manual, paper-based business processes to help your team eliminate endless email and spreadsheet exchanges. It allocates cases and tasks to staff, systems, and robots for true orchestration. The result: work is more efficient, time-to-market improves, and you can standardize your business processes company-wide.

Cora SeQUENCE provides a visual drag-and-drop canvas that people with basic skills can use to model, configure, run, monitor, and get the most out of end-to-end business processes. With predictive analytics capabilities and connectors for robotic process automation, artificial intelligence, and the Internet of Things (IoT), Cora SeQUENCE helps digitize any business process in your enterprise. You can build business applications quickly to fill the gaps that systems of record such as customer relationship management and enterprise resource planning don't cover.

When business processes aren't nimble

It's not easy to react fast to market-changing conditions. Your clients expect superior customer service online, offline and over the phone. All too often, though, the answers they seek from you live in various systems of record within your enterprise. So you have to scramble to find what they need in a slew of applications.

That can be a laborious manual process. Meanwhile, your customers are twiddling their thumbs, waiting on hold or trying to log in. You may not even be able to provide them with same-day service, eroding the customer experience and damaging your company's reputation. That's no way to build revenue.

If this is your scenario, you need a better way to consolidate information on one screen and serve your customers on the spot.

A fast, agile approach to orchestrate your business

Cora SeSequence digitizes business processes and orchestrates work between people, systems, and robots. It provides dynamic workflow and case management for quick work improvements. Predictive analytics ease decision-making, ensuring work gets done on time.

Here's what it does and how it works.

STEP 1

Model your process

With Cora SeSequence App Studio, subject matter experts drag and drop shapes to paint a picture of a process model on a visual canvas. The model becomes the business application. Users don't have to code or compile anything.

STEP 2

Forms, business rules, and integration

Working with their IT team, users configure forms, business rules, and integration points to complete the full end-to-end business process picture. A feature called Dual View allows different parties to work on the same canvas and to finalize the process model to reflect business requirements. Once the application is up and running, it launches automatically on mobile and tablet devices. Management can also easily view data and analytics on dashboards the team creates.

STEP 3

Monitor, change, optimize, and improve

Take your application live and start monitoring your business processes' performance. With Cora SeSequence's patented HotChange® architecture you can change your digital business processes and advanced control mechanisms quickly.

As your processes evolve, Cora SeSequence allows you to add capabilities such as RPA and AI with its API, approved connectors, and many other integration ways like REST, SOAP, and Web Services.

Transform your customers' experience

Cora SeSequence helps enterprises improve the end-to-end customer journey by offering data and information instantly to customer service agents, freeing them up to care for customers. Saving a couple of minutes per transaction means a great deal for businesses looking after thousands of customers every week.

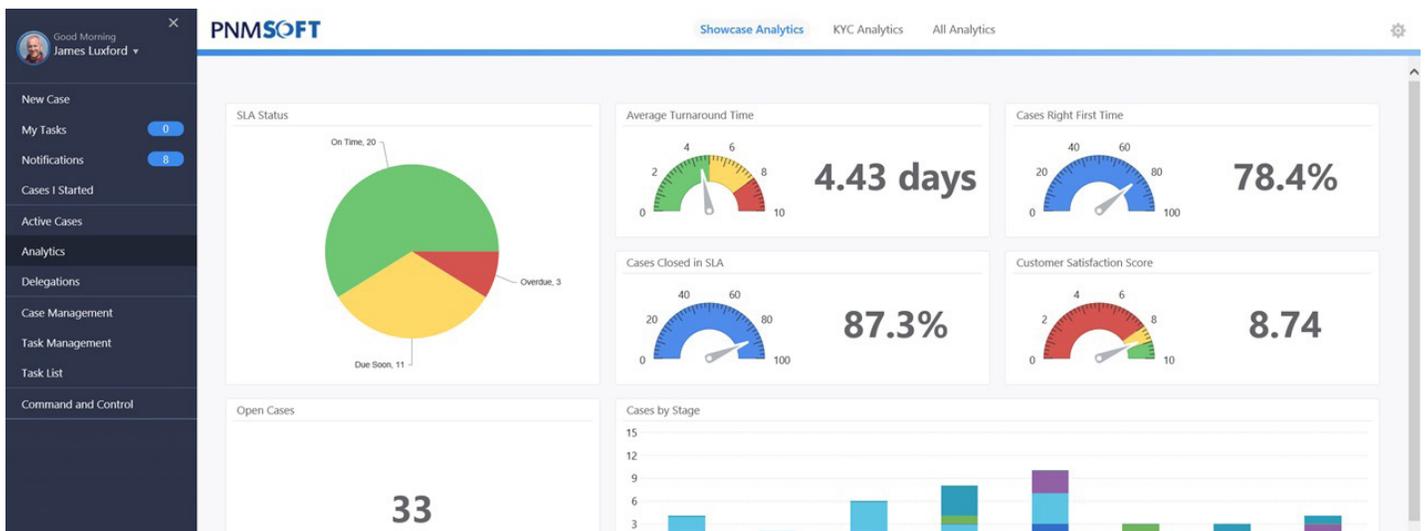
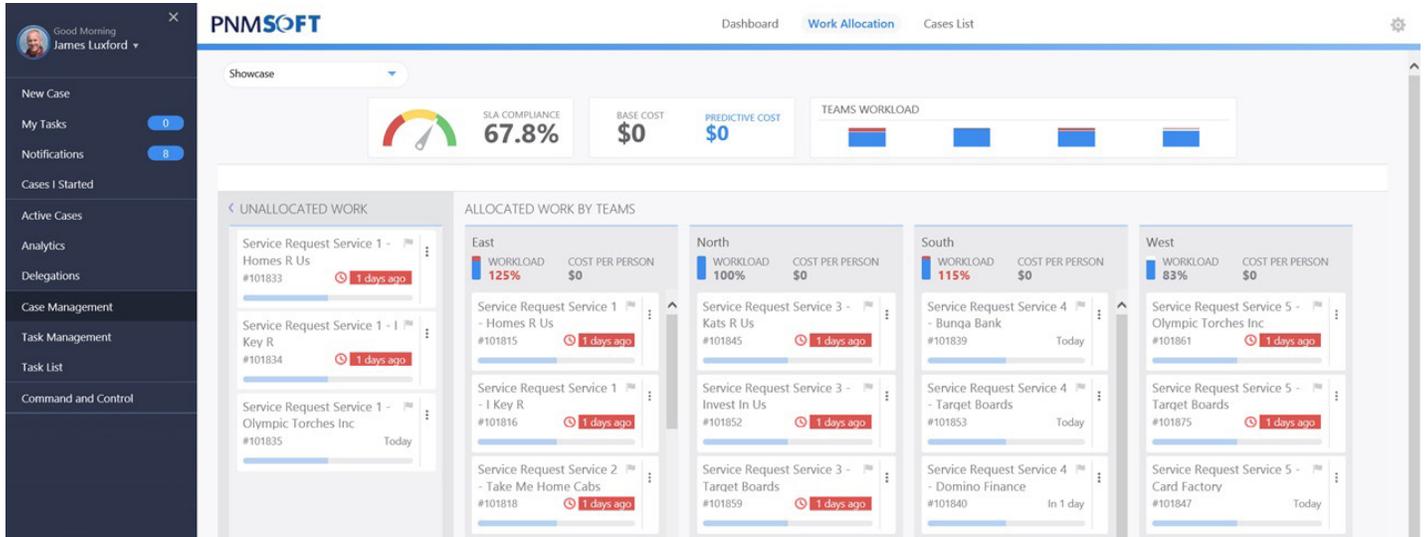
Comply with strict regulations

Heavily regulated industries like Banking and Financial Services, insurance, healthcare, and life sciences need to quickly address legislative changes. The low-code nature and HotChange® architecture of Cora SeSequence lets enterprises generate business applications rapidly and change them with no downtime or disruption to their business.

Digitize your business, save money

You count on spreadsheets and emails to move forward. Cora SeQuence centralizes all information in one portal with an audit trail and a process timeline so you can track and trace your progress and have a single version of the truth. One business achieved all of that in just one week, saving the company 500 hours per month.

Keep everyone in step



Why Genpact

Over 170 clients trust us to transform their businesses. We serve every industry, from finance to manufacturing to Fortune 1000 firms. We have over 6,500 analysts and data scientists of our own. So we know a thing or two about how to get the most out of numbers.



CASE STUDY

Cora SeQuence in action

We worked with AutoNation, a Fortune 200 car retailer in North America, to digitize its business and better orchestrate its people and systems. We not only improved the way the business worked, but also enhanced the customer experience. Since standardizing many of its business processes in 2015, the company has been saving \$500,000 annually.

About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes for hundreds of Global Fortune 500 companies. We think with design, dream in digital, and solve problems with data and analytics. We obsess over operations and focus on the details - all 78,000+ of us. From New York to New Delhi and more than 20 countries in between, Genpact has the end-to-end expertise to connect every dot, reimagine every process, and reinvent companies' ways of working. We know that rethinking each step from start to finish will create better business outcomes. Whatever it is, we'll be there with you - putting data and digital to work to create bold, lasting results - because transformation happens here, at Genpact.com.

For additional information contact, Cora@genpact.com and visit

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Happens Here**

