

UST SmartOps

UST Automation
capability Overview

ust.com/smartops



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Global intelligent automation practice

UST empowers organizations across industries to optimize their operations and achieve digital transformation through intelligent automation services. Our comprehensive solutions, powered by cutting-edge technologies like AI, Agentic AI, Gen AI and machine learning, streamline processes, reduce costs, and enhance customer experiences. Whether you're looking to automate repetitive tasks, optimize complex workflows, or unlock new levels of efficiency, UST's team of experts can help you navigate your automation journey with a digital-first approach and a focus on delivering measurable business value.



1000+
Automation Experts

2000+
Bots Implemented & Maintained

175+
Active Automation Clients

Awards

Global automation footprint



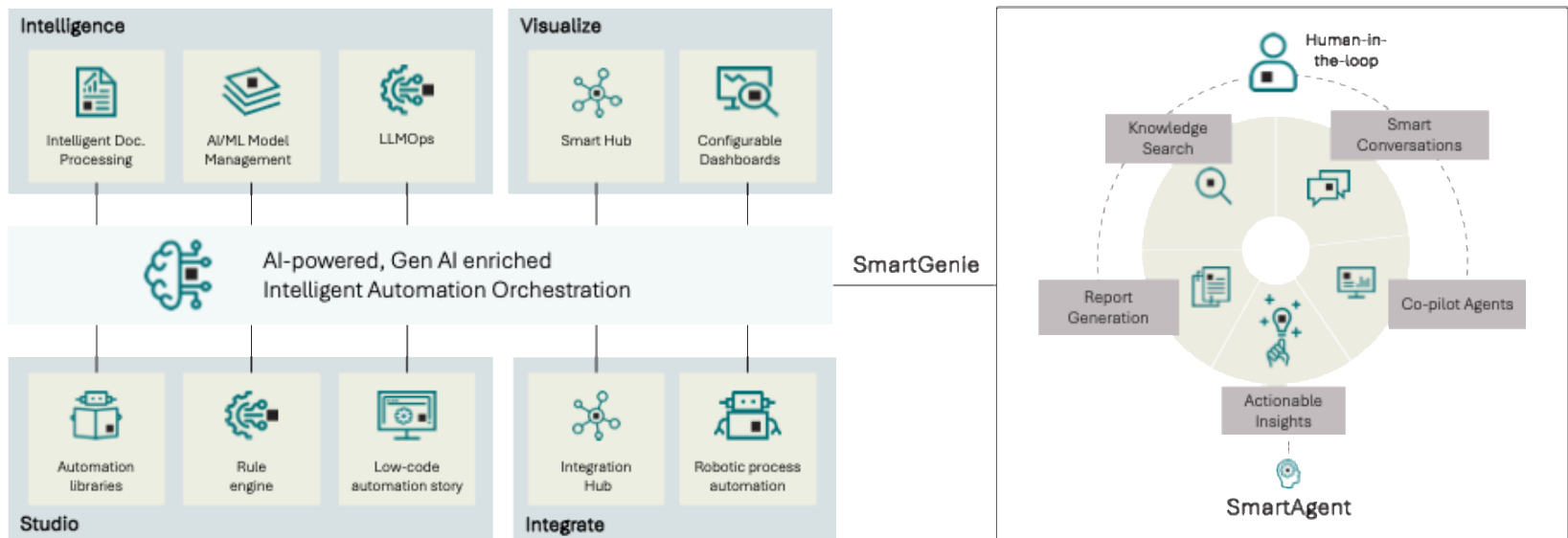
UST SmartOps platform and our Intelligent Automation services has delivered value to leading brands across 4 continents

- Strategic Approach to Automation
- Platform-led Approach for Acceleration
- AI Powered Smart Operations

Our Services	Automation consulting Services	Implementation and Support Services	Large scale managed Services and BPaaS	UST Products and platforms	AI and GenAI Services
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UST SmartOps: GenAI at the heart of automation

UST SmartOps is an Intelligent Automation Platform that holistically reimagines your business processes by harnessing the dual power of Generative AI and Agentic AI. While Gen AI streamlines content creation and data synthesis, our autonomous AI agents proactively execute complex, multi-step tasks, intelligently digitizing and compressing manual workflows. By evolving from simple automation to a dynamic, self-learning ecosystem, we empower your people to focus on high-impact opportunities that drive unprecedented operational efficiency and profitability.



Available in



Sub Platforms

UST SmartVision

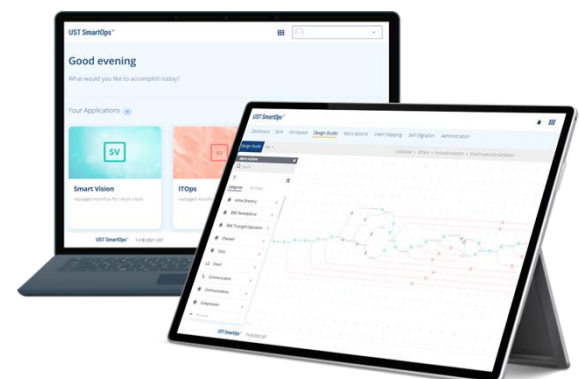
UST SmartVision is an intelligent document processing platform for transforming document-centric business processes using Artificial Intelligence. It uses Artificial Intelligence such as natural language processing (NLP), Computer Vision, and machine learning (ML) to classify, categorize, and extract relevant information across domains such as Finance, Legal, Health and more. SmartVision can transform structured as well as unstructured data into structured, usable information, providing end-to-end automation to document-centric business processes.

UST SmartOps for IT

UST SmartOps for IT is a product that transforms traditional IT Operations by infusing Intelligent Automation to make it AIOps. It harnesses cross-tool intelligence (to create a single-pane-of-glass), comprehensive data lake (underlying Knowledge Base), Intelligent Correlation / RCA combined with the power of Runbook/Desk automation, Loop-independent automation and roll-back/roll-forward capabilities to deliver autonomous IT operations at scale.

SmartGenie

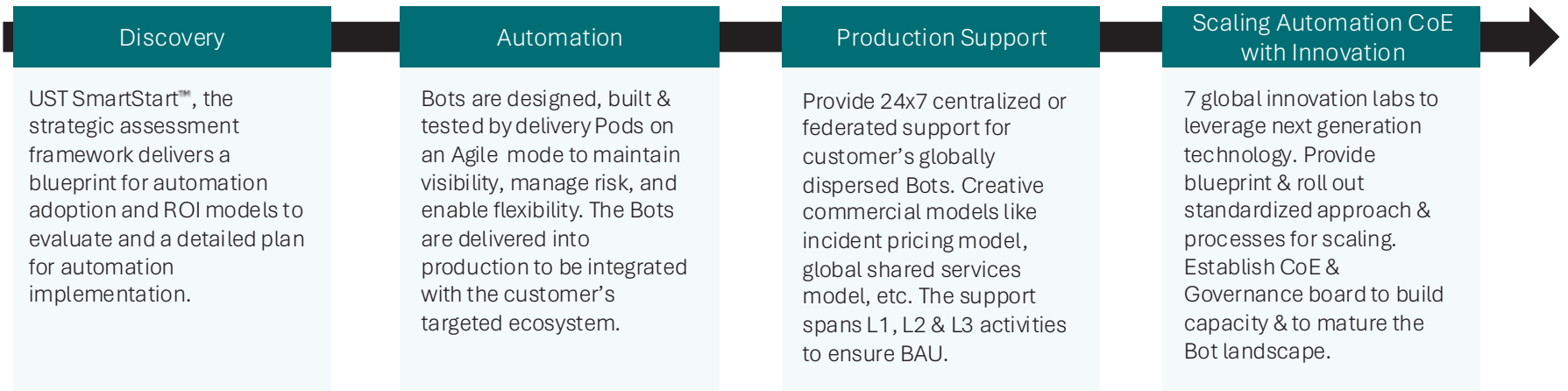
SmartGenie powered by UST SmartOps offers an extensive suite of pre-built and customizable AI agents that can be rapidly deployed to automate key business operations. Whether for document processing, data extraction, or strategic insights, SmartGenie provides the necessary tools to build and deploy agents effortlessly.



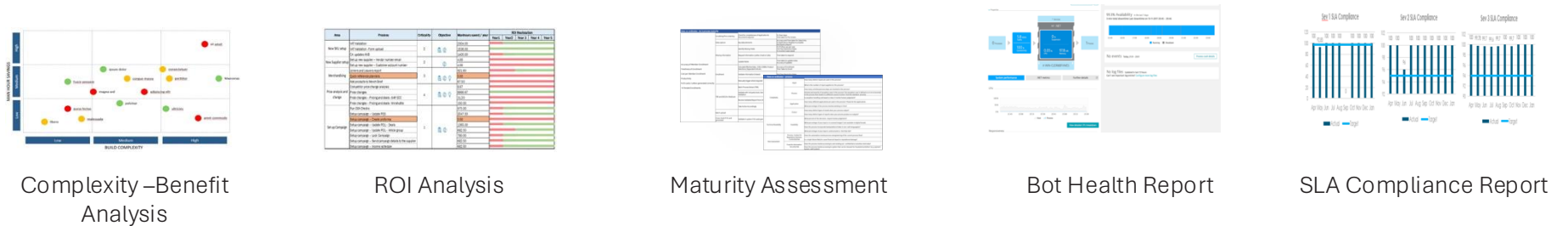
End to end orchestration	AI as part of the Digitized Workflows	9+ years of enterprise transformation
Seamless integration with enterprise systems and automation tools	Flexibility to Bring Your Own AI Models	400,000+ Hrs of R&D

Our end-to-end RPA automation service offerings

We provide end to end transformation service through automation using our portfolio of services. We have successfully executed these engagements and have delivered substantial value and commercial benefits to our clients



We leverage our mature practices, proprietary assets to standardize and optimize our automation engagement with our customers.



RPA Bot Optimization and cost reduction



Reduced TCO: Leverage our premium partnerships to secure competitive pricing, optimize license utilization and dedicated UST automation helpdesk



BOT utilization up to 98%: Streamline automated operations with our AI-powered tool sets (Intelligent orchestration, automated monitoring, self healing, insights) and expert support.



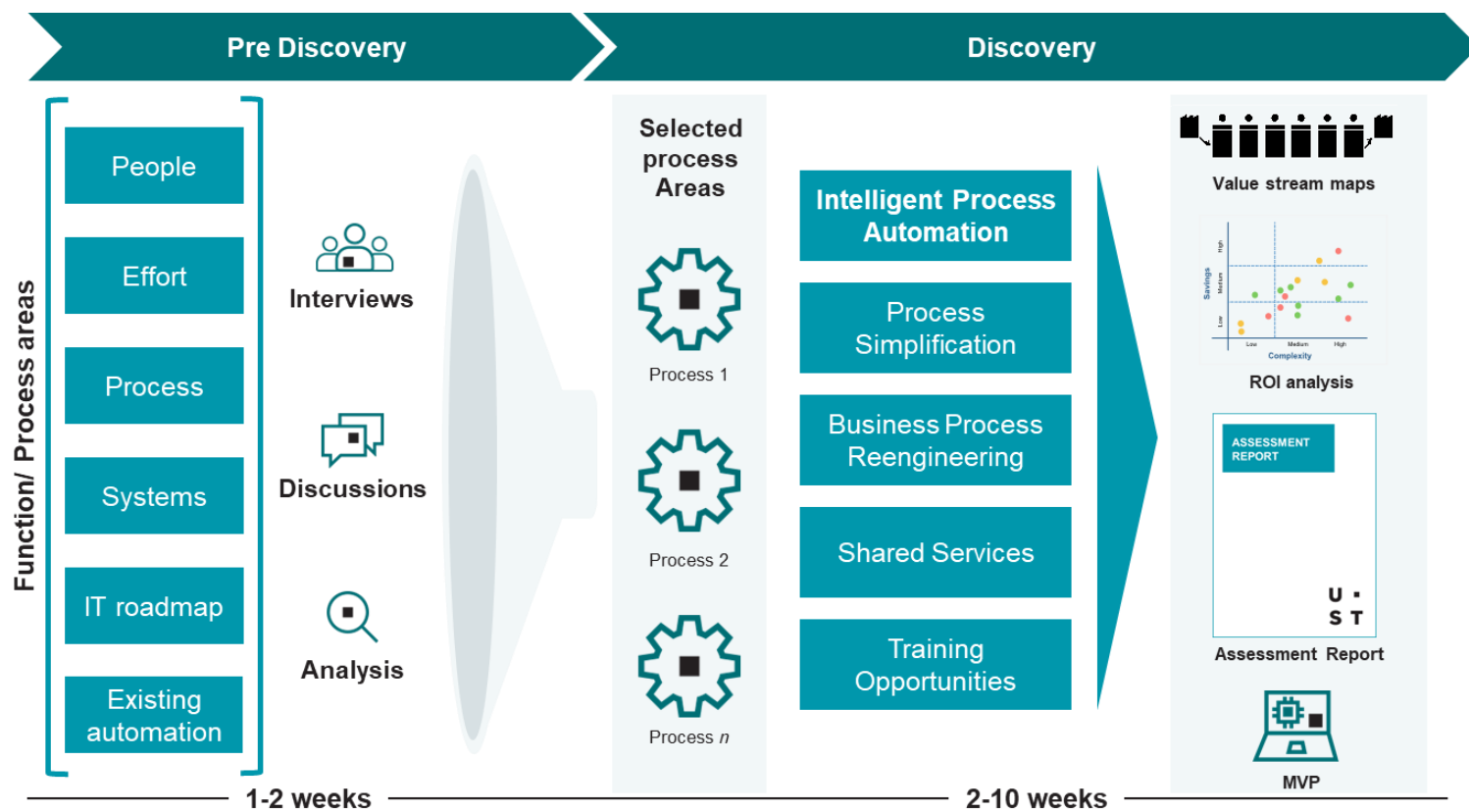
Automation on Demand: Provides instant access to RPA, IDP and NLP capabilities in a 100% “Pay as You Go” model significantly reducing your CAPEX spent and ensuring scalability

Partnerships

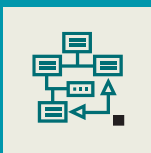


UST SmartStart: Consulting lead automation discovery

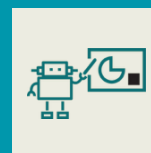
UST SmartStart is a strategic consulting framework designed to empower enterprises with the ability to pinpoint and prioritize the most impactful automation opportunities across their functions. By leveraging a data-driven approach, SmartStart eliminates guesswork and ensures that automation initiatives are focused on areas that deliver maximum value.



Key Features



Technology-Led Process and Task Mining: We harness the power of advanced process mining and task mining tools, such as UiPath or Celonis, to gain deep insights into your existing workflows and identify bottlenecks



Cost-Benefit Analysis and ROI Analysis: Quantify the financial impact of automation and facilitate data-driven decision-making.



Job Shadowing and Reverse Shadowing: Gain firsthand knowledge of processes and pain points through job shadowing and ensure seamless integration of automated systems through reverse shadowing.



Weighted Ranking: Prioritize automation opportunities based on impact, feasibility, and strategic alignment.



Value Stream Mapping: Visualize process flows, identify inefficiencies, and pinpoint prime targets for automation.



Pilot Implementation: Validate your automation strategy and demonstrate potential value through a pilot implementation.

Customer Success Stories



Fund Creation: UST SmartVision utilizes AI-powered document understanding to extract key information from bond prospectus, summarize critical data, and facilitate expert review, significantly accelerating the fund creation process.

- 70% Effort reduction leading to faster fund creation
- Increased SECI/regulatory compliance
- Higher team availability and capacity



Class Action Lawsuits: UST SmartOps for Legal employs AI and GenAI to automate document classification and summarization, providing lawyers with real-time insights and crucial evidence to strengthen their case strategies.

- 40% faster data extraction
- 40% to 50% efficiency gains with GenAI (Estimated)
- 40Mn pages processed by automation



Client Onboarding: The Advisor Accelerator solution client onboarding these processes through a low-code platform and workflow orchestration, creating a seamless and efficient onboarding journey for clients, advisors, and compliance teams.

- 3X faster onboarding process (Estimated)
- Increased regulatory compliance



Agentic AI L1 support: A leading beauty retailer implemented an agentic AI solution to empower store employees with instant issue resolution, eliminating reliance on slow phone-based support. This transformation reduced wait times from over 10 minutes to near real-time, significantly improving customer satisfaction and operational efficiency.

- 90% faster issue resolution
- 30% reduction in operational cost

Analyst Recognitions

<p>THE FORRESTER WAVE™ UST SmartOps for IT featured in “ Drive IT Excellence With AIOps”2024</p>	<p>Everest Group® Aspirant • Process Orchestration Product 2024 Major Contender • Intelligent Process Automation (IPA) Solution. 2024</p>	<p>zinnov Leader Intelligent Automation Services 2024</p>
<p>Quadrant Knowledge Solutions Technology Leader • Intelligent Document Processing 2024 • Artificial Intelligence for IT Operations (AIOps) 2024 Strong Contender • Intelligent Process Automation 2024</p>	<p>AVASANT Disruptor • Intelligent Automation Services 2025 • Intelligent ITOps Services 2024</p>	<p>HFS Horizon 1 Disruptor Generative enterprise services 2025</p>
<p>ISG® Product Challenger Intelligent Automation Products /Platforms/ Solutions/ Services 2025</p>	<p>NelsonHall Leader Cognitive & Self-Healing IT Infrastructure Management 2025</p>	

Strategic partnerships

Strategic acquisitions

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