

# Our Profile

Where business meets technology

# Who are we?

## Our Vision

- To provide cost reducing world recognized solutions

## Our Commitment to Our Clients

- An agile approach that addresses business needs
- Leading technology solutions recognized by Gartner and Forrester
- Cost effective solutions suited to Caribbean companies with a strong return on investment(ROI).
- Customized demos and proof of concepts
- Maintaining continued support long after implementation
- Business focus bringing implementers who are process consultants .

## Our Profile

We are a consulting firm focused on enterprise automation through Robotic Process Automation (RPA), Business Process Management (BPM), Rapid Mobile Development and Intelligent Document Processing. We also offer world class notification systems. Our partnerships with UiPath ,AuraQuantic, Genexus, vLinder, Inbenta, OnSolve and Abbyy coupled with our strong software development and process experience makes us well positioned to help clients derive cost reduction and process efficiencies throughout key phases of the Automation Architecture. We also assist with the development and deployment of advanced analytical models using the Microsoft suite of products.

### Sample Processes

#### Banking and Insurance

- Customer onboarding
- Data aggregation
- Reconciliations
- End of day processing
- Claims processing
- STP

#### Public sector

- Data aggregation
- Inter ministerial communication
- Work permit processing

#### Private sector

- Reconciliations
- HR processes
- Finance - AP, AR, GL posting; invoicing

### Our Services



#### Blockchain development

- Traceability
- Digital Identification
- Mobile wallets and payments
- Smart contracts
- Records (land registration)



#### Rapid Mobile Development

- IoT integration
- Omnichannel
- Integration to back end systems – SAP, Oracle
- Native and progressive apps



#### Robotic Process Automation & Chatbot

- Cost reduction – 1 robot can do the work of 7 FTEs with a robot costing less than a single FTE
- A 24 hour work schedule - Robots work 24/7 and do not get sick or have “bad days”
- Consistent processes with less errors
- Automation of mundane task allowing humans to focus on value add activities



#### Business Process Management

- Automation of manual processes
- Possible reduction in licensing cost of ERP systems
- Integration with ERP systems
- Process monitoring
- Flexible process changes and design
- Document management capabilities including integration with MS SharePoint)



#### Intelligent document processing

- OCR functionality
- Creating workflows from scanning , verification and to export
- Integration with robotics
- Building document templates for character recognition
- Automating invoice processing
- Auto sorting and assembling



#### Enterprise Intelligence

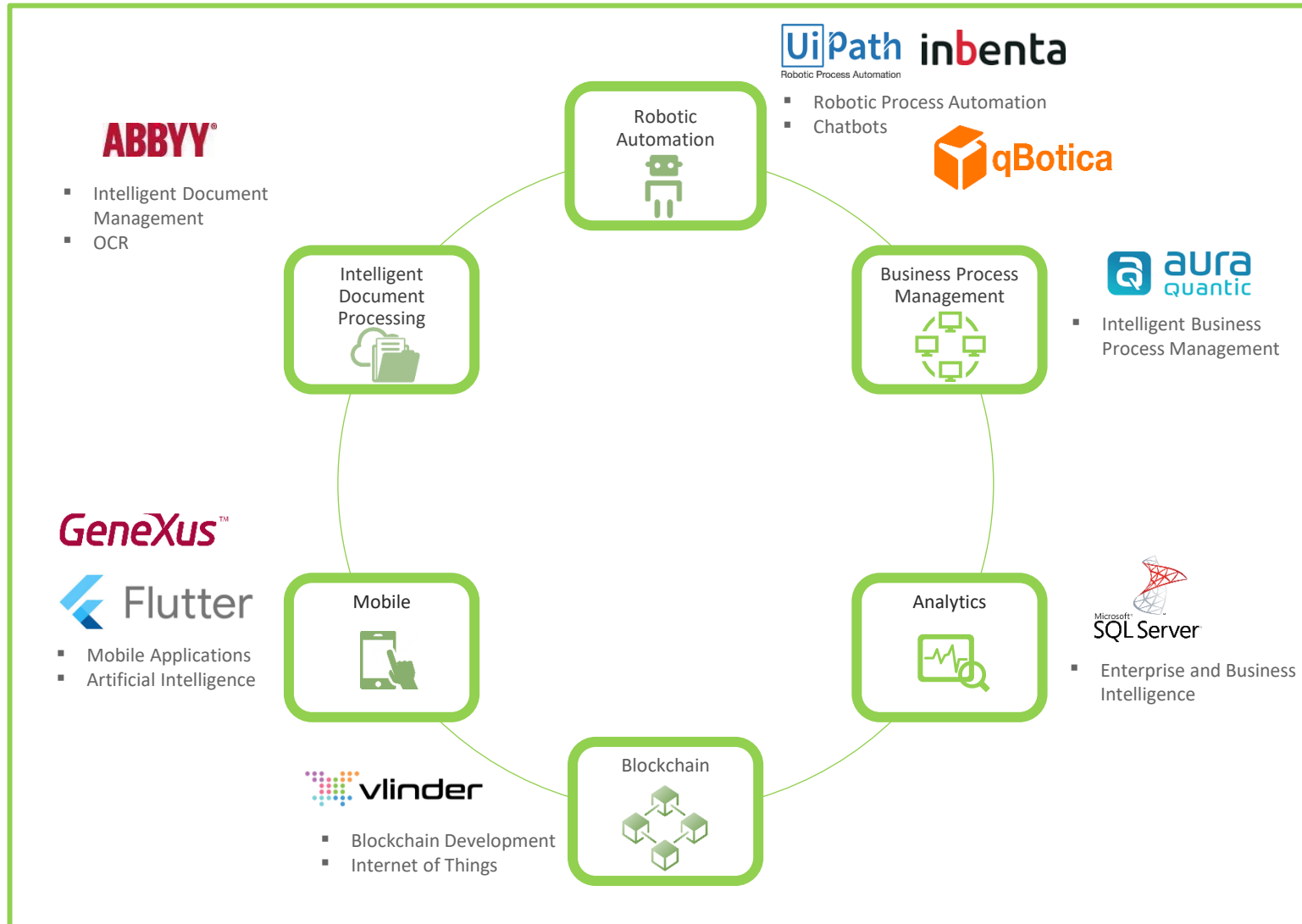
- Better decision making using data as a foundation
- Integration of data from multiple sources
- Dashboards for C-Suite on mobiles and tablets
- Quicker and more accurate reporting
- Instilment of a performance management culture in organizations

# Our Services

## Verticals

- We offer solutions along two verticals
- Our primary vertical is process automation using various technologies including Robotics, BPM, Mobile, intelligent document processing
- Secondary but equally important is our cybersecurity/business resiliency vertical where we offer leading security and mass notification solutions

## Automation



## Cybersecurity



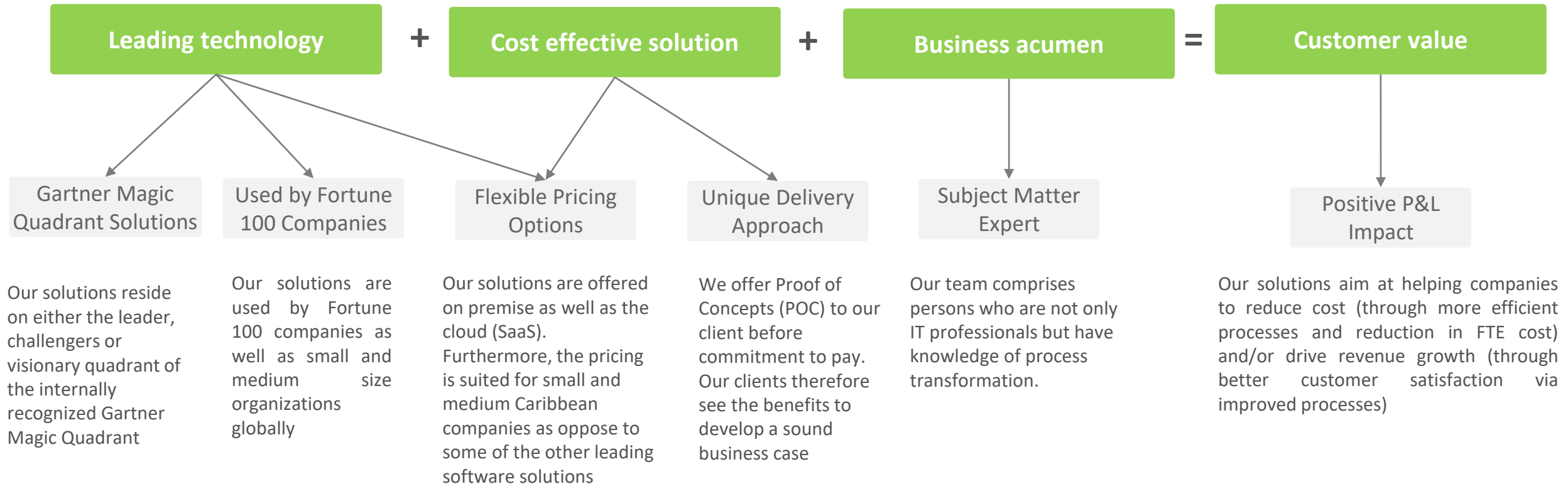
- Business Continuity Platform
- 24 x 7 Monitoring
- Incident response
- Breach & Attack Simulations
- Data Loss Prevention
- External Asset Discovery
- Data Governance

**Send Word Now**™

**MIR3**™

# Our Value Formula

Guided by our value formula, we are proud to add value to all of our clients

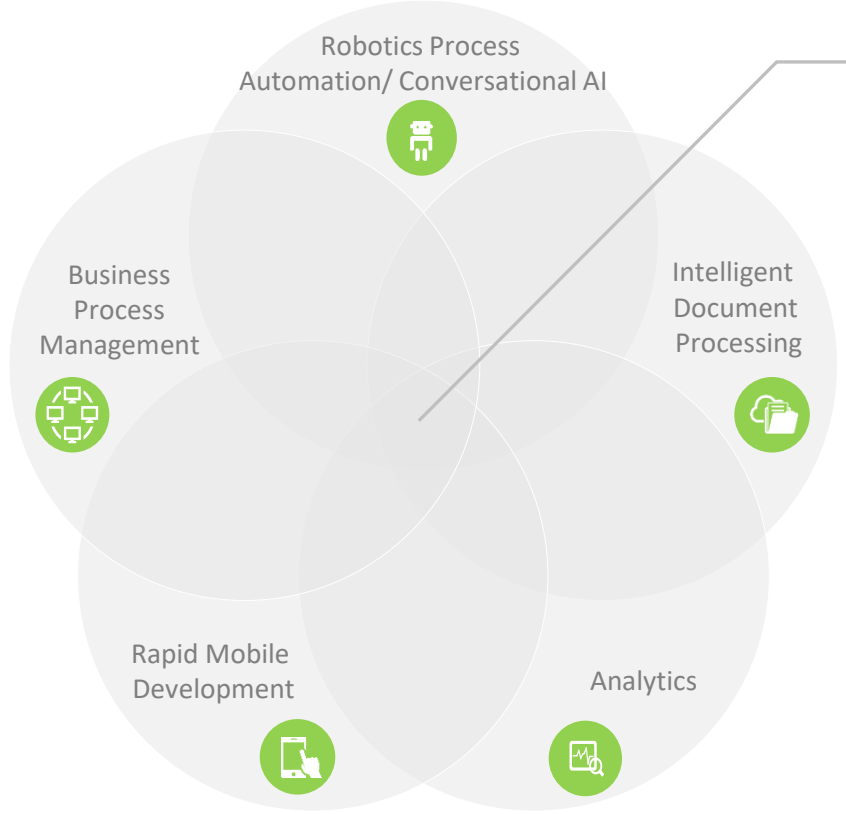


# Where We Can Help (Automation Solutions)

We are well placed to assist clients automate their business

Clients' Challenges	Our Solutions
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- Talent wasted on routine and mundane tasks
- Dispersed data – no integration
- Costly, labor intensive and inefficient processes
- Lack of continuous improvement culture – tools not available
- Lack of competitiveness against foreign companies
- Decision made from the “gut” using historical data



The intersection of all disciplines is where Diagon excels. We are able to automate manual process using BPM, RPA and mobile technologies while providing data models for making informed decisions



# Robotic Process Automation (RPA)

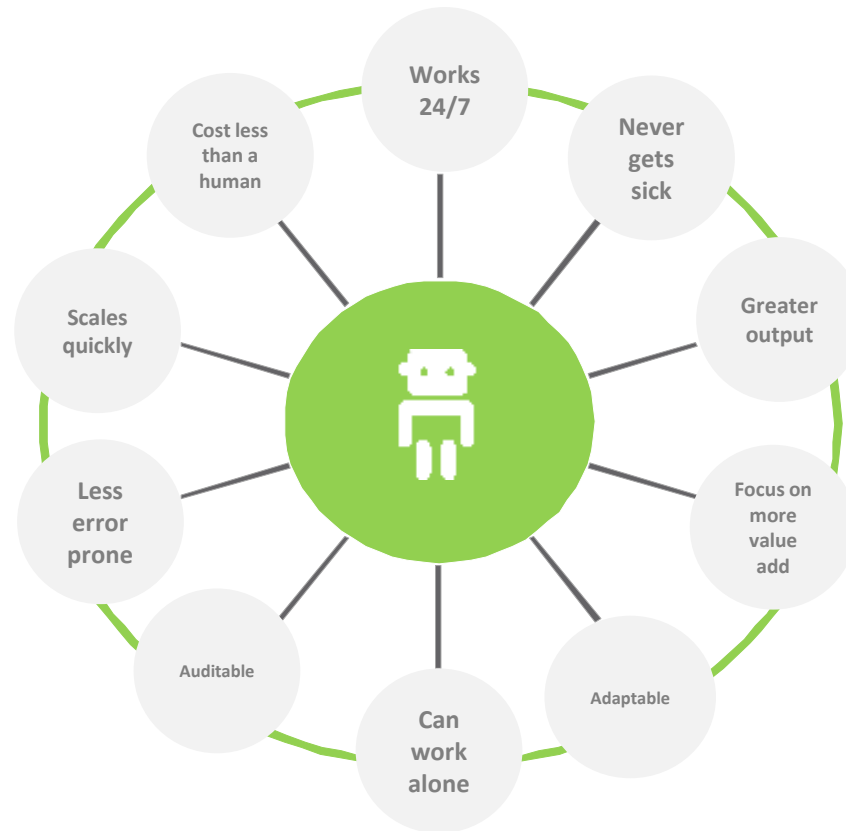
One of our services offered is Robotic Process Automation (RPA)

## What is RPA?

**Robotic Process Automation is**  
software that mimics the actions and activities  
performed by humans



## Why Deploy RPA?



## Our Technology Solution



*Workflow designer...*

No programming

*Integrated recorder...*

Deployment flexibility

*Application agnostic...*



# Conversational AI (Chatbots)

## Deploys Across Channels

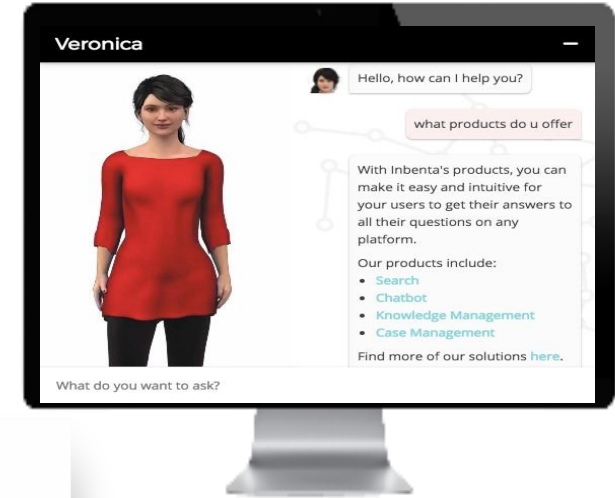
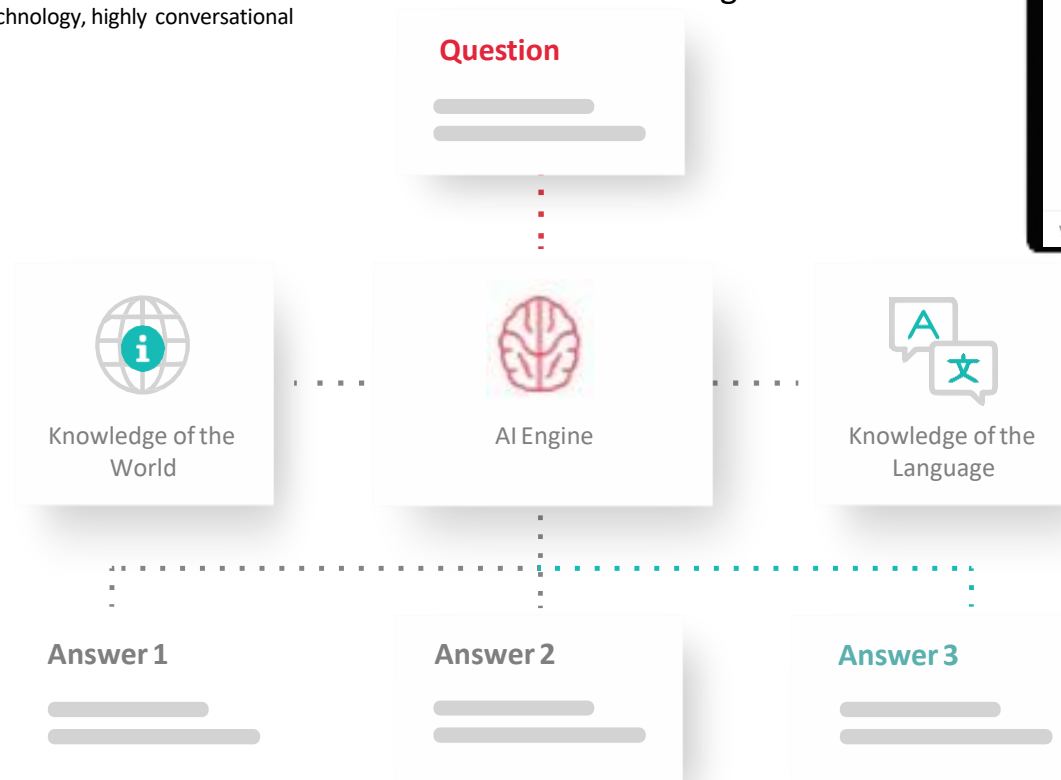


## Understands Meaning

Patented NLP technology, highly conversational



## Computational Linguistics and Machine learning



**inbenta**



# Business Process Management (BPM)

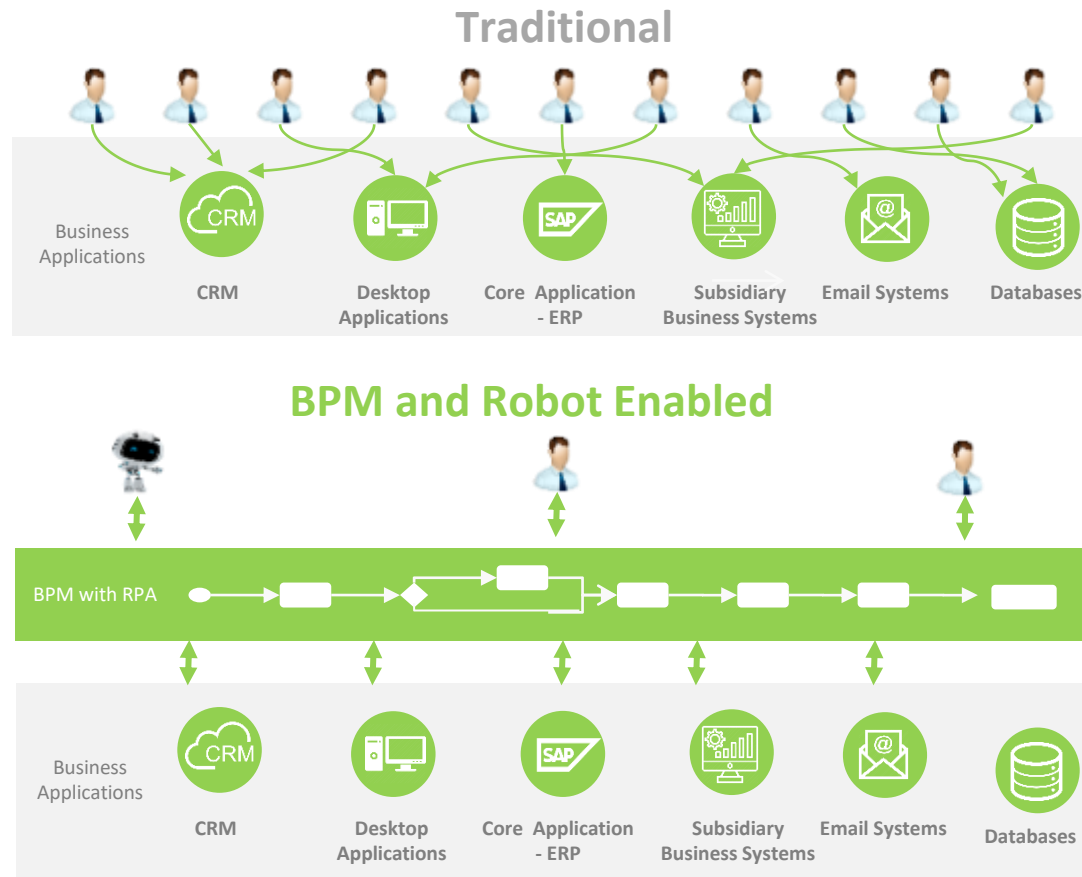
Another is Business Process Management (BPM)

## What is BPM?

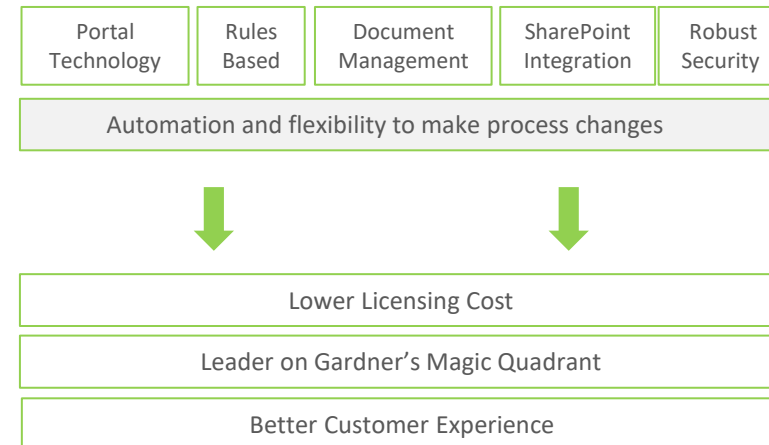


An approach to process innovation and process improvement through deliberate incremental steps and use of **technology** adopting a philosophy of continuous improvement

## Traditional VS BPM and Robot Enabled Automation



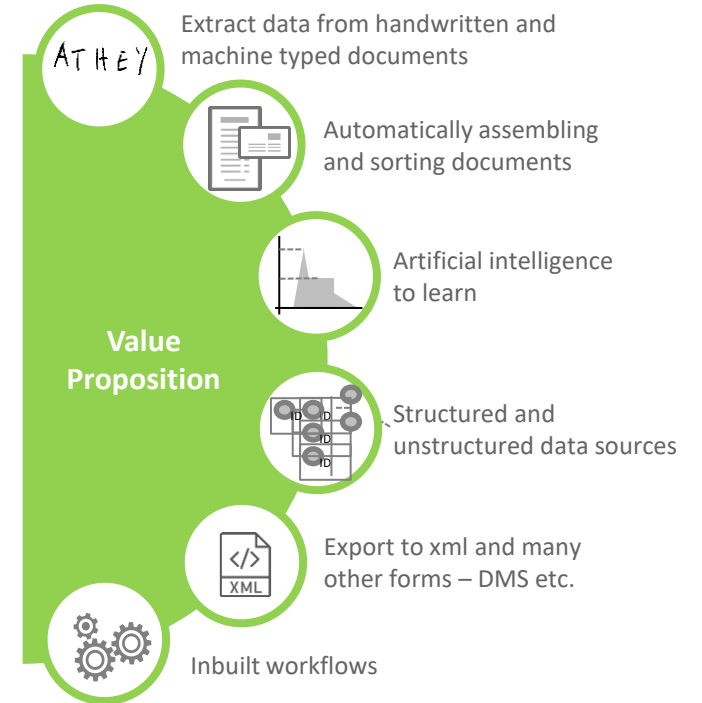
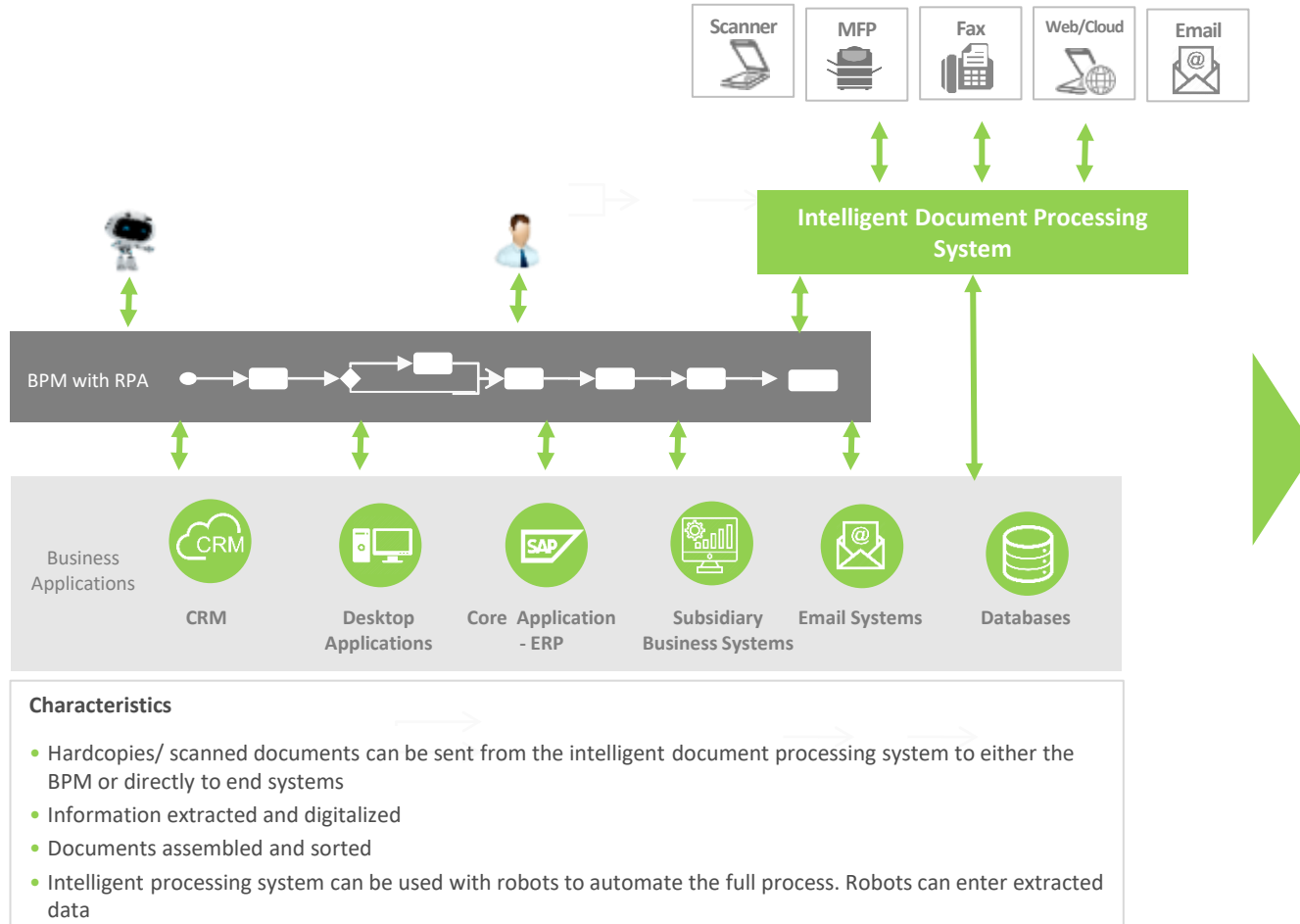
## Our Technology Solution







# Intelligent Document Processing



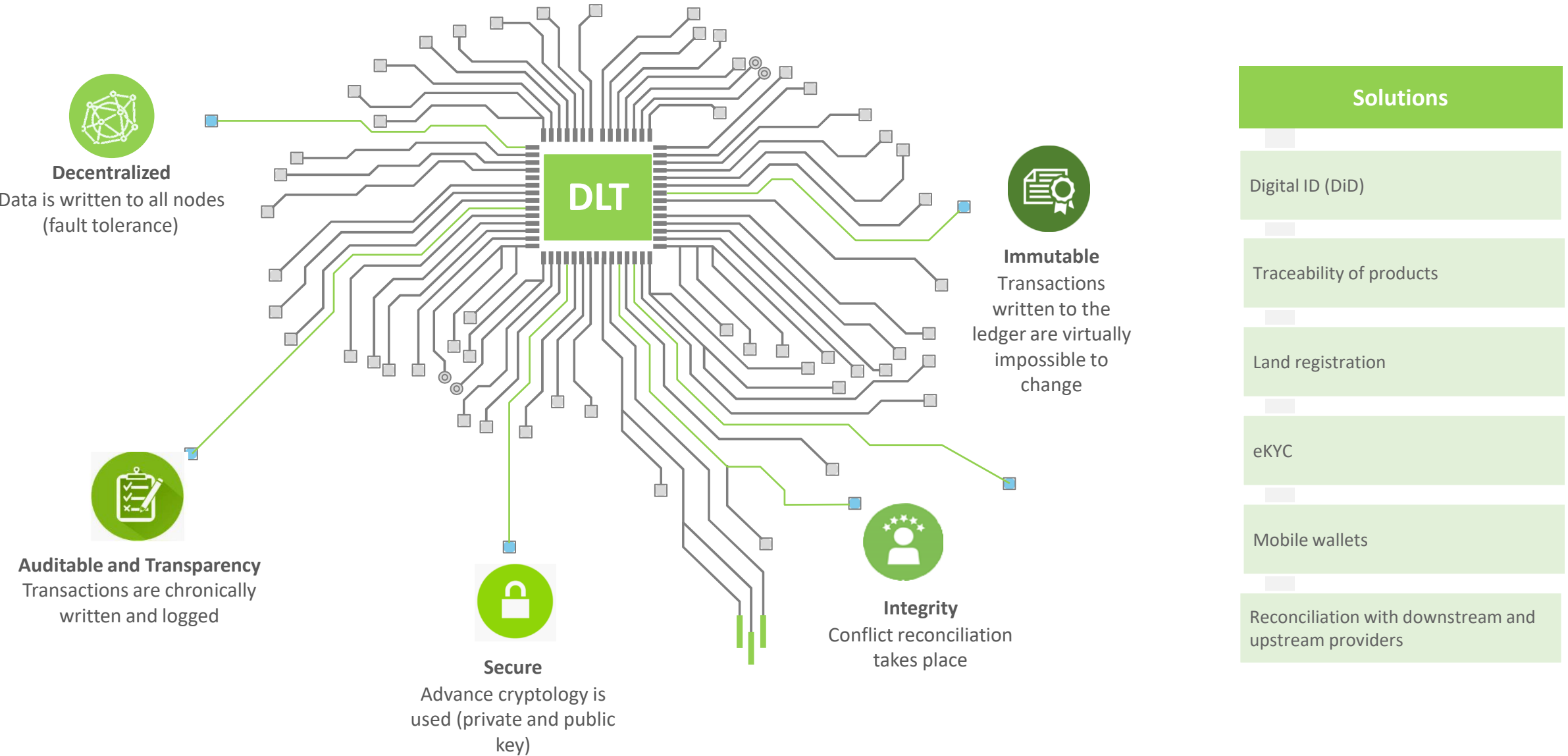
- Characteristics**
- Hardcopies/ scanned documents can be sent from the intelligent document processing system to either the BPM or directly to end systems
  - Information extracted and digitalized
  - Documents assembled and sorted
  - Intelligent processing system can be used with robots to automate the full process. Robots can enter extracted data

**Take the data. Leave the paper**  
*Extract and validate business-critical data automatically*





# Blockchain development



## Solutions

Digital ID (DiD)

Traceability of products

Land registration

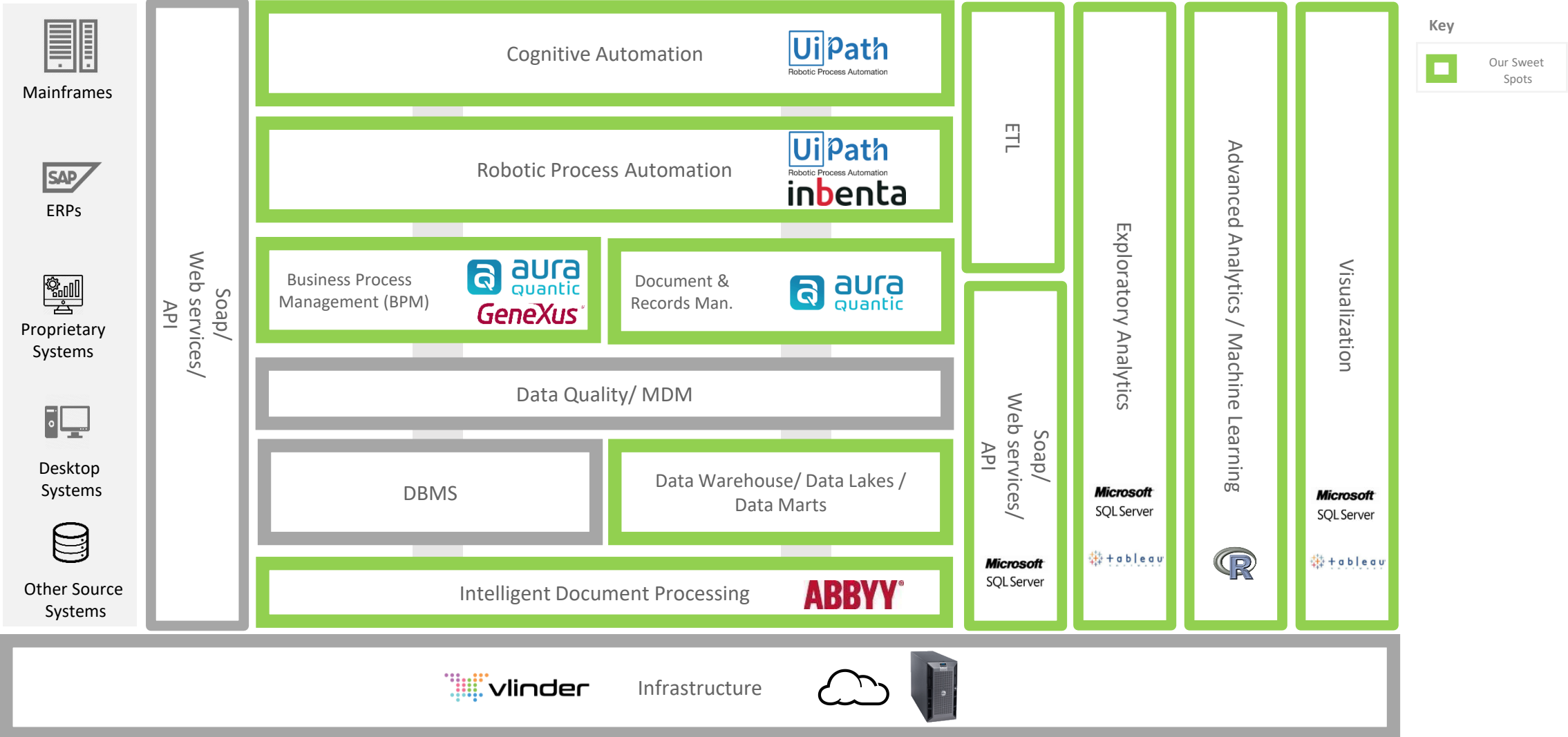
eKYC

Mobile wallets

Reconciliation with downstream and upstream providers

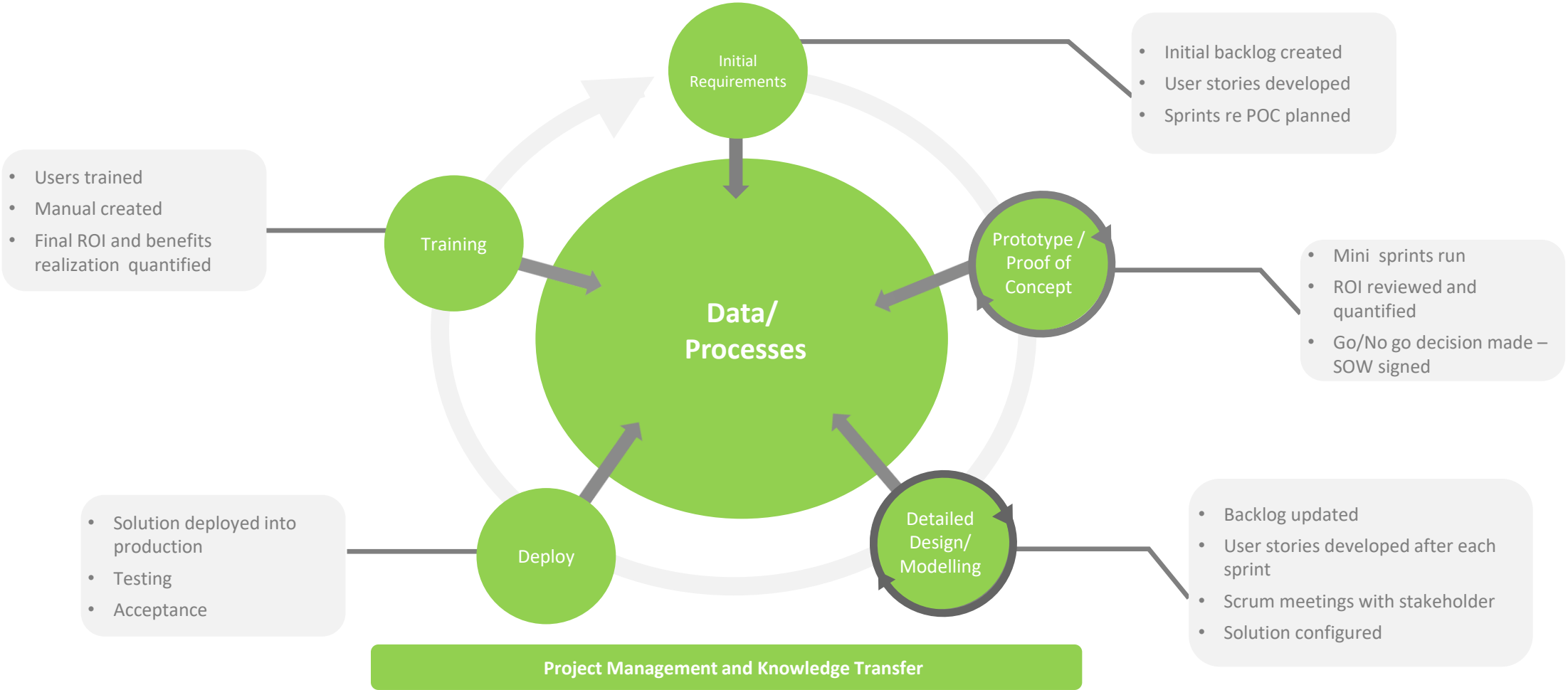
# Our Automation Building Block

Our Automation Building Block highlights the major areas in process automation



# Our Approach – Diagon’s Implementation Wheel

Our approach is grounded in two principles: ROI Maximization and Customization to client need. To adhere to these two principles, an agile approach providing a proof of concept is adopted for rapid and early maximization of value





# Published Applications

Our custom developed web and mobile apps



# Applications Overview



**MyLeave**

## Managing Employee Leave

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**Employee Management**



**Leave Management**



**Disciplinary Actions  
Tracking**



**ENSPEK**

## Portable Equipment Maintenance Management

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**Equipment Inspection**



**Work order  
Management**



**Hazard & Incident  
Reporting**

## 1 Company Management

- Tracking of company information
- Creation of Groups Companies

## 2 Employee Management

- Mass upload/individual entry of employee info
- Self-service portal for employee information
- Creation and tracking of employee details including, department, manager/approver, team, etc.
- Registration of employees without a company email

## 3 Leave Management

- Customized leave types (e.g. Vacation, sick, casual)
- Customized leave groupings
- Tracking of leave limits
- Creation leave requests including attachments if necessary
- Customized leave approval workflows
- Notifications and reminders of leave requests
- Tracking of employee leave
- Customized blackout dates for leave
- Summary of Team leave information for approvers

## 4 Accrual Management

- Automatic calculation of accruals related to leave

## 5 Disciplinary Actions

- Customized disciplinary actions (e.g. warning letter, termination letter).
- Automatic identification of exceptions requiring disciplinary actions
- Automatic drafting of disciplinary action based on templates
- Tracking of employee disciplinary action history
- In-app and email notifications/ alerts of disciplinary actions
- Acknowledgements of disciplinary actions

## 6 Calendar Management

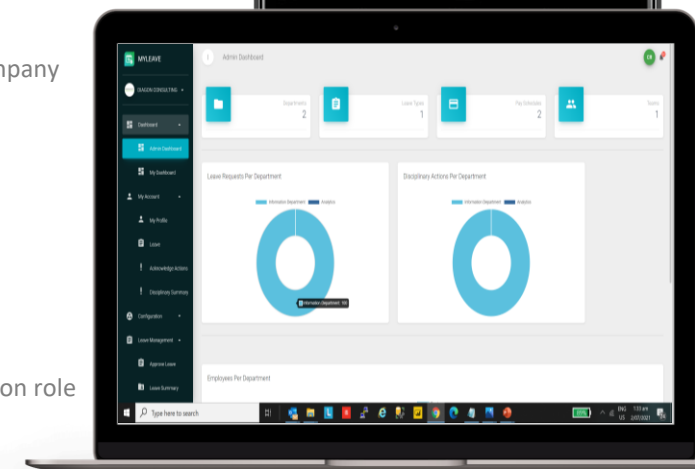
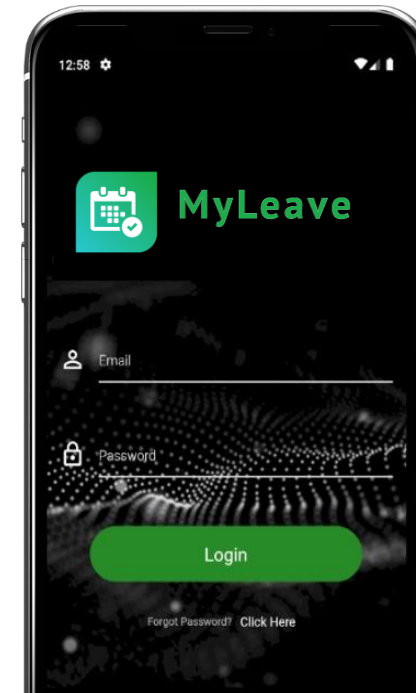
- Custom financial, vacation year ends
- Creation of public holidays

## 7 Reporting

- Summary company and group company reports
- Detailed reports
- Printable reports
- Filterable reports

## 8 Infrastructure

- Cloud based
- Mobile and web platforms
- Customized security access based on role







1

## Company Management

- Tracking of company information
- Creation of Groups Companies

2

## Employee Management

- Mass upload/individual entry of employee info
- Self-service portal for employee information
- Creation and tracking of employee details

3

## Equipment Inspection

- Tracking of asset inspection schedule
- Creation of custom inspection tasks
- Repository for equipment documentation
- Portable capture of field data
- Easily view key reference information
- Automation of inspection workflow
- Production of Inspection reports
- Digital signature

4

## Work Order Management

- Tracking of job specific requirements
- Tracking of Job and team status
- Movement from Inspection to Work Order
- IoT Integration
- Digital signature
- Integration to backend systems

5

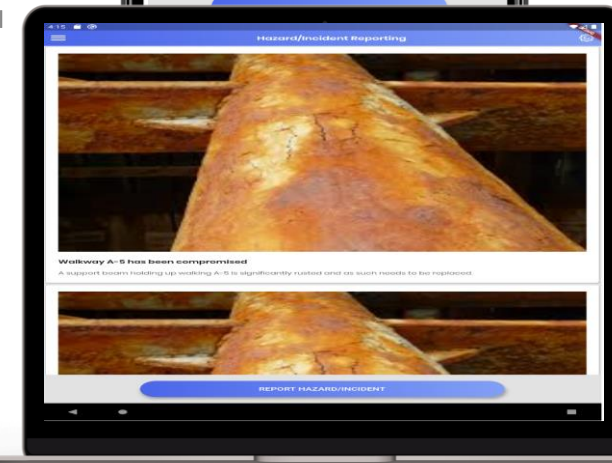
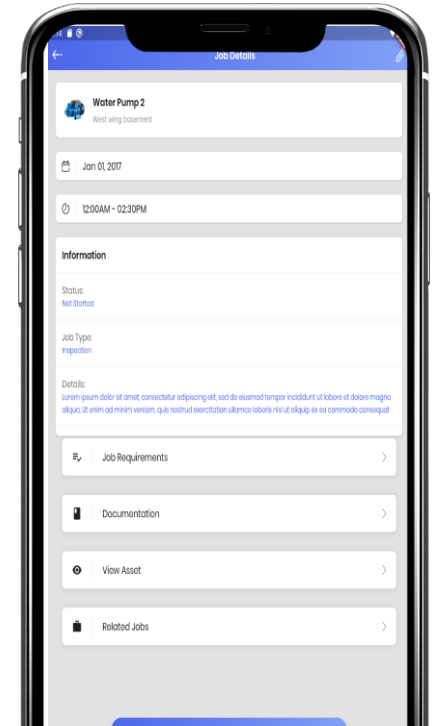
## Hazard/Incident Reporting

- Real time reporting of observed hazard or safety issues
- Structure categorization and information capture
- Capture data specific for incident investigation
- Tracking of an incident and its management until resolution
- Trend analysis

6

## Reporting

- Detailed reports
- Printable reports
- Filterable reports



# Mass Communication

Emergency Mass Notification Systems (EMNS)



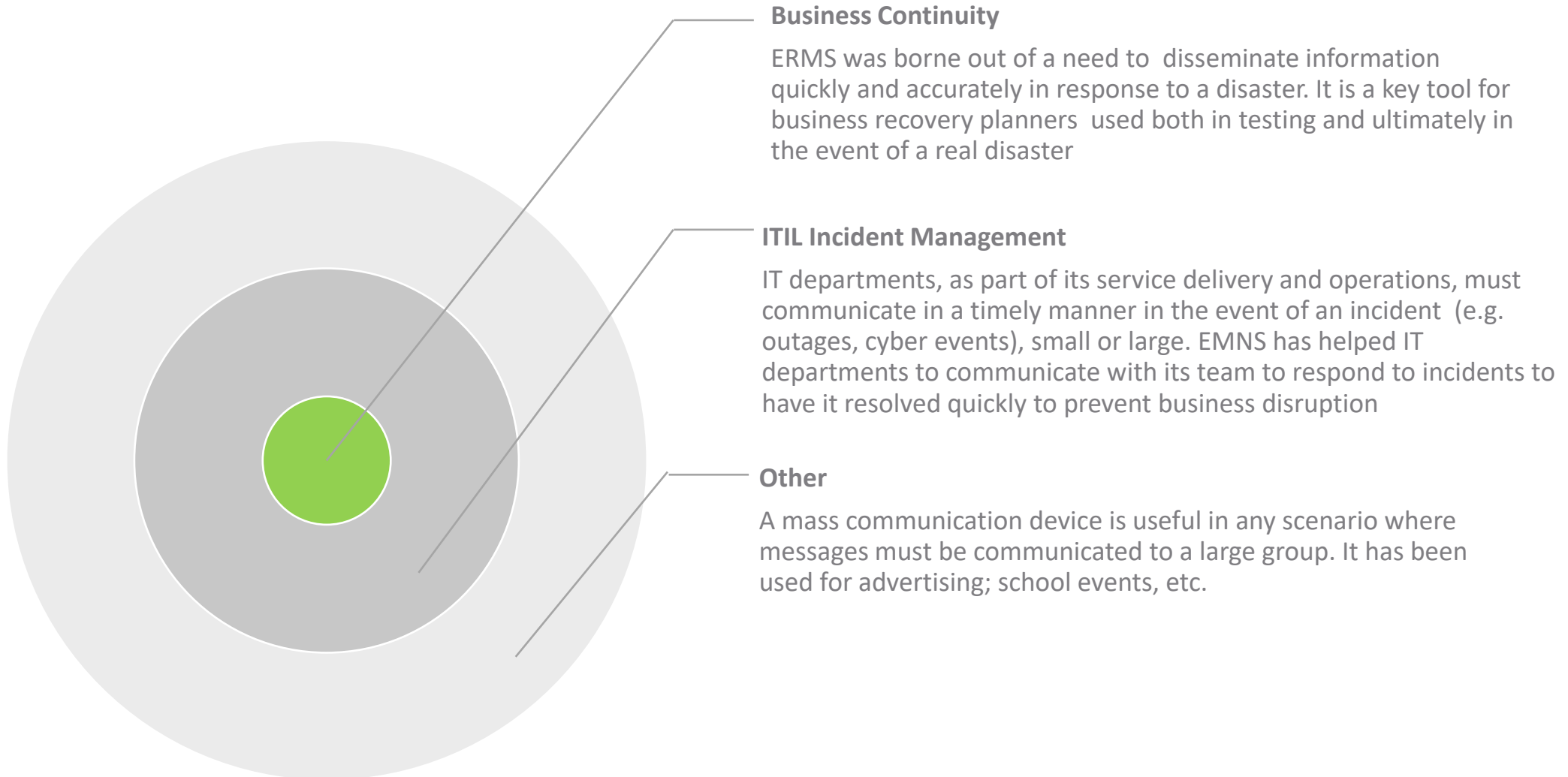
# What is an EMNS?

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An Emergency Mass Notification System (EMNS) or Emergency Communication system (ECS) is “any system (typically, computer-based) that is organized for the primary purpose of supporting one-way and two-way communication of emergency messages between both individuals and groups of individuals. These systems are commonly designed to integrate the cross-communication of messages between a variety of communication technologies, forming a unified communication system intended to optimize communications during emergencies.” –Wikipedia

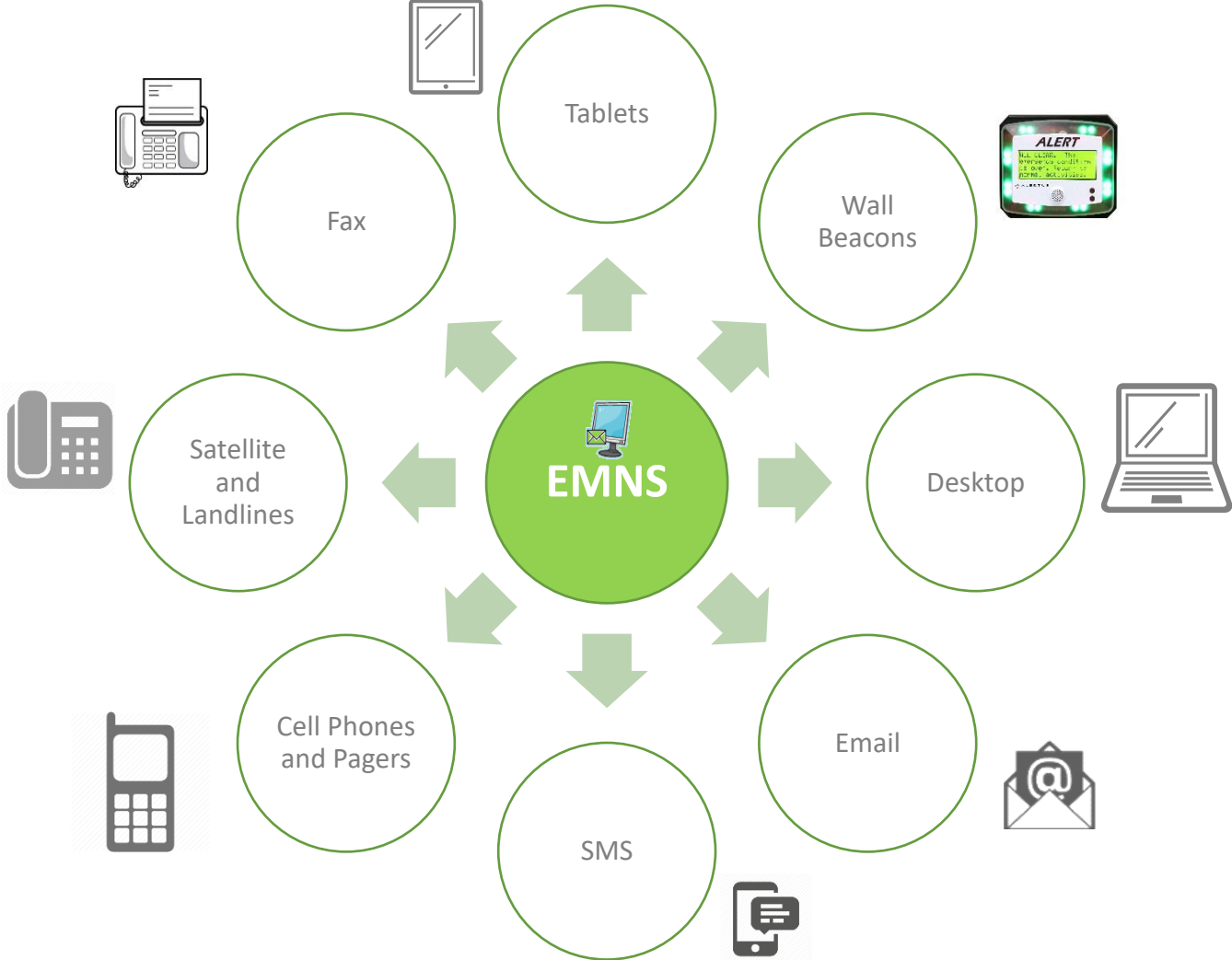
Accurate, relevant and timely dissemination of information is critical before, during and after an emergency or business continuity event. It is imperative that all persons involved, and/or affected, receive information using the most effective communication medium.

# Uses of an EMNS



# Various Communication Mediums

EMNS must be able to send messages to various devices to increase the likelihood of delivery in the event of a disaster



# Communication Needs

Communication is used for more than Business and Disaster Recovery:



Business  
Continuity/  
Disaster  
Recovery

- Customer service
- Marketing
- Event management
- Human resources
- Supply chain logistics
- Sales management



Business  
Operations

- Business continuity
- Disaster recovery
- Stakeholder communication
- Employee safety
- Mass absenteeism
- Employee logistics



Emergency  
Notification

- Pandemic planning
- Facility planning and management
- Employee accountability
- Public safety



Information  
Technology

- IT service management
- IT service call
- IT service desk
- Incident management
- Incident response