

BUILDING SMART PROCESSES AND SMART SERVICES

EOS REPLY is the company in the Reply Group that specializes in Digital Business Process Outsourcing and Business Transformation Outsourcing (Digital BPO & BTO) services, Digital Services, Consultancy and Technological Solutions, specific to the Finance & Accounting area of administration and accounting processes. Eos Reply combines vertical functional skills, innovative technological skills and operating management and governance skills on complex services and projects - info.eos@reply.it.

The Eos Reply mission is to enable Customers to focus on their core processes, giving them the chance to make use of services and innovative solutions with high added value.

SMART SERVICES

The Eos Reply Services focus on the transformation and management of Customers' business processes. Starting from their requirements, through technological innovation and specialist skills, a results-oriented transformation process is constructed, both in terms of efficiency and quality improvement. The distinctive elements are: a flexible team, attentive change management and punctual governance.

Customized Digital BPO

Digital BPO Services, oriented towards process transformation and management, concentrate in particular on the passive cycle services through: automated reconciliation and registration, integrated accounting on Customers' ERP systems, invoice verification activities, anomaly management and the management of other specific accounting activities. The distinctive features of these Services are: the design and definition of a perimeter and "tailor-made" operating methods for the individual Customer, highly efficient delivery, high performance levels and strong integration both in terms of processes and Customer relations. The objective is to transform the processes through innovative technological, modular and strongly integrated solutions, in order to guarantee the end-to-end coverage thereof and of the defined modules.

Digital Platform

The **Digital Platform SHERPA** - Smart Hub for ERP Applications - designed and built by Eos Reply, is a **modular platform** through which Eos' services such as Digital Services and Digital BPO are offered and provided in off-the-shelf modes with native integration towards Customers' ERP systems, according to a multi-vendor model (SAP, Oracle, NetSuite, Microsoft Dynamics). SHERPA is intended to be a complementary component to ERP solutions to cover non-core processes.

Digital Services

Eos Reply makes its own skills and vertical solutions available to its Customers for the purpose of electronic invoice management and **NSO order management**, document management and digital Long Term Archiving in compliance with legislation. These skills are subject to continuous improvement in order to comply with the legislative requirements that govern these processes. The solutions are based on systems and modules that are already available, integrated with one another and have been in use for some time but are constantly evolving, designed with a multi-tenant logic and structured to guarantee high service reliability. These aspects significantly reduce the activation times and costs and make the takeover of the service extremely quick and effective.

SMART PROCESSES

Through a consultancy-based approach, which combines the integration of functional skills and vertical technological skills with the specific experience gained through the individual business processes, Eos Reply effectively responds to the Customer's Digital Transformation requirements. The use of technological solutions and innovative applications and the continuous scouting and search for new technological paradigms enables Customers to reach high, rapid and efficient innovation.

Finance Digital Transformation

Eos Reply proposes and governs structured and iterative programs for the Digital Transformation and Automation of administrative and accounting processes. The analysis and **re-engineering** activities enable the mapping and identification of the necessary interventions and the most suitable innovative components to be adopted. The introduction of technological solutions, such as **OCR/ICR**, enables low added value activities to be reduced and the digitalization process to be launched. In parallel, the development and adoption of complex **Work Flow Management** components, integrated with the systems involved, enables the structuring and optimal management of the activities and the exchange of information between players. Finally, the continuous and structured requirements gathering, collection of needs and feedbacks, enable and facilitate a continuous improvement process in all the steps of the program.

Certifications and Partnerships



Intelligent Process Automation

Intelligent Automation supports the company teams, including heterogeneous ones, assisting them and taking over the management of tasks of different levels of complexity.

Intelligent Process Automation (IPA) is a combination of **Robotic Process Automation** (RPA) and **Artificial Intelligence** (AI) technologies which together enable rapid automation of end-to-end company processes and accelerate digital transformation.

Through the use of intelligent, adaptive, self-learning and predictive technologies, Eos Reply supports its Customers in the rapid automation of processes that require manual and repetitive activities, thus enabling the immediate saving of resources and a significant reduction in operating risks.

