

Robust Process Automation Platform to Fuel Your Digital Transformation



FELICITY

Reimagining operational process efficiency & organizational service quality with Business Process Automation.

Felicity enables you to adopt technology-driven business automation of your complex processes and delivery mechanisms or outreach methods, allowing you to introduce higher agility, scalability, and reliability into your service ecosystem.



FINANCIAL OPERATIONS MANAGEMENT

- Empower and streamline financial business processes in your organization to function as a single coherent, consistent unit.
- Digitize workflows to ensure rapid implementation of automated processes to meet speed-to-market, service quality and compliance requirements.



HR MANAGEMENT

- Enhance the efficiency of the HR processes by optimizing and automating manual and complex tasks.
- Influence right decision making and strategizing, using Felicity's automation platform.



IT SERVICE MANAGEMENT

- Streamline and digitize service management processes to improve organizational productivity by eliminating redundant and mundane tasks.
- Optimize incident identification, triage and assignment to focus on problem resolution, root cause remediation and planned change implementation

Business Benefits

- Transform processes to introduce higher agility, scalability, and reliability.
- Improve process efficiency, increase service quality, align better to dynamic business needs & priorities, and enable real-time value.
- Automate processes, streamline operations, track assets, and improve productivity while reducing costs to execute repetitive tasks.
- Enable comprehensive visibility of operational environments for decision-makers and senior management through system dashboards and reports.

KEY FEATURES OF FELICITY

- IT Service Management and Automation
- Financial process management and controls
- HR process management with helpdesk
- General service desk management capabilities
- IT infrastructure monitoring
- IT and related Asset Management including software inventory and offline assets
- General process automation via powerful workflow engine
- Ensure service levels across all the above mentioned functions and support teams are delivering time bound solutions
- Flexible architecture based on Open-source components allows rapid deployment and setup
- An integration layer to connect with systems and applications through web-services to allow seamless flow of data

User Benefits



Flexible and scalable subsystems that need minimal infrastructure footprint and resources.



Seamless interoperability with efficient integration with relevant systems using APIs.



Intuitive and configurable front-end that allows admins to easily administer system changes with minimal downtime.

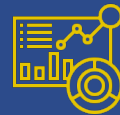
FELICITY ALLOWS BUSINESSES TO



Organize & effectively manage asset inventories



Understand capacity utilization



Monitor system health & proactive maintenance



Allow administration of Incident, Problem, Request Management



Effectively track and roll-out applications and changes



Ensure timely responses to clients and customers and solving the issues

About Unotech

We are the experts in Identity Management, Business Process Automation, and Digital Transformation.

Registered under the Startup India initiative of Department of Industrial Policy & Promotion (DIPP), Government of India, we work closely with key corporates, including leading banking & financial institutes and manufacturing companies, offering Open Source products and services.

We have developed two enterprise technology products – Cymmetri, a flagship product that enables and manages organizational Unified Digital Identity, and Felicity, a business process automation platform that complements Cymmetri as its subsystem.