

WNS

Triange

WNS SKENSE

MAKING SENSE OF UNSTRUCTURED DATA

Driving Transformation Through
Domain-led AI / ML Engine and
Intelligent Automation

Deep Dive into Data

In a digitally transformed world, organizations generate huge amounts of structured and unstructured data. To create business advantage, organizations must harness the immense power of these unstructured datasets.

This needs high-end tools and techniques and a robust technology ecosystem. With increased applications and touch points, organizations come across a variety of data such as PDFs, images, audios and videos that have to be analyzed to unlock the value of the datasets.

Analysis of these datasets requires complex algorithms and tools and techniques to extract and contextualize the data. Again, the application of these datasets need intelligent automation tools.

Platforms powered by strong domain-centric AI / ML capabilities to extract and contextualize data with augmented features of intelligent automation can make this happen.



Unlocking the Hidden Value in Data is Crucial

- Global data volume expected to grow at a CAGR of **21.2%** to reach **221.1** zettabytes by 2026¹
- More than **90%** of this data created will be unstructured¹
- Total enterprise data volume of **-2.02** petabytes by 2022²

But about 68 percent of data available to enterprises is untapped². And only 14 percent of enterprises today are making data and analytics broadly accessible to employees, with ~50 percent of front-line employees having access³.

What's stopping them from leveraging their data for maximum advantage?

¹IDC WW Global DataSphere and Global StorageSphere Structured and Unstructured Data Forecast, 2022-2026

²The Seagate Rethink Data Survey, IDC, 2020

³MicroStrategy's 2020 Global State of Enterprise Analytics Report

Four Roadblocks on the Automation Journey and Handling Unstructured Data

Enterprises often face a series of challenges that might be preventing them from ingesting the semi-structured and unstructured data, storing, cleansing, and interpreting it. They are then unable to take advantage of a value-laden store of information for analysis and decision-making.

Relevancy

- Assigning weighting to unimportant data in analytical models can adversely impact reliability and accuracy of findings

Quality

- Lack of consistency and accuracy in data arising due to difficulties in verification

Data Explosion

- Data is being constantly added to enterprise systems
- Larger the data set, the harder it is to store and analyze data in a timely and efficient manner

Systems

- Unstructured data cannot be analyzed with traditional databases
- Relational databases are not designed to handle unstructured data

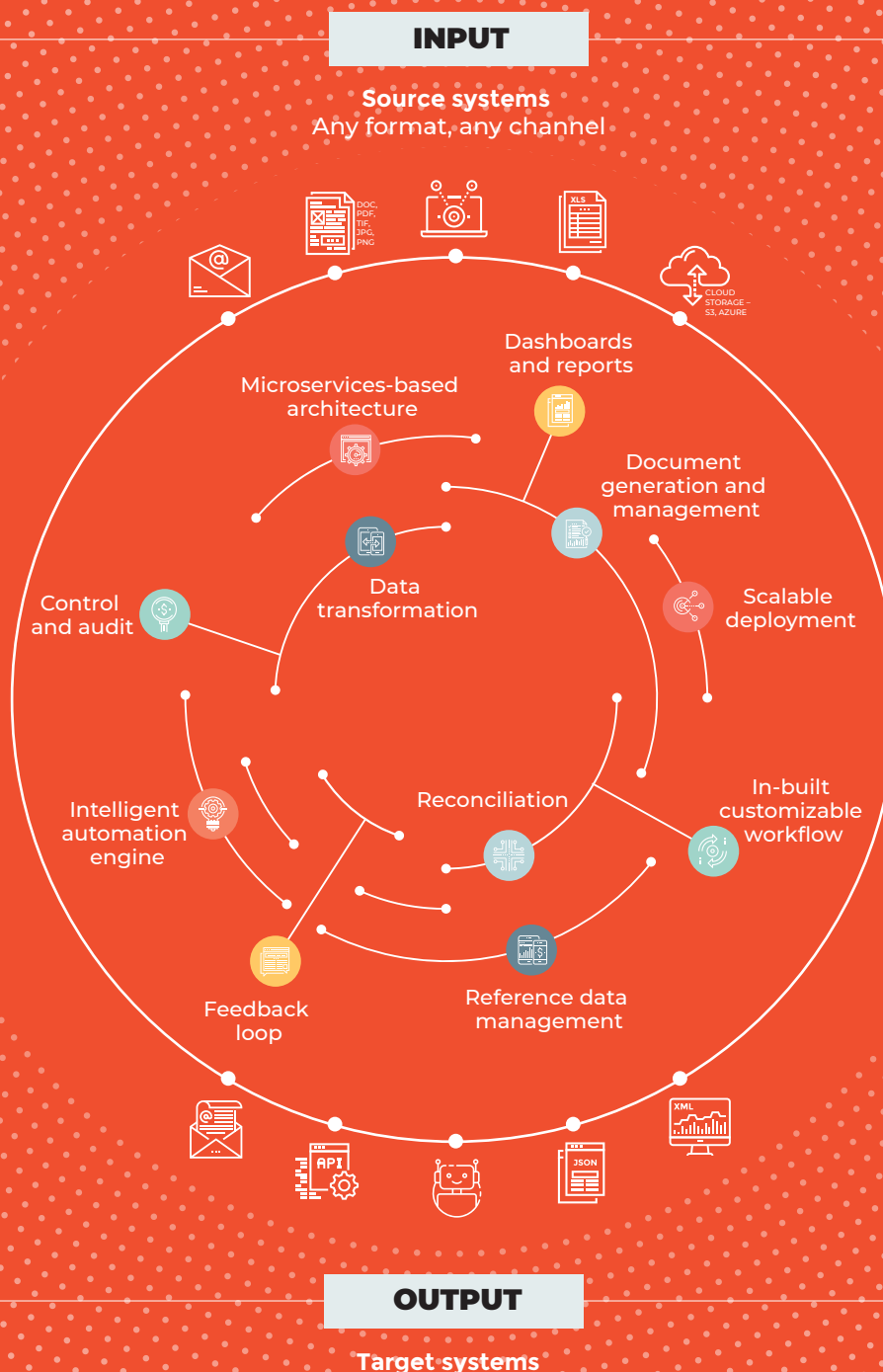
If you're facing similar challenges, how can you make sense of massive volumes of complex data to enable smart decisions?

This is where SKENSE can help.

Get on the Path to Data-driven Intelligence with SKENSE

SKENSE is our sophisticated cognitive data extraction and contextualization platform underpinned by Artificial Intelligence (AI) and Machine Learning (ML). It ingests structured / unstructured business data and applies proprietary algorithms to generate contextualized information, followed by summarization to create structured and harmonized data sets.

With a data-first focus, SKENSE deploys the best of AI / ML and automation capabilities to overhaul and optimize processes.



SKENSE is flexible, scalable and easy to use. It allows for multiple input formats and robust self-learning capabilities by using an agile approach to solution design and build.

Our offering helps elevate your data strategy through:

Advanced Data Capture

- Real-time data ingestion using custom connectors or APIs
- Supports multiple formats such as digital files, flat files, as well as images



Cognitive Processing

- Automates processing of complex or unknown data formats
- Customizable business rules, AI / ML models and ontologies to drive contextualization



Operationalization

- Built-in workflow and visualization capability
- Self-service features
- Feedback loop
- Auditable trail with search capabilities
- Target system integration



ML Operations

- Serverless deployment of ML models enabling high availability and ability to auto scale
- Auto-model update enabling minimal touch to model updates post periodic retraining using Champion - Challenger model



Data Operations

- Ability to perform auto quality check on output using validation / business rules or comparison with reference data, and allow straight-through processing if all fields are correct



Dashboard and Reporting

- Integrated decision engines and analytics models to offer end-to-end process automation



Why Choose SKENSE?

SKENSE is technically certified by both of the leading cloud providers: AWS and Azure. It is listed on Azure Marketplace.



Winner of prestigious Silver Stevie Award 2021



- ✓ Extracts complex formats and documents images, videos, handwriting, stamps and logos
- ✓ Fits in easily with actual business-workflow and enables self-service
- ✓ 1.2 Mn+ minutes of manual work saved and adopted by 6 domains
- ✓ Minimizes manual intervention and ensures zero-downtime and business continuity
- ✓ 50+ AI and ML proprietary models and intuitive self-learning models trained on thousands of business documents across domains
- ✓ Supports high-volume business documents
- ✓ 70%+ of operational cost saved

Putting SKENSE to Work Across Domains

SKENSE accelerates your time-to-market using its pre-trained AI / ML models to handle all types of domain-specific documents.

Insurance

- Reducing touch time for capturing relevant information by automating data capture and contextualization from submitted documents of insured people

Banking and Financial Services

- Extracting unstructured financial information from credit reports, accounting statements, SEC reports, etc., to create structured data for behavioral, acquisition and collections modeling

Travel

- Capturing Air Waybill (AWB) and Freight Waybill (FWB) documents using cognitive data capture and performing automated verification by integrating with airline cargo booking system, thus identifying disputes and reducing manual effort and errors

Healthcare

- Capturing information from patient records, medical reports and past medical history to document key findings

Procurement

- Reading digitally across purchase orders, RFI / RFPs, and ERP / SCM databases and helping category managers with procurement decisions by generating consolidated reports based on past decisions and external market research

Shipping and Logistics

- Extracting information from Bill of Lading (BoL) documents for freights, AWBs, etc., and automating BoL processing
- Capturing SLA terms from contract documents and incorporating terms and conditions in invoice generation

Customer Experience Services

- Extracting complaint data from customer emails, voice calls (after converting speech data to text) and evaluating customer issues, and updating customer complaint status

Finance and Accounting

- Extracting supplier names, invoice number, item description, rates, and quantity from invoices, credit notes, etc., and facilitating account payable processing

Scripting Success Stories with SKENSE



Client: A leading UK-based insurance broker and underwriter

Objective: Automate and streamline insurer statements' reconciliation

Outcome: SKENSE helped deliver:

- -70-90 percent improvement in productivity
- -60-80 percent reduction in insurer reconciliation time



Client: An FMCG global major and a F50 company

Objective: Transform master data management for Quality Assurance and product supply from standard BPM-based model to AI-enabled automated data discovery and management

Outcome: SKENSE helped deliver:

- Total estimated lifecycle savings of -50 Million in operating costs after global roll-out and stabilization



Client: A leading provider of casualty claims solutions

Objective: Scale up its professional review process by implementing an AI-enabled medical record analysis solution

Outcome: SKENSE helped deliver:

- 40-50 percent productivity in medical records analysis
- 10-20 percent improvement in claims payment accuracy
- 15-20 percent reduction in claims cycle time



Client: A global shipping and logistics company

Objective: Automate classification of ship documents and extract relevant information

Outcome: SKENSE helped deliver:

- Cost savings of -USD 9 Million over five years, with a 16X increase in ROI (yearly volume of 270 Million documents)

Be the next success story. Partner with WNS.

Learn more about The WNS Advantage.

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. WNS combines deep industry knowledge with technology, analytics, and process expertise to co-create innovative, digitally led transformational solutions with over 400 clients across various industries. WNS delivers an entire spectrum of BPM solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. As of September 30, 2022, WNS had 57,503 professionals across 60 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom, and the United States.

WNS Triange (formerly WNS Research and Analytics practice) powers business growth and innovation for 120+ global companies with data, analytics and Artificial Intelligence (AI). Driven by a specialized team of over 4000 analysts, data scientists and domain experts, WNS Triange helps translate data into actionable insights for impactful decision-making. Built on the pillars of consulting (Triange Consult), future-ready platforms (Triange NxT), and domain and technology (Triange CoE), WNS Triange seamlessly blends strategy, industry-specific nuances, AI and Machine Learning (ML) operations, and intelligent cloud platforms.

Driving a futuristic edge are WNS Triange's modular cloud-based platforms and solutions leveraging advanced AI and ML to provide end-to-end integration and processing of data to actionable insights. WNS Triange leverages the combined strength of WNS' domain expertise, co-creation labs, strategic partnerships and outcome-based engagement models.

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