

VIAANTE NEWSLETTER

APRIL
2022



A Trusted Partner to achieve Transformational Excellence in Business Processes



A QUICK GLANCE AT NEWSLETTER

- Viaante's Journey Highlights
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VIAANTE'S JOURNEY HIGHLIGHTS

Viaante's journey began in 2011 by a group of first-generation entrepreneurs who established their careers in the Business Process Outsourcing Industry aligned together with a common vision i.e. to offer a transformational business process outsourcing services keeping our customer's business needs in focus.

The leadership team at Viaante has over four decades of combined experience in setting and scaling-up of start-ups. Our people make us what we are today. They come from diverse backgrounds, cultures, and profession each specializing in their own area of expertise helping us make our processes strong and skill-sets deep.



Want to know about Viaante's Work Culture?

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VIAANTE'S RECENT UPDATES

- Viaante is expanding into F&A and E-Commerce domain by extending its service offerings across different industry verticals.
- Viaante executed few vaccination camps and all our employees have been vaccinated with both the doses.
- Viaante has maintained CSAT Score of 4.8/5 for 2 years in a row.
- Viaante is 70% Work From Home. Few teams have already started working from office and we shall gradually start operating in full capacity.



2022 MARKET TRENDS

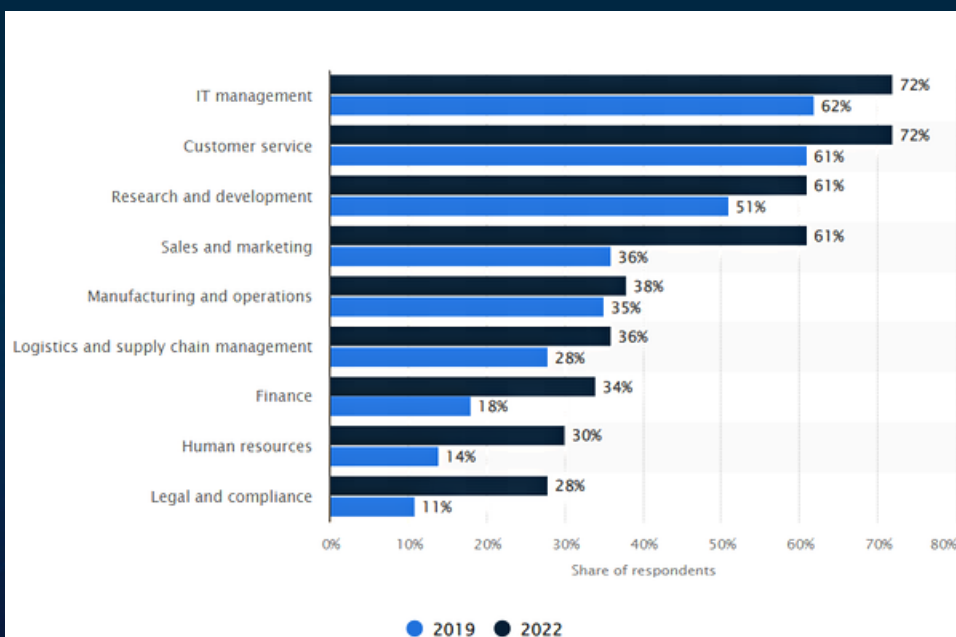
Businesses are still focused on digitally modernizing their critical processes while the global epidemic continues to pose concerns. This way, they can effectively operate anywhere in this continually shifting economic environment, while still meeting emerging consumer demands. The problem is that not every company has a dedicated onsite team with the experience, equipment, software, and resources to manage their infrastructure according to their unique needs, demands, and requirements. In 2022, businesses are expected to require services from specialists and outsourcing companies that provide effective, flexible solutions to operational challenges brought about by the pandemic. Technology is ever-evolving, which is why all industries must be equally adaptive to changes that they face every year.

Here are the market trends we'll see this year.

- ➡ Increased Focus on Artificial Intelligence
- ➡ More Popularity to Cloud Computing
- ➡ Increased Demand on Blockchain Services
- ➡ More Focus on Machine Learning Automation by Service Providers
- ➡ Growing Need for Cybersecurity Specialists
- ➡ New Opportunities for Outsourcing due to Internet Of Things
- ➡ Increased Use of Robotics in the Outsourcing Industry



As per [Statista](#), here is the share of respondents who use AI in their businesses in the Asia Pacific in 2019, with a prediction for 2022, by type-



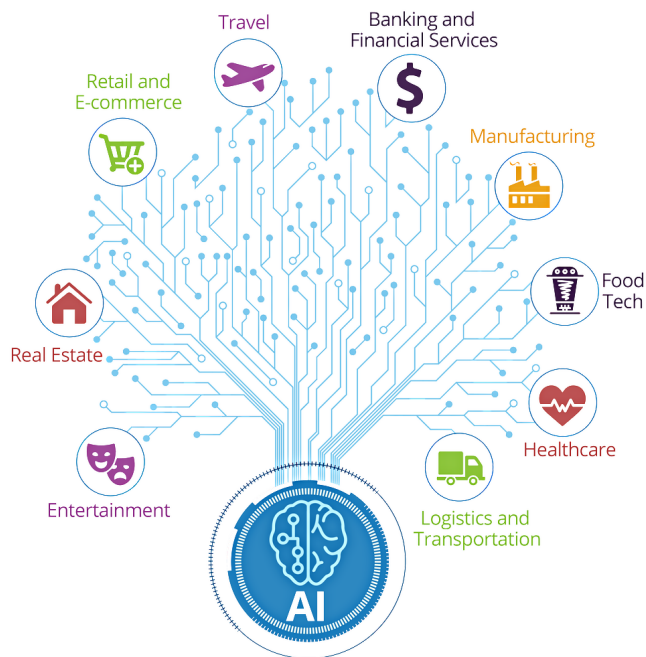
WHY IMPLEMENT AI?

COVID-19 has significantly changed the way we function today. There is a growing need to reduce cost and accelerate the need for Automation of business processes. A majority of the companies are looking to outsource their functions to an experienced offshore partner.

Artificial Intelligence enables companies to make data-driven decisions and automate processes. Businesses can use AI to deliver better services in less time, with fewer errors and reduced costs. It's no surprise that firms are investing extensively in AI technology as they spend more and more money to keep ahead of their competition. As a result, global **AI market revenue is expected to reach US \$51.27 billion**. Businesses will begin to rely more heavily on outside providers with experience in this industry.

Rather than building their own AI and AI-powered automation tools and strategies (which could take years), many businesses will instead rely on third-party services. For both companies and outsourcing providers, 2022 will be an exciting year full of new opportunities. More businesses will turn to outsourcing organizations for assistance with AI, cloud computing, blockchain development, and cybersecurity.

Where can AI be implemented ?



Artificial Intelligence will allow you to get ahead of the curve and build value where it is most relevant. While nobody knows what the future holds, you will always have a strong technology stack to support and sustain your business operations and get through any tough times.



How to find a perfect
AI development partner
for your business ?

[Read our blog to know more](#)

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The implementation of AI will easily support even the smallest organizations, scaling their capabilities far beyond what they could ever do on their own. Artificial Intelligence is just what you need if you're looking for strategies that consistently yield high returns on diminishing investments.

Technology innovation and change in a business environment are continuously generating more and more opportunities for the advancement and development of new software solutions that benefit the companies. For every requirement of our partners and customers, we provide end-to-end software development services and solutions. The team of highly experienced software development professionals at Viaante recognizes the value of completing projects within budgets, on time with high quality. [Know more.](#)

TRANSFORMATION & TRANSITION WITH VIAANTE



The key to transitioning towards **digital acceleration** is to **incorporate the power of AI** into your business operations.

Viaante's Artificial Intelligence services can help you transform your business into a Cognitive Enterprise by enabling and driving smart reinvention of your workflows, infrastructure, and entire organization. Our industry experts assist you in implementing and executing a data-first strategy, taking advantage of real-time data, augmenting with third-party sources, and integrating with advanced technologies like IoT, cognitive automation, and AI.

At Viaante, we believe in providing best-in-class service to our clients by designing applications that are tailored to their unique needs and optimizing their ROI through the automation of their business processes.

✓ MACHINE LEARNING

We offer your company the unmatched advantages of machine learning, a technology that allows machines to use data for self-learning in the same way that humans do. They are capable of interpreting complex data, detecting trends, and identifying patterns.

✓ DIGITAL VIRTUAL AGENTS

We build cutting-edge AI-powered digital virtual agents capable of comprehending and analysing human actions, as well as providing comprehensive support and enriching customer interactions.

✓ IMAGE PROCESSING

We specialise in cutting-edge image processing technology, as we develop high-tech visual applications that can collect, analyse, synthesize, and recognize patterns in images.

✓ KNOWLEDGE VIRTUALIZATION

We use Artificial Intelligence technology to build robust knowledge virtualization systems that allow businesses to make better business decisions by using reliable databases.

✓ ROBOTIC PROCESS AUTOMATION

Another ability we have is robotic process automation, which allows us to create powerful applications that automate repetitive processes using machine-learned or user-generated instructions without the need for human interaction.

✓ DECISION MANAGEMENT

With AI-assisted business decision management solutions that drive accurate decisions based on efficient algorithmic and predictive systems, we simplify and automate business decisions.

✓ NATURAL LANGUAGE PROCESSING

We specialize in Natural Language Processing technology, which allows computers to understand and comprehend what people say and write, interpret their emotions, and take appropriate actions based on this knowledge.

✓ NATURAL LANGUAGE GENERATION

We create intelligent NLG applications that convert data into text that can be interpreted by humans. These programmes are used for a variety of things, including automating BI reports, financial reports, product descriptions, and more.

Explore Viaante's AI Services

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