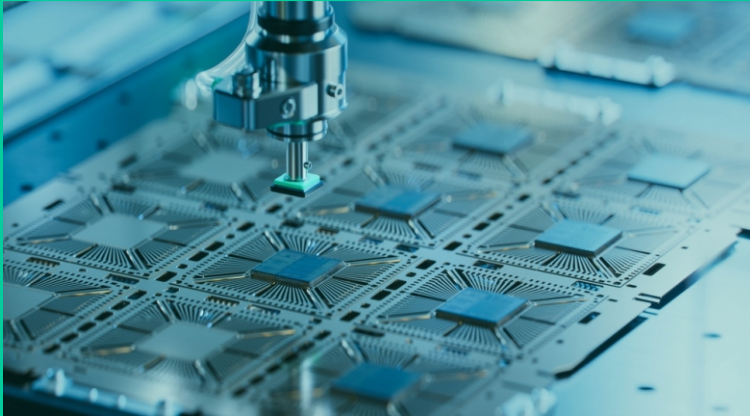# Powering India's Global Capability Centers

With Automation Driven Transformation & Innovation

A global technology giant launched a transformative journey to revamp the operations of its Global Capability Centers (GCCs), including five R&D centers in India. This initiative started with its primary semiconductor research facility, housing more than 4000 employees.

What began as an employee lifecycle management portal, swiftly evolved into a diverse ecosystem of 100+ applications, ranging from vendor onboarding to expense management. Zvolv's No-code UI and workflow design capabilities coupled with low-code automation and integrations empowered their employees to develop and deploy applications without the need of extensive coding skills, enabling them to build tools and create personalized business solutions.

A Zvolv Center of Excellence was established to drive innovation and self-reliance. The COE, acting as a central hub of expertise, ensured best practices were shared and development cycles were accelerated.

The Case For Zvolv

The partnership with Zvolv was established in late 2022, after evaluating platforms like Service Now and Power Apps. Zvolv was chosen to run this transformation initiative primarily due to these three main advantages:

1. **Technology stack and DIY capabilities** that allows to build and maintain applications with minimal technology skill sets and coding.

2. **Customer support** and **comprehensive training programs** to establish a self reliant center of excellence.

3. Ability to deliver a **fully on-premise single tenant deployment**, with enterprise grade security, scalability and compliance.

Building the Zvolv Center of Excellence

The Center of Excellence (COE) team comprised seven members: four analysts from business functions namely finance, human resource, operations and supply chain; two Python developers who understood integrations and automations; and one primary technology architect. This team went through a 3 tiered training program, designed to run a successful center of excellence.
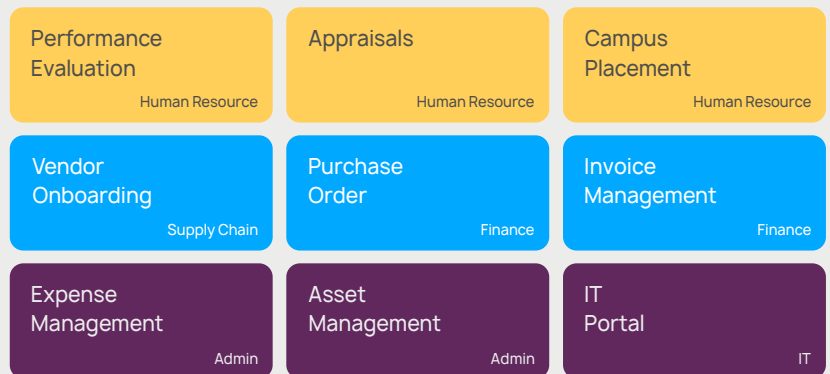
3 Tiered Training Program

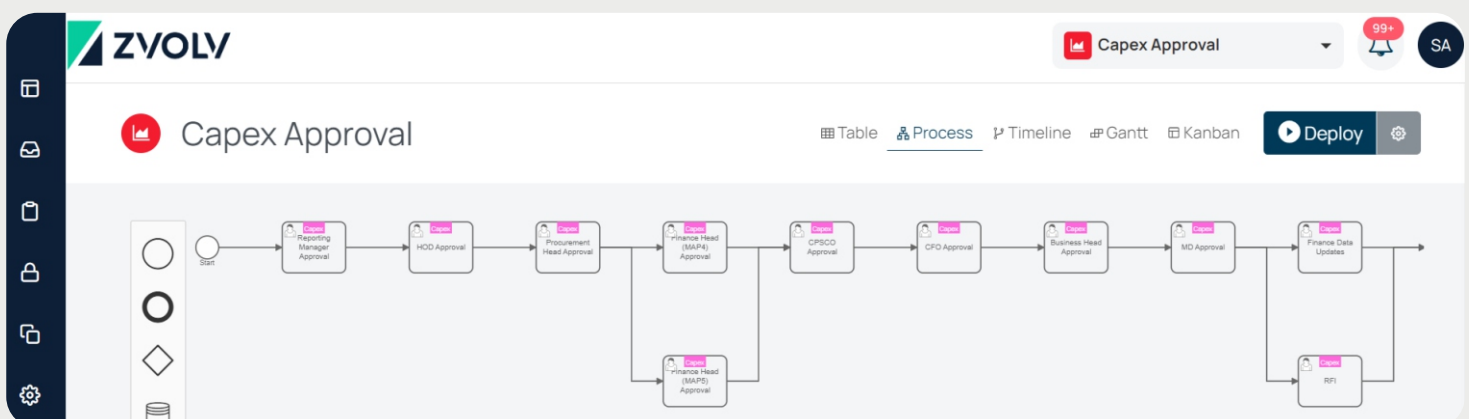| COE Team	L0 Duration: 80 Hrs Focused on implementation level training, to build forms, dashboards and databases.	L1 Duration: 20 Hrs Focused on automation & integration, to familiarize with python development.	L2 Duration: 15 Hrs Focused on Zvolv platform architecture, to ensure scalability, data privacy & compliance.
Business Analysts (4X)	✓		
Developers (2X)	✓	✓	
Technology Architect (1X)	✓	✓	✓

Building A Holistic
DIGITAL ECOSYSTEM

The platform, with its versatility, exceeded departmental boundaries, seamlessly integrating with HR, finance, operations, admin processes and existing applications. Employees started creating a series of custom applications. Document submission, meeting scheduling and even performance evaluations - all within a single, user-friendly interface. This not only empowered employees across the organization, but also external partners like vendors and contractors to take ownership of their journey, creating a culture of accountability.

- Vendor interactions improved by eliminating manual processes.

- Finance operations were made simpler with custom applications streamlining expense management and invoice processing.

- Administrative workflows became coordinated with asset and facility management applications.

Performance Evaluation Human Resource	Appraisals Human Resource	Campus Placement Human Resource
Vendor Onboarding Supply Chain	Purchase Order Finance	Invoice Management Finance
Expense Management Admin	Asset Management Admin	IT Portal IT

Diverse applications built on a single, unified platform

Results that Speak Volumes

A roadmap for over 100+ applications was created, focused on optimizing various workflow processes. Zvolv's responsiveness and continuous improvement were evident in resolving support tickets promptly.

Achieved a **40% reduction** in onboarding timelines through automation and streamlined workflows.

Able to launch applications **under 100 hours** on average per application

56 Applications Deployed in ‹ 1 yr

Serving **4000** Users

The Partnership of the Future

Integrating privately hosted LLMs to add generative AI driven automation and conversational experiences to these applications is next on the agenda. Doing it with predictable accuracy and huge emphasis on privacy, security and scalability; and acute attention to audit and compliance needs, are key aspects for this next phase of AI driven development. Zvolv's AI orchestration solutions enables adding these new services at speed.

Zvolv, with its powerful low-code platform, enables GCCs to thrive in this AI age.

- **Building a Future-Ready Workforce:**
Zvolv empowers employees to tackle talent shortages by championing citizen developers and provides training and support to upskill and adapt to changing needs, ensuring your team leverages the latest technologies and adapts to changing business needs.

- **Optimizing the Digital Journey:**
Zvolv streamlines your digital journey by simplifying and accelerating application development, enabling process automation, system integration and a unified platform, offering tailored and scalable options at every step.

- **Building Business Resilience:**
Zvolv builds business resilience by enabling swift adaptation to any change, from market shifts to regulatory updates, while its cloud platform supports remote teams and ensures seamless collaboration, guaranteeing business continuity, regardless of location.

Zvolv saved over **80%** time and cost in building these applications compared to other SI driven or full stack development approaches.

Delivering over **$1,000,000** in savings in TCO for these applications.

We invite you to envision the efficiencies your own GCC can enable, where seamless business journeys and limitless employee potential meet, fueled by the power of Zvolv's partnership.

Hyperautomation, Delivered.

Intelligence, Amplified

Tackle last-mile intelligent automation challenges that existing ERP, BPM or RPA tools cannot.

Evolution, Accelerated

Innovate 10x faster than with legacy IBPMS suites with no developer or IT dependency.

Decisions, Automated

Integrate human-like decision-making automation, orchestrate processes across systems.

ZVOLV

Zvolv is a no-code process automation platform that leverages intelligent automation to tackle the last mile digital transformation challenges that your existing ERP, BPM or RPA tools cannot. With Zvolv, process champions can now innovate, automate and evolve applications 10x faster than legacy IBPMS suites or custom development, with no dependence on back-logged IT teams. Zvolv lets you integrate human like decision making capabilities and orchestrate processes across your people, data and systems, with automation that delivers in days and evolves in hours.

GET IN TOUCH

INDIA

+91 99993 30438
+91 80879 51300
Pune, India

USA

+1 650 215 0220
Mountain View, USA

UAE

+971 54558 0233
Dubai, UAE

AUSTRALIA

+61 404 894 953
Sydney, Australia

hello@zvolv.com

linkedin.com/zvolv [in]

www.zvolv.com