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ExperienceFlow

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ExperienceFlow

Enterprise Scale Real-time Decision-making Solution for Optimal Outcomes

In today's fast-paced and uncertain business environment, it's more important than ever for companies to be able to make quick, informed decisions, coordinated across the entire organization. But current business intelligence (BI) and artificial intelligence (AI) solutions often operate in silos, unable to connect with other departments and provide a comprehensive decision-to-outcome plan for the entire enterprise. When it comes to point-in-time probabilistic situations, these solutions are often brittle and ineffective, leaving the critical, time-churning and expensive decision-making to humans, which is a slow and suboptimal process.

This is where ExperienceFlow can play a pivotal role in making the world a better place.

ExperienceFlow offers the Enterprise Digital Nervous System (EDNS), an artificial decision intelligence platform that automates an enterprise-wide, orchestrated flow of real-time decisions and actions to achieve optimal business outcomes under probabilistic situations. The EDNS also automates human activities like complex multi-department problem-solving and suggests decisions to each role in the chain of command to optimize macro-level outcomes.

Think of it like Tesla's autonomous driving, but for automating and orchestrating decision-making of each role in an enterprise to optimize financial and customer outcomes every quarter and year.

ExperienceFlow contains three subsystems to successfully execute optimal outcomes. In the first subsystem, ExperienceFlow's EDNS platform gathers dynamic situational data from within and outside the organization, using out-of-the-box, real-time and offline connectors to extract and curate signals that influence revenue, cost, customer experience, or compliance.

In the second subsystem, the signals are then mapped into a probabilistic model of decisions and actions, which models the impact and interdependence of its components on each other using Graph AI. This allows the EDNS to handle uncertain situations and recommend circumstance specific decisions and actions.

Giri Athuluru, CEO

> **ExperienceFlow is the only enterprise-wide, C-level focused, AI solution that can guide real-time decisions and actions for all the roles in the chain of command to achieve optimal outcomes even under probabilistic situations**

Finally, the EDNS uses reinforcement learning AI to construct personalized AI agents that guide decision-making of each role in the organization based on the influencing factors inside and outside the organization. It graphs the probabilities of various outcomes and offers an optimal set of actions to deliver the best possible outcome.

While situations worldwide change and the outcomes are tentative, ExperienceFlow's clients can achieve optimal outcomes.

"We offer risk-free turnkey solutions from which organizations can see the change in ROI within two to four weeks," says Giri Athuluru, CEO of ExperienceFlow. "We have architected the solution to remove inefficiencies and drive outcomes."

ExperienceFlow offers three packages to fit different problem sets: enterprise-level, functional-level, and process-level. The enterprise-level package targets strategic objectives tied to revenues, margins, and customer experience, while the functional-level package supports supply chain, finance, and customer experience departments. The process-level package focuses on specific business processes, such as customer service, sales, and marketing.

The system is easy to implement for all clients. It acts as an overlay on top of all the enterprise systems and processes and operates even while underlying systems are changing or upgrading. In addition, ExperienceFlow offers a self-service solution with a pre-defined domain-specific configuration to enable EDNS in real-time.

ExperienceFlow's philosophy is to help businesses attain better outcomes with AI-led decision transformations using real-time business signals and deeply researched models. EDNS augments decision-making to address challenges arising from a volatile market. The technology is supported by AI agents and orchestrates processes inside businesses for better cooperation and performance. The EDNS functions as an autonomous decision-making system for an organization, simplifying the execution of decision-action-outcome loops across all levels within the workplace. **si**

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The annual listing of 100 Most Promising Companies founded and managed by Indians in the U.S that are at the forefront of tackling customer challenges