

Solution Brief

Artificial Intelligence
Intelligent Automation Management Platform

pointee

Maximize the Power of Your Digital Workforce with Pointee's Intelligent Automation Management Platform

Pointee's solution, powered by Intel® Xeon® processors, is an all-in-one tool for robotic process automation (RPA) systems that helps enterprises prevent bot failure, increase operational efficiency, and reduce costs.



About Pointee

Pointee was founded in 2020 and has five offices all around the world, including Toronto, Munich, London, Prague, and Delaware. Automation of mundane, repetitive tasks is the future; however, going beyond quick wins is tricky and expensive. That's why Pointee was one of the first companies in the world to develop AI-powered all-in-one software for managing and enhancing clients' RPA systems. Pointee helps its customers save money and their developers save valuable time – allowing them to make progress faster.

Bridging the RPA Maintenance Gap

Robotic Process Automation (RPA) has been transforming how businesses operate for over a decade. Automating repetitive tasks through RPA diminishes the need for manual intervention, speeds up processes, and maintains a smooth operational flow. From banks and retailers to energy and utility companies, organizations across sectors are striving to harness the power of RPA. While these solutions continue to become commonplace, significant challenges remain for organizations attempting to maintain these complex systems:

- By manually maintaining RPAs, employees and businesses are losing time, taking equipment offline, and suffering from losses in production.
- The maintenance required is complex, leading to difficulties in diagnosing issues and successfully completing repairs.
- Integrating RPA maintenance with legacy systems and equipment can be difficult and requires stakeholder coordination.

To combat these challenges, businesses are seeking solutions that leverage the power of artificial intelligence (AI) to optimize RPA maintenance and operations, and in turn help maximize their robotic assets' performance, reliability, and longevity.

In response to these RPA growing pains, Pointee has emerged as a powerful intelligent automation management platform. Powered by Intel® Xeon® processors, Pointee processes vast amounts of RPA data, such as FTE (full-time equivalent) efficiency, return on investment (ROI) of RPA, anomaly analytics, and other performance metrics to help automation teams evaluate the effectiveness of their intelligent automation operations and transform how companies manage, monitor, and optimize their automation efforts.

An Intelligent Automation Management Platform

Pointee is an all-in-one RPA tool that predictably, automatically, and proactively manages RPA systems using AI. Lumen AI, the engine behind Pointee's predictive analytics, transforms intelligent automation by capturing anomalies, analyzing their impact, and determining root causes to help prevent failures and accelerate incident resolution. Analytics could include items past the SLA deadline, production line success rate, average item duration, and savings realized through issue elimination. As data is fed into Lumen AI, guidance for optimal automation is strengthened over time to support smooth operations without the need for constant manual intervention and while reducing maintenance costs. With Lumen AI, Pointee transforms the process of automating RPA systems from frustrating to enjoyable, streamlining complex tasks and making them manageable. Pointee's ability to pinpoint intricate issues and inefficiencies, preemptively completing repairs before potential breakdowns occur, not only enhances system reliability but also prevents costly downtime and helps improve production outcomes.

The solution's seamless integration with legacy and existing systems ensures a smooth transition without disrupting established workflows or requiring a costly system overhaul. Additionally, the platform enables organizations to manage more bots with fewer resources, supporting business growth and return on investment.



↓ 90%

less time spent on maintenance¹

↓ 60%

reduction of operational costs¹

↑ 45%

improvement in process stability¹

The solution supports valuable applications across various sectors, including finance, business, energy, retail, healthcare, and more. Implementing the solution in a financial institution can automate complex processes such as anti-money laundering checks to improve compliance. AI algorithms vigilantly monitor transactions, swiftly identifying anomalies or negative trends that may indicate potential risks. Similarly, in retail environments, the solution can improve transaction accuracy to prevent shrinkage. Meanwhile, in manufacturing, the solution's real-time monitoring, predictive analytics, and dynamic orchestration of machinery on production lines helps optimize operations and productivity.

Pointee's proactive approach contrasts starkly with the reactive nature of traditional platforms. Instead of waiting for incidents to occur, Pointee's AI model and alerting system enables businesses to preemptively address issues, thereby minimizing disruptions to operations. With faster fixes, developer-friendly tools, and precise insights, Pointee boosts automation value, empowering teams to focus on building more bots and driving quality output.

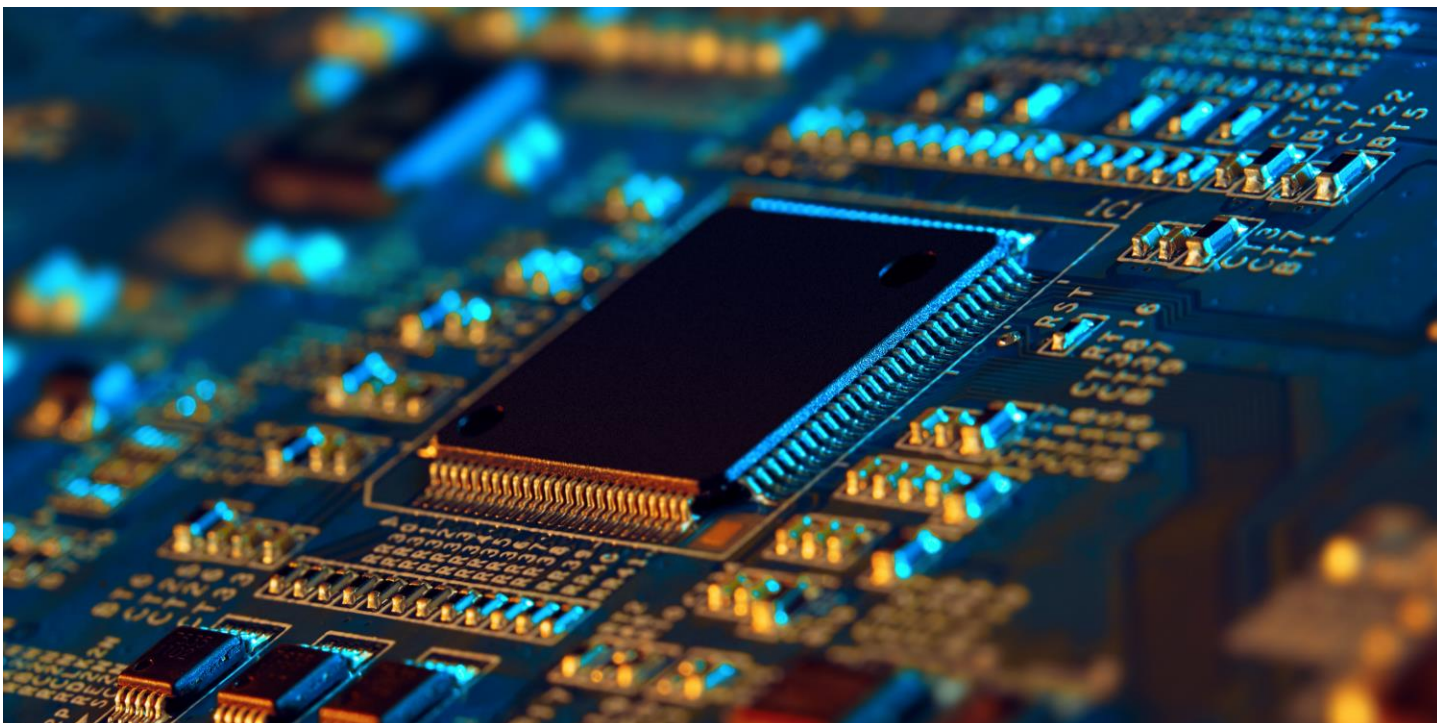
1. Internal estimates of Pointee, <https://www.pointee.com/why-pointee>. Intel does not control or audit third-party data. You should consult other sources to evaluate accuracy.

How it Works

At the edge, Pointee connects to bots through API webhooks. This method automates responses for software, ensuring that the software agents operate smoothly on all deployed devices. This includes monitoring the device's performance, addressing any errors or issues that arise, and updating software as needed. It also involves managing access controls and security measures to protect the integrity of the bots and the data they handle.

RPA systems often interact with various other systems and applications across the network. Pointee monitors network performance, ensuring connectivity between different components of the RPA ecosystem and enhancing network configurations for efficiency and reliability. In most cases, the Pointee solution can be implemented within hours.

Pointee leverages Azure cloud services optimized for Intel® architecture to provide a flexible solution. Clients have the option to utilize a shared, scalable Azure environment akin to a 'SaaS-like' model. Alternatively, they can opt for a private cloud or on-premises deployment.



RPA software itself requires regular updates and patches to address bugs and vulnerabilities and to introduce new features or improvements. The integration of the Intel® Distribution for Python helps enhance Pointee's performance by providing access to optimized performance libraries. These libraries are designed to accelerate compute-intensive tasks like managing updates across entire RPA systems, ensuring compatibility between software components, and scheduling updates to minimize disruption to ongoing operations.

RPA systems often process sensitive data, so Pointee implements robust data management practices to help ensure data integrity, security, and compliance with relevant regulations. This includes regular backups, data encryption, access controls, and auditing mechanisms to track data usage and ensure accountability.



Pointee provides a holistic approach to RPA maintenance that spans from edge devices to the cloud infrastructure that supports them, focusing on ensuring system reliability, security, and efficiency throughout.

Key Features and End Customer Benefits

Predictive analytics: With Pointee's predictive algorithms, companies can detect anomalies and predict issues before they arise. Lumen AI, the engine behind Pointee's predictive analytics, helps companies understand when, where, and why failures happen, enabling them to optimize bot management.

Benefits include:



Decrease incident resolution time by up to 90% and determine the root cause of robot failure¹



Receive proactive incident alerts and predictions regarding KPIs



Experience up to 60% process speed improvement¹

Dynamic orchestration: Pointee handles the orchestration of robot scheduling, including managing unexpected incidents, helping adhere to service level agreement (SLA) compliance, and optimal bot utilization. With Pointee's AI-powered schedule simulator, businesses can improve resource utilization and maximize the value each robot brings to the business.

Benefits include:



Reduce manual tasks in robot scheduling by up to 90%¹



Increase SLA compliance



Maximize license utility and optimize infrastructure costs

Real-time monitoring with customizable analytics dashboards: Accelerated computations enable Pointee to generate real-time reports, giving companies transparency in their operations. The user-friendly interface enables businesses to track utilization, identify bugs, make data-driven decisions, and see how robots add value to their operations.

Benefits include:



An all-in-one view of all automations



AI-powered real-time insights on robot performance



Better understanding of resource and license utilization

Automated reporting: Pointee offers data visibility for strategic decision-making and rapid diagnostics. The optimized platform swiftly identifies and resolves issues in RPA deployments, minimizing downtime and enhancing process stability.

Benefits include:



Measure and improve ROI



Give every stakeholder the right information at the right time



Provide customizable, fully automated reporting and internal billing

1. Internal estimates of Pointee, <https://www.pointee.com/why-pointee>. Intel does not control or audit third-party data. You should consult other sources to evaluate accuracy.

Customer Success Story

Challenge



A prominent financial institution in the Czech Republic, with over four million customers and \$1.8 billion in assets under management, wanted to understand how its robots were performing and how they could be optimized. The bank reached out to Pointee for help.

Solution



Pointee implemented its Intelligent Automation Management Platform to help the bank rapidly address potential problems before they escalated, thereby minimizing downtime and maximizing operational efficiency for both the bank and its customers. Pointee's Intelligent Automation Management Platform streamlined the client's operations by automating tasks such as code validation and virtual machine restart, saving the bank money through dynamic license sharing.

Result



The solution enabled the bank to receive real-time notifications about dips in bot performance, helping the bank solve problems quickly before these issues affected key business operations. The solution also freed up valuable developer resources from these repetitive tasks, allowing the client's employees to focus on higher-value work and more valuable strategic return on assets initiatives.

“After analyzing our first critical process, we managed to save on licensing costs. These savings have freed up resources, allowing us to develop more innovative automations and handle additional processes without increasing our license count.”

– RPA Team Lead,
prominent Czech bank

Intel® Technology Enhances Pointee's RPA Maintenance Capacities

Pointee's capabilities are enhanced thanks to cutting-edge components from Intel. Intel® Xeon® processors give the system the computing performance it needs to perform complex tasks from edge to cloud workloads. Intel® Distribution for Python, which is included in the Intel® oneAPI Base Toolkit (Base Kit), helps developers deploy the Pointee solution quickly and affordably by scaling performance. Leveraging the rich set of compilers, libraries, and profiling tools included in the Base Kit allowed Pointee to harness the full potential of the Intel Xeon processors.



Intel® Xeon® Scalable processors: Enhance the computational efficiency and data handling capabilities for large datasets, which is crucial for scaling complex machine learning algorithms without compromising speed or stability.



Intel® Distribution for Python: Enhanced Pointee's performance with optimized libraries for machine learning and data processing, support for Intel architecture features, and efficient development and deployment tools of Python applications across computing environments. Pointee's integration of the Intel® oneAPI Math Kernel Library (oneMKL) and Intel® oneAPI Data Analytics Library (oneDAL) accelerated compute-intensive data processing and model training. This was a key contributor to overall gains in execution speed and faster deployment.²



Intel® oneAPI Base Toolkit (Base Kit): Integration of the Base Kit provided Pointee with optimized libraries and frameworks that streamlined its analytics applications, amplifying the performance enhancements brought by Intel Xeon processors and helping ensure a cohesive optimization of the computing resources.

“Our collaboration with Intel has significantly enhanced the development and performance of our solutions, translating into measurable benefits for our end customers. With the assistance of Intel's expert guidance, we achieved an improvement in our machine learning model training. This advancement not only accelerated processing times but also improved the accuracy and efficiency of the models we provide to our clients, enabling them to make smarter, data-driven decisions faster.”

– Pavel Vašek, Pointee CTO

2. Internal data of Pointee. Intel does not control or audit third-party data. You should consult other sources to evaluate accuracy.

Conclusion

The fusion of Intel's cutting-edge processing technologies and Pointee's innovative RPA diagnostic and optimization approach presents businesses with an incredibly powerful tool. By harnessing the capabilities of 4th Gen Intel® Xeon® Scalable processors and Intel® toolkits alongside Pointee's robust platform, organizations can gain more seamless RPA deployments, achieving heightened efficiency and better returns. Pointee helps companies save time, ensure smooth operations, streamline complex tasks, and be alerted to needed repairs before potential breakdowns occur.

Learn More

To learn more about the Pointee Solution, visit:

- [Pointee website](#)
- [Pointee Intel blog](#)

To learn about Intel® technologies, visit:

- [Intel® Xeon® Scalable Processors Product Page](#)
- [Intel® Distribution for Python Product Page](#)
- [Intel® oneAPI Base Toolkit Product Page](#)



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With Intel technologies and capabilities, a vendor's optimized offering can go beyond traditional computing and extend to accelerated networking, storage, edge, and cloud. This is all part of helping customers build an optimized infrastructure across the company.

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