Persistent

Silvia

The Dynamic Case Management Solution

Traditional case management systems can often be rigid and expensive to develop, with integration and scalability challenges that can impede organizational growth. However, low-code solutions provide a flexible and cost-effective alternative that empowers businesses to improve their case management processes and become more agile and responsive. Silvia, developed by Persistent, is an ideal choice for the BFSI and healthcare industries, offering exceptional adaptability and customization capabilities.

With Silvia organizations can easily modify the system to meet industry-specific requirements. Silvia's interactive screens and business flows support multiple personas, promoting efficient collaboration between case managers and workers. By leveraging Silvia, organizations can transform their case management and achieve greater efficiency, productivity, and customer satisfaction.

Silvia offers a range of top features that can help businesses streamline processes and improve their responsiveness.

\ Low-code framework for quick case creation and modifications

\ Easy to configure connector APIs for easy system integration

\ Rule based task suggestions for SLA / priority management

\ Built-in knowledge for complex case handling without engineering

\ Scalable, personalized no-code case management system

\ Robotic workforce for offloading mundane tasks

\ Unified user interface for easy integration

Why choose Silvia?

True No-Code

\ Add dynamic workflows without extra development

\ Multiple workflow levels with data points, knowledge, and checklists

Incident Knowledge

\ Streamlines training with activity knowledge, checklists, and links into the system

\ Workers can switch teams without additional training

Intelligent Incident Assignment

\ Intelligent task assignment based on incident details, SLA, and priorities

\ Maintain SLA transparency for incident workers

Combine Human and Robotic Incident Workers

\ Offload mundane tasks to the robotic workforce

\ Fire and forget robotic processes as part of incident activities

About Persistent

With over 23,000 employees located in 20 countries, Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization. We work with the industry leaders including 14 of the 30 most innovative companies as identified by BCG, 8 of the top 10 largest banks in the US and India, and numerous innovators across the healthcare and software ecosystems. As a participant of the United Nations Global Compact, Persistent is committed to aligning strategies and operations with universal principles on human rights, labour, environment, and anti-corruption, as well as take actions that advance societal goals.

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