

# TelescopeAI™ Battlecard

## MARKET BACKGROUND & PRODUCT HISTORY

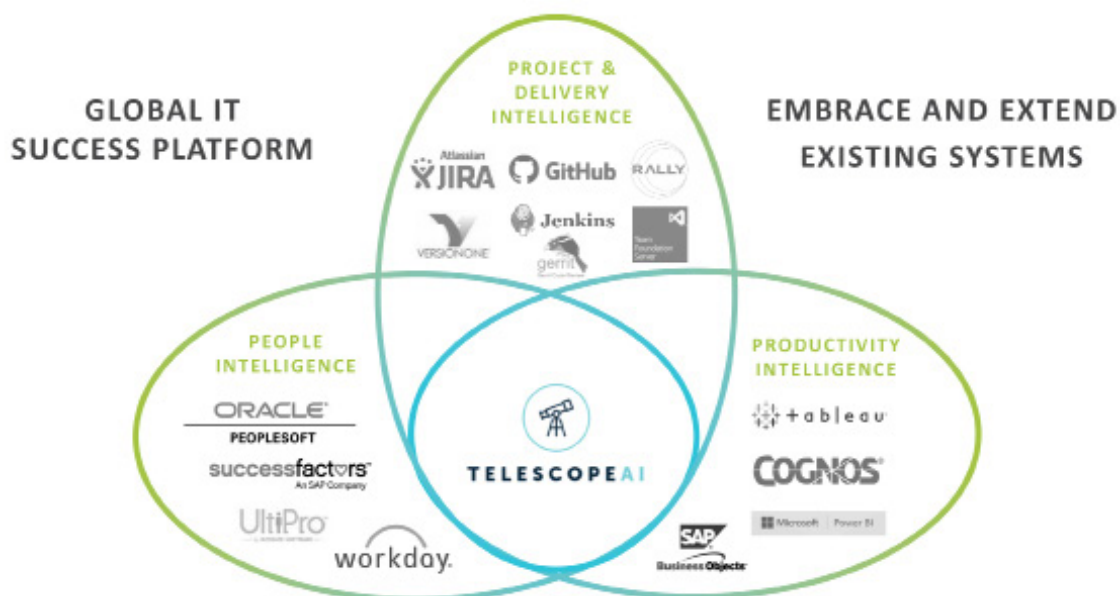
TelescopeAI allows Fortune 1000 and Global 2000 companies to resolve one of the most difficult tasks in the enterprise – getting a holistic view across their people, projects and productivity. Enterprises are currently using HR/HCM solutions, project tracking tools and some sort of BI dashboards, often more than one instance of each across BUs and geographies.

However, there are no solutions in place that enable information aggregation across multiple systems and across separate realms of information. By providing AI-driven insights, the TelescopeAI platform gives organizations a 360-degree view of people and operations, offering the foresight necessary to navigate business challenges, lower costs, and increase efficiency and productivity.

Developed since 2010 by EPAM, the TelescopeAI platform is now broadly available to customers. We have a dedicated team of more than 550 product development professionals and EPAM's 25+ years of software engineering expertise. In June, 2018, TelescopeAI won a 2018 North American Employee Engagement Award for "Best Use of Technology."

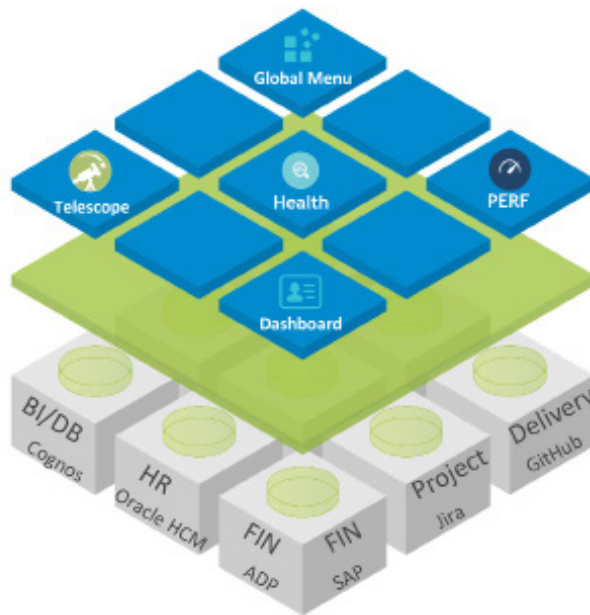
## WHERE TELESCOPEAI FITS WITHIN THE IT/TECHOPS ECOSYSTEM

TelescopeAI is a global IT success platform that allows organizations to embrace and extend their existing systems rather than rip and replace.



## HOW TELESCOPEAI WORKS WITH EXISTING SYSTEMS

By overlaying existing systems of record, infrastructure and legacy databases, TelescopeAI adds clarity to complex IT processes, enabling tech teams to better understand important project details and work at peak performance.



TelescopeAI is a System of Engagement, which overlays your existing systems of record, infrastructure and legacy databases, providing a unified, yet modular, Global Success Platform.

- TelescopeAI Modular Application Services Layer
- TelescopeAI "Data & People Lake" Integration, Aggregation & Orchestration Services Layer
- TelescopeAI Data Handlers
- Existing Platforms & Systems of Records

### Builds On Top of Existing Systems

## WHEN TO USE TELESCOPEAI

*While there are many benefits that come with leveraging TelescopeAI, these are the primary use cases to be aware of:*

- Collaborate across all project teams to increase productivity and drive effective program delivery
- Get a 360-degree view of the entire project lifecycle, including IT KPIs that are critical to the entire organization and project ROI
- Review progress metrics for code quality, accrued technical debt, team sprint workloads and velocities
- Manage employee productivity and output across IT teams that span multiple geographies
- Discover any gaps in employee technical skills and provide the necessary training or additional resources to fill those gaps
- Easily assess project status via the R/Y/G indicator and escalate any failure risks for immediate and proactive resolution
- Automate IT project approval and management workflows to streamline delivery
- Monitor and assess IT employee utilization to ensure workloads are balanced across the team
- See how your product and project teams are performing against others in the organization
- Leverage TelescopeAI's learning and communication platforms for corporate trainings and employee development programs

Learn more about TelescopeAI's distinct use cases on the website's **What We Do** section.

## VALUE PROPOSITION: WHY TELESCOPEAI?

*TelescopeAI lets organizations view tech teams and IT projects through one unified platform to ensure higher engagement, productivity and successful delivery. Here are some of the key features that empower IT organizations to manage TechOps more effectively:*

### ARTIFICIAL INTELLIGENCE

- Anticipate potential project risks with AI serving as an early warning system based on historical project data
- Understand key meta data based on key project KPIs
- Prevent employee burn-out and increasing job satisfaction by calculating data and 'advising' on professional growth opportunities or position rotation between projects
- Optimize the candidate search process by pairing an individual who has the right technical skills and experience to an open role via configurable matching models

### ANALYTICS

- Forecast trends within large populations, on timelines typically measured in months or years
- Anticipate the outcome of project teams based on current data and trends
- Reduce the time spent identifying major productivity risks from days to minutes

### DATA HARMONIZATION

- Remove duplicate information across data sets, providing greater confidence in the analysis of outcome and outputs
- Enrich data sets by pulling and cross tabbing information across multiple data sources, creating a more complete and comprehensive view of the data to increase confidence in the analysis and outputs
- Enable implicit and explicit information correlation across multiple systems, allowing for more intelligent and less repetitive employee engagements
- Streamline employee engagement and easily automate common tasks, especially across systems with built-in predictive analytics

### MODULAR DESIGN

- Interact with the KPIs and information most relevant to your business
- Offering more than 30 a-la-cart applications for a personalized experience, the current version of TelescopeAI comes out-of-the box with five key applications
  - **Health Monitor** – Review projects in development, identify projects that are challenged and need additional resources, or are operating according to plan
  - **Performance Monitor** – Drill down to the smallest details regarding current projects, getting the highest level of delivery transparency necessary to drive project success
  - **Telescope** – Find the right people with the right skills at the right time for the successful delivery of your technology projects
  - **Dashboard** – Provide visibility into your critical KPIs through more than 40 customizable widgets
  - **Global Menu** – Access all internal systems and system notifications, and quickly search for people, projects and applications

## WHAT CAN BENEFIT FROM TELESCOPEAI?

*From employee utilization to engagement and project monitoring to execution, TelescopeAI allows organizations to make more informed decisions, faster.*

### PEOPLE

Deploying people effectively is the first step for successful IT Management. TelescopeAI helps organizations ensure that the people who are working on IT projects are engaged and productive.

### PROJECTS

Managing multiple complex projects simultaneously doesn't need additional challenges. TelescopeAI enables visibility across all projects at any stage of the overall lifecycle.

### PRODUCTIVITY

Monitoring and measuring productivity is ongoing and continuous. TelescopeAI provides the tools and processes to increase productivity over the long term.

Learn more about TelescopeAI's key user groups on the website's **Who We Do It For** section.

## WHAT TO LISTEN FOR

*TelescopeAI is an excellent upsell opportunity and value-added service for existing EPAM customers. Here's what to listen for when speaking to your client contacts:*

- Your client mentions that they spend more time handling challenges than focusing on critical project deliverables
- Your client experiences challenges when it comes to assessing risks in projects and identifying potential solutions
- Your client does not have an effective platform to visualize current project timelines and future projections based on existing data and past performance trends
- Your client expresses that they need a better method to finding employees with specific technical skills who could fill new roles or contribute to projects their business needs change
- Your client is struggling with closely monitoring and managing key factors that drive ROI
- Your client needs an all-in-one solution to review costs of projects and activities, as well as the impact they have on the budget
- Your client recognizes that they need to be more proactive with recognizing employee performance and identifying knowledge workers who are likely to leave the company
- Your client must quickly and easily gauge the productivity of various technology teams engaged in projects

## WHO TO TARGET

### BUYER'S TITLES

CIO

CTO

CEO

VP of Technology

Director of Delivery

COO

### BUYER'S DEPARTMENT/TEAM

Office of the CIO

PMO

Delivery teams

IT teams

DevOps teams

Software Development teams

Office of the COO

## COMPETITION

*We believe that TelescopeAI is truly unique to the market and that there's no one-to-one platform that compares. However, there are some similar offerings. Here's what we know so far:*

### MICROSOFT DELVE

A solution based on Outlook/Exchange that is purely a "connect to people" platform

### DELOITTE CONNECT

Can be described as an "internal LinkedIn," but since this is a proprietary product we don't know much about it right now

### ALM OCTANE

Includes dashboards based on project tracking, similar to our Health+Perf combo, which is only a part of TelescopeAI offering

### YVA.AI

A communications scraper (email, Slack, etc.) and AI module that provides individualized feedback to employees and managers

## WHAT TO ASK

*When discussing TelescopeAI with customers and prospects, here are some questions you should ask to determine if the product is right for them:*

### ABOUT PEOPLE NEEDS

- What challenges do you experience when searching for the right employees with the right skills in your organization?
- How do you ensure that you're retaining your top talent and preventing them from experiencing employee burnout?
- How do you currently approach filling any employment gaps and would you classify the candidate search process as rushed or a scramble?
- How do you gauge your employee's skills and determine where to leverage their capabilities?

### ABOUT PROJECT NEEDS

- How efficient are your project processes?
- What tools do you use to make sure that your projects are on the right track and understand if any challenges need to be addressed?
- How do you measure project KPIs that are critical to your organization?

- Do you have full visibility at all stages of your project lifecycle?
- How quick and accurate is your project reporting system?
- Do you have an automated system that allows you to see across delivery organizations, that are distributed across multiple ORGs or geographies?

### ABOUT PRODUCTIVITY NEEDS

- Do you have a system allowing you to connect with your delivery organization and visualize the quality of their work?
- Do you have a system where you have full visibility into all delivery KPIs in one place, regardless of number of teams or organizational segregation?
- How do you know which teams or vendors produce high quality output and which do not?

## RESOURCES & CONTACT INFO

### OFFICIAL WEBSITE

[www.telescopeai.com](http://www.telescopeai.com)

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