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SOLUTION BRIEF

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How UST helps
organizations become
digitally mature

Introduction

The hallmark of any digitally advanced firm or Resilient Enterprise is applying the right combination of advanced technology, operations, and organizational culture. A commissioned study conducted by Forrester Consulting on behalf of UST in April 2021 identified that **20% of firms surveyed** qualified as “digitally advanced.” In addition, the survey found four key areas in which digitally advanced firms all excelled.

- Enterprise agility and operational effectiveness
- Automating technology infrastructure and operations
- Data-driven decision making
- Utilize AI and ML business applications

This solution brief reveals how each of these four areas drives digital advancement and how UST helps clients become Resilient Enterprises by achieving digital maturity

UST PACE

Enterprise agility and operational effectiveness

A recent UST commissioned Forrester Consulting survey found that more than **80% of digitally advanced firms utilize cloud services for all of their digital experiences**. The reasons are clear: cloud services make organizations more agile, efficient, and effective in serving their stakeholders and pivoting to anticipate unmet needs or unanticipated/business disruptions. Working mainly within a hybrid or multi-cloud architecture, advanced firms proactively use partners to help with cloud migration and orchestration. Significantly fewer beginners deploy cloud services in similar ways. Advanced firms use cloud services to support continuous delivery through DevOps, deploy customer-facing and employee-facing digital experiences, and run core business applications.

By providing developers with the tools to rapidly model, monitor, test, prototype, and deploy applications from a secure infrastructure, organizations can establish innovative development workflows grounded in regulatory requirements and best practices for ultimate digital agility and continuous delivery.

UST supports digital agility for enterprises through its UST PACE platform, the digital transformation factory of the future.

UST PACE is a full-service framework with its runtime environment, IDE, accelerators, CI/CD templates, test automation, and enabling teams to easily create collaborative environments to test microservice architectures, AI models, and refactored applications simultaneously for a more iterative, outcome-driven approach to legacy cloud transformation.

UST PACE provides:

- Development Accelerators
- Development & Security Operations
- MLOps Integration
- Infrastructure Services Integration

[Learn more about UST PACE](#)

UST SmartOps™

Automate technology infrastructure and operations

A digital business needs technology that adapts and scales quickly, reliably and economically, and infrastructure automation is at the heart of this endeavor.

Decision-makers at advanced firms not only understand this, but they have also acted on it, with more than three-quarters having fully automated their infrastructure. Advanced firms are also more than twice as likely as beginners to have automated server updates, monitoring, configuration, and provisioning, as well as issue diagnosis and remediation. And 89% of business leaders at advanced firms said they have been able to combine the power of cloud and automation to reroute around internet bottlenecks

Digitally advanced firms prioritize technology that works seamlessly across business and IT operations. UST helps organizations reimagine their businesses through automated technology with UST SmartOps™, an AI-powered Intelligent Automation Platform that reimagines your business processes and digitizes and compresses your manual workflows.

UST SmartOps™ has solutions for every type of business and can drive real savings in as little as 10-12 weeks.

Options include:

- UST SmartOps™: Intelligent process automation platform that iteratively learns and replicates processes
- UST SmartVision™: Intelligent document extraction that autonomously performs process flows and reporting
- UST SmartSense™: Intelligent insights from conversations that continuously improve business outcomes with new inputs

[Learn more about UST SmartOps](#)

Case study

THE CASE

Streamlining the IT helpdesk with AI and automation

A large retailer wanted to drive efficiency and cut costs for their IT helpdesk operations. They partnered with UST SmartOps™ to optimize their processes through automation.

SOLUTION

Automating manual processes

Our team examined our client's IT helpdesk operations and prioritized the processes that needed to be automated. Machine learning algorithms were deployed to classify tickets based on past data. Then, we used natural language understanding (NLU) to read tickets and identify the main is. At the same time, robotic process automation (RPA) resolved the tickets without human intervention.

IMPACT

Improving IT helpdesk operations

Our AI-powered cognitive automation platform streamlined process flows, which drove increased efficiency and savings for our client, which reduced processing effort and resolution time of helpdesk tickets and improved first-time fix rate.

UST Data Analytics

Data-driven decision making

Digitally advanced firms create new products and services with the help of advanced data analytics. Data is the lifeblood of any successful organization. Advanced firms make the most of their data by making it readily accessible and increasing data-driven decision-making across the enterprise. Professionals at these firms are keenly aware that effective data use can lead to business benefits: 87% of these respondents offer new or improved products and services that heavily leverage data and analytics and are commercializing data or data science models directly. Beginners are less likely to be using their data so effectively.

Digitally advanced organizations prioritize data engineering projects that will create the most value for their business.

UST helps clients ingest, collect, curate, and deliver essential business data. Using a holistic, integrated approach, we optimize the journey from data intake to actionable insight by combining our consulting, data engineering, and advanced analytics capabilities. We tackle your issues head-on—giving you more freedom, choice, and vendor independence.

By accelerating your transformation journey, we'll help you stay competitive, be more proactive and efficient, and unlock additional revenue streams by monetizing your data.

We focus on:

- **Advanced Analytics – Artificial Intelligence & Machine Learning**
We offer various advanced algorithmic accelerators—with capabilities ranging from intelligent process automation to natural language processing to machine comprehension and algorithmic explainability.
- **Privacy and Compliance –**
We automate your end-to-end privacy compliance activities to minimize cost, effort, and risk.
- **Data – Engineering for Accelerating Actionable Insights**
We accelerate your business results through data management—including consulting on your data architecture, platform selection, and roadmaps. We enable the delivery of analytics and insights and generate meaningful insights through advanced analytics.

[Learn more about UST's Data Analytics practice](#)

CyberProof

Utilize AI and ML business applications

Over three-quarters of advanced respondents are training for AI/ML, strategically identifying AI/ML use cases, and implementing AI solutions. Advanced firms successfully implement more AI use cases than their beginner counterparts and align them to broader digital transformation goals like establishing threat detection, gaining business efficiencies, and improving customer interactions. Beginners are more likely to limit AI to customer-facing scenarios alone.

Digitally advanced organizations prioritize advanced algorithmic accelerators—with capabilities ranging from intelligent process automation to natural language processing to machine comprehension and algorithmic explainability.

AI and ML are especially valuable for keeping your organization's data safe. Creating end-to-end privacy compliance activities minimize cost, effort and risk. Digitally advanced organizations favor cybersecurity approaches that unite the best technologies with human expertise.

UST's CyberProof simplifies security by focusing on what matters most. We offer a proprietary, cloud-native security operations platform that detects, analyzes and prioritizes vulnerabilities. Working with your internal SOC team, UST combines a dedicated team of security specialists and AI-powered BOT technology to manage and respond to the most urgent incidents. Working together, we'll help you dramatically reduce the time and money you spend dealing with threats and protecting your most valuable digital assets.

Our managed security services use a hybrid delivery model, combining a cloud-native security orchestration, automation and response platform with nation-state-level experts. The result? Continuous improvement of your SOC operations and performance.

Our comprehensive cybersecurity platform includes:

- Security Operations Monitoring and Response
- Managed Endpoint Detection and Response
- Continuous Vulnerability Management
- Targeted Threat Intelligence and Threat Hunting
- Cyber Advisory Services (security consulting)
- Security Platform Management

[Learn more about CyberProof](#)

About UST

For more than 20 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people, and led by our purpose, we partner with our clients from design to operation. Through our agile approach, we identify their core challenges and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our clients' organizations—delivering measurable value and lasting change across industries and worldwide. Together, with over 26,000 employees in 25 countries, we build for boundless impact—touching billions of lives in the process. Visit us at:

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