



Digital Service Platfrom
By

 **CompTechco.**
Govern.Transform.Discover



Orchestra is CompTechCo's flagship platform for Business Process Automation and Digital Services Orchestration. A proud, Saudi made and registered product, Orchestra delivers a next generation and future proof approach for all organizations when it comes to



- Categorizing e-Services



- Configuring e-Services



- Scaling e-Services



- Providing Unified and Standardized Service Catalogues



- Publishing e-Services



- E-Service exposure and consumption



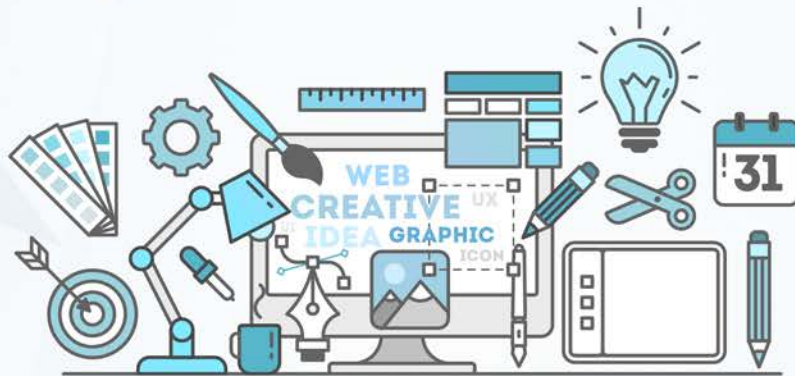
- Operating and maintaining e-Services





The Orchestra Platform consists of the following components:

- Orchestra Design Studio: for the rapid design of e-Services, Employee and Customer Journeys, leveraging a frictionless and seamless Low Code 'Drag and Drop' and 'Wizard driven' approach. This allows organizations to build their unique and comprehensive Service Catalogues and Service Cards



- Orchestra Service Gateway: for publishing the e-Services through an omni-channel Digital Experience, seamlessly across all Digital Channels for the Organization (Portal, Mobile, Chat Bot, Call Center etc....)



[illegible]

The screenshot shows the 'Service Investor Registration' page. At the top, there's a navigation bar with a search icon, language options (عربي, EN), and a user profile icon. The main header area features a scenic background image of mountains and clouds.

Service Investor Registration

Target Segments

- Accommodation
- Food And B
- Entertainment
- Travel and Organizational Activity

Beneficiaries

أفراد المستفيدين

Service requested 0 times on last 30 days

★★★★★

Rating : 0 / 5

Expected time : 4

Add Comment

Service Level Agreement

Channel:

SMS
Email

Requirements and conditions

Documents Required

For support and inquiries, click here.

Need Some Help ?

Related Links

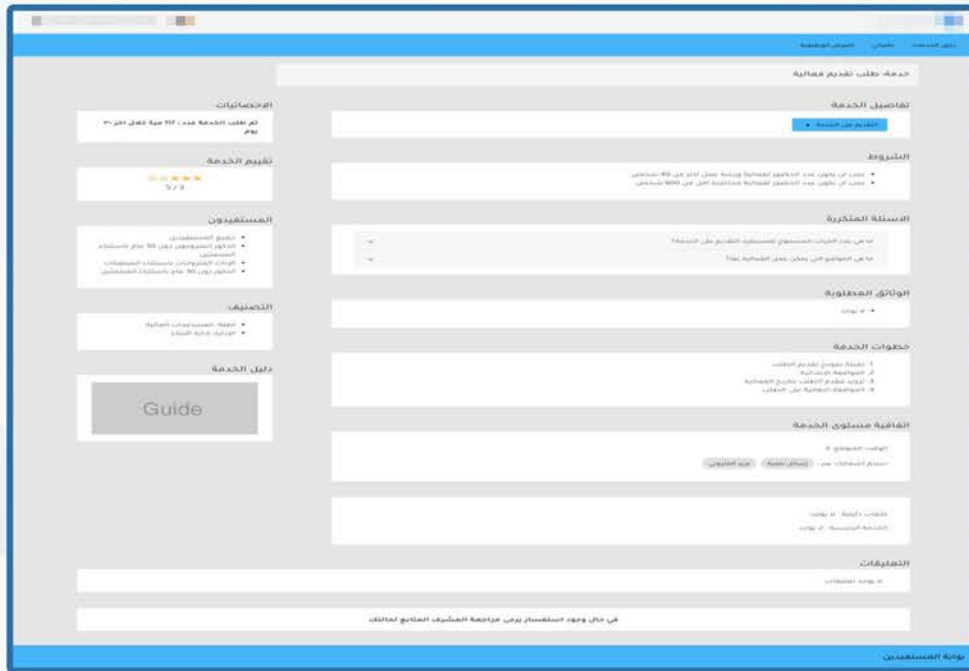
VISIT OUR HELP CENTER

Apply

OR you can download pdf guid file PDF

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Examples:



- Orchestra Back-Office: for managing and governing standardized metadata of the Customer and Employee Service Journeys, in full compliance with the Universal Norms and Standards for Business Process Modeling and Mapping



- Orchestra Connect: a unique flexible 'API Gateway', leveraging an 'API first' approach for the integration and interoperability with all data-sources and mission critical applications that are part of the end to end digitized Employee and Customer Journeys



What make **ORCHESTRA**

a unique and differentiated platform
for
Service Journey Automation ?

Orchestra's Value Proposition



The Orchestra platform is carefully engineered and crafted based on a highly modernized, forward thinking and next generation architecture, which purely embraces micro services, API first, containerization and low code development. Below are the main reasons which make CompTechCo's world class digital service platform, the 'de facto' choice for modernized process automation:



- **Outcome driven platform:** the reason we have processes in the first place, is to fulfil an outcome for your employees, customers and partners, whether it's opening an account, onboarding a customer or filing a complaint. Our consultancy approach towards journey digitization is to focus on the journey and its related artifacts, rather than the channel. Many organizations have become victims of traditional/legacy approaches to Digital Services, which is on being channel centric (Portal, Mobile, Chat bot etc...), and that has forced them to hard-code business logic directly into each channel !

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- **Inside out and Outside in Balance:** The adequate balance between 'Inside-out' and 'Outside-in' customer journey mapping: building business processes based on universal standards such as BPMN, DMN and CMMN (which are baked into the CAMUNDA BPM platform, the foundational Process engine on which Orchestra is built), in order to have sustainable organization algorithms (Processes) that are built properly from the inside out, combining that approach with the 'Outside-in' angle from the customer perspective, seamlessly across all digital channels
- **Context aware:** There are more channels and touchpoints than ever before, and digital engagement options are almost endless. Customers are looking for relevant, connected, and secure experiences. Their context and needs change rapidly as they click, browse, and engage. It's almost impossible to predict what they will do minute to minute – much less script out an extended series of interactions. Brands are no longer in control of the journey at all – the customer is.
- **Omni-Channel AI:** Organizations will need real-time AI that can work across every customer channel and touchpoint to recommend the right actions to take and conversations to have, while continuously allowing for learning and optimizing each customer interaction. This can't be a network of disconnected brains that are not unified into a customer-centric solution. It needs to be a centralized decision hub that knows – regardless of channel – when to recommend a service, when to suggest a payment plan, and when to offer a new product.
- **Frictionless and Painless:** CompTechCo infuses its world class Orchestra Digital Service Platform with AI enabled Automation Bots, in order to eliminate all tedious tasks which pertain to updating back-office applications, as well as extracting data from existing applications. The combination of Robotic Process Automation (RPA) with Digital Process Automation provides an essential foundation for sustainable Intelligent Automation for organizations, across all mission critical processes and service journeys





- **API first:** within the digital service journey, data needs to be collected/populated from multiple internal and external sources, whether it's your back-office system of records (ERP, CRM...) , or your external eco-system data (ABSHER, IAM, Other Ministries etc....) , the Orchestra platform is engineered from the ground-up with a best in class API first mindset; we can either embed our own API management gateway within the Digital Service Platform, or even seamlessly integrate in order to reuse any existing API gateway, such as Google Apigee or MuleSoft
- **Rapid time to market:** we are not only about creating unique digital services and service journeys, we are also about providing the required knowledge transfer to privileged users and citizen developers, so that they are able to easily configure business processes and journeys through simple, visual based and low code process and bot building approaches



Start building your Digital Service and Process Automation Journey with CompTechCo !



Comprehensive Technology Company (CompTechCo) is a Proud and Innovative Saudi company, which delivers superior quality and best in class IT Consultancy and Solutions, covering the following

- Enterprise Architecture (EA) and Digital Transformation Strategies
- Data Management Office (DMO) Establishment- Operations and Enterprise Data and AI Strategies
- Content Services Platforms, including Document Management, Records Management, Digital Asset Management, Correspondence Management and Board Meeting Management Solutions
- Digital Service and Business Process Automation Platforms
- Robotic Process Automation (RPA) and Digital Workforce Platforms

Since 2015, CompTechCo has pivoted from its Enterprise Content Management heritage, to deliver diversified and best in class IT consultancy and Future Proof Process Automation solutions that contribute to the Kingdom's 2030 vision, and accelerate Digital Transformation Journeys for many prestigious organizations in Saudi Arabia, such as SABIC, Saudi Food and Drug Authority, Madinah Municipality, the Agriculture Development Fund and the Tourism Development Fund



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