ROUND INFINITY

FOR GCCS, SHARED SERVICE CENTERS AND ENTERPRISE OPS

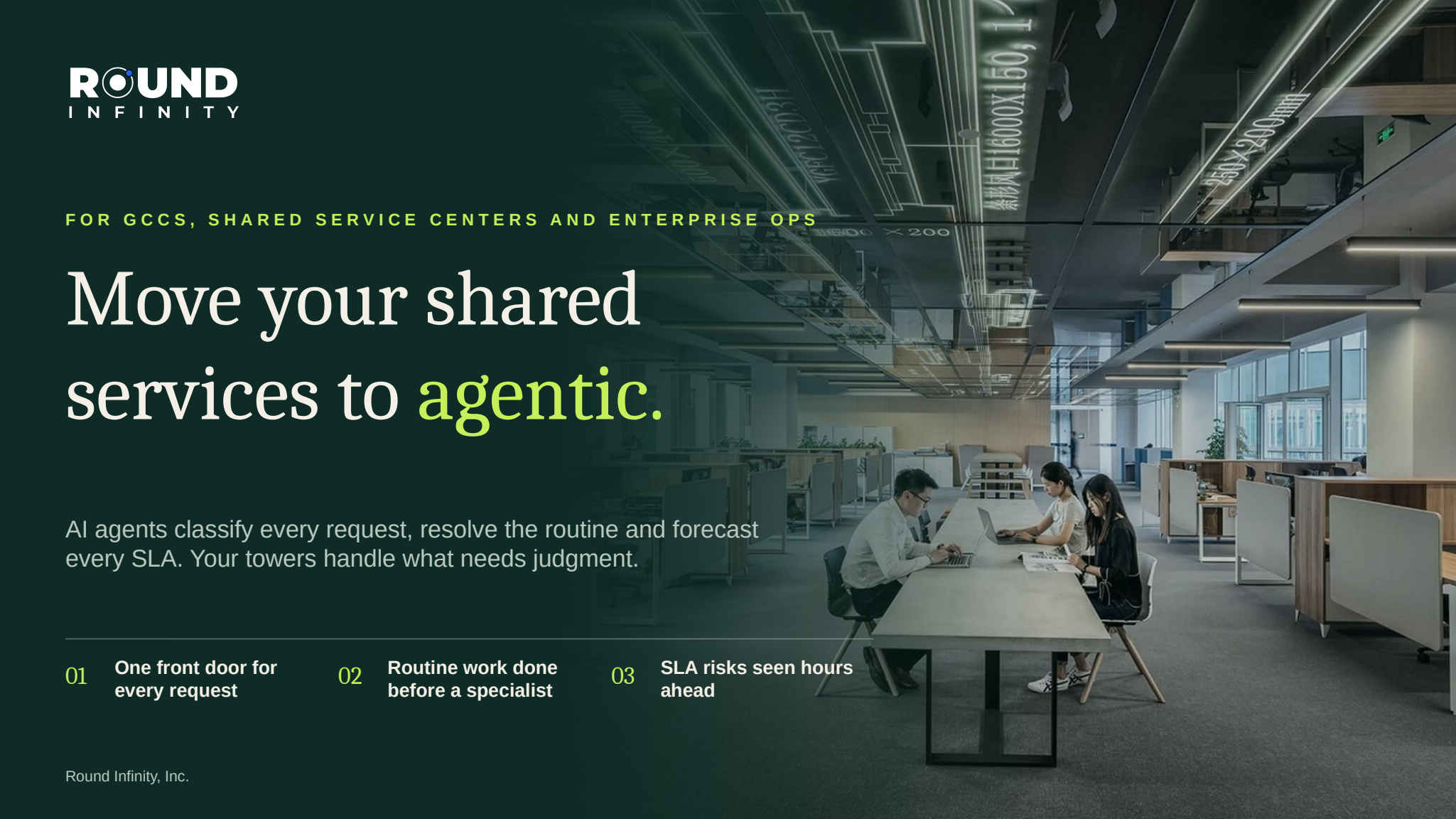
Move your shared services to agentic.

AI agents classify every request, resolve the routine and forecast every SLA. Your towers handle what needs judgment.

01 **One front door for every request**

02 **Routine work done before a specialist**

03 **SLA risks seen hours ahead**



Round Infinity, Inc.

From manual to agentic.

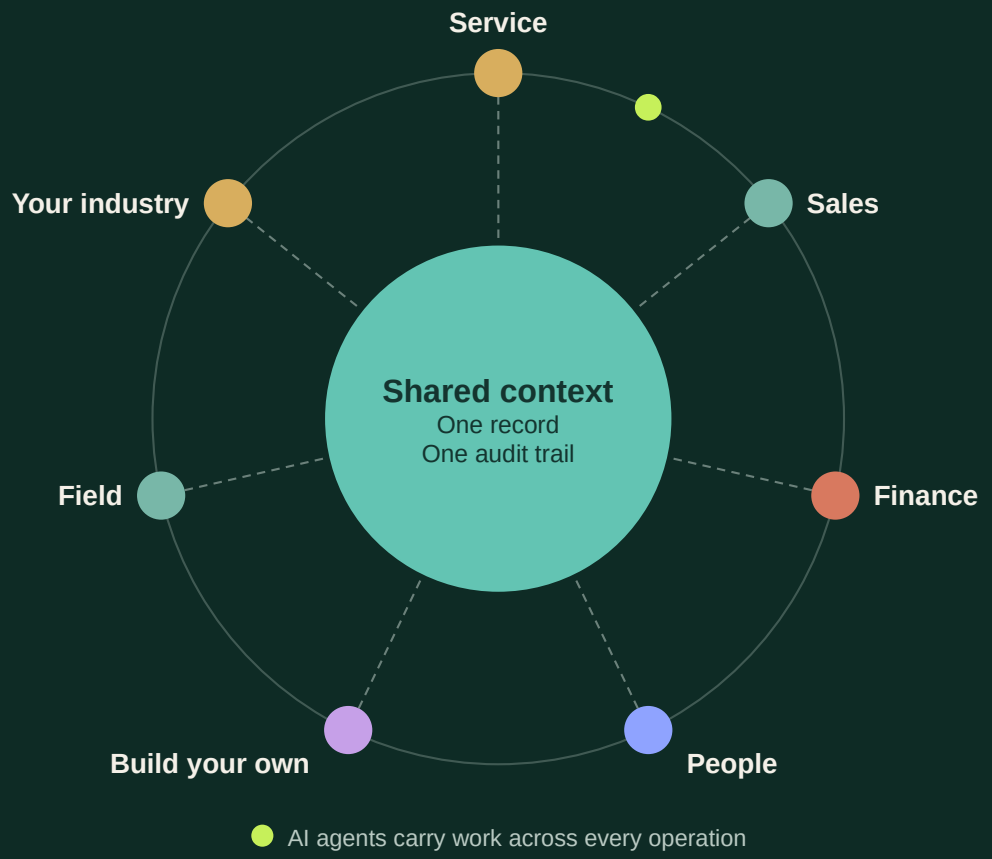
TODAY		WITH ROUND INFINITY
Requests land in the wrong queue	→	Every request classified by tower, entity and type
Each country runs its own version of a SOP	→	Conflicting procedures flagged for owners to fix
Employees chase three teams for one need	→	Cross-tower requests run as one case with one status
SLA misses explained after month-end	→	Breaches forecast from volume and staffing



Every operation on one shared context.

Your industry's workflows and your core operations run on one shared context. An agent that picks up a task sees every customer, case, contract and payment it touches, and acts across your systems.

One record	Customers, documents and decisions stay connected.
One audit trail	Every action, by an agent or a person, is recorded.
AI agents that act	They prepare, decide within limits and hand off.
People in control	Approvals sit where judgment matters.



One employee journey, end to end.

Five steps. Pack apps hold the work, AI agents do it, people decide, and a Round Infinity use case completes each step.

01 REQUEST

Take every employee request in one place

AI AGENT

Enterprise Service Desk

Classifies requests and answers from policy.

APP Enterprise Service Catalog

PEOPLE Agents take complex cases.

USE CASE **Service**

→

02 APPLY POLICY

Answer from one governed knowledge base

AI AGENT

Knowledge Governance

Flags conflicting and outdated policy.

APP Knowledge Hub

PEOPLE Policy owners approve changes.

USE CASE **Legal Operations**

→

03 RESOLVE

Resolve HR and finance cases across towers

AI AGENT

HR Operations · Finance Operations

Completes HR and finance requests in connected systems.

APP Multi-tower Case Workspace

PEOPLE Specialists approve exceptions.

USE CASE **Accounts Payable**

→

04 BUY

Turn requests into compliant purchases

AI AGENT

Procurement

Drafts the purchase request from the case.

APP Service Catalog · Case Workspace

PEOPLE Buyers and approvers sign off.

USE CASE **Procurement**

→

05 GOVERN

Run SLAs, quality and chargeback

AI AGENT

SLA Command

Forecasts SLA breaches and prepares chargeback data.

APP SLA Register · Quality · Chargeback

PEOPLE Service owners report to the business.

USE CASE **Financial Close**

04 GOVERN

SLA breaches, seen in time.

The SLA Command agent forecasts breaches from volume, ageing and staffing and tells team leads what to move.

- Queue volume and ageing
- Staffing today
- Forecast breaches
- Cases to reassign
- Escalations due

POWERED BY

SHARED SERVICES PACK — SLA Register · SLA agent

+ USE CASE — Service

PREPARED BY AI AGENT

Illustrative

SLA forecast · Finance tower

Today 09:00 · 4 queues · 2 at risk

AP QUERIES	Volume up 38% after month-end · 61 open
STAFFING	3 analysts on leave in Pune
FORECAST	P2 SLA misses from 14:00 if unchanged
BU IMPACT	EMEA sales entity · 12 vendor escalations

RECOMMENDED

Reassign 18 cases to the Kraków team

Team lead decides · business unit notified

Six shared-services agents. Each with a partner.

AGENT 01

Enterprise Service Desk

Classifies requests by tower and entity; answers, acts or opens a case.

+ Service

AGENT 02

HR Operations

Handles letters, bank changes and leave queries through approved actions.

+ Service

AGENT 03

Finance Operations

Finds invoices and payments in the ERP and replies with status.

+ Accounts Payable

AGENT 04

Procurement

Turns a buying need into a complete, budget-checked purchase request.

+ Procurement

AGENT 05

Knowledge Governance

Compares SOPs across countries and drafts fixes for owners.

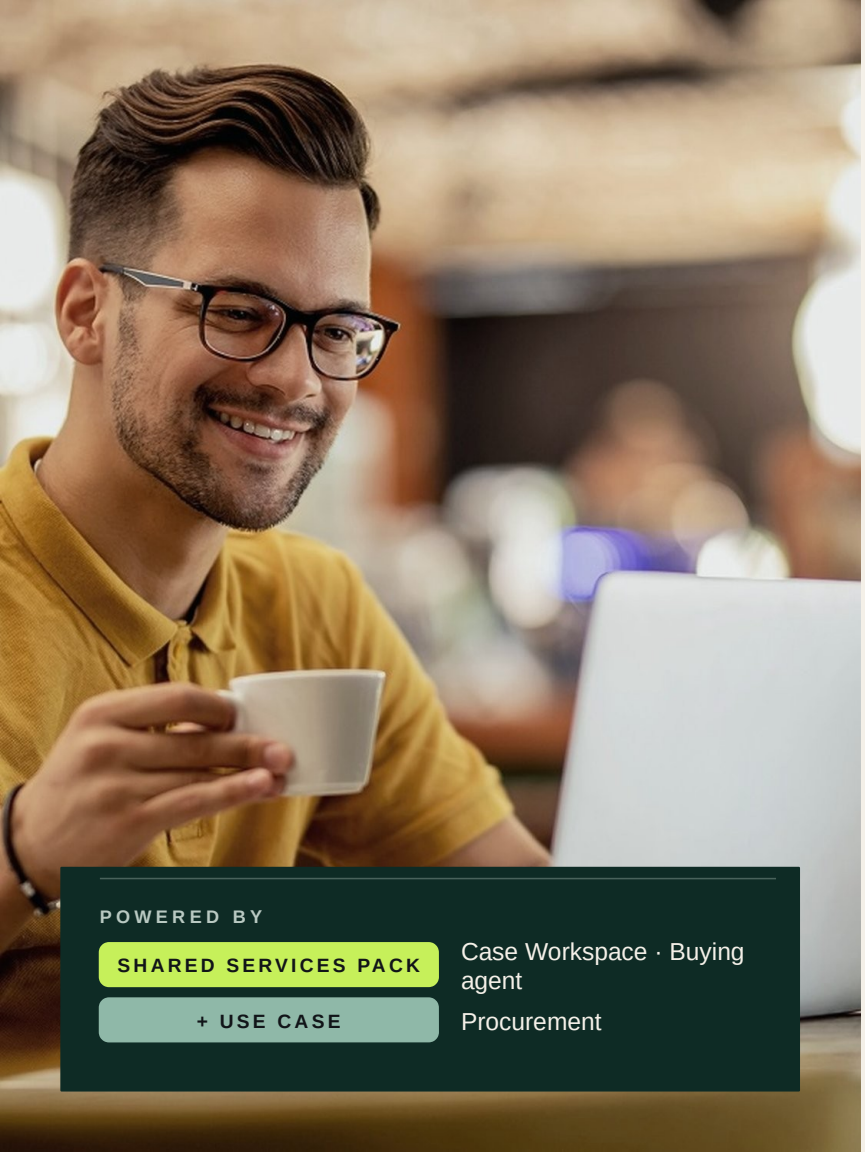
+ Legal Operations

AGENT 06

SLA Command

Forecasts SLA breaches and recommends reassignments.

+ Financial Close



06 COORDINATE

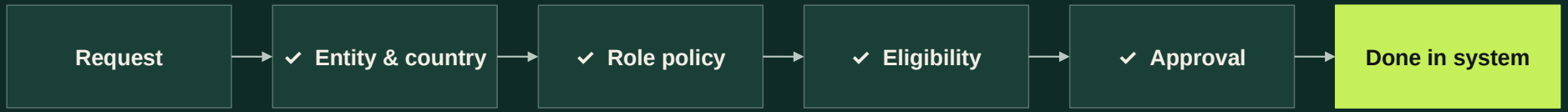
One case, every tower.

Requests that span teams run as one case with one owner. The employee sees one status, not three.

ACTIVITY · REQUEST SR-118402 *Illustrative*

08:31	EMPLOYEE	Asked in Teams: new laptop and software
08:31	AGENT	Classified: procurement + IT · entity DE01
08:32	AGENT	Drafted purchase request · preferred supplier
08:32	AGENT	Budget checked · routed to cost-center owner
09:10	MANAGER	Approved the purchase request
09:11	AGENT	Opened IT access ticket in the ITSM
09:12	AGENT	One status shared with the employee

One global standard, every country.



Resolve

Routine HR and finance requests, such as letters, bank changes and invoice status, are answered or completed at once through approved actions. Exceptions reach the right tower with a summary.

POWERED BY

SHARED SERVICES PACK — HR & Finance Ops agents

+ USE CASE — Accounts Payable

Govern

Leaders see SLA, quality and cost by business unit. Quality sampling scores work by team and process, and service cost is charged back to each unit.

POWERED BY

SHARED SERVICES PACK — Quality · Cost & Chargeback

+ USE CASE — Financial Close

Six applications, built for the center.

Enterprise Service Catalog
Services by tower, country, entity; SLAs

Multi-tower Case Workspace
One case across HR, IT, finance, procurement

Knowledge Hub
Policies, SOPs and owners, version-controlled

SLA & Contract Register
Internal SLAs and BU service agreements

Quality Sampling
Random and risk-based QA and feedback

Service Cost & Chargeback
Volumes, effort and cost by business unit



Use cases that complete the picture.

All sixteen run on the same record, users and audit trail as the Shared services pack.

● In the Shared services pack

FINANCE

- ● **Accounts Payable**
  Vendor invoices captured, matched and paid.
- ● **Procurement**
  Buying needs to approved PO and receipt.
- ● **Accounts Receivable**
  Intercompany billing and collections.
- ● **Financial Close**
  Close tasks, reconciliations and evidence.

PO to Cash
Clean orders, fewer delays

- ● **Travel & Expense**
  Employee expenses captured and reimbursed.

CUSTOMERS & REVENUE

- ● **Service**
  Employee requests on every channel, one case.

Appointment Scheduling
Fuller calendars, fewer no-shows

Field Service
Higher first-time fix, billed on site

Prospecting
Faster response to buying intent

Sales Execution
Shorter cycles, protected margin

Online & In-Store Sales
More sales recovered, promises kept

PEOPLE & CONTROL

- ● **Recruitment**
  Hiring for new process transitions.

KYC & Onboarding
Faster onboarding, the right controls

- ● **Legal Operations**
  Service agreements and policies by entity.

PLATFORM

Build Your Own
From idea to live operation, fast

START WHERE IT HURTS

Pick the operation with the most delay, manual effort, customer friction, control risk or cash impact. Finish it end to end, then add the next.

Tracked from request to done.

WORKFLOWS

Hire-to-retire journeys	Cross-tower onboarding, moves, exits
Employee bank change	Verified, approved, updated in HRIS
Process transition	New process brought in with knowledge
Business-unit escalation	Escalate, agree and close with the BU
Monthly SLA review	Performance, credits, action plans
Improvement intake	Ideas scored, approved and tracked

DASHBOARDS



SLA by tower and BU

Met, at risk and breached



Cost per transaction

By process, tower, location



First-time-right and QA

Quality by team and process

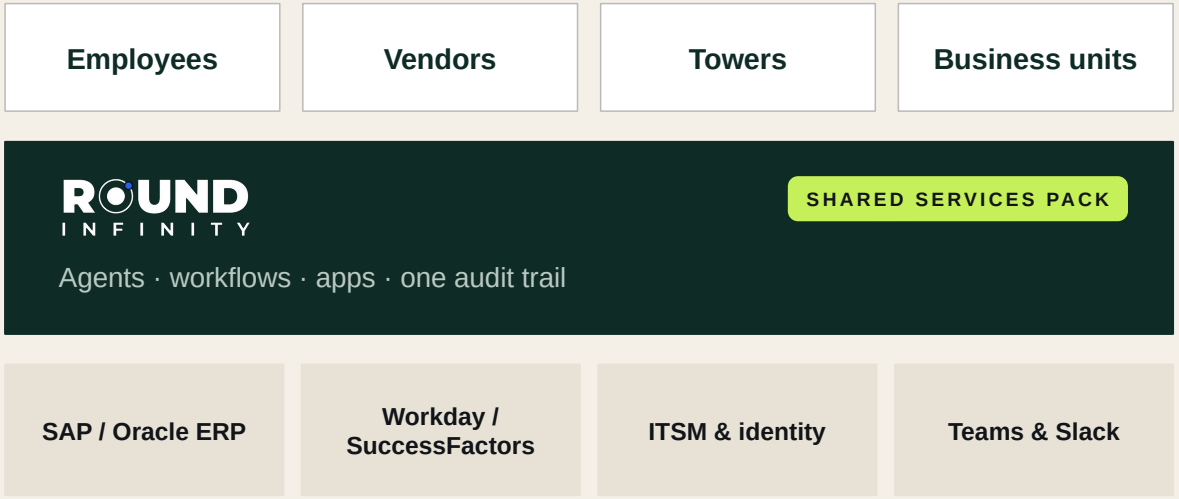


Automation and deflection

Work resolved without a person

Works alongside your ERP, HRIS and ITSM.

Transactions stay in each system. Round Infinity provides one front door, catalog, case flow and SLA control across them.



Your systems of record stay where they are

INCLUDED WITH EVERY SUBSCRIPTION

- AI Execution Engine
- AI Agent Builder
- Workflow Automation
- Customer 360
- Apps & Portals
- Integrations & APIs

Price the full journey, not just the pack.

Platform

Named users and the core platform

+

GCCs & Shared Services pack

Apps, agents, workflows and dashboards above

+

Use cases

Service · Accounts Payable · Procurement · Financial Close

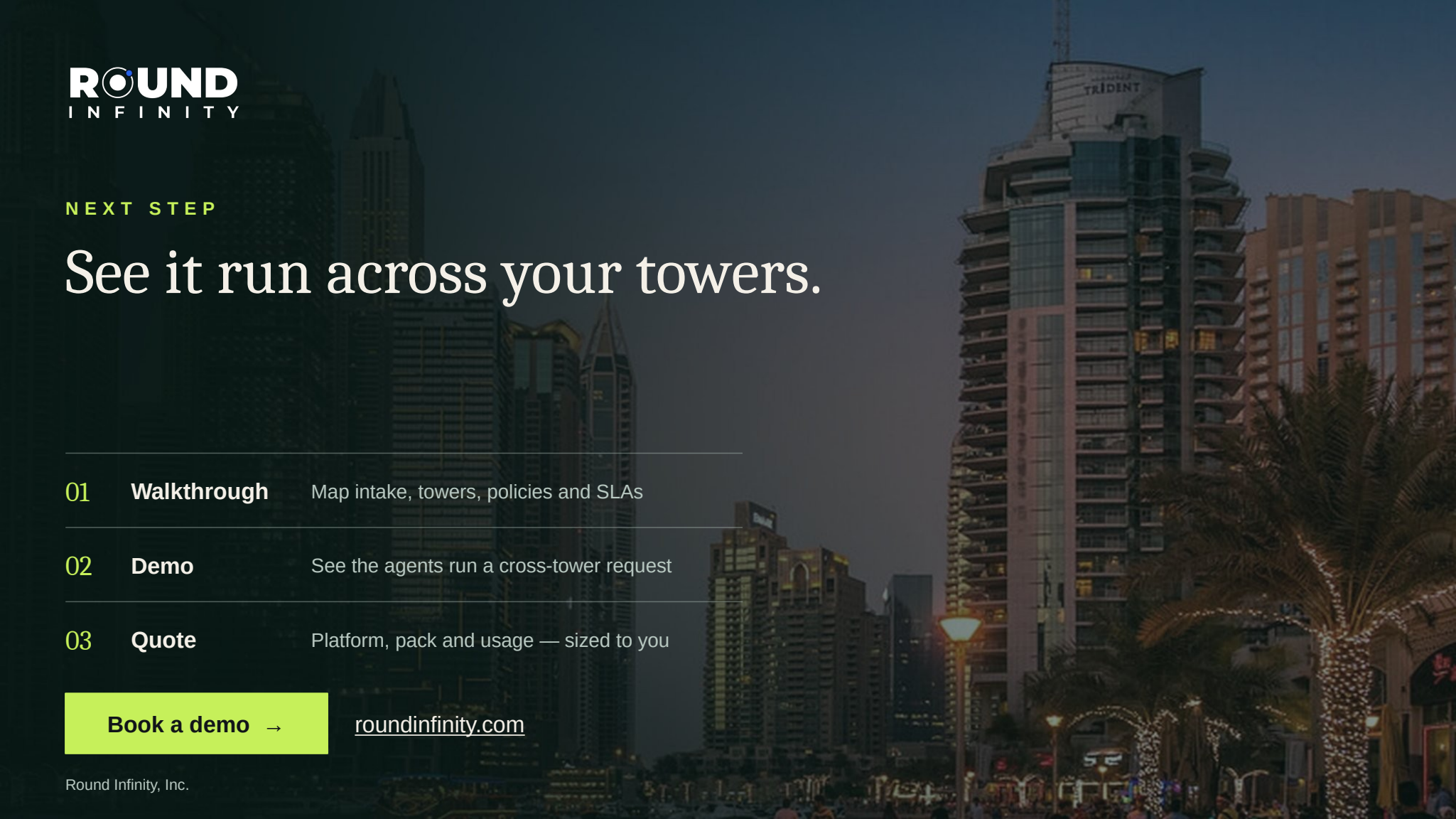
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Usage

AI, voice and messaging — pay as you use

One platform, one data model, one user set, one audit trail. The pack and your use cases share all of it.

Price your operation → roundinfinity.com/pricing



ROUND INFINITY

NEXT STEP

See it run across your towers.

01	**Walkthrough**	Map intake, towers, policies and SLAs
02	**Demo**	See the agents run a cross-tower request
03	**Quote**	Platform, pack and usage — sized to you

Book a demo →

roundinfinity.com

Round Infinity, Inc.