ADEPTIA

ADEPTIA AUTOMATE

Delivery & Implementation

Smooth, fast onboarding — with a dedicated team by your side at every step.

GO LIVE IN ≤90 DAYS

- **Implementation Team**
- **White-Glove Training**
- **24/7 Product Support**
- **Dedicated Customer Success**

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IMPLEMENTATION

Our Approach to Delivery

Enterprise data integration projects fail for predictable reasons: unclear ownership, scope that drifts, and go-live dates that slip because nobody was tracking risk from day one.

Adeptia's delivery model is built to close off each of those failure points before they happen.

Every implementation runs on a structured, phase-gated methodology, with two workstreams running continuously in the background:

- **Program Management & Governance**
  Steering, status reporting, and change control from kickoff through go-live.
- **Risk, Security & Data Governance**
  Access controls, data privacy, and audit traceability built in from day one, not retrofitted before launch.

Nine Phases. One Outcome: *Go-Live in ≤90 Days.*

01 Kickoff
Initiation and alignment meeting, environment provisioning, access setup.

02 Discovery & Document Analysis
Field and source mapping against your real document/package types.

03 Solution Design
Extraction templates and schema design, signed off before build begins.

04 Build & Configuration
AI-driven document extraction, mapping, validation rules, and routing configured to spec.

05 Testing & QA (SIT)
Extraction accuracy, batch performance, and end-to-end integration testing.

06 UAT — Analyst Acceptance
Validation against real production data, signed off by your business line.

07 Training & Documentation
Business-user enablement, admin runbooks, and SOPs handed off to your team.

08 Deployment & Cutover
Production deploy and go-live, with the first live packages processed.

09 Hypercare & Post-Implementation Support
15 days of daily monitoring and rapid issue resolution immediately after go-live.

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YOUR TEAM

Meet the People Leading Your Implementation

This isn't a handoff to an anonymous services queue. From kickoff, you'll be working directly with people who have done this before — across insurance, financial services, healthcare, and supply chain.



Krishna Kumar

VP, SERVICES DELIVERY — WITH ADEPTIA SINCE THE BEGINNING

Krishna has been part of Adeptia from day one and brings deep, first-hand product knowledge to every implementation. Customers consistently point to his ability to anticipate issues before they become go-live surprises — and to a genuine, visible investment in getting the outcome right, not just the deployment done.



Justin Bissonette

VP, SERVICES OPERATIONS - A DECADE OF GO-LIVES, MEASURED IN CUSTOMER OUTCOMES

Justin has spent the last decade delivering integration-heavy, complex enterprise systems — ERP, construction technology, and GIS — in industries where a bad go-live is expensive and highly visible. He builds delivery teams around how customers want to experience an implementation, not around how a services organization prefers to run one. That shows up in the things customers actually notice: clear ownership, honest status, and no surprises in the final stretch.



Sachin Kumar Bhagat

SR. MANAGER - INFRASTRUCTURE SERVICES

Infrastructure Services provides customers with direct access to experts on the Adeptia platform, helping maintain and support the infrastructure that powers your Adeptia environment—while keeping your data securely within your own data center or private cloud.

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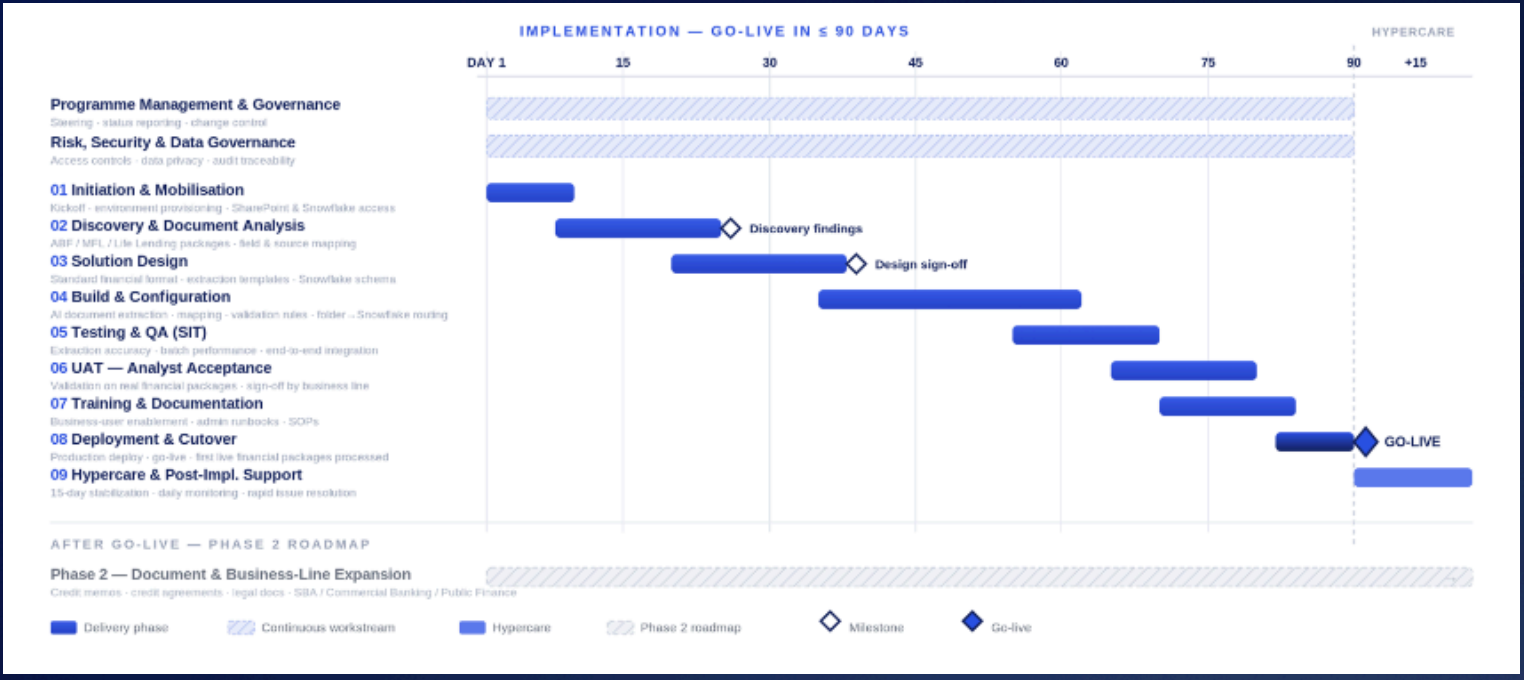
IMPLEMENTATION

Sample Timeline

A representation of an Adeptia Automate implementation, from kickoff to go-live in 90 days or less, followed by 15 days of hyper-care.



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COMMUNICATION & CADENCE

What You Can Expect

The most common reason enterprise rollouts feel risky isn't the technology — it's silence. Here's what stays visible to you throughout delivery:

A named team from day one

You'll know exactly who to call at every stage, not a rotating cast. Your team includes:

- Service Delivery Project Management
- Customer Success Manager (CSM) — who will be with you throughout the life of our engagement

Regular status reporting

Structured updates through Programme Management & Governance, not ad hoc check-ins.

Milestone sign-offs, not surprises

Discovery Findings and Design are formally reviewed with you before build begins.

Your business users validate the work

UAT is performed against real data by your team, not just ours.

A defined go-live, not a moving target

The ≤90-day framework exists to hold the whole team accountable to a date.

Support doesn't stop at go-live

15 days of hypercare means daily monitoring and rapid resolution while your team gets comfortable.

Continuity beyond hypercare

Your dedicated CSM steps back in, and stays with you throughout the life of the engagement, with a meeting cadence built around your specific implementation and needs.

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PROOF IT WORKS

Delivery That Holds Up at Scale

98% FASTER ONBOARDING

Voya achieved a 98% reduction in onboarding time with Adeptia Automate.

CHALLENGE

Voya was unable to quickly enroll employers to new health insurance plans and effectively retain them upon renewals. This inefficiency led to missed revenue opportunities and poor customer satisfaction

SOLUTION

Voya Data Connect (VDC)

Adeptia developed a scalable onboarding solution that processes employer data from multiple formats into Voya's systems of record — standardizing, cleaning, and validating data using business rules and Voya's proprietary rules engine.

- **Ingests** employee census & plan election data in XLSX, CSV, LDEx via SFTP
- **Translates** formats to a common data model, validated via Global & Employer rules
- **Delivers** data to Benefits Admin, Claims Systems & HRIS

IMPACT & RESULTS

3-4 hours
Onboarding down from 4-5 weeks

2,500+
Employers running 7,100+ data feeds

10x
User adoption vs. prior solution

26
Data feed use cases on Adeptia

This is what a governed, phase-gated delivery model produces: predictable timelines, clean handoffs, and outcomes your team can point to in the boardroom.

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ABOUT

About Adeptia

Adeptia is the Intelligent ETL company that helps organizations in large, complex industries power smarter, more efficient business operations and time to revenue.

ETL has always moved enterprise data from one place to another. Intelligent ETL brings ETL into the AI era, combining AI-driven pipeline design, embedded industry intelligence, and deterministic execution to deliver reliable, auditable outcomes at enterprise scale.

Built for both humans and AI agents and trusted by hundreds of organizations worldwide, Adeptia Intelligent ETL enables enterprises to manage complex, real-world data with greater speed, accuracy, and adaptability.

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