

AI-POWERED LOW-CODE BUSINESS ORCHESTRATION AND AUTOMATION PLATFORM

Gartner

Etiya has been recognized in the **2025 Gartner® Magic Quadrant™ and Critical Capabilities Report** for AI in CSP Customer and Business Operations.

[Learn More ↗](#)



10x Faster Development



35% Faster Process Acceleration



80% Reduction in Manual Processing

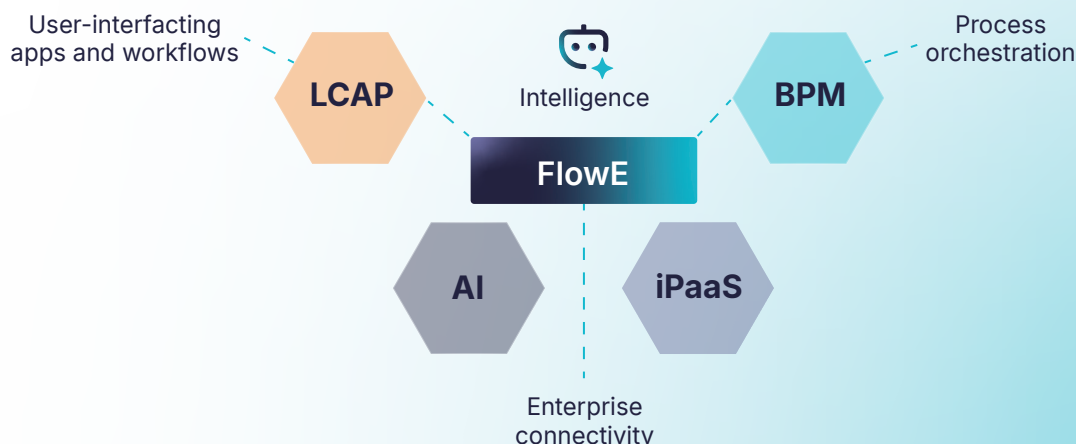


20% Less Operational Cost

SIMPLIFYING WORKFLOWS WITH AUTOMATION, ORCHESTRATION, API-FIRST INTEGRATION AND ENHANCED COLLABORATION

When process, integration, and AI evolve in silos, orchestration breaks down, and so does operational performance. Built for the era of autonomous enterprises, Etiya FlowE enables organizations to design, orchestrate, and optimize end-to-end business processes with speed and precision. By combining low-code agility, seamless system integration, embedded AI capabilities, and real-time operational visibility, FlowE transforms fragmented workflows into governed, scalable digital operations. Rather than layering automation on top of complexity, FlowE acts as a **unified orchestration layer**; aligning systems, teams, decisions, and data within structured processes. This ensures that **AI, automation, and human oversight operate together under a single, controlled framework**.

Business Orchestration and Automation Technologies (BOAT) Is a Unified Platform for Automation





ORCHESTRATION ALIGNED WITH BUSINESS OUTCOMES

FlowE serves as the digital backbone of enterprise operations, embedding intelligence directly into business processes and aligning systems, teams, and decisions within a governed framework. By combining low-code design, end-to-end workflow orchestration, AI-powered optimization, real-time monitoring, and API-first integration, FlowE delivers scalable and measurable operational excellence across the enterprise.

FROM AUTOMATION TO INTELLIGENT EXECUTION

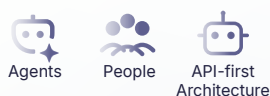
In a market where speed, efficiency, and experience define differentiation, fragmented tools are not enough. FlowE unifies processes under a single orchestration layer, eliminating silos, reducing complexity, and governing AI-driven automation with full visibility and control. The result is streamlined operations, empowered teams, and sustainable, scalable growth.



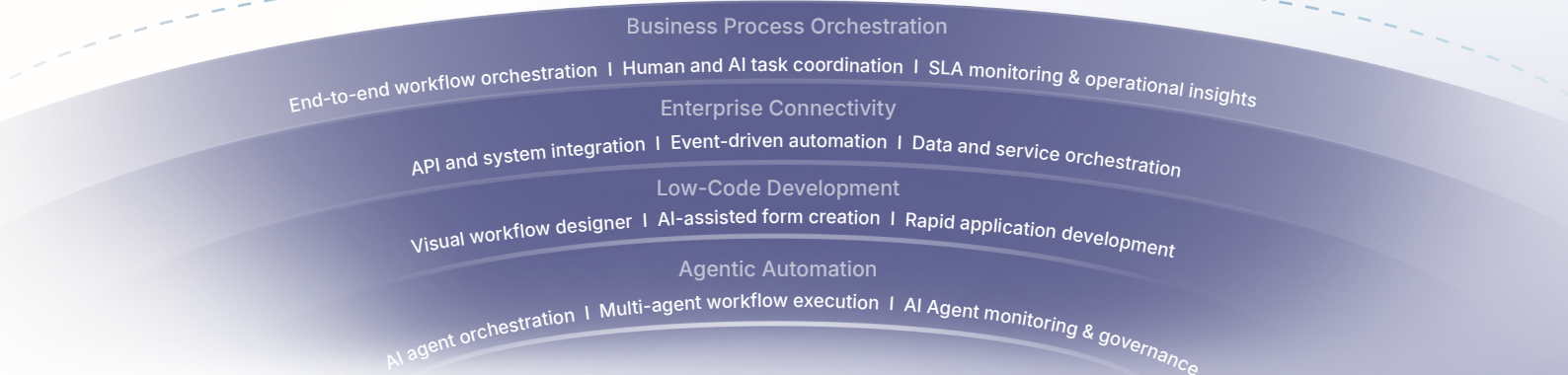
TRANSFORM OPERATIONS. ACCELERATE VALUE.

Enterprise automation initiatives often fail when process, integration, and AI capabilities evolve independently. Gartner's BOAT architecture highlights the critical pillars required for intelligent and scalable orchestration.

FlowE is designed in alignment with the principles of the BOAT approach, providing a unified orchestration layer that enables enterprises to manage automation and AI as part of governed, observable business operations.



FlowE unifies workflows, automation tools, and AI agents into a single orchestration platform.



FlowE Capabilities Aligned with BOAT Architecture

Business Processes

- BPMN-based workflow engine for structured process modeling
- Human + system task orchestration within unified flows
- SLA management, approval and exception handling
- Real-time dashboards and operational reporting

Enterprise Connectivity

- API-first architecture for multi-system integration
- Event-driven synchronization across enterprise applications
- Secure API management with version and header control
- Centralized integration governance on a single platform

Low-Code Development

- Visual drag-and-drop process designer
- Rule builder and dynamic form designer
- Mobile accessibility for remote process management

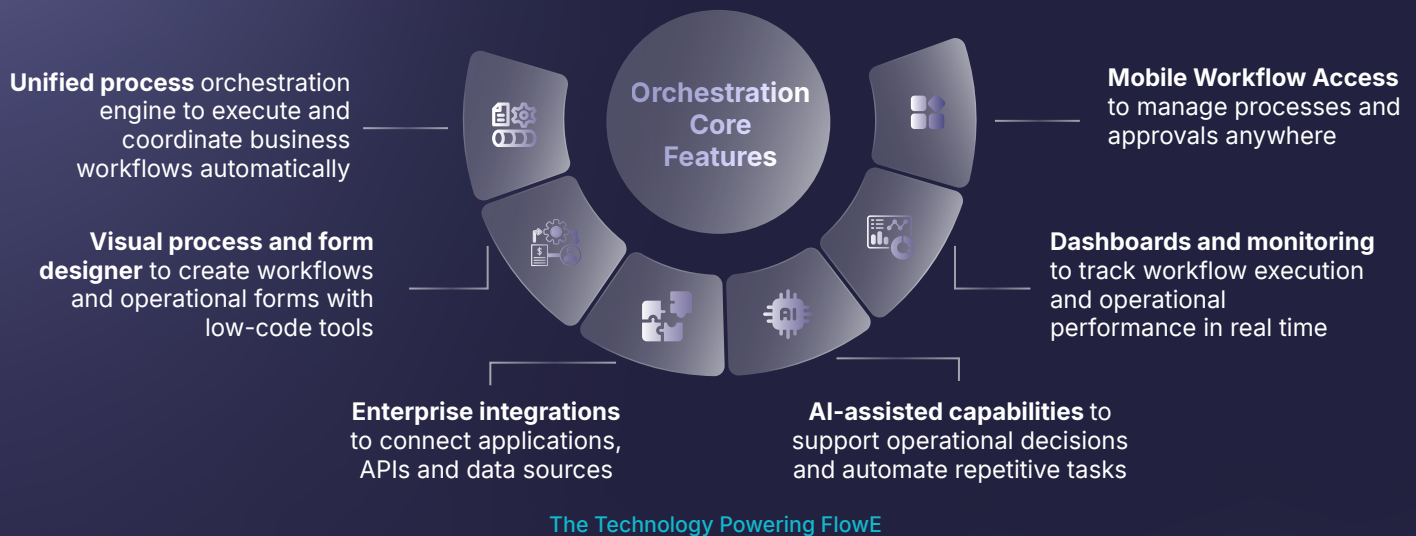
Agentic Automation

- AI-powered autonomous decision-support mechanisms
- Intelligent validation to detect data errors
- Bottleneck identification and optimization suggestions
- Rule-based decisions enhanced with AI-driven automation

THE TECHNICAL CORE

BUILT FOR INTELLIGENT ORCHESTRATION.

ENGINEERED FOR ENTERPRISE SCALE.

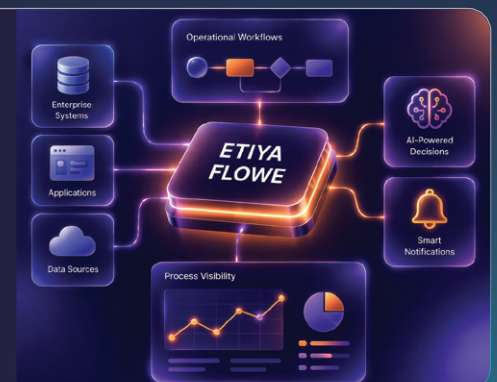


FlowE is built on a cloud-native, microservices-based architecture designed for scalability, resilience, and high performance in enterprise environments. Its modular and composable structure enables flexible deployment, seamless integration, and continuous evolution of capabilities without system disruption. With embedded AI and process intelligence, FlowE enhances execution through smart routing, adaptive workflows, and real-time optimization.

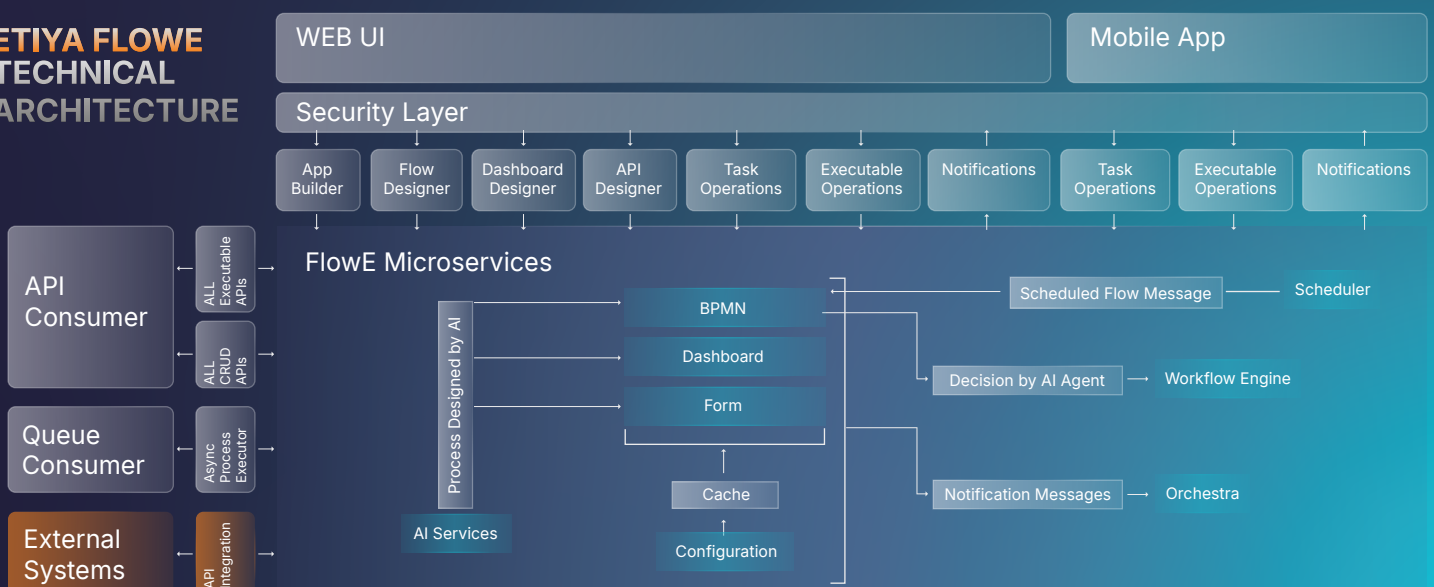
HOW ETIYA FLOWE WORKS?

FlowE acts as the orchestration layer that connects enterprise systems, operational workflows and AI-powered capabilities.

By coordinating data, tasks and decisions across teams and applications, FlowE enables organizations to respond to operational events faster and manage processes with complete visibility.



ETIYA FLOWE TECHNICAL ARCHITECTURE



Unified Platform – Not Fragmented Tools

- Combine workflows, applications, integrations, and AI in one platform
- Faster Time-to-Value
- Launch digital processes and applications in days, not months
- Built-in AI Orchestration
- Embed intelligent decision-making directly into processes
- Full Operational Visibility
- Monitor, analyze, and optimize processes in real-time Centralized Management
- Control workflows, users, and integrations with full compliance



WHY ETIYA FLOWE?

Facility Management Operations



Target Group

- Multi-client service organizations
- Teams managing workforce, services and suppliers
- Operations relying on Excel and manual processes

Summary

- 16 core processes unified on a single platform
- Customer-specific workflows managed centrally
- Operations standardized with full visibility
- Integrated portal for end-to-end process management

Value

- 10x faster operations
- 64 screens unified in one platform
- End-to-end process visibility
- Reduced manual work and errors
- Automated customer & supplier processes

Insurance Portfolio Management



Target Group

- Insurance agencies managing growing customer portfolios
- Teams handling policy renewals and customer interactions
- Organizations relying on manual tracking and fragmented tools

Summary

- Customer, policy and interaction data unified on a single platform
- Portfolio and renewal processes standardized and automated
- Daily and periodic task management structured for teams
- Centralized dashboards for operational and performance visibility

Value

- Reduced risk of missed renewals and deadlines
- Improved visibility of cross-sell opportunities
- Measurable team and portfolio performance
- Standardized and digitalized operations
- Increased operational transparency

IT Incident Agent Automation



Target Group

- IT and operations teams managing incident workflows
- Organizations handling high volumes of operational alerts
- Teams requiring SLA-driven resolution processes

Summary

- Incident data automatically analyzed and classified
- Intelligent workflows route tasks to the right teams
- AI agents support root cause analysis and resolution
- End-to-end process orchestration across systems and teams

Value

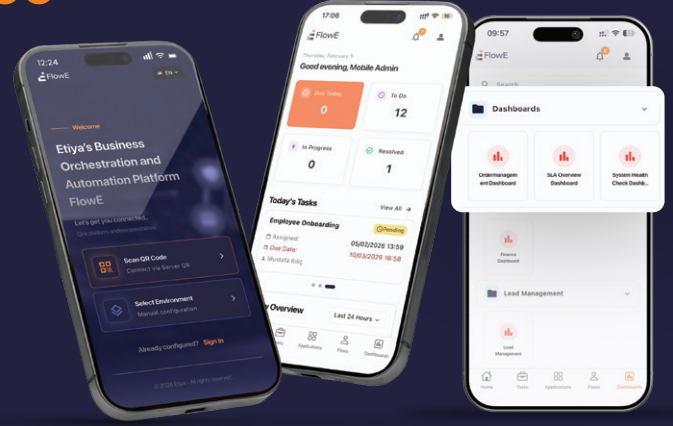
- Faster incident resolution and response times
- Improved SLA performance and compliance
- Reduced manual analysis and intervention
- Real-time visibility with dashboards and monitoring
- More proactive and controlled operations

OPERATIONAL CONTROL ON THE GO

FlowE's mobile capabilities allow teams to stay connected to operational workflows at all times.

Through the mobile app, users can:

- Approve tasks and requests
- Monitor workflow progress
- Receive operational alerts
- Access dashboards and insights



WHAT OUR CUSTOMERS SAY

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FlowE has empowered our Customer Service and Support teams with fast, secure access to critical information within defined authorization levels. As a result, we have improved operational responsiveness and can address issues more proactively; delivering a better customer experience."

İsmail Odabaşı

Türk Telekom Çözüm Merkezi
1st Level Customer Application
Operations Manager

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At the TT Customer Solution Center, we improved first-contact resolution rates while also increasing our operational agility. Our teams can now design and implement complex processes much faster."

Alper Arpacioğlu

Türk Telekom Çözüm Merkezi
Corporate Support Operations
Group Manager

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Built on a no-code/low-code architecture, the FlowE platform significantly accelerates our response time to development requests."

Selçuk Koçyiğit

Türk Telekom Çözüm Merkezi
IT Automation and Management
Systems Manager



READY TO ORCHESTRATE YOUR ENTERPRISE AT SPEED?

[Book a Demo](#)



ABOUT ETIYA

Etiya is a leading software company providing customer experience-focused, AI-driven Digital Transformation with its **award-winning product portfolio**, and also disruptive BSS solutions for Digital Brands from launch to evolution.

Etiya aims to be a trusted long-term partner for service providers offering strategic enablers and industry standards compliant, sustainable software solutions. Its microservices-based architecture, DevOps methodology, and AI-driven portfolio provide a competitive advantage to its customers by bringing agility and flexibility into their business, and enabling market differentiation.

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