

Transforming Operations with Business Process Optimization

Efficiency Consulting and Process Reengineering for Better Outcomes



The Challenge

Every vertical comes with its own set of challenges—and so does each client. But they all have operational concerns, from ensuring optimal CX and workforce productivity to risk management processes and best practices.

In our over 25+ years of experience serving clients from all verticals, we've discovered that:





-  **Insurance and telecom** companies struggle to deliver consistently quality support, and generally need to improve workforce efficiency and CSAT
-  **On-demand service providers**, including last-mile delivery services and giant online marketplaces, also struggle with performance disparities that hamper workforce efficiency (particularly with remote workers) and need help improving agent productivity
-  **Tech companies** are often hindered by escalation policies, resulting in escalation rates that are twice as high in average performers compared to top agents, driving higher operational costs and compromising CX
-  **Insurance firms** are challenged by information security matters—password management and secure data storage—resulting in an ongoing need to mitigate risks and improve regulatory compliance.

And while we've guided each client to overcome these obstacles, we've strived to find a way to address these challenges faster, giving our clients complete visibility of their operations while helping us quickly get insights needed to transform their business and drive impactful results.

Our partnership with KYP.ai solves our challenges—and our clients'—with a single, elegant productivity intelligence solution.

The Solution

By joining forces with KYP.ai, we're able to **offer our clients Process Optimization**, a managed service that blends their robust productivity platform with our CX advisory expertise to provide:

-  **Instant workflow analysis:** Near-instant, whole system visibility with detailed insights into existing inefficiencies while identifying processes ideal for automation technology.
-  **Workflow automation/RPA deployment:** Automation technology (including robotic process automation) empower significant cost savings and digital transformation efforts by automating repetitive, error-prone tasks.
-  **Process and task mining:** Performance disparities—including critical gaps in employee performance—are easily uncovered, allowing for better resource management and optimized workflows.
-  **Streamlined processes with GenAI:** Harnessing GenAI to remove bottlenecks, significantly reduce case resolution times.

Results



\$2.5M in cost savings with process optimization



26% automation potential identified through workflow optimization and advanced RPA technology



12% faster speed-to-proficiency, reducing time required to fully train and onboard new agents for successful ramps with great CX



8% reduction in idle time and shrinkage in remote work environments