

# Decision Intelligence for service operations

- ✓ Proven business value and rapid ROI
- ✓ Data-driven decision making for service operations
- ✓ AI derived from 15+ years operations data
- ✓ Operations data model that makes data relevant for operations
- ✓ AOM Method proven to accelerate and sustain benefit
- ✓ Scale to '000's of users - across global teams
- ✓ Unrivalled depth of experience in enterprise service operations
- ✓ Integrates with your existing infrastructure – driving value from existing technology investments

**We blend AI and human intelligence to deliver the most complete and useful set of predictive and prescriptive insight for service operations**

**20%+** Typical Capacity increase  
**20%+** Typical productivity boost  
**150%+** Typical ROI in year 1



Enterprise customers in over 40 countries



Banking, Insurance, healthcare & BPS

"I can now sit next to my front-line colleagues and demonstrate the value the operations brings to the bank. I cannot imagine managing a large operation like this without ActiveOps"

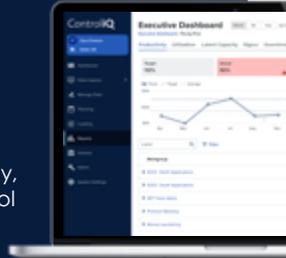
Managing Executive: Retail and Business Banking Operations at Nedbank



# Decision Intelligence product suite

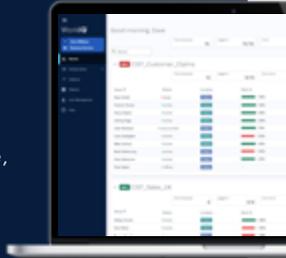
## ControlIQ®

Prescriptive, AI-driven analytics that identifies latent capacity and utilization, and prompts action to drive efficiency, effectiveness and control



## WorkiQ®

Diagnostic insights highlighting what is impacting performance, work and employee experience



## CaseworkiQ®

Predictive analytics to keep casework and SLAs on track, real-time view, real-time decisions

