

## 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

**74.81**

NPS score  
increase (from  
8.8) in 4 years

**44%**

Reduction in  
staff attrition

**35%**

Reduction in  
complaints

**50%**

Reduction in  
customer  
turnaround times

**19%**

Reduction in  
overtime

**0%**

Missed SLA within  
regulations

**30%**

Reduction in  
agency staff

**82%**

Work in progress  
down

**95%**

Accuracy in  
weekly plans



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

