



Large BPM Enterprises Onboard Intellicus for WFM Solution

India, 12th July 2022: Hexaware has confirmed its selection of **Intellicus Technologies' omnichannel WorkForce Management (WFM) solution** after a comprehensive evaluation of other offerings in the space. Another multi-billion-dollar BPM is expanding their relationship with Intellicus, awarding them three more use cases after the success of the WFM pilot for their BFSI multi-location business. Intellicus' WFM solution includes ETL, which automated the data pipeline of the multi-location operation and integrated their HR systems, ACDs, flat file system and traditional databases to create a data mart which became the single source of truth for the leadership.

Intellicus' seamless WFM lifecycle management enables efficiency in business management and resource allocation for BPOs, hence saving additional cost on leakages by scheduling the right skill set for the right task at the right time. Its Auto ML feature and modern machine learning models deliver improved prediction & capacity planning. The solution integrates human intelligence for effective planning through scenario-based assessment and what-if analysis. Intellicus assists in identifying the right mix of shifts and employee skills based on workload prediction and capacity. It also automates intelligent rosters with dynamic business rules and performance.

The platform creates a multisource, interactive analytics dashboard that business users can interact with by drilling up or down and slicing-and-dicing data. Monitoring this 360-degree view of the business helps CXOs effectively evaluate and monitor business-critical KPIs. The solution also yields huge savings on time and effort for business users through alerts generated on outliers, ensuring concentration on action and productive time management.

About Intellicus Technologies: Established in 2004, Intellicus is making deep inroads in the BI & Analytics space, reporting a 40% QoQ growth in client acquisition and a 30% ramp up in workforce in 2021. Rajesh Murthy, Founder Architect & VP Engineering, Intellicus Technologies, says, "Intellicus AI WFM is a soup-to-nuts platform that offers the full suite of services from data integration to visualizations and dashboards to data science use case—all at the cost of a single solution license. We celebrate the opportunity to assist both BPM giants in their transformative journeys.