



How FLOW balanced employee satisfaction and CX

The workforce management (WFM) team at Hexaware plays a pivotal role in ensuring efficient and smooth operations at the BPM. They are responsible for maintaining the delicate balance between managing employee schedules, maintaining service quality and meeting financial goals by optimizing resource allocation. These tasks are not only essential for meeting business objectives but also have a profound impact on the lives of the agents who handle customer interaction.

Hexaware is a global technology and business process services company. With a massive workforce, the organization's singular purpose is to create smiles through the synergy of great people and technology. Hexaware provides a diverse range of specialized business services to cater to multiple industries, such as banking, education, insurance, manufacturing, travel and transportation, capital markets and more.

The WFM team's responsibilities at Hexaware primarily revolve around forecasting workloads, capacity planning, scheduling and managing shifts, creating rosters and ensuring optimal performance for both the business and employees.

Challenges

Hexaware's pursuit of a tailored WFM solution stemmed from a desire to reduce heavy reliance on time-consuming manual processes such as manual data entry, scheduling and forecasting, often conducted through Excel spreadsheets. They wanted to enhance their forecasting accuracy, streamline their scheduling processes and optimize resource allocation to achieve higher workforce efficiency. They were

also on the lookout for a system that could help them monitor KPIs to craft better strategies for operational improvement and facilitate data-driven decisions.

The Ask

- ✓ **Improve forecasting accuracy**
Enhance the precision and accuracy of their long-term and short-term forecasts.
- ✓ **Streamline scheduling**
Optimize resource allocation, improve workforce efficiency and boost employee satisfaction by implementing efficient scheduling processes.
- ✓ **Enhance data-driven decisions:**
Track key performance indicators (KPIs) to make data-driven decisions and implement strategies for operational improvement.
- ✓ **Reduce manual tasks:**
Allow their workforce management team to focus on analysis and ensure precision in their operations.
- ✓ **Improve key performance metrics:**
Enhance productivity, staffing alignment, scheduling efficiency, adherence to schedules and resource allocation.

They believed that automation and a modern WFM solution could have a substantial impact on improving quality and their overall operational efficiency. Furthermore, they sought a flexible WFM solution that could align with their specific operational requirements instead of having to adapt to the functionality of the off-the-shelf solutions. After evaluating multiple offerings in the market, Hexaware chose FLOW because of its flexibility and advanced feature-set to meet their WFM transformation goals.

“We chose FLOW because of the openness to change things at their end, rather than asking us to change things at our end.”

Hexaware augmented the precision of their forecasts with FLOW

The integration of FLOW’s machine learning-based methods into their forecasting was a significant leap forward for Hexaware’s WFM team. Tailored to Hexaware's unique requirements, FLOW ensured that forecasts were not only accurate but also adaptive to the ever-changing dynamics of their business. The integration of "Best Fit" parameters provided the system with the intelligence to select the most suitable algorithm for each skill, thereby optimizing forecast accuracy further.

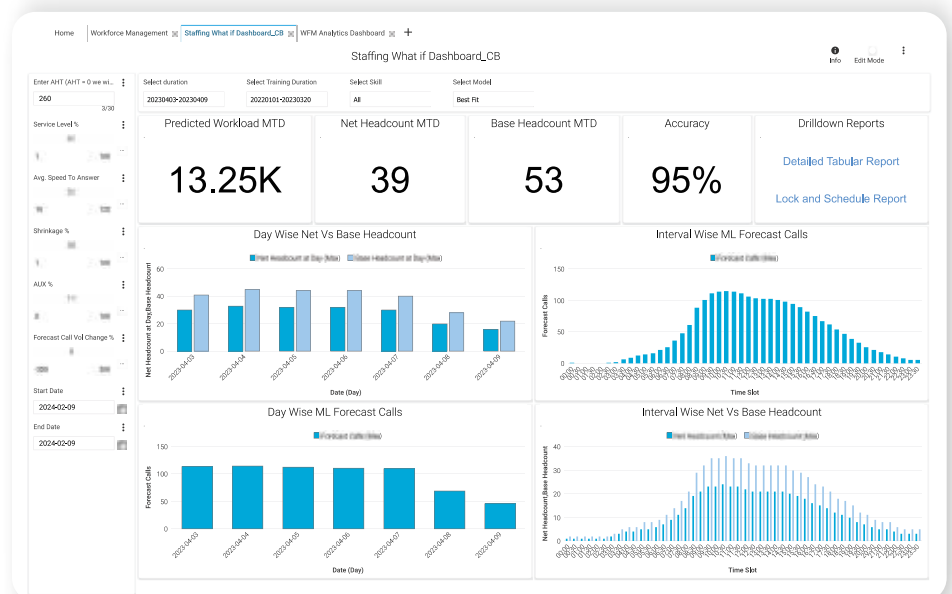
Short-term forecasting, with a span of 1 to 6 months, played a pivotal role in day-to-day staffing operations. This allowed Hexaware to make immediate and precise staffing decisions, ensuring the right number of agents were allocated to meet their operational needs efficiently. On the other hand, long-term forecasting served as a strategic tool for various purposes, including hiring, budgeting and billing.

FLOW enabled extremely accurate long-term and short-term forecasting for Hexaware, enhancing the precision of their predictions.

Hexaware streamlined workforce scheduling and management processes with FLOW

FLOW’s shift scheduler became instrumental in the transformation of Hexaware’s scheduling procedures. It enabled them to craft shift plans that aligned with their business rules and requirements and ensured minimal leakages. With this, the BPM was able to elevate customer satisfaction by matching the right agent for every customer interaction.

In addition, Hexaware leveraged roster automation to further enhance their scheduling and roster management. This automated system generated rosters based on predefined WFM rules, simplifying the complex task of workforce scheduling. With the ability to alter business rules at any point, Hexaware gained a dynamic tool that adjusted to their evolving needs. Implemented for the Mexico and Mumbai regions, this system offered the convenience of rule upload and roster generation

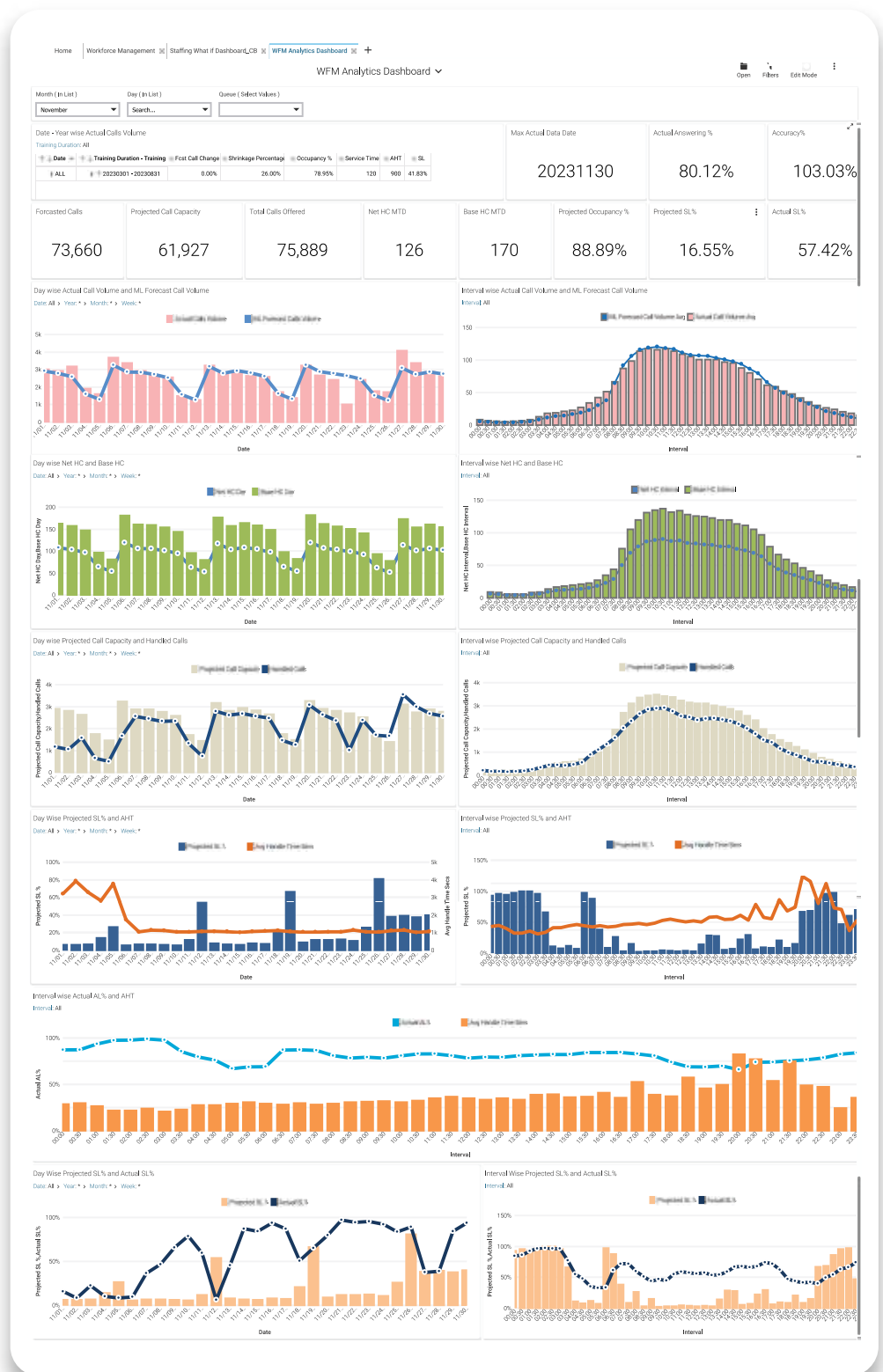


FLOW's shift scheduler optimized scheduling, eliminated inefficiencies and boosted productivity, cost-effectiveness and employee satisfaction.

FLOW enabled Hexaware to derive vital insights & adopt a data-driven approach for all round excellence.

Leveraging historical data, trends and variables, FLOW enabled the WFM team to create precise volume and staffing forecasts that aligned seamlessly with the business's needs. The shift scheduler analysis gave the WFM team a detailed view about the over/under impact for the scheduling duration, assisting them in making informed decisions about the headcount readiness. This played a significant role in ensuring that Hexaware's service levels were consistently met, improving customer satisfaction and reducing any potential business disruptions.

By generating interval-wise projected call capacity, occupancy and service levels, FLOW produced data-driven reports, enabling Hexaware to make real-time adjustments to planned rosters in the event of deviations. The interactive dashboard enabled easy monitoring of agent and business performance, comparing forecasted and actual KPIs and extracting valuable insights for future WFM cycles.



By closely monitoring KPIs, FLOW led to efficiency gains such as reduced average handle time, increased adherence to schedules and improved resource allocation.

Hexaware significantly reduced the resources and time required for WFM planning with FLOW

With FLOW's automation capabilities, Hexaware was able to streamline and automate many of their workforce management tasks, freeing up valuable time and resources that could be redirected towards more analytical and strategic activities. Hexaware's forecasting processes were revolutionized by the solution's machine learning-based algorithms greatly reducing the WFM team's manual involvement.

Apart from forecasting, scheduling, and rostering, FLOW also played a crucial role in reducing manual work related to file uploads. The solution simplified file management through automated file uploads.

FLOW reduced the resources needed for managing Hexaware's workforce, saving costs and making resource allocation more efficient.

FLOW empowered Hexaware with consistent KPI monitoring & boosted their overall workforce efficiency

With FLOW, the Hexaware WFM team was able to complete more tasks per day, ultimately making the business more efficient and profitable. The solution provided comprehensive analytics for operations management, offering clear and actionable insights. This reporting encompassed various call metrics,

including volume, average handle time, service level, adherence and exceptions, which allowed operations to be proactive in outlier management.



They utilized the roster plotter, a tool designed to help users assess service levels and call handling capacity after roster generation. This served as a KPI in determining the effectiveness of their roster and ensuring a seamless and optimized scheduling process.

Moreover, FLOW enabled brand specialists to take ownership of their own efficiency by reducing idle time, shrinkage and adherence issues, thereby minimizing wasted time in activities like waiting on long holds, addressing system issues and resolving scheduling problems.

FLOW's data-driven approach led to better decision-making, reduced handling time, improved schedule adherence and enhanced resource allocation.

Hexaware brought on the new age of WFM with FLOW, streamlining operations and elevating employee and customer satisfaction.

The implementation of FLOW transformed Hexaware's Workforce Management operations, addressing their challenges and significantly improving key metrics. FLOW's impact extended beyond operational efficiency, leading to cost reduction, consolidated reporting and a better quality of life for employees.

To learn how FLOW can help BPMs boost profitability and customer delight, connect with us at www.flowwfm.com



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