



ADVANCED INTELLIGENT PLANNING & SCHEDULING

Operational Work Efficiency



Improved Visibility



Improve Staff Efficiency



Utilize Employees in Optimal Manner



The Client

An urban microfinance non-government company in India with 1.8 lakhs customers.

Industry

NBFC-MFI

Overview

A Non-Banking Financial Company-Microfinance Institution(NBFC-MFI) that caters to the financial needs of the low-income segment of the society. The company has a loan portfolio of 255 crore rupees, with 1.8 lakhs customers in four states through 52 branches.

Business Challenge

Our client is ramping up investments to meet growing customer demand. They require a scheduling system to support wide variety of CRM (customer relation anagers) work and improve their visibility . One of the main reason is to empower CRM's not only to help in scheduling but also hit their targets.

Our Approach:

Using historical data, identify patterns on what factors worked and what didn't in the past by performing exploratory data-analysis. Apply client-supplied constraints to these patterns to produce real-time schedules – such as, what task to be performed next, resource allocation to each task and best time.

Outcomes

- ✓ Ease and achieve better planning
- ✓ A clear visibility of performance
- ✓ Predict end of month target achievement by CRM
- ✓ Support meeting scheduling through route optimization after considering several constraints