



askelie for BPO Smarter, faster, and more profitable service delivery through intelligent automation

For Operations Managers

- Reduce manual workload by 30–70%
- Standardise processes across clients with reusable blueprints
- Free capacity to focus on scaling delivery

For Business Leaders

- Improve margins with outcome-based delivery models
- Gain transparent, per-client reporting on SLA performance
- Demonstrate compliance with UK GDPR, ISO 27001, and client-specific policies

For Client Teams

- Faster onboarding with automated document and KYC checks
- Higher confidence in SLA compliance and QA scores
- Real-time insight into backlogs, throughput, and case status

Executive Summary

Business Process Outsourcers (BPOs) operate in one of the toughest environments: clients expect speed and accuracy, SLAs are strict, volumes fluctuate, and margins are under constant pressure. Manual work slows delivery, while fragmented tools increase risk.

askelie for BPO is an autonomous-ready solution built for multi-tenant operations. It combines AI-driven automation with human validation to onboard clients faster, cut admin workload, and deliver measurable ROI on every contract. With embedded compliance, case triage, and QA, BPOs can prove outcomes, not just effort.

The result: higher throughput, faster SLA turnaround, and stronger margins — all while giving clients transparency and confidence.

The BPO Landscape Today

Common Challenges Facing BPOs

- Margin squeeze: Client pricing pressure vs high staff costs
- Manual bottlenecks: Document-heavy processes overwhelm teams
- Fragmented tools: Multiple platforms create risk and inefficiency
- Variable volumes: Hard to scale up and down without quality loss
- Client scrutiny: SLA penalties and compliance failures threaten reputation

Where askelie Fits In

askelie flips the model. Instead of hiring more staff or adding more tools, BPOs get outcomes delivered straight from ELIE.

- Customer Operations – Automates email triage, intent detection, case routing, and after-call wrap-up
- Document-heavy Processes – Handles onboarding packs, KYC checks, claims, and invoices at scale
- Back Office – Manages exception handling, reconciliation, SOP enforcement, and reporting packs
- Quality & Compliance – Provides auto-QA, audit-ready evidence, and redaction
- Insight – Real-time dashboards for SLA compliance, AHT, QA, and backlog management

Benefits You'll See

- Cut intake and processing times from hours to minutes
- Increase throughput without adding headcount
- Reduce SLA breaches with automated triage and reporting
- Consistently apply SOPs with evidence capture
- Build client trust with transparent, per-process dashboards

Regulatory Pressure

- UK GDPR and global data protection obligations
- ISO 27001 alignment for secure operations
- Industry-specific client compliance requirements (financial services, healthcare, public sector)
- Regional delivery support for India, EU, and North America

Quick Summary

askelie for BPO delivers:

- Faster intake and onboarding
- Automated document validation and exception handling
- Embedded quality assurance with audit logs
- Multi-tenant isolation for secure client separation

Risks of Standing Still

- Margin erosion from manual, high-touch processes
- SLA penalties and compliance breaches damaging reputation
- Client churn due to lack of transparency
- Burnout of staff handling repetitive, low-value tasks

Why askelie for BPO

- Ready-made: Prebuilt services for BPO workflows from day one
- Scalable: Built for multi-tenant delivery across global clients
- Secure: Meets governance, privacy, and regulatory standards
- Outcome-driven: Higher throughput, stronger margins, and happier clients

BPOs get more time for growth.
Clients get the outcomes they're paying for.