

INTELLIGENT AUTOMATION FOR BPO

Smarter, faster, more profitable delivery.

An autonomous-ready solution for multi-tenant operations — combining AI automation with human validation to onboard clients faster, cut admin and deliver measurable ROI on every contract.

MULTI-TENANT

SLA-READY

ISO 27001

THE BPO LANDSCAPE TODAY

Manual, fragmented & under pressure

01 Margin squeeze
Client pricing pressure versus high staff costs erodes profitability.

02 Manual bottlenecks
Document-heavy processes overwhelm teams and slow delivery.

03 Fragmented tools
Multiple platforms create risk and inefficiency across clients.

04 Client scrutiny
SLA penalties and compliance failures threaten reputation.

Today, BPO teams juggle disconnected systems and manual work — slowing delivery, inflating cost and quietly building risk into every step.

30-70%

LESS MANUAL WORKLOAD

Mins

INTAKE, FROM HOURS

WHERE ASKELIE FITS IN

Outcomes delivered straight from ELIE

01

Customer Operations

Email triage, intent detection, case routing and after-call wrap-up.

02

Document Processes

Onboarding packs, KYC checks, claims and invoices at scale.

03

Back Office

Exception handling, reconciliation, SOP enforcement and reporting.

04

Quality & Compliance

Auto-QA, audit-ready evidence and redaction.

Human-in-the-loop validation at every step — **AI speed with professional judgment.**

WHAT YOU GAIN

Automation that works the way you do

-  **Faster intake**
Cut intake and processing from hours to minutes.
-  **More throughput**
Increase throughput without adding headcount.
-  **Fewer SLA breaches**
Automated triage and reporting reduce penalties.
-  **Consistent SOPs**
Apply SOPs every time with evidence capture.
-  **Client transparency**
Per-process dashboards build client trust.
-  **Stronger margins**
Outcome-based delivery improves profitability.

BUILT FOR EVERY TEAM

Value across the whole organisation



For Operations

- Reduce manual workload 30–70%
- Standardise with reusable blueprints
- Free capacity to scale delivery



For Client Teams

- Faster onboarding with KYC checks
- Higher confidence in SLA compliance
- Real-time backlog & case insight



For Leaders

- Improve margins with outcome models
- Transparent per-client SLA reporting
- GDPR & ISO 27001 compliance

WHY ASKELIE FOR BPO

Clients get the outcomes they're paying for.

Faster intake and onboarding, automated validation, embedded QA with audit logs, and multi-tenant isolation for secure client separation.

30-70%

LESS WORKLOAD

Hours → Mins

INTAKE

Multi-tenant

SECURE

Book a demo today

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