Enterprises small and large look to Business Process Optimization for cost-saving opportunities. At Stefanini, we've learned BPO is much more than a means to save money. It can be leveraged to optimize business performance and efficiency. BPO services add value through process and workflow automation, individual performance management, and knowledge sharing. Businesses are left with more time and energy to focus on revenue-generating processes.

Our IT expertise and business knowledge, as well as a mindset for continuous improvement, keep us at the forefront of business evolution. Sophie is the latest example of our mission to innovate, as the world's premier AI agent. Her brain is based on cognitive computing with the ability to self-learn and is specifically designed for corporate environments. Sophie quickly and intelligently transforms data into solutions, automating tasks that will save your staff time.

We capitalize on new digital technologies to streamline our BPO services to make your business more efficient and more profitable.
WHY BPO
Strategic businesses delegate repetitive tasks to Stefanini because they know we can deliver more effective results. This won’t just reduce costs but can improve management, increase efficiency, productivity and in particular, increase the automation level of the operation. BPO can be applied in a wide range of business departments where tasks require passive, repetitive thinking.

BENEFITS:
- Reduction of Operating Costs
- Increased Performance, Productivity and Operational Efficiency
- Management and Control of Processes Based on Performance Indicators
- Standardization of Business Processes
- Technological Innovation

AREAS WITH POTENTIAL:
- Customer care
- Finance, Accounting and Taxes
- Purchasing Services
- Human Resources
- Document Management
- Logistics
- Legal
- Facilities

STEFANINI’S STRATEGIC APPROACH
There are four parts to our digital transformation process:

1 ASSSESSMENT:
We learn the culture, validate data and craft a business model.

2 SERVICE TRANSFER:
We work with you to make a seamless transition for your workplace with resource allocation and training.

3 SERVICE OPTIMIZATION:
We assess and verify a successful integration and standardize operations to improve efficiency.

4 CONTINUOUS IMPROVEMENT:
We are always looking at ways we can innovate, transform and will continually re-evaluate and evolve with new processes and technology aligned with business demands.
IMPLEMENTING NEW TECHNOLOGIES

To augment our service, Stefanini has integrated digital enablers to expand capabilities and deliver true digital transformation to your business. We have a full portfolio of digital solutions that will eliminate errors, respond to dynamic environments, and help scalability to truly bring your company to the world of tomorrow.

**ROBOTICS AUTOMATION**

Robotics can not only serve as a resource to complete repetitive tasks, they are now capable of some human qualities, with the ability to memorize processes and methods. We intertwine robotic automation with best businesses practices to increase the speed and efficiency of tasks, by accelerating the process of identifying and handling exceptions. Robots can also provide predictive and preventive support integrated with analytics, which, in turn, yields improved process monitoring.

**MACHINE LEARNING**

Machine learning through interfaces such as Watson, gives your business the ability to use interfaces for building, training, and deploying models, hyperparameter optimization for training complex neural networks, distributed deep learning for distributing training runs across multiple servers, GPUs for speeding up training, and an API endpoint for your apps to use your deployed online models.

**ADVANCED OCR**

Optical Character Recognition (OCR) is a technology designed to process scanned documents and to make them editable. This technology allows your business to not only be more environmentally friendly, but also keep your information up to date, searchable, and easily shareable. Plus, this will help decrease security concerns by reducing the frequency document transit.

**BIG DATA & ANALYTICS**

Our industrial analytics solutions combine the big data lab with machine learning and predictive modeling capability, along with root cause analysis, cost efficiency predictive modeling, early warning failure modeling, and process optimization. Stefanini implements an agile, cost-effective approach to complete lifecycle analytical support, so you can use big data findings to help you better understand and cater to your business.

**SOPHIE**

Our artificial intelligence platform, Sophie, is a revolutionary new automation solution. She is uniquely customizable to your specific business needs can reduce support costs up to 80%. With her ability to integrate with interfaces and systems, her multichannel capabilities make her suitable for a wide range of industries such as IT, HR, and customer service. Sophie’s ticket resolutions are end-to-end, saving you valuable time and providing quality data to optimize your managed services. Sophie’s knowledge base is continuously improving through her natural language understanding, making her an increasingly valuable asset to your business.
THE STEFANINI DIFFERENCE
BPO is part of Stefanini’s DNA with more than 30 years experience. We capitalize on our expertise and technical knowledge to provide new and innovative solutions to serve local and international markets.

We know there is no one-size-fits-all solution and BPO needs to be a constructive and customized service. Stefanini works with businesses across industries and departments, always focusing on implementing the latest technology for efficient automation and management at a lower cost. We exceed client expectations by applying continuous improvement methodologies and structured governance, proven launch methodologies, and strong resource development best practices.

CO-CREATING SOLUTIONS FOR DIGITAL TRANSFORMATION
As a $1B global provider of technological services, we are large enough to get the job done, while small enough to be customizable and flexible to your business’ unique needs. Stefanini understands that excellence, quality, and continuous innovation are factors that guarantee the overall satisfaction of our clients and build lasting business relationships. Since 1987, Stefanini has worked to exceed the expectations of our customers, employees, and shareholders through technology solutions and innovation. Let’s work together to digitally transform your business and build the solutions of tomorrow.