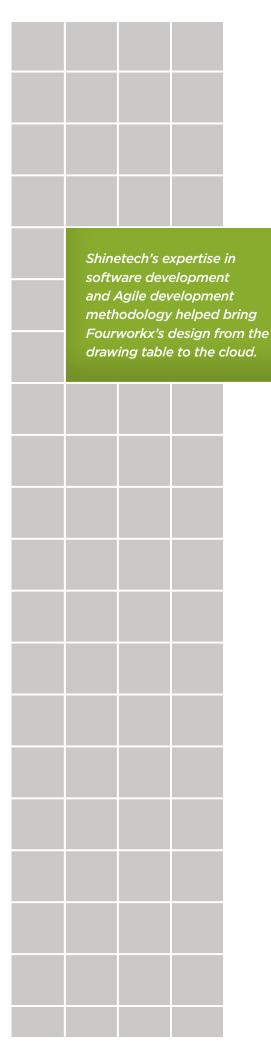## Shinetech Software, Inc. | Fourworkx Case Study

A Web-based Forecasting Solution for Sizeable Contact Centers

Fourworkx set out to create a web-based forecasting solution that utilizes "big data" to optimize the workload forecast (e.g. inbound call, e-mail, etc.) by applying advanced statistical methods specifically for customer service organizations, but the company needed an experienced partner to assist with the development. Shinetech's expertise in software development and Agile development methodology helped bring Fourworkx's design from the drawing table to the cloud.

SHINETECH SOFTWARE

Using Big Data to Forecast Workforce Management Needs

The Client

Founded in 2012 and based in the Netherlands, Fourworkx is a software company that was established by four industry leaders in the workforce-management space. They wanted to make their expertise available globally and began developing forecasting solutions in the cloud to target the customer service industry. While still in stealth mode, Fourworkx received an overwhelmingly positive customer response that led the company to explore other areas of cloud-based workforce management solutions. As a result, Fourworkx designed a data management system to be used by contact centers of all sizes. Based on the findings of a world-renowned Australian researcher, the algorithms were proven, but were never before available in a cloud-based solution.

The Challenge

Fourworkx was seeking a software development partner to help turn its idea of a data management system that could forecast workload and staffing needs into a cloud-based reality. The management team found that other vendors were asking three times the cost that Shinetech did and did not prove to have the skillset needed to successfully lead the project. While the India-based vendors Fourworkx explored were cost-efficient, the management team was not confident in their abilities. Ultimately, Fourworkx retained Shinetech because it felt a strong connection with the development team and trusted Shinetech to complete the project on time.

The Solution

Shinetech immediately assigned experienced developers and a local expert to help spearhead the project. As part of the process, Shinetech began educating the Fourworkx team about Agile and Scrum methodologies. The two companies came together to create roadmaps of the products Fourworkx wanted to develop and a scheduled timeline to release different versions of the product. As part of the project, Shinetech ensured that appropriate programming languages and platforms were selected, helped set up the hosting services and managed the software development process.

The Results

Shinetech helped Fourworkx create and launch a forecasting solution that is user-friendly, cost-effective, unique and available globally to forecast workforce management needs in contact centers. The web-based forecasting software uses highly sophisticated algorithms that enable its users to generate forecasts with a high percentage of accuracy in minutes instead of hours. The easy-to-use system will make users why it is much more efficient than Excel to forecast their workforce needs. The forecasting software of Fourworkx does the work of two people and saves companies approximately 100,000 euros per year. Fourworkx continues to work with Shinetech to release new versions of the software and is very impressed with Shinetech's speed, communication, project management skills and work quality.

> "We have worked with Shinetech for almost two years, and we are constantly impressed by the team's speed and the quality of the work. Shinetech is extremely collaborative and communicative, and the deliverables are always on time and in line with our budget. Shinetech's professionalism and proficiency in software development and project management makes them our outsourcing partner of choice."

Taco Jansen,
CEO of Fourworkx