the factory



Custom built solutions that boost your analytics and digital power.

Our data driven software solutions automate manual processes, standardise divergent practises and create reporting, analysis and forecasting tools that help solve your business and digitalisation challenges. We work extensively with logistics clients across multiple domains, from Sales and Marketing, Pricing, Bid Management and Operations to Finance, Costing and Billing.

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Client projects cover a broad spectrum ranging from fully customised solution design, development and implementation, to technical upgrades on existing systems plus solution maintenance and support. Whether you require; algorithms, workflow automation or actionable information, you can be certain The Information Factory team will deliver.

Embedding competitive advantage into your logistics

	Select	Asia Pacific Excluding China Select	Europe Select	MENA Select	Sub Saharan Africa Select	China Select
Overview						
No. of YTD Average CS FTEs	8	-	8	2	ž.	8
Region		APEC	EU	MENA	SSA	CN
Tier	2	(4)	¥2	3	¥	
Global KPIs						
Grade of Service	84%	86%	87%	88%	90%	79%
Abandoned Call Rate	2.0%	1.4%	0.7%	1.5%	1.18	5.2%
Trace Resolution - CS	83%	80%	78%	91%	91%	85%
Complaint Resolution - CS	9.4%	92%	93%	99%	94%	100%
Claim Resolution - CS	92%	96%	90%	98%	87%	.99%
Upselling	31.4N	31.6%	39.8%	56.0%	51.9%	4.7%
Regional KPIs						
Contact Centre Quality	95%	96%	96%	96%	96%	92%
Customer Care/ KAD Quality	98%	98%	98%	98%	96%	92%
Remote Booking Quality	98%	98%	98%	98%	100%	93%
On-Time Customer Call-Back - CS	92%	98%	92%	97%	94%	100%
On-Time Network Response - CS	95%	96%	93%	96%	90%	96%
Average Sales Lead per CS Staff	22.3	22.3	26.8	19.8	14.6	24.3
Key Attributes						
Trace Exception (>S Days) - CS	9%	6%	12%	436	3%	S%
Complaint Exception (>10 Days) - CS	5%	4%	4%	1%	5%	D%
Claim Exception (>15 Days) - CS	6%	5%	7%	6%	12%	3%
1st Escalations - CS (Justified & Unjustified)	9%	2%	10%	6%	3%	4%

- Complete control over solution functionality and processes.
- User experience features built to your corporate specifications making the solutions simple to implement and operate.
- Customised functionality enables your solution to deliver competitive advantage where you need it most.
- Integration with legacy systems.
- Security components built to client standards.
- Lower run costs whether you have 50 or 5,000 users as there are no licence fees to pay.
- Intellectual property rights owned by customers.
- Solution upgrades and edits can be specified at any time.

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Experience and expertise at transforming complex requirements into business reality.

With The Information Factory you can rely on a talented team of architecture, design, development, deployment experts to turn your business vision into reality. Plus project managers who keep everything on track and a dedicated support team ensuring your solution runs smoothly.

- Full stack expertise across a wide range of front end and back end systems, databases and tools.
- **Project methodologies** adapted to suit your needs.
- Platform of pre-built components plus front end features to shorten development time and cost.

