



# MINDSPRINT

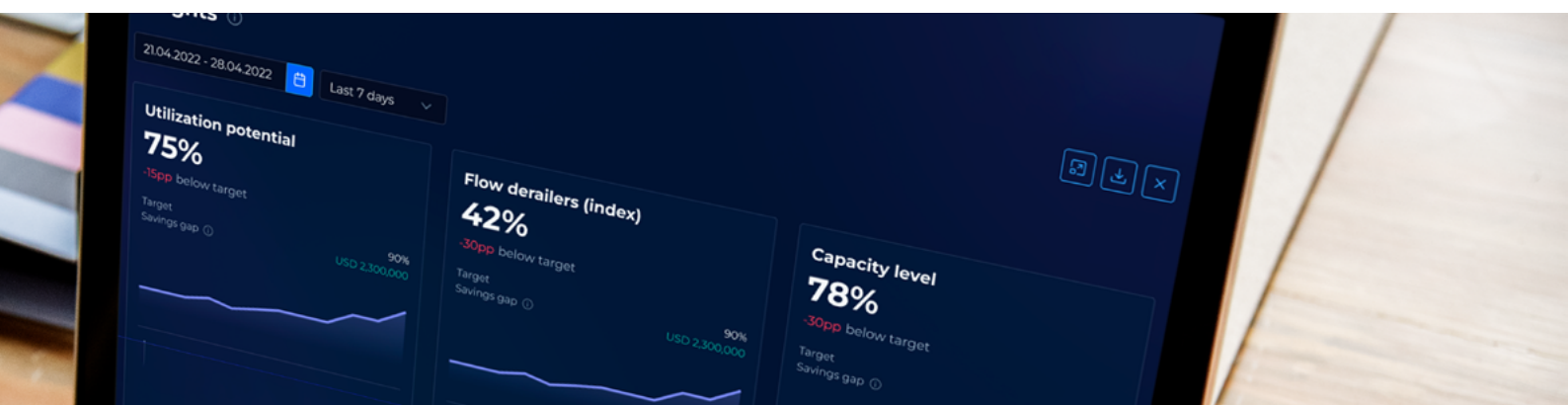
# KY **P**.AI

## Elevating Operational Excellence: The Mindsprint and KYP.ai Success Story

### 01 Introduction

Mindsprint is a leading edge technology and business services firm that provides impact driven solutions to businesses, enabling them to outpace speed of change.

The company faced the challenge of optimizing complex processes to maintain operational excellence. Partnering with KYP.ai, a productivity intelligence platform, they embarked on a **transformation journey aimed at leveraging real-time data** to enhance efficiency, streamline operations, and improve outcomes.



## 02 The Challenge

- 1. Operational Excellence:** Despite leading the competition, the team sought to further improve efficiency by implementing new technology and process improvements.
- 2. Complex Process Management:** Managing 600 Level 4 processes across 55 countries presented a significant challenge. With 1300 agents handling intricate cases and evolving delivery models, scaling improvements became increasingly complex.
- 3. Remote Operations:** COVID-19 forced a shift to remote work, creating an urgent need for real-time operations management. The goal was to maintain high service quality and efficiency while enabling seamless cross-team collaboration.

*„Performing value stream mapping manually for all those processes with a team of 5 people would approximately take me 15 years. KYP.ai’s process discovery module enabled capturing events data digitally and remotely, thus enabling digital value stream mapping at scale.”*

**Krishna Ramkrishnan**

Director & Head Operational Excellence, Governance and V&C, Business Process Services

## 03 The Solution

KYP.ai provided Mindsprint with a transformative **productivity intelligence platform** that evolutionized their operations management. The solution enabled comprehensive, data-driven decision making through:

1. Implementation of an advanced productivity platform offering **360-degree visibility across people, processes, and technology**, making it the only solution capable of such complete organizational insights.
2. Started with a focused proof of concept in finance and supply chain, then expanded to 1200 machines. The

platform enabled **user-level visibility and management of 600 Level 4 processes**.

3. Teams were trained to use KYP.ai for **standardizing and automating processes** using the SOAR framework, making it their primary tool for tracking and improvement.
4. Results delivered **real-time value stream mapping without increasing costs**. This enabled data-driven decision making for both daily operations and long-term strategic planning, significantly impacting the bottom line.

## 04 The Results



1. Delivering instant **insights equivalent to 15 years of manual analysis**.
2. Capturing the **complete picture of how work gets done** – leaving no stone unturned, with full visibility.
3. Providing a **data-driven solution** that fuels both operational steering and transformation initiatives.
4. Empowering transformation as an ongoing journey, rather than a one-time endeavor. Facilitating value-stream-mapping for an impressive **600+ processes and more than 1200 employees**.

### By the numbers

**600+**

processes onboarded

**1200+**

employees covered

**15 yrs**

compressed into real-time insights

## 05 Key Takeaways

1. Mindsprint successfully elevated their **operational efficiency** by leveraging KYP.ai's powerful productivity intelligence solution.
2. The implementation of KYP.ai facilitated real-time value-stream-mapping, providing crucial insights for **continuous improvement** across the organization.
3. Data-driven decision-making enabled by KYP.ai contributed to **enhanced operational steering** and the acceleration of transformation initiatives.
4. The **comprehensive visibility** into processes and work patterns helped Mindsprint in optimizing workload, work-life balance, and preventing employee burnout.
5. KYP.ai's solution **accelerated automation proliferation**, extending beyond rule-based use cases, and strengthened Mindsprint's commitment to innovation and growth.

Curious to see the platform in action?

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