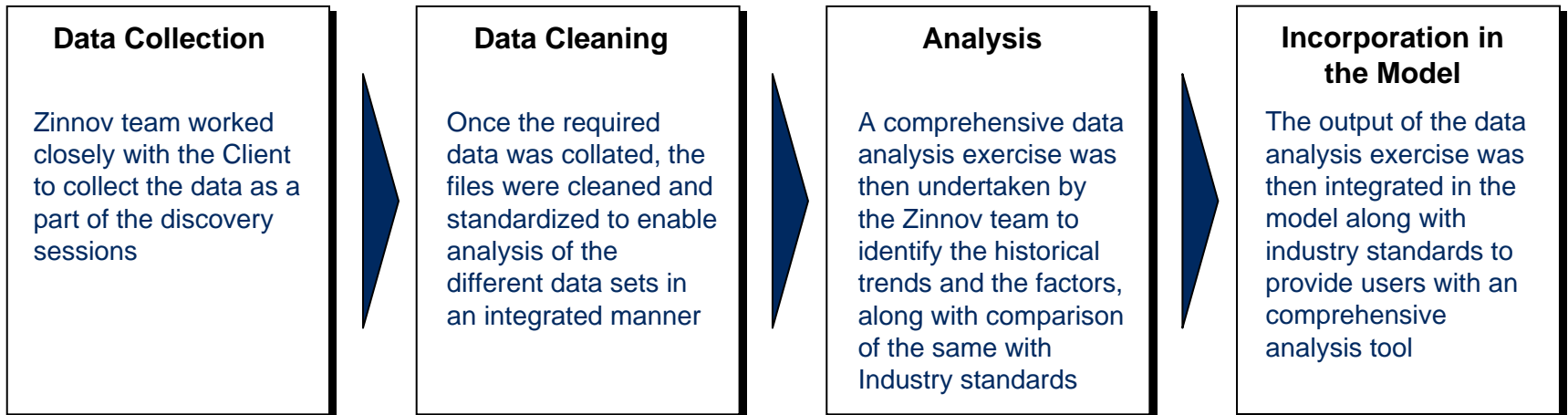


Based on the detailed analysis of historical data from different service lines of the organization, the model provides an end-to-end analytical solution to streamline the RFP analysis process

Zinnov team worked closely with the Client to bring together the data required for the Analysis engine and prepared a comprehensive analysis tool



The Model incorporated more than 150 automation and analysis codes to provide an end to end functionality

## KEY HIGHLIGHTS

- The modeler is capable of providing a reliable estimate of the potential call volume from a new client prospect
- The analysis also incorporated Zinnov's industry intelligence in terms of the "Industry Standard Factors".
- During the course of Zinnov's discussions with the Client, Cases and Enrollments came out as critical components because of their significant impact on FTE requirement and the cost
- Though modeling Cases and Enrollment was not a part of the exercise, Zinnov team incorporated these components in the spirit of trusted partnership, and created one of the most comprehensive RFP analysis solutions for the Client
- Workload Estimation Components Incorporated in the RFP Model:
  - Call Center Modeler
  - Transaction Modeler
  - Case Modeler
  - Enrollment Modeler