HARNESS THE POWER OF PREDICTIVE INSIGHTS

Every day, massive volumes of data are collected through a multitude of workstreams. Those who take advantage of this data through predictive analytics reap a goldmine of insights that position them to **accelerate success** and **outperform competitors.**

BeyondLearning leads you hand-in-hand across the competitive divide from descriptive to predictive analytics. By combining Machine Learning-as-a-Service (MLaaS) with affordable, white-glove support, BeyondLearning delivers high-confidence actionable predictions that will position your business to outperform your competitors.
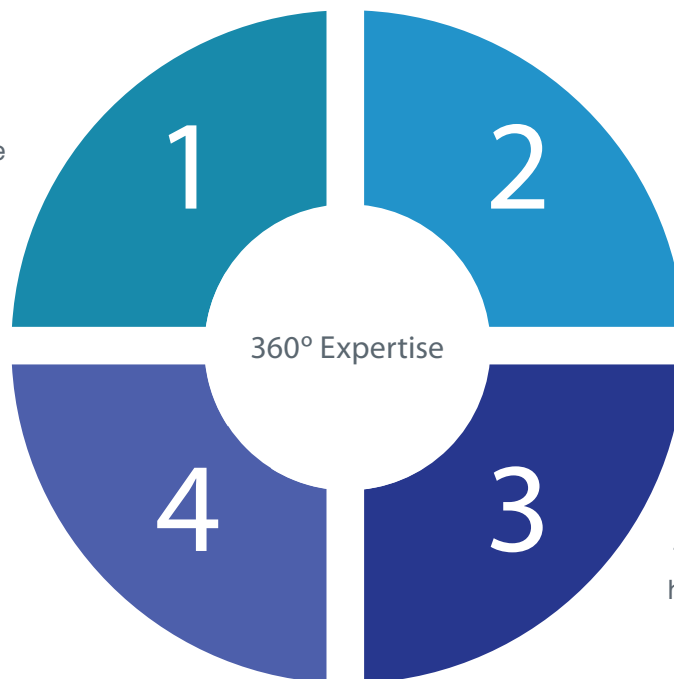
Why BeyondLearning?

White Glove Service

Our managed subscription service ensures you are fully supported. Our services include cloud infrastructure, workflow setup, data processing suport, and everything in between.

Transparency

We build trust and confidence by removing the mystery shrouding predictive insights and machine learning, from data collection processes through the interpretation of your predictive insights.

360° Expertise

Multi-Vertical Expertise

With more than 10,000 employees worldwide, we offer deep industry expertise across major business verticals and multiple service lines.

Empowerment

We empower you to use predictive insights as a strategic lever to transform your business. Through training and support, we help you understand the full value and business application of your insights.

Transform Your Business with BeyondLearning

Drive Revenue

Increase marketing impact and generate new revenue streams.

- Audience segmentation
- Hard-lead identification

Save Money

Boost productivity, stream line operations, and reduce risk.

- Preemptive maintenance
- Support ticket automation

Delight Customers

Optimize features and quality of products and services.

- Call center efficiency
- Product & service personalization

CASE STUDY: MICROSOFT OEM TEAM
Service desk increases efficiency through automated ticket resolution.

The Challenge

With approximately 1,000 service tickets monthly, the Microsoft OEM team wanted to streamline their Device Partner Center service desk to enhance customer service and save time and money.

The Solution

BeyondLearning built a trained machine-learning model using historical labeled support ticket data. We then transformed the model into a scalable web service that is leveraged by the existing CRM ticket system. Tickets are auto-resolved using custom CRM actions that interact with the web service API and custom workflows send email responses if the ticket can be solved with a high degree of accuracy.

The Results

- Tickets automatically resolved with greater accuracy
- 6% increase in service desk efficiency

CASE STUDY: LEADING ONLINE AUTOMOTIVE RETAILER
Online automotive retailer predicts hard leads with high confidence.

The Challenge

A leading online automotive retailer wanted to predict when a website visitor becomes a hard lead to increase the ROI and impact of online sales and marketing efforts.

The Solution

We developed a logistic regression model using one month's worth of web telemetry data (>12 million records) to classify hard-lead behaviors. The information is utilized in real-time to dynamically create custom content pathways that encourage online sales through special offers and personalized content, based on hard-lead confidence levels.

The Results

- Hard leads predicted with 96% profitability
- Increased ROI and impact of targeted marketing campaigns

Learn More

Visit us at **www.beyondsoft.com** or email us at **sales@us.beyondsoft.com**

Beyondsoft has over 20 years' experience in helping our customers drive success in IT innovation. As a strategic partner to enterprise companies, we have over 10,000 developers and business consultants across the world to solve business challenges with world-class solutions and processes.