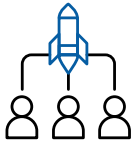


# Human-in-the-Loop Automation

Managed workforce services to support and fill gaps in AI and automation

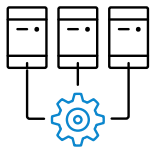
Our managed workforce powers your customer experiences with reliable support for exceptions, edge cases, errors, and non-automated tasks or decision points. Our talented, trained workforce is managed with built-for-purpose technology, ensuring that clients meet their goals of timeliness, consistency, and quality for their external experiences and internal processes.

## Key Features



### Scalable and Trained Workforce

Pre-training programs make it easy to onboard new team members as your needs grow.



### Dynamic Scheduling

You tell us what coverage you need, and we do the rest. Scheduling technology allows us to support your unique coverage needs 24/7/365.



### Worker Performance Profile

Multi-factor performance assessments guarantee that you'll have the best-performing workforce supporting you.



### Service and Experience

Focused feedback loop and a decade of experience equal transparency and reliability for our clients.

## By the Numbers

**40M**

hours of experience with data work

**2**

year average analyst tenure

**700+**

clients with a 64 NPS Score for excellent service

## Work Supported

- **Exceptions, Errors, and Edge Cases:**

Although automation and AI have significantly reduced manual intervention in many products and internal processes, you'll still need human support for exception management, handling edge cases, and rectifying errors.

- **Manual Workflows:**

If you rely on manual decision-making and tasks while you're developing technology, or if it's not feasible due to limitations in functionality or cost, our workforce can support the scale you need to deliver to your clients.

- **Transcription:**

We provide comprehensive text and audio transcription services for your automated workflows or machine learning training, supporting over 20 languages.

## Why CloudFactory



### Built-for-purpose Technology

We've developed a proprietary workforce management platform to provide reliable, high-quality results for our clients.



### Transparency and Relationship

Our strong feedback loops and service-based approach ensure you always know what's going on in your project.



### Get to Market Faster

Our proven operational methodology brings you the best result sooner with less effort.



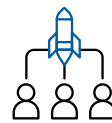
### Experience and Service

Tap into our deep workforce expertise developed over 40M hours of data work.



### Flexibility

Dynamic scheduling, customized QA workflows, and more provide the flexibility you need to support end-user experiences.



### Scalable Support

Start small and grow fast, or take one massive leap. We've got you covered.

Trusted by 700+ innovative companies

