KYP.AI

2026 Case Study

How Allied Global Built a 3.0x ROI Intelligence Engine on KYP.ai

Custom dashboards, automated workflows, and enterprise-wide visibility delivering measurable returns in 90 days

Allied Global

Executive Summary

Allied Global, a 5,999-employee multinational BPO serving clients across Latin America, the U.S., and the Philippines, needed an intelligence layer that could adapt to their unique operational complexity.

The challenge was clear: deliver measurable productivity gains to clients while maintaining compliance, preventing fraud, and scaling quality across distributed teams.

Rather than implementing a standard solution, Allied Global built a custom operational intelligence engine on top of KYP.ai. They integrated automated notifications, custom dashboards, attendance system synchronization, and enterprise-wide process discovery.

Result

For every $1 invested, Allied Global generates $3.00 in measurable operational returns (with additional unmeasured benefits in client retention, revenue protection, and automation pipeline value).

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01. The Opportunity

Operating at scale and competing on value

With 5,999 employees across multiple regions and complex client commitments, they faced challenges that demanded a more sophisticated approach than basic workforce analytics.

- Productivity Accountability at Scale: Front-office and back-office teams needed clear productivity targets with real-time visibility

- Client Commitments: When taking over new accounts, Allied Global committed to delivering measurable productivity improvements. They needed data to back those promises.

- Risk and Compliance Exposure: Employee behaviors such as unauthorized data access, credential sharing, or PCI compliance gaps could lead to significant financial and legal consequences.

- Payroll Leakage and Time Fraud: Without automated time tracking tied to actual work activity, Allied Global faced ongoing challenges with timesheet accuracy.

- Market Leadership: Allied Global positioned itself as an AI-powered, modern operations partner. Off-the-shelf solutions wouldn't differentiate them in competitive deals.

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02. The Solution

Building Custom Intelligence on KYP.ai's Foundation

1 Enterprise Productivity Management Program

Every team (front office and back office) operates with defined productivity targets. KYP.ai's productivity and utilization data feeds into Allied Global's management dashboards, enabling real-time performance tracking against benchmarks.

2 Automated Productivity Notifications

Allied Global built custom notification workflows on top of KYP.ai's Integration Database, automatically alerting managers when productivity thresholds are breached. This eliminates manual monitoring and enables proactive intervention.

3 Custom Analytical Dashboards

Using the KYP.ai IDB, Allied Global created tailored dashboards to meet diverse stakeholder needs: from executive-level operational overviews to team-specific drill-downs showing application usage, process adherence, and efficiency patterns, with KYP.ai and BoldrAI implementation support to accelerate delivery and adoption.

4 Attendance System Integration

Allied Global integrated KYP.ai data with their attendance systems, automating timesheet generation based on actual work activity. This significantly reduced payroll leakage and time fraud while eliminating manual timesheet reconciliation.

5 Process Discovery for Transformation

KYP.ai's process discovery was deployed across HR, Recruitment, Customer Support, and Sales operations to identify automation opportunities, assess the potential for AI agent deployment, and identify areas for process optimization.

6 Compliance Tracking and Risk Prevention

KYP.ai's monitoring capabilities enabled Allied Global to track process adherence and application usage compliance and to detect high-risk behaviors (unauthorized URLs, handling of sensitive data, irregular patterns) in real time.

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What Made This Different

Most organizations use KYP.ai's out-of-the-box features. Allied Global used KYP.ai as an intelligence platform, building custom workflows, integrations, and automation that fit their exact operational model. By leveraging the Integration Database and open architecture, they created a solution that competitors couldn't replicate with off-the-shelf tools.

"We didn't buy analytics, we built an operating system for execution. KYP.ai was the foundation; we layered workflows, dashboards, and automation on top so leaders can see reality in real time and act immediately."

—

Cesar Arevalo
Sr. Intelligent Automation Delivery Manager

03. The Implementation

A Phased Rollout Across 5,999 Employees

Deployment was led by Allied Global with KYP. ai, with implementation support from BoldrAI to accelerate integrations, rollout governance, and adoption. Allied Global took a strategic, phased approach to deployment:

1   Productivity Intelligence for Support Functions (90 days)

Deployed desktop productivity monitoring across ~300 FTEs in Finance, HR, and Corporate Services, with ~60 employees directly impacted by targeted interventions.

2   Enterprise Process Discovery (120 days)

Rotated process discovery across business units, capturing workflows, identifying QA automation opportunities, and building the foundation for digital twin and agent assist initiatives.

3   Risk and Compliance Monitoring (90 days)

Implemented enterprise-wide risk detection across all 5,999 employees, automating compliance alerts and preventing high-risk behaviors before they escalated.

04. The Results

Measured Operational Returns

Allied Global achieved measurable, conservative operational value across three layers of impact:

Impact Category

Layer 1: Productivity Intelligence	Layer 2: Process Transformation	Layer 3: Risk & Compliance
Support Functions (Finance, HR, Corporate)	Enterprise-wide (5,999 employees)	Enterprise-wide (5,999 employees)
~60 employees directly impacted	QA Automation Improvement	Avoided compliance escalations
10–15 min/day recovered per FTE	Digital Twin/Agent Assist	Reduced investigation time
10,000–15,000 hours annually	Process optimization across business units	Prevention of high-risk events

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Important: Conservative Calculation

These figures represent only direct operational efficiencies and avoided costs.
They do not include:

•   Revenue impact from productivity improvements delivered to clients

•   Client retention value driven by measurable results

•   Value of the automation (identified opportunities not yet implemented)

•   Competitive advantage in new business deals

Factoring in these elements would significantly increase total ROI.

"The breakthrough wasn't the dashboard, it was the speed to decisions. In under 90 days, we turned visibility into measurable returns, proving that operational intelligence can pay for itself while strengthening compliance and protecting the business."

—

Alejandro Pascual
Chief Innovation Officer

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05. The ROI Calculation

For every $1.00 Allied Global invests in KYP.ai, they generate $3.00 in measurable operational returns.

What This Means in Practice

•   Payback Period: ~4.8 months

•   Year 2+ ROI: Even higher (implementation costs don't recur, operational value continues)

•   Excludes Revenue Impact: Client-facing productivity improvements generate additional revenue that is not included in this calculation

•   Excludes Pipeline Value: Identified automation opportunities represent significant future value

06. Key Takeaways

What Makes
This Success Replicable

Allied Global's results demonstrate several critical success factors:

1   Platform Thinking Over Tool Deployment

Allied Global leveraged KYP.ai's Integration Database and open architecture to build custom workflows, dashboards, and integrations that matched their operational model.

2   Phased Implementation with Clear Metrics

Each phase had defined success metrics, enabling Allied Global to demonstrate value incrementally and build internal momentum for broader deployment.

3   Conservative Measurement, Aggressive Execution

Allied Global used conservative ROI assumptions, ensuring credibility with leadership while executing aggressively on identified opportunities.

4   Technical Ownership Drives Differentiation

By investing in technical capabilities built on KYP.ai, Allied Global created competitive differentiation that off-the-shelf tools couldn't deliver. Implementation was delivered with KYP.ai and supported by BoldrAI.

" Technology only matters when it changes behavior. We built a system where the right action is the default, at scale, across teams, with accountability you can measure. "

—
Agustin Gutierrez
Chief Strategy Officer

07. By the Numbers

Allied Global + KYP.ai Success Metrics

6	Custom Integrations Built
25	Process Improvements Per Account
15%	Productivity Increase
3.0x	ROI Multiple
5,999	Employees Covered
~20 FTE	Savings Per Client Account
90 Days	To First Value

About Allied Global

Allied Global provides tailored business models and technology services that enable customized solutions to streamline daily tasks and strengthen your business performance. Outsourcing can be a complex and challenging procedure, which is why we offer cutting-edge solutions, supported by top-tier experts and our end-to-end information and technology infrastructure. To learn more, visit: alliedglobal.com

About KYP.ai

KYP.ai is a Process Intelligence platform built on three pillars: a 360º Enterprise View that captures real-time data across your organization's people, processes, and technology; a Business Transformation Engine that quantifies inefficiencies and calculates automation ROI; and an Agentic AI Enabler that generates ready-to-execute agent code with structured business context. KYP.ai goes beyond the limitations of traditional process and task mining by delivering full operational visibility, ROI-prioritized automation opportunities, and ultimately turning data into production-ready AI agents.

Curious to see the platform in action?