

# Workforce Strategy

One of our clients said it best:

“CLOUDFACTORY HAS PEOPLE WHO CARE”

It's true; our data analyst teams are known for high-quality work, and they enjoy working with the data that trains and powers the world's most innovative technology.

For a decade, we have helped organizations do more with data by providing a highly scalable, managed workforce. Today, we are a global leader in providing workforce solutions for machine learning and business process optimization.

**We deliver the work of an in-house team without the burdens of managing one.**

Our workforce delivers high accuracy, can iterate processes in real time, and can establish the domain knowledge required to resolve even the toughest edge cases. We can achieve this because our workforce strategy is a winning combination of people, process, and technology.



## PEOPLE

We screen workers for character, skill, tech savvy, and cultural awareness. Each **data analyst** joins a small team, where their strengths are known and valued by leaders. We have a unique management approach. We give you a dedicated **project manager**, who leads your analyst team, serves as your day-to-day contact, and optimizes your team's outputs. We also provide a **client success manager**, who advocates for you, tracks outcomes to ensure target metrics are achieved, and can troubleshoot as needed.

Data analysts get regular opportunities for professional development, leadership, and community service. These investments result in worker accountability, engagement, and a bias toward action - all of which contribute to better outcomes for your organization.

## CLOUDFACTORY'S PEOPLE WHO CARE

**23M**

average data  
analyst tenure

**25%**

of data analysts promoted  
to project manager

**30k**

hours per year of  
professional development

### PROCESS

We design for scale using proven **workforce management** processes that can grow alongside your organization. We begin by incubating and iterating a subset of the work to develop methods to support high accuracy, quality, and speed. We become **specialists in the nuances** of your process and can learn from subject-matter experts.

During **onboarding**, we use your project's unique requirements to train data analysts in quality work. We also share the context and impact of their work. This understanding is what leads our analysts to take extra steps to ensure better outcomes, such as zooming in on an irregular image to annotate more accurately.

We work with you to establish **quality control** standards and reward workers for excellence. We iterate as the work proceeds, and your project manager is in continuous communication. Most importantly, we **protect your data** with industry-standard **security and compliance** and can meet additional workforce, workspace, IT, and network security measures as necessary.

### TECHNOLOGY

Our secure platform is where you connect with your CloudFactory contacts and view dashboard metrics on analyst performance and work quality. We put you in direct communication with your project manager to support quick task iterations, faster problem solving, and higher accuracy. It's also where our data analysts **learn, work, and connect** so we can operate as a unified team across the world.

## Find out how we can help you.

We exist to create meaningful work for one million talented people in developing nations, so we can earn, learn, and serve our way to become leaders worth following.



UK • USA • NEPAL • KENYA  
[www.CloudFactory.com](http://www.CloudFactory.com)