



Coprava Capital Humano will be used for the management of their workcenters

Emergia reinforces their workforce management with Coprava Capital Humano help

Emergia has recently bought Coprava's solution for i-Workforce Management to improve the efficiency of its operations and management of Human Resources.

Implementing this solution is expected to bring a wide optimization in the way services, tasks and resources are assigned to workers and projects, as well as better planning and shift schedules complemented by an extensive daily incidences management.

The decision for this acquisition has been influenced by factors such as easiness of use, being a multicenter Web solution and multi language (which is highly integrated with the idea of a global company such as Emergia), and the management of Contact Center specific business rules, to which Coprava Capital Humano was fully adapted.

Emergia is a company with more than 10 years of experience in its sector. It has Contact Centers throughout Spain, Latin America and US.

Coprava Works for diverse sectors such as banking, insurance, automotive, financial corporations, healthcare, pharmaceutical and mass media. It has developed 100% in Spain its products TecnoDoctor, TecnoHospital, QuarkVision y Coprava Capital Humano.

Madrid, October 18th, 2010