

5 STEPS

to Sustainable Process Improvement

Most process improvement initiatives fall short of goals



New technologies are enabling process executives to extract the **step-by-step** data they need to:

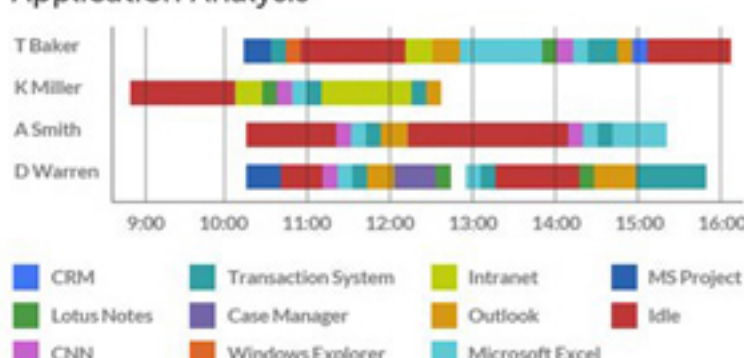
- » Baseline the current state
- » Identify bottlenecks and improvement opportunities
- » Correct processes while they are happening
- » Monitor processes for adherence, sustainability and continuous improvements

STEP 1

Understand who is doing what and for how long

BONUS ✓
Quickly Identify Idle Time

Application Analysis



- » Track desktop time spent by individual
- » Helps ensure time is spent on the right applications and screens (identify productive vs. non-productive time)

STEP 2

Capture activity data and key "events" at the employee desktop

BONUS ✓
Capture activity counts/volumes

Application Event Triggering

Start Process Trigger!

Ticket ID: AX1-7789 Status: Open

Type: General Urgency: Normal

Customer Ref: Proxy Pharmaceutical Systems Product: ANC Product

Account/Site: Medical - Satellite Category: Office

Location: NY

Contact: Kevin Smith

Phone: (837) 234-2322

☒ Submit for search
☐ Approved for search
☐ Resolved 1st call

- » Extract application steps from actual activity to gather process start and stop points
- » Identify key "events" to trigger alerts, personalized reminders

STEP 3

See all the processing paths and variations employees take

BONUS ✓
Eliminate the need for time-consuming observations

Process Discovery



- » Extract process maps showing
 - All the people performing the process
 - All the variances
 - The number of people following each path
- » Drill down capability for root cause analysis

STEP 4

Guide employees along the way

BONUS ✓
Onboard new hires faster with fewer errors

Process Guidance

Ticket ID: AX1-7789 Status: Open

Type: General Urgency: Normal

Caution: This ticket requires you to send a confirmation email to the customer within 30 minutes.

OK

Source: Email Developer:

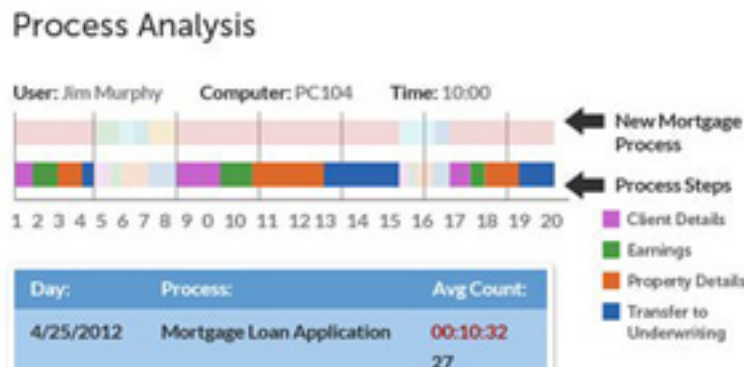
- » Generate reminders to next steps or alerts to empty fields, critical thresholds, compliance steps, etc.
- » Guide employees to help ensure process consistency and compliance

STEP 5

Monitor process adherence and handle times

BONUS ✓
Build better capacity models with accurate handle times

Process Analysis



- » Measure each distinct process
- » Analyze process adherence and timing
- » Gather metrics on handle time for each individual step and the overall process

IMPACT 360®

Desktop and Process Analytics™ solutions from **Verint®** enable organizations to:

- » Capture data directly from the employee desktop
- » Gain insight into activities, volumes, and non-productive time
- » Create real-time process maps and monitor compliance
- » Drive consistent and sustainable process improvement

VERINT

Read the whitepaper: [Desktop and Process Analytics: 5 Steps Toward Sustainable Process Improvement](#)

For more information visit www.verint.com/dpa

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* Sources:

Global360 Study, April 2009 | "Where Process-Improvement Projects Go Wrong," Wall Street Journal, Satya Chakravorty, January 25, 2010