

Planning

- Flexible capacity modeling and strategic planning
- Accurate FTE planning based on fact based metrics
- Model operation scenarios on live data for what-if and unforeseen events

Process Improvement

- Process definition - Monitor and establish clear baselines before improvements
- Process control – ensures process adherence
- Enables continual monitoring and refinement

Compliance

- Reduced risk and exposure through clearer individual service level visibility and quality management
- Clear operational audit trails
- Evidence of compliance with internal policies and external regulations

MI Analysts

- Real-time / Historic Management Information
- Rich MI enables 'What-if' modeling
- In depth drill down reporting and dashboards

HR

- Clarity of skills, competencies and role responsibilities
- MI to support training and development requirements
- Best Practice benchmark for workforce leading to higher performance

Finance

- More capacity from existing resources – reduce costs without compromising service level
- ROI typically within 6 months 5x-10x in 5 years
- Financial evidence of operational efficiencies

Customer Service

- Real-time visibility of SLA performance
- Prioritisation of most important work
- Multi-channel customer journey analysis

IT

- Cloud implementation
- Reduced IT risk
- Revenue v capital expenditure

Operations

- Guaranteed 20%-40% increase in productivity
- Complements BPM, workflow, CRM other line of business systems
- Flexibility of workforce irrespective of location

Quality

Quality

- Real-time 'in process' sampling
- Lower rework, chaser calls & turn-around rates
- Process improvement measurement / training needs analysis

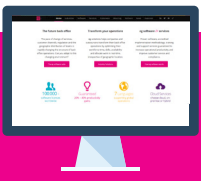
Team Members

- Real-time visibility of own work queue
- Visibility of own intra-day performance
- Improved time management and contribution

Team Leaders

- Reward and recognition based on performance quality and measures
- Evidence for coaching & training requirements
- Automatic or semi-automatic work allocation and prioritisation

What would back office workforce optimisation ever do for **ME?**



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C Club

- Improve customer service
- Help ensure and evidence compliance
- Reduce costs

Business Analysts

- Assists process and policy improvements
- MI supporting operational design modeling
- Dashboards to identify 'pinch points' and KPI achievement