



Finding Hidden Capacity in Your Business

Many organizations struggle with a lack of understanding around how employees spend their time. What percent is spent in value-added activities, and what percent is spent idle or on activities not directly related to work objectives? Which applications do employees access, when, and for how long? Do the applications correlate with employee roles and assigned tasks?

Understand Who Is Doing What, When

Application analysis software can help you answer these questions. For example, Impact 360® Desktop and Process Analytics™ from Verint® can provide visibility into staff activity from the point of origination — the employee desktop.

By recapturing idle time and non-work related chat and Internet time, a leading insurer saved \$5 million dollars and was able to process 50,000 more items in the first year alone.

Its application analysis functionality can track and report on desktop application activities, helping managers:

- Gain visibility into day-to-day operations.
- Capture time spent in applications.
- Identify productive and unproductive behaviors.
- Observe patterns in how employees work through and between software applications.
- Find hidden capacity and improve productivity.

With Impact 360 Application Analysis™, organizations can aggregate employee application usage and view it in a variety of reports, including:

- **Application Timeline Reports** — Show graphically the amount of time and time of day individual employees spend in specific applications, helping managers understand employee behavior across teams and functions.
- **Percentage Active Time Reports** — Show individual employee application usage by presenting the percentage of time spent in particular applications throughout the workday. This report can help managers identify performance issues, the need for training, and behaviors of top performers.
- **User Duration Reports** — Show the distribution of time spent in the various applications by individual users or groups of users. By understanding who is using specific applications, when, and for how long, organizations can better align application usage with business processes and identify opportunities for improving processes and employee effectiveness.



Improving Employee Productivity and Utilization

Here are some examples of how leading companies have used Impact 360 Application Analysis to help increase employee productivity and throughput:

Leading Investment Management Firm — The retail support group for a leading investment management firm improved the speed and effectiveness of onboarding new hires after discovering that new hires were using instant messaging and email as a coaching tool, instead of one-on-one support sessions, as was the defined process.

“We were amazed by the amount of time associates were using communication tools versus being active in our work imaging system,” states the vice president of Retail Support Operations. “Simply by pairing new hires with experienced team members and encouraging face-to-face coaching, we reduced idle time by 50 percent in the first 90 days after implementing Impact 360 Application Analysis.”

Business Process Outsourcer — A business process outsourcer (BPO) gained visibility into the activity of its off-phone agents. “We discovered that we had a number of offline agents active in applications, but spending time in unproductive areas,” explains the director of client services. The BPO experienced

application utilization gains of up to 20 percent, since offline agents are now navigating the right applications efficiently. These gains are sustainable, enabling the BPO to move staff among departments while maintaining consistent productivity and service levels.

A Large, Multiline Insurer — A large insurer wanted to improve the efficiencies and productivity of its back-office processing groups to speed turnaround times and deliver a better customer experience. With Impact 360 Application Analysis, the company discovered a large number of people who typically met their production standards by noon, then engaged in non-work related activity for the rest of the day. By recapturing idle time and non-work related chat and Internet time, the insurer saved \$5 million dollars and was able to process 50,000 more items first year alone.

Long-Term Care Pharmacy Provider — A prescription fulfillment provider to long-term care facilities struggled to generate data and visibility into the actual throughput and performance of its back-office pharmacy staff. With the insight gained from Impact 360 Application Analysis, it reduced temporary labor by 25 percent, overtime by over three percent, and overall headcount by nearly four percent. Of the decrease in headcount, 75 percent came from within the ranks of the company’s costliest resources.

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