Workware

Workware
Digital Operations Management

- **Proven cloud-based solution, minimal IT involvement required**
- **Sustainable 15% - 25% productivity gains**
- **Monitor and manage people and robots from one application**

LEAN COMPETENCY SYSTEM
lcs
APPROVED PRODUCT

Workware and Workware Mobile from ActiveOps

Digital Operations Management

Workware™ is the most successful cloud-based, digital operations management for service industries and shared service centres, globally. Workware enables managers to realise the full potential of their operations, routinely increasing productivity by over 15% - 25%, improving customer satisfaction and staff engagement.

Deployed and effective in weeks, Workware captures and aggregates real-time data from multiple systems including workflow systems, core applications, digital (robotic) and manual processes. Workware provides a common quantified view of work and capacity that enables diverse teams to collaborate and deliver optimal operations performance from department, to team, to individual.

Workware is trusted by blue chip organisations in banking, insurance, healthcare, government, BPOs and shared services, to support the most demanding back office and administrative environments.

With access to a single view of operations data, even on the move with Workware Mobile, managers are able to balance resources, identify latent capacity, prioritise and plan daily, weekly, monthly and quarterly work schedules to meet quality and SLA targets.

Workware is designed to support and measure the effectiveness of Lean, Six Sigma and other business transformation intitiatives in addition to the Active Operations Management (AOM) method.

Workware provides key performance data

Powerful capacity planning, forecasting and simulation modules, together with training to embed a consistent method of analysing and managing resources across all departments, helps reduce both operational complexity and cost.

WORKWARE MODULES:

- **Workware Data Insights** – provides real-time insights and analysis of departmental, team, individual and digital (robotic) performance.

- **Workware Planning Insights** – powerful capacity planning and forecasting coupled with the Active Operational Management (AOM) method, a consistent management framework across all back-office operations.

KEY BENEFITS

- Routinely delivers over 15% - 25% sustainable productivity gains within months
- Provides a single real-time view of work, people and robotic resources – even on the move
- Transforms how teams collaborate to identify latent capacity and optimize performance across teams
- Data backed decisions about recruitment, mix of staffing, use of overtime and performance
- Improves capacity planning and forecasting
- Simple to deploy, cloud based solution
- Compliments BPM, workflow and manual processes
- Supports Lean, Six Sigma and digital transformation initiatives.

> **"WITHOUT DATA, YOU'RE JUST ANOTHER PERSON WITH AN OPINION"**
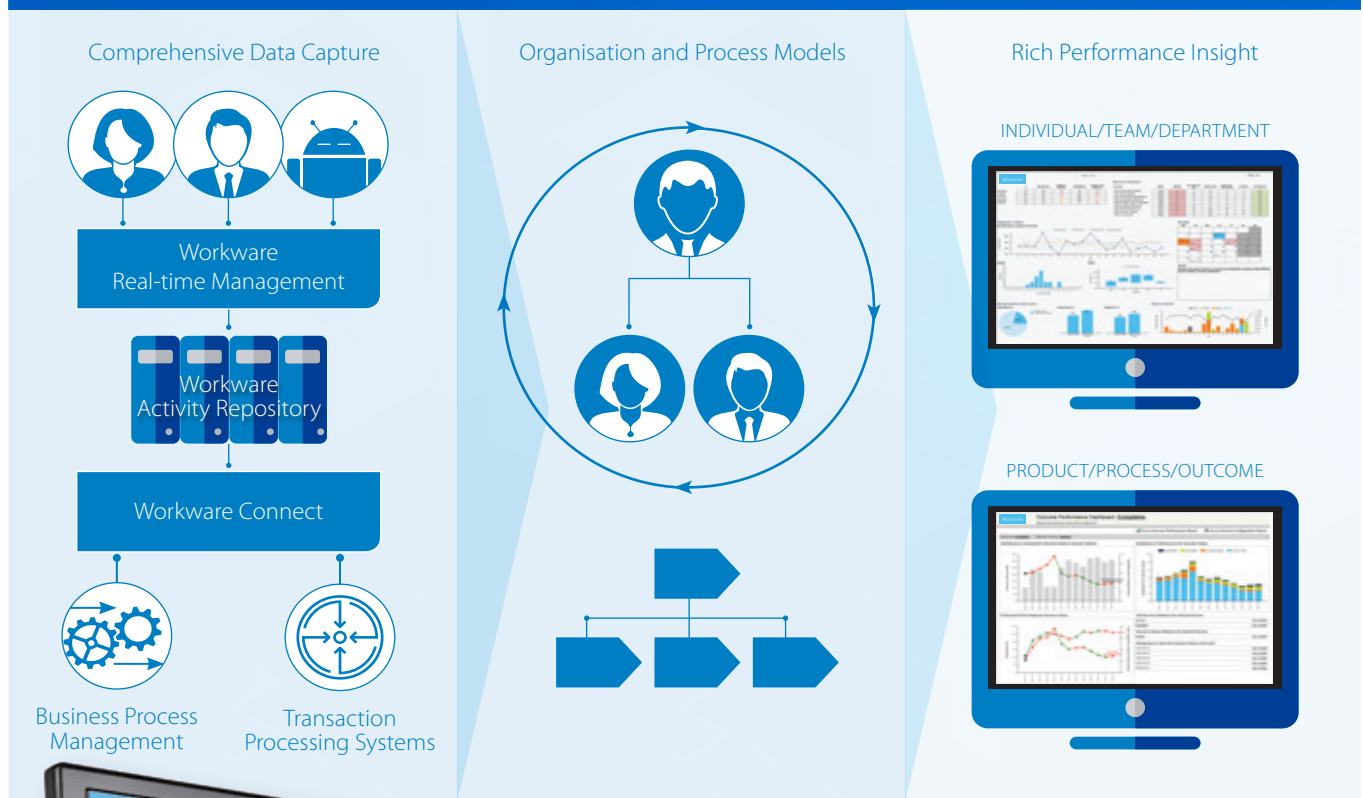> W. EDWARDS DEMING

Workware Data Insights

The Workware Data Insights module is a low risk and rapidly depoyable solution. Purpose-built for digital operations management Workware provides a real-time performance view of all back office resources from individual, robot, team and department. Manual work can be recorded in real time, Workware Connect captures work volumes from BPM, Workflow, telephony systems, robots, and other line of business systems.

Using consistent dashboards and measures of work and capacity, team managers can collaborate to optimise the collective performance and free latent capacity .

■ Real-time Management
(Shown here with Planning Enabled)

REAL-TIME DATA AND PERFORMANCE INSIGHTS

Comprehensive Data Capture

Workware
Real-time Management

Workware
Activity Repository

Workware Connect

Business Process Management

Transaction Processing Systems

Organisation and Process Models

Rich Performance Insight

INDIVIDUAL/TEAM/DEPARTMENT

PRODUCT/PROCESS/OUTCOME

■ Real-time Dashboards and Reporting
(Shown here with Planning enabled)

KEY BENEFITS

- Manage and monitor people and robots from a one application
- Single view of work and capacity independent of underlying systems
- Deployed in days, operational in two weeks
- Quickly identify non-value adds activities
- Activity tagging to quickly identify input error and failure demand.

Workware Planning Insights

The Workware Planning Insights module helps team managers to balance work and time across diverse business operations.

Incorporating elements of the Active Operational Management (AOM) methodology, team mangers are trained to use the data and the software to collaborate, plan and forecast work and capacity in a consistent and effective way.
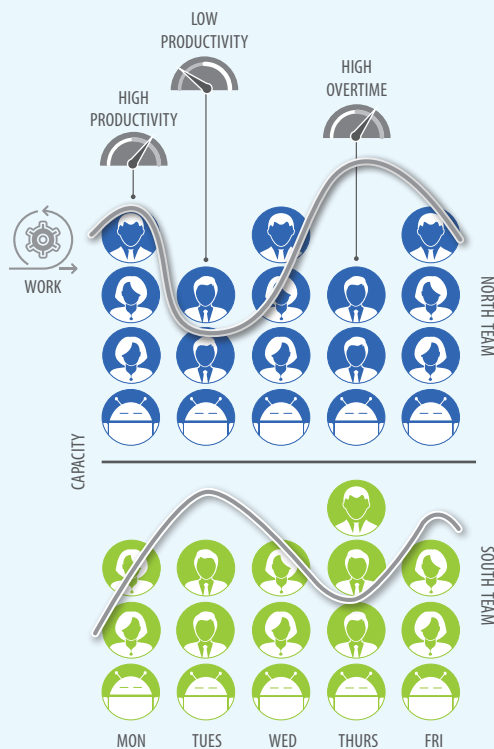
KEY BENEFITS

- Manage and monitor people and robots from one application
- Provides a single view of work and capacity independent of underlying systems
- Deploys in days, typically operational in two weeks
- Easily identifies non-value-added activities
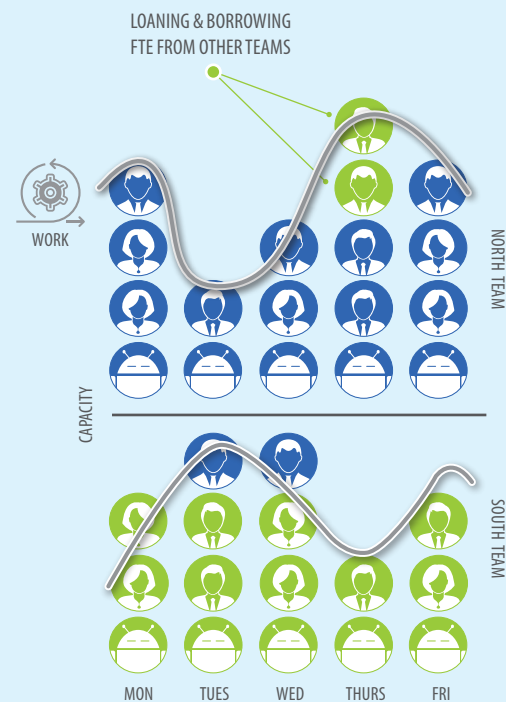- Quickly identifies input error and failure demand with activity tagging.

UNLOCKING LATENT CAPACITY, PROMOTING ACCURATE PLANNING AND FORECASTING

RELEASING LATENT CAPACITY

LOW PRODUCTIVITY
HIGH PRODUCTIVITY
HIGH OVERTIME

WORK
CAPACITY
NORTH TEAM
SOUTH TEAM

MON   TUES   WED   THURS   FRI

- Variability volumes and capacity leads to the right capacity and the wrong time
- When work volumes are high, productivity is high
- High work volume can lead to higher productivity but cause lower quality, longer leads times and increased stress
- Excess work leads to backlog and increased overtime
- This environment can cause lower staff satisfaction

OPTIMIZE DEMAND AND CAPACITY

LOANING & BORROWING FTE FROM OTHER TEAMS

WORK
CAPACITY
NORTH TEAM
SOUTH TEAM

MON   TUES   WED   THURS   FRI

- Forecasting and planning for digital operations management
- Excess capacity loaned to other teams or reduces backlog
- Quantify work from all sources to understand resourcing requirements
- Measure and stabilize productivity to convert forecasts into plans and managing performance
- Teams of teams collaborate to deliver optimal results
- Customer needs met by cross skilled and engaged staff working to their potential
- Unexpected events managed with the best organizational response

By using performance data consistently, operations managers are able to communicate and adjust workloads. Managers have the ability to balance resources between teams, build realistic incentive plans, and to utilise non-core activity time for skills development.

Workware

Workware is a powerful cloud-based software as a service (SaaS) application. Explicitly designed to meet the increasing demand digital operations management. Workware enables engaged and motivated teams to perform at the highest level possible.

With over a decade of back office workforce optimisation and shared service centre operations expertise built in, Workware and Workware Mobile provide managers and team leaders with real-time individual and robotic performance data to deliver the best possible team performances.

Workware forecasting and capacity planning tools to focus on output planning and backlog management, making it easy for managers to review and revise priorities.

Used by leading financial services, BPOs, shared service centres, healthcare and government orgnaisations across the globe, find out how ActiveOps could help you by contacting us today for a demonstration.

OTHER PRODUCTS AND SERVICES FROM ACTIVEOPS

ACTIVE OPERATIONS MANAGEMENT (AOM) METHOD

THE OPERATIONS CONTROL CHALLENGE

OPERATIONS MANAGEMENT SIMULATION TRAINING

THE AOM EXPERIENCE (ONLINE)

ActiveOps – Manage Differently

ActiveOps is a leading provider of digital operations management solutions to financial services, BPOs, governments, healthcare and other service industries.

Our cloud-based solutions are proven to optimise operations, reduce costs, improve service delivery and staff well-being. Customers can confidently prepare for and then run their service operations taking full advantage of the benefits of transformation programmes including RPA, automation, digitisation and outsourcing.

Workware™ enables the optimisation of individual and robotic, teams and departmental resources from a single application.

Operations data is aggregated, analysed and presented in real-time. Using Workware, managers can quantify work and time, identify capacity, identify processes to be automated and plan resources.

The Active Operations Management (AOM) Method embeds a consistent and sustainable framework of operations best practices. Operations professionals are coached to maximise the data through collaborative capacity planning, structured review meetings and skills development.

ActiveOps operates across the globe from offices in the USA, UK, Ireland, India, South Africa and Australia.

CONTACT US

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UK | SOUTH AFRICA | AUSTRALIA | INDIA | CANADA | UAE | USA

Website: **activeops.com**

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Manage Differently