

Improve Employee Productivity and Capture Hidden Capacity

Does your organization lack visibility into how employees manage their time throughout the workday? Has this problem been compounded by the transition to work-from-home for many employees?

Data capture and desktop analytics tools can provide you with the visibility you need to improve employee productivity and increase capacity.

Understand Who Is Doing What, When

How can you tell if employees are spending enough time on the right activities? With [Verint® Operations Productivity™](#), you can capture employee activity in real time to help increase operational visibility and improve employee productivity.

Verint Operations Productivity includes application analysis, offering visibility into staff activity from the point of origination — the employee desktop.

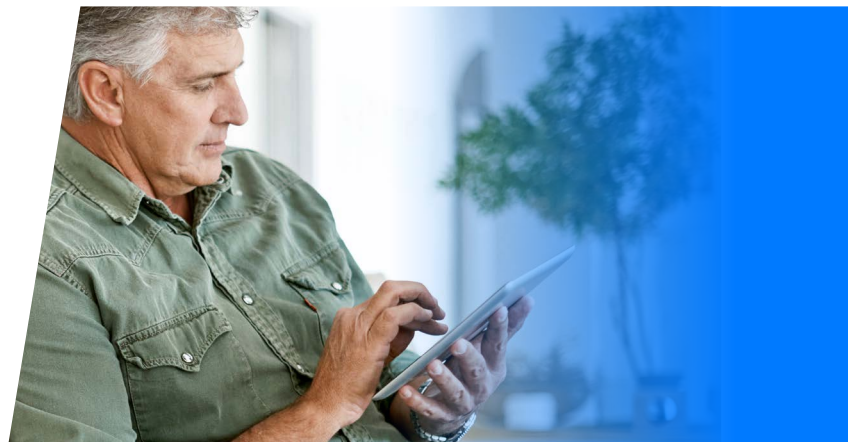
The solution can track and report on desktop application usage and categorize usage as production or non-production related, helping you:

- Capture time spent in applications.
- Identify productive and unproductive behaviours.
- Observe patterns in how employees work through and between software applications.
- Find hidden capacity and improve productivity.

The Solution in Action

A large U.S. insurer deployed Verint Operations Productivity to improve the efficiency and productivity of its back-office processing groups, speed turnaround times, and deliver a better customer experience. The company discovered a large number of employees who typically met their production standards by noon, then engaged in non-work related activity for the rest of the day. By recapturing idle and non-work related time, the insurer saved \$5 million and processed 50,000 more items in the first year alone.

VERINT®



Executive Perspective

Understand How Employees Spend Their Time

What about all the non-system activities, such as meetings, training, and breaks? Verint Operations Productivity provides an intuitive, self-tracking tool that gives employees the ability to electronically log information on how they spend their time. Individuals can indicate when they're shifting to production and non-production activities, enabling these activities to be included in reporting and analysis. Managers can:

- Identify discrepancies between system and employee-recorded time.
- Better quantify time spent in non-production activities to ensure it's proportional to expectations and is adding value.
- Measure the cost of non-production activities, such as projects, training, etc.

The Solution in Action

Using Verint Operations Productivity, a leading investment management firm discovered that new hires were using instant messaging and email as coaching tools, instead of one-on-one support sessions, as was the defined process.

By pairing new hires with experienced team members and encouraging face-to-face coaching, the firm reduced idle time by 50 percent in the first 90 days.

Share Insights with Your Employees

Verint Operations Productivity captures data and displays it in employee dashboards showing performance and production-time compliance.

Simply giving employees real-time visibility into performance can boost employee productivity. And because the data is objective, it can be used as a trusted source for performance and coaching discussions.

The Solution in Action

A leading U.S. life insurance firm improved employee productivity by 10 percent after implementing Verint Operations Productivity. The solution enabled staff to see performance against goals, on a daily basis, on a range of performance metrics — not just a single throughput metric. This expanded daily view enabled employees to self-correct their behavior and better meet productivity goals.

Move Toward Operational Excellence

With Verint Operations Productivity, you can help ensure employees spend more time in production related activities. To help staff work more effectively while in production, you can augment the solution with Verint Operations Manager. This solution collects data from disparate systems and automatically organizes and prioritizes the work, and then tracks it through completion.

Used together, both solutions can help keep your team focused and aligned, speed processing times, increase consistency and compliance, reduce errors, and enhance customer engagement.



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