

Back-office Workforce Optimisation

Simplify and standardise your end-to-end service operations.

Use Active Operations Management (AOM) methodology and ActiveOps workforce optimisation solutions to drive operational excellence and **increase productivity by minimum 15% within the first year.**

Play the long-term game, super-charge your operations and unlock 2-3X more.

See improved turnaround time, higher quality, enhanced customer experience and free up capital and resources to invest in strategic, value-added activities.



See further.

Integrated workforce data, which helps drive continuous improvement

Real-time data capture

Get real-time view of work and performance data across hybrid and distributed workforces – human, bots, remote or in office.

Aggregated operations data

Easily and securely integrate operational data from multiple systems into a single view, API-ready.

Management effectiveness

Forecast work and plans effectively, use accurate data to enable better decisions and results.

Know more.

Real-time insights to support decision-making at every level

Real-time operations dashboards

Make timely and informed decisions with actionable insights on resource availability, capacity, productivity rates and employee wellbeing.

Proactive analysis and action

Track progress against targets in real time to instantly adapt plans to new events, requirements, or changes.

Performance and capacity management

Uncover hidden capacity and reallocate resources for optimal productivity.

Move faster.

Automated analysis, advanced planning and real-time intelligence

Automated advanced planning

Forecast work volume and predict capacity surplus or deficit with one click plans.

Cost optimisation

Increase operational ROI and direct investment in transformational programs with most impact.

Speed and quality

ActiveOps automates data collection and analysis so that managers can spend more time on managing and supporting their people.

Why choose ActiveOps?

ActiveOps helps organisations turn operational management from a guessing game into a game-changing source of efficiency and value. Our workforce optimisation solutions, the Active Operations Management (AOM) Method and OpsIndex together provide **real-time employee productivity and workforce management technologies** for a 360° view of your operations – both digital and human.



With more than 20 years' experience managing complex operations in labour- and knowledge-intensive industries such as banking and insurance, ActiveOps enables managers to **transform productivity, secure employee wellbeing** and create a platform for confident, constant transformation and market leadership.