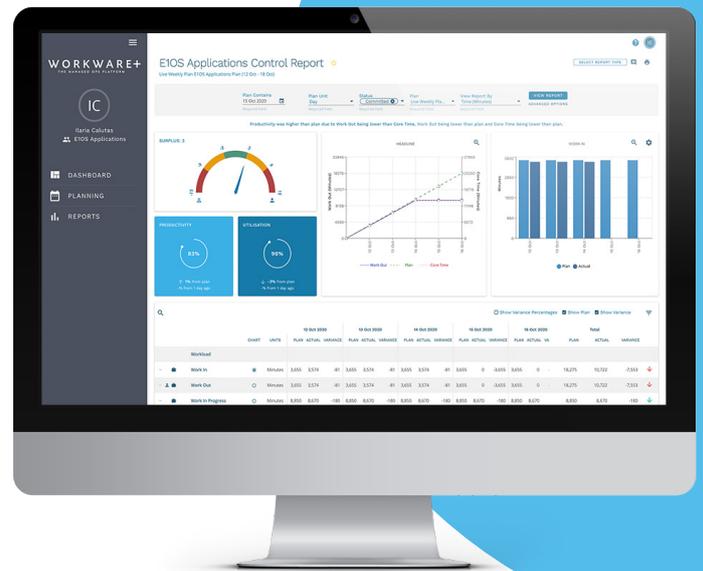**Back-office Workforce Management with**

WORKWARE+

Simplify and standardise your end-to-end operations in a cost efficient, customer focused and agile way.

Deployed using the Active Operations Management (AOM) methodology, Workware+ brings improvements in weeks and **consistently delivers over 20% productivity increase within the first year.**

When combined with the additional impacts of improved turnaround time, higher quality, enhanced customer experience, freed-up capital and resources to invest in strategic, value-added activities the real value to the organisation is **super-charged and can deliver 2-3X this number over the long-term.**

See further.

An integrated workforce data platform which operates as a cornerstone of your continuous improvement culture

Real-time data capture

Work and performance is captured and quantified wherever it is being processed, providing visibility across hybrid and distributed workforces (people, robots, remote or flex), turning data into real business insights.

Aggregated operations data

Easily and securely integrate operational data from multiple workforce intelligence resources into one single and standardised view.

Management effectiveness

Forecast work and plans more effectively with accurate data, enabling more confidence and control in delivering the 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 unexpected changes.

Performance and capacity management

Uncover latent capacity and efficiently reallocate resources across the entire workforce to enable a consistent, optimal level of productivity.

Move faster.

Automated analysis, advanced planning and real-time intelligence to drive results across the business
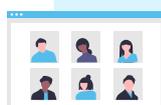
Automated advanced planning

Generate plans in one click using our system to forecast work volume and predict capacity surplus or deficit.

Cost optimisation

Significantly increase the ROI of your operations spend and support a lean and efficient operating model.

Speed and quality

Delight the customer with improved turnaround times and reduced error rates each day and every day in your drive towards continuous improvement.

Why choose ActiveOps?

ActiveOps helps organizations turn operational management from a guessing game into a game-changing source of efficiency and value. Our platform – including Workware+, the Active Operations Management (AOM) Method and OpsIndex – provides **real-time employee productivity monitoring and workforce management technologies** for a 360° view of your operations – both digital and human.
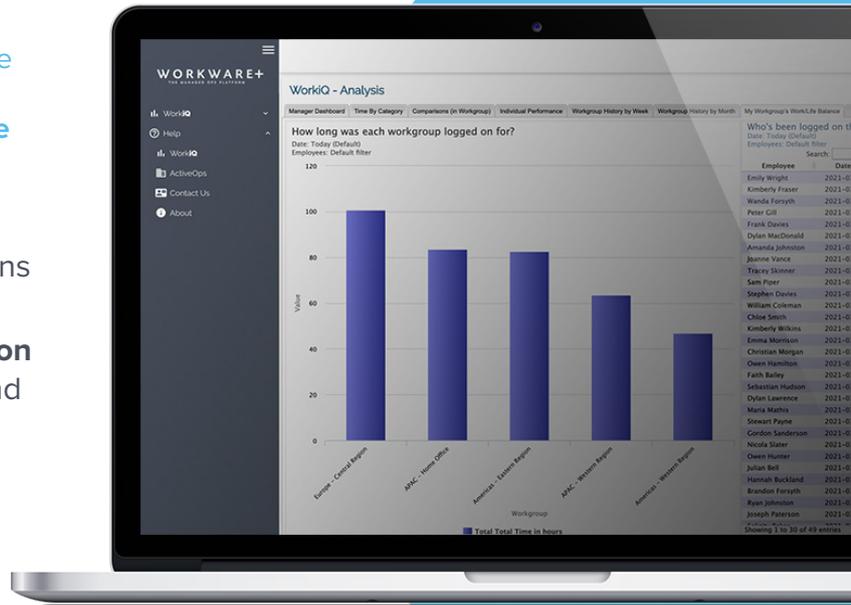
With more than 20 years' experience managing complex operations in labor- and knowledge-intensive industries such as banking and insurance, ActiveOps enables managers to **transform productivity, secure employee wellbeing** and create a platform for confident, constant transformation and market leadership.

ACTIVEOPS

WORKWARE+

Workware+ is an **API-ready,** cloud-based workforce management solution which drives **operational excellence** by providing standards-based, **real-time business intelligence** at an enterprise level across diverse teams, workflows and locations.

✓ Delivers a **single view** of real-time operations data and actionable insights.

✓ Provides intelligent management **automation tools** to forecast, plan, manage capacity, and balance performance and wellbeing.

✓ Complements organisational agility and visualisation imperatives as well as **digital transformation.**

✓ Supports and enables **cost optimisation** initiatives.

✓ Creates a single, common language to support efficiency and effectiveness in a **managed, secure way** as part of your IT platform.

Workware+

WorkiQ
Employee Productivity Monitoring

+

ControliQ
Workforce Management

+

Active Operations Management (AOM)
Operations Optimisation Framework, Training and Accreditation

▼

The 5 pillars of Operational Benchmarking with **OpsIndex**
Agility ⊕ Efficiency ⊕ Effectiveness ⊕ Focus ⊕ Control

ΛCTIVEOPS