Workware and Workware Mobile from ActiveOps

Cloud Based Back Office Workforce Optimisation Software
Workware is the most successful cloud-based, back office workforce optimisation software suite 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%, 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. This 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, government, outsourcing 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 initiatives 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% sustainable productivity gains within months
- Provides a single real-time view of work, people and digital resources – even on the move
- Transforms how teams collaborate to identify latent capacity and optimize performance across teams
- Make 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, Transformation initiatives and ActiveOps Active Operations Management Method.

“WITHOUT DATA, YOU’RE JUST ANOTHER PERSON WITH AN OPINION”

W. EDWARDS DEMING
The Workware Data Insights module is a low risk and rapidly deployable solution to the challenge of providing a common view of back office operational performance, from individual to department. Manual work can be recorded in real time, Workware Connect captures work volumes from BPM, Workflow, telephony systems, software robots, and other line of business systems.

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

**KEY BENEFITS**

- 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
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 managers are trained to use the data and the software to collaborate, plan and forecast work and capacity in a consistent and effective way.

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.

KEY BENEFITS
- Unlocks latent capacity within siloed teams
- Raises productivity by staff working consistently to their capability
- Enables recognition of performance and identifies the need for skills development
- Forecasting and planning helps remove stress by minimizing uncertainty of work
- Consistent process and language for all operations staff

UNLOCKING LATENT CAPACITY, PROMOTING ACCURATE PLANNING AND FORECASTING

- 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 lead times and increased stress
- Excess work leads to backlog and increased overtime
- This environment can cause lower staff satisfaction

- Forecasting and planning for Active 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
Workware

Workware is a powerful cloud-based software as a service (SaaS) application. Explicitly designed to meet the increasing demand for enterprise-scale back office workforce optimisation. Workware enables engaged and motivated teams to perform at the highest level possible.

With over a decade of back office and shared service center 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 centers and government organizations across the globe, find out how ActiveOps could help you by contacting us today for a demonstration.
ActiveOps – Manage Differently

Since 2005, ActiveOps has been committed to helping organisations improve their operational efficiency by helping managers and teams deliver their best possible performance. ActiveOps provide cloud based software and services to meet the increasing market demand for back office workforce optimisation.

Workware™, our cloud based SaaS software, is purpose built for the back office to quantify work and time, measure productivity by efficiently measuring both human and digital robotic resources in real-time. It enables capacity to be optimised, reducing costs and improving service delivery across diverse and complex back office operations.

The Active Operations Management (AOM™) method enables ‘teams of teams’ to collaborate and sustain higher productivity through a consistent management framework. Better communication and improved control results in higher staff engagement and reduced stress.

ActiveOps operates across the globe from offices in the UK, Australia, India, South Africa and North America supporting back office and shared service operations in financial services, shared service centres, government organisations and Business Process Outsourcers (BPOs).

**CONTACT US**

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