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
Workware™ is the leading purpose-built digital operations management for service industries and shared services centers, globally. Workware enables managers, BPOs to realize the full potential of their operations. Companies routinely increase productivity by over 15% - 25%, while also improving staff engagement and customer satisfaction.

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

Workware is trusted by blue-chip organizations 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, prioritize 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, including 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 analyzing and managing resources across all departments, help 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 aligned 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
• Data-based decisions for recruitment, staffing mix, use of overtime and performance
• Improves capacity planning and forecasting
• Cloud-based solution operational in weeks
• Complements 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-deployable 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 business systems.

Team managers are able to collaborate by using consistent dashboards and measures of work and capacity, to free latent capacity and optimize collective performance.

REAL-TIME DATA AND PERFORMANCE INSIGHTS

KEY BENEFITS

- Manage and monitor people and robots from a 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.
The Workware Planning Insights module helps team managers 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 consistently and effectively collaborate, plan and forecast work and capacity.

**KEY BENEFITS**

- Unlocks latent capacity within siloed teams
- Raises productivity by staff working consistently to their full capability
- Enables recognition of performance and identifies the need for skills development
- Reduces staff stress by workload balancing through forecasting and planning
- Provides consistent process and business language for all operations staff

**UNLOCKING LATENT CAPACITY, PROMOTING ACCURATE PLANNING AND FORECASTING**

- Variability of work volumes and capacity can produce an imbalance of either, resulting in poor productivity
- High work volumes seem to indicate high productivity
- High work volume can lead to higher productivity but cause lower quality, longer lead times for fulfillment and increase stress
- Excessive workload can produce backlog and increased overtime
- This environment can cause lower staff satisfaction

- Forecasting and planning for digital operations management
- Excess capacity is assigned to other teams or used to reduce backlog
- Work from all sources is quantified to understand resourcing requirements
- Measure and stabilize productivity to convert forecasts into plans and managing performance
- Collaboration across teams delivers optimal results
- Customer needs met by cross-skilled and engaged staff working to their full 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 among teams, build realistic incentive plans and utilize non-core activity time for skills development.
Workware

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

With over a decade of back office workforce optimization 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 most productive team performances.

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

Take advantage of the software used by leading financial services, healthcare, BPOs, shared service centers and government organizations across the globe. Find out how ActiveOps can transform your operations by contacting us today for a demonstration.
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 optimize 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 optimization 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 maximize 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.