



# 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 sudden 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 Visualizer™](#), you can capture employee activity in real time and transform that data into actionable performance metrics to help increase operational visibility and improve employee productivity.

Verint Operations Visualizer 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 behaviors.
- 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 Visualizer 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®

## Understand How Employees Spend Their Time

What about all the non-system activities, such as meetings, training, and breaks? Verint Operations Visualizer 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 Visualizer, 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 Visualizer captures data and displays it in role-specific performance scorecards showing productivity goals, actual performance, and performance against peers. Simply giving employees access to these scorecards 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 Visualizer. The solution enabled staff to see daily performance against goals and peers, 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 Visualizer, 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 Work 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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