



# Impact 360 for Back-office Operations

# IMPROVE PRODUCTIVITY AND THROUGHPUT ACROSS YOUR ENTIRE ORGANIZATION

**M**any organizations underestimate the impact that their back-office operations — the areas that support the delivery of products and services sold — can have on their overall enterprise efficiency. Although different departments may handle order fulfillment, applications processing, transaction processing, billing, claims, and collections, inefficiencies in any one department often ripple into others, greatly impacting the speed and cost of transactions — not to mention the customer experience.

How can an organization effectively assess and manage its back-office operations to increase productivity, minimize costs, and improve service — especially when these areas include different departments, systems, and processes?

Ask Verint® Witness® Actionable Solutions. We offer **Impact 360™ for Back-office Operations** — a workforce optimization solution specifically designed for back-office environments. Delivered by our enterprise group focused on retail financial services and back-office performance optimization, Impact 360 for Back-office Operations combines traditional forecasting, scheduling, and resource planning software with quality assurance and reporting, adherence, variance measurement, performance management, and training. It's a practical solution for helping your organization improve throughput, achieve its service level agreements (SLAs), retain staff, and enhance the customer experience.

Impact 360 for Back-office Operations is part of the Impact 360 Workforce Optimization solution from Verint Witness Actionable Solutions. With Impact 360, your branches, remote, and back-office operations — as well as your contact center — can capture, share, and act on information from across the enterprise. As a result, you can make better decisions faster and benefit from a single, coordinated source of support, service, and maintenance with a lower total cost of ownership.

## Now You Can:

- Increase throughput with fewer resources and less cost.
- Effectively transition to electronic payments while still accommodating paper processing.
- Capture real-time data from disparate and manual sources in one system for easy access and analysis.
- Predict and plan proactively for resource shortages and their impact on service level agreement (SLA) achievement.
- Assess and quantify the impact of process and technology changes prior to implementation.
- Automate time-consuming forecasting, scheduling, and quality/process analysis tasks across teams and divisions.
- Track and analyze actual performance against goals with predefined key performance indicators (KPIs) displayed in role-appropriate scorecards.
- Save time and increase productivity by automatically assigning and delivering learning to staff at their desktops to communicate policy updates and changes, address skill gaps, and supplement classroom training.
- Gain unprecedented visibility into customer service processes, workforce productivity and performance, and customer intelligence.
- Provide valuable business insight throughout the enterprise.

## IMPACT 360 FOR BACK-OFFICE OPERATIONS PROVIDES A WIDE RANGE OF FUNCTIONALITY:

- Volume and Data Capture • Capacity Modeling • Forecasting and Scheduling
- Strategic Planning • Application Analysis • Process Analysis
- eLearning/Lesson Management • Scorecards • Performance Management

## GAIN VISIBILITY INTO PROCESSES FOR BETTER DECISION MAKING

Impact 360 for Back-office Operations is uniquely designed to allow back-office operations to evaluate operational effectiveness, determine system and process efficiencies, monitor workflow, decrease errors, identify trends, and implement changes that enhance the customer experience and drive profitability. A true enterprise solution, it helps improve efficiencies across multiple functional areas, including claims processing, order fulfillment, customer administration, billing, retail and commercial banking, mortgage banking, lending, insurance, securities, bank card servicing, and transaction processing. Typical benefits can include:

- **Expense Reduction/Reallocation** — Correct staffing and scheduling help reduce overtime and highlight opportunities for full-time equivalent (FTE) improvements in operations.
- **SLA Achievement and Customer Satisfaction** — Impact 360 helps you meet SLAs with less cost, backlog, and overtime.
- **Employee Satisfaction** — Employee scheduling and mobility preferences can be included, helping your staff achieve a work/life balance.

- Create custom, best-practice eLearning content from recorded interactions/transactions.
- Deliver individualized training to employees' desktops.



You can track key operational metrics throughout the day against forecast and plan for individuals, groups, or an entire site.

## IMPACT 360 FOR BACK-OFFICE OPERATIONS PROVIDES A RANGE OF AVAILABLE FUNCTIONALITY, INCLUDING:

**Volume and Data Capture** – Captures data from disparate systems and real-time, electronic logs of volumes and staff activities, enabling managers to know who is working, the types of tasks are they working on, and how long each task is taking to process (by the minute versus end-of-day totals). Automated data capture enables managers to predict if they are going to meet processing deadlines and take action proactively.

**Capacity Modeling** – Evaluates capacity and workload, and aligns staff resources accordingly. Actual forecasted volumes enable managers to create high-level capacity plans, including staffing under- and overage recommendations. These plans highlight opportunities for improved processes and capacity management to more effectively predict and meet demand and SLAs.

**Forecasting** – Projects staffing needs down to the activity or position level — and down to 15 minute intervals — enabling you to offset intraday fluctuations in demand. You can view trends, anticipate staffing demands associated with marketing campaigns, and even accommodate location-specific attributes, such as equipment type and quantity, to produce unique staffing requirements for each team or division.

**Scheduling** – Replaces time-consuming, manual scheduling with an automated process that's integrated with forecasting. An easy-to-use, Web-based tool at every site allows operations managers to accommodate employee preferences, enforce shift length and breaks, and manage pooled employee resources across multiple divisions.

**Strategic Planning** – Supports enterprise-wide and team-level forecasting by determining the optimal staffing mix of full-time, part-time, and flex-time resources. Powerful "what if" functionality allows managers to evaluate the impact of internal and external variables — such as turnover, new hiring timelines, and skill requirements — on staffing requirements and budgets.

**Application Analysis** – Improves productivity and performance by capturing and analyzing desktop application usage by your staff. You gain insight into desktop workflow, helping you to determine whether business applications and processes are correctly configured for optimum use and used properly. Then, you can use this insight to improve productivity within teams, divisions, and the entire organization.

### Capacity Plan

Start Date : 07/02/2007		Efficiency : 90					
No Of Weeks : 1		Weekly FTE Hours : 45					
		Mode : Actual					
Organization Name : Wholesale Lockbox							
Sub Org Name	Queues	Volume	Time Standard (Seconds)	Gross Required Hours	Net Required Hours	FTE	Percentage FTE
	Lockbox - Data Entry General	36,660.00	24.00	244.40	271.56	6.03	36.44
	Lockbox - Deposit and Control	13,836.00	45.00	172.95	192.17	4.27	25.80
	Lockbox - High Speed Sort	33,506.00	25.00	232.68	258.53	5.75	34.74
<b>Total</b>		<b>84,002.00</b>	<b>94.00</b>	<b>650.03</b>	<b>722.26</b>	<b>16.05</b>	<b>98.98</b>
Activities	Gross Required Hours	Net Required Hours	FTE	Percentage FTE			
Email (B)	12.00	12.00	0.27	1.63			
Email (B1)	10.42	10.42	0.23	1.39			
<b>Total</b>	<b>22.42</b>	<b>22.42</b>	<b>0.50</b>	<b>3.02</b>			

Impact 360 for Back-office Operations enables operations managers to build capacity models that highlight staffing over/under capacity and opportunities for improvements.

## CAPTURE, ANALYZE, AND ACT ON INFORMATION

Impact 360 for Back-office Operations solves the greatest challenge in operations — the real-time, automatic capture of activity and performance data. Because divisions and functional groups use different, often manual systems, Impact 360 for Back-office Operations provides a volume capture tool that collects data from disparate systems and electronically logs volumes and activity into the system as work is processed. This enables managers to know who is working, the types of tasks are they working on, and how long each task is taking to process. Automating data capture enables managers to predict if they will meet processing deadlines and take corrective action proactively.

This deep understanding of actual, real-time volumes allows operations managers to optimize resources against volumes based on resource availability, skills, and equipment/deadline constraints. With Impact 360 for Back-office Operations, managers can:

- Automate data capture, build staffing capacity models to meet volume demand, and create "what if" scenarios to predict the impact of new trends, technology/equipment, or changes in business processes.
- Analyze application usage and process adherence to identify best practices and measure variances.
- Monitor workflow across departments and across days for longer-term activities, such as loan processing.
- Automate and streamline scheduling to meet forecasted demand and service-level goals by deploying the right number of staff, with the right skills, at the right time.
- Shift resources across teams and divisions intra-day to meet actual demand.
- Assess the performance of individuals, teams, divisions, and overall operations through scorecards and KPI reporting.

**Process Analysis** – Works with Application Analysis to capture unstructured data flow from your employees' desktops and determine throughput capacity. It then identifies process issues for improvement by focusing on:

- *Specific processes performed by each employee*
- *Number of processes performed by each employee*
- *Time of day the processes are performed*
- *Amount of time each process requires in the actual operating environment*
- *Steps performed in the process*
- *Accuracy with which the steps are performed*

**eLearning** – Allows you to identify employee training needs, develop content, and improve performance. You can rapidly address skill gaps, respond to changes in processes, regulations,

and programs, and get your employees up to speed quickly. Managers can select and assign learning clips and/or courses to employees, who can access and complete them without ever leaving their desks. Then, managers can track completion and subsequent job performance to assess training effectiveness.

**Scorecards** – Allows you to measure employee performance against goals using role-appropriate scorecards. You can quickly review performance in daily, weekly, quarterly, and annual increments. These scorecards allow you to create your own key performance indicators (KPIs) that are uniquely tailored to your business, enabling your staff to see how they're performing against their goals. In addition, the individual scorecards roll up to department and operations-wide scorecards, giving executive management unprecedented insight into operational performance.

## RECEIVE GUIDANCE FROM WORLD-CLASS CONSULTANTS

Verint Witness Actionable Solutions offers professional services that can help you get the most from your investment. From implementation to business consulting to technical support and training, you can be confident that our experienced consultants understand your business practices and operations — and are committed to your success.

### About Verint Witness Actionable Solutions

Verint® Witness® Actionable Solutions was formed as a result of Verint's successful combination with workforce optimization provider, Witness Systems. Our software and services enable organizations to capture and analyze customer interactions, improve workforce performance, and optimize service processes in contact center, branch, and back-office operations.

### Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading global provider of analytic software-based solutions for enterprise optimization and security. Verint solutions help organizations make sense of the vast voice, video, and data available to them, transforming this information into *actionable intelligence*™ for better decisions and highly effective performance.

Since 1994, Verint has been committed to developing innovative solutions that help global organizations achieve their most important objectives. Today, organizations in over 100 countries use Verint solutions to enhance security, boost operational efficiency, and fuel profitability.



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