

WORKWARE+

THE MANAGED OPS PLATFORM

ACTIVEOPS

Manage Differently

ControlIQ

Forecast, plan, control and embed operational agility



ControliQ is the most successful cloud-based, digital operations management solution for service industries and shared service centres, globally. ControliQ enables managers to realise the full potential of their operations, routinely increasing work output by over 15% - 25%, reducing costs, improving customer satisfaction and staff engagement.

Deployed and effective in weeks, ControliQ captures and aggregates real-time data from user desktop applications including non work activities, workflow systems, BPM, digital (robotic) and manual processes. ControliQ 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.

ControliQ is trusted by blue chip organisations in banking, insurance, healthcare, government, BPOs and shared services, to support the most demanding back office and operations environments.

With access to a single view of all operations data, even on the move, managers are able to balance resources, identify latent capacity, reduce overtime and hiring costs and to prioritise and plan daily, weekly, monthly and quarterly work schedules to meet quality and SLA targets.

ControliQ also supports and quantifies the effectiveness of Lean, Six Sigma and other business transformation initiatives.

ControliQ provides key work output 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.

- **ControliQ Data Insights** – provides real-time insights and analysis of departmental, team, individual and digital (robotic) performance.
- **ControliQ Planning Insights** – powerful capacity planning and forecasting coupled with the Active Operations Management (AOM) method embeds a consistent management framework across all back-office operations.

KEY BENEFITS



- Routinely delivers over 15% - 25% sustainable work output 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 across teams
- Data backed decisions about recruitment, mix of staffing, use of overtime and performance
- Improves capacity planning and forecasting
- Enabled by the Workware+ platform
- Complements not replaces existing systems
- Supports Lean, Six Sigma and digital transformation initiatives.

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

W. EDWARDS DEMING

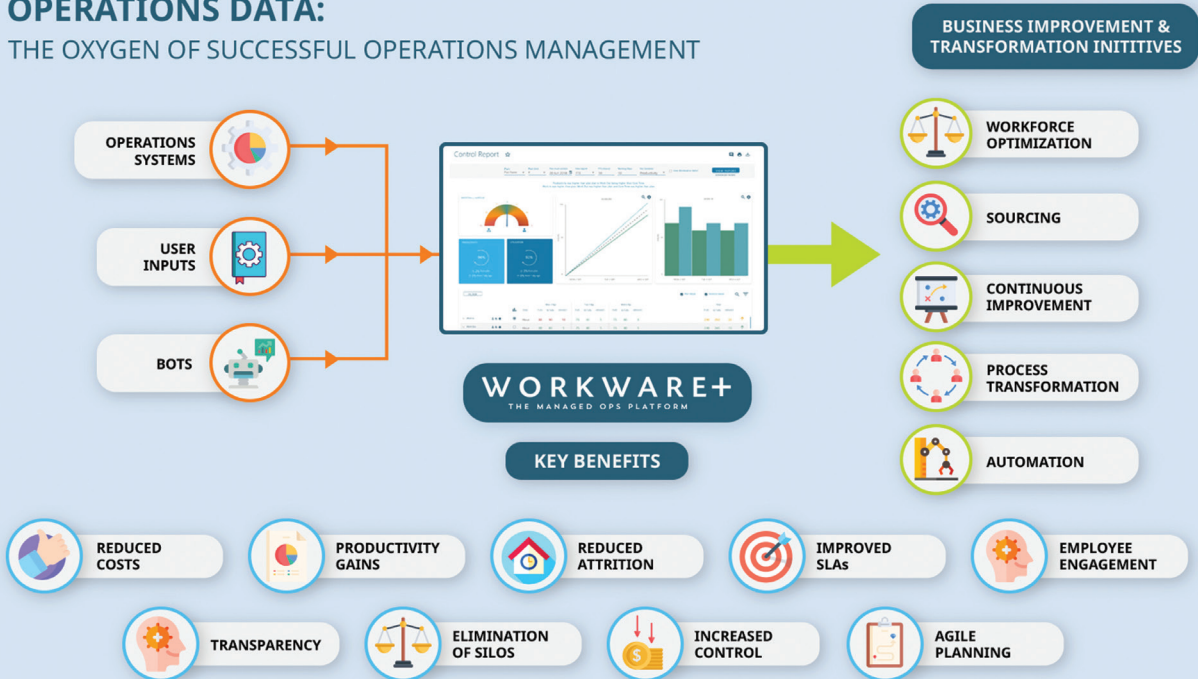
ControlIQ Data Insights

The ControlIQ Data Insights module is a low risk and rapidly deployable solution powered by ActiveOps Workware+ Ops Management platform. Purpose-built for digital operations management, ControlIQ provides a real-time performance view of all back-office resources including individual, robot, team and department. User desktop applications usage is automatically recorded together with manual non-work activities. ControlIQ has comprehensive data capture options to ensure a smooth integration with the customer's environment, from automatic desktop capture technology to 3rd party system integration (utilising APIs) or through the end users direct input.

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



OPERATIONS DATA: THE OXYGEN OF SUCCESSFUL OPERATIONS MANAGEMENT



KEY BENEFITS

- Manage and monitor people and robots from one solution
- Single view of work and capacity independent of underlying systems
- Deployed in days, operational in two weeks
- Quickly identify non-work activities
- Activity tagging to quickly identify input error and failure demand.

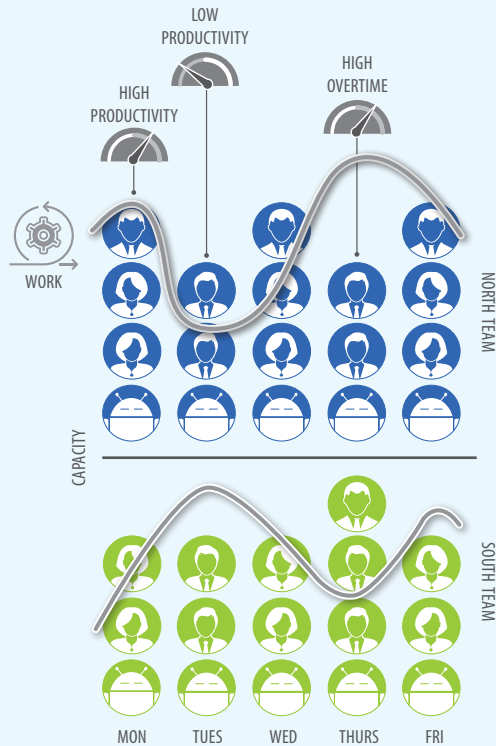
ControliQ Planning Insights

The ControliQ Planning Insights module helps team managers to balance work and time across diverse business operations.

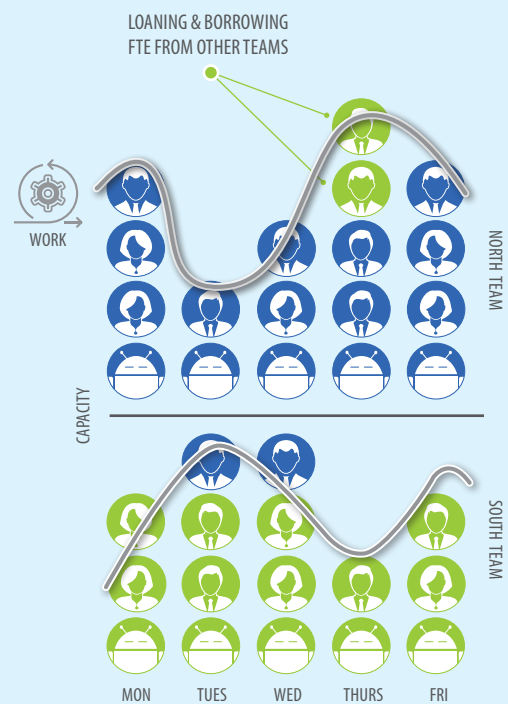
Incorporating elements of the Active Operations Management (AOM) methodology, team managers are trained to use the data and the software to collaborate, plan and forecast work and capacity in a consistent and effective way.

UNLOCKING LATENT CAPACITY, PROMOTING ACCURATE PLANNING AND FORECASTING

RELEASING LATENT CAPACITY



OPTIMISE DEMAND AND CAPACITY



Key Benefits

- Variability of work and capacity often leads to the right capacity but at the wrong time
- When work volumes are high, productivity is high but not efficiency
- High work volume can lead to higher work output but often causes lower quality, longer lead times and increased stress
- Higher than planned work often leads to backlog and increased overtime and lower staff satisfaction due to lower efficiency
- Excess capacity loaned to other teams or used to reduce backlog
- Quantify work from all sources to understand resourcing requirements
- Measure and stabilize productivity to convert forecasts into plans and managing performance
- 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

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.



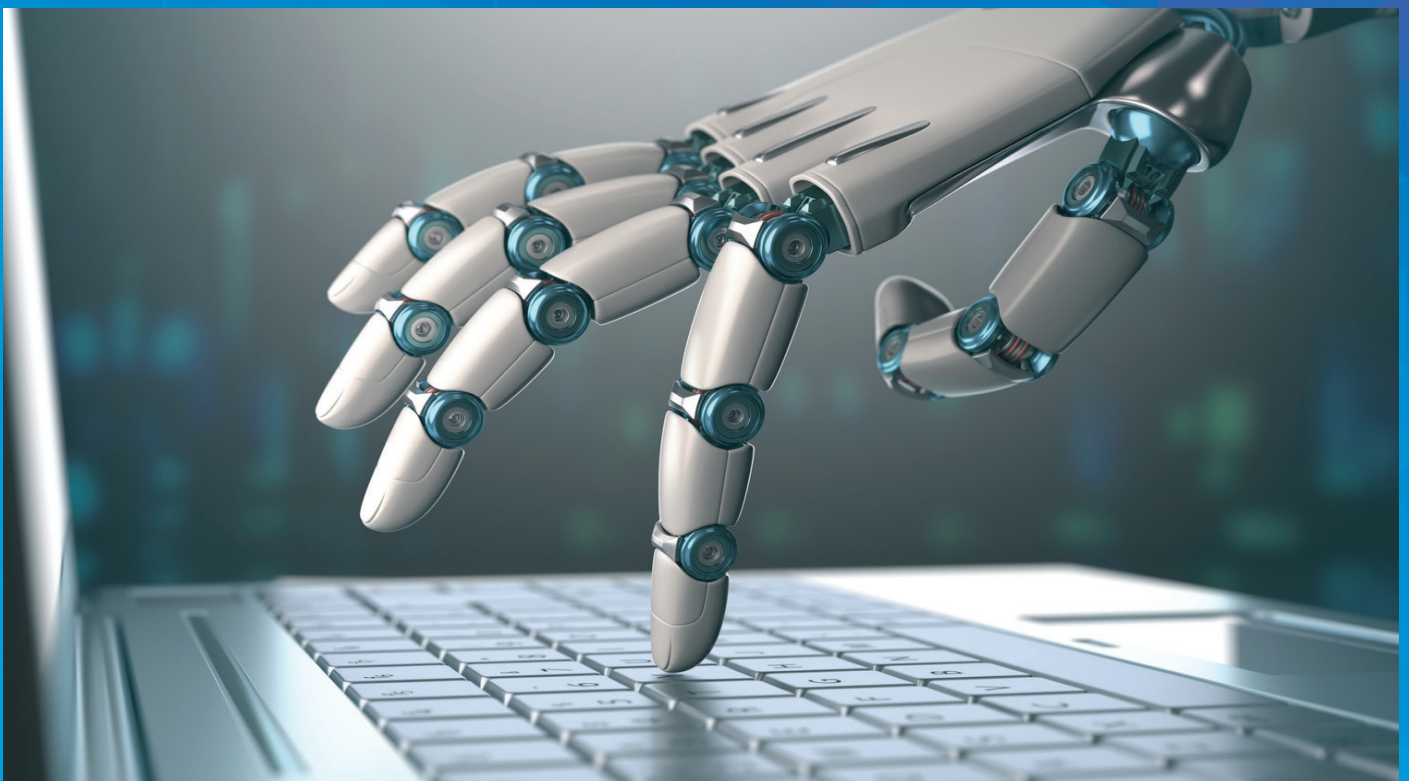
ControliQ powered by Workware+

A powerful cloud-based software as a service (SaaS) solution. Explicitly designed to meet the increasing demand for digital operations management. ControliQ enables engaged and motivated teams to perform at the highest level possible.

With over a decade of back office workforce optimisation and shared service centre operations expertise built in, ControliQ provide managers and team leaders with real-time individual and robotic performance data to deliver the best possible team performances.

ControliQ forecasting and capacity planning tools 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 centres, healthcare and government organisations across the globe, find out how ActiveOps could help you by contacting us today for a demonstration.



ActiveOps – Manage Differently

ActiveOps is a leading provider of digital operations management solutions to financial services, BPOs, shared services, governments, healthcare and other service industries.

Workware+ is the leading digital operations management platform designed to simplify and reduce the cost of running of operations through the analysis and optimisation of resources and processes, improving service delivery and staff well-being.

Our solutions help maximise the total time available and increase productivity of employees, robots, teams, departmental resources and home workers.

Through Workware+ enabled solutions customers can confidently prepare for and then run their service operations taking full advantage of the benefits of transformation programmes including RPA, process discovery, automation, digitisation and outsourcing.

Operational data is automatically collected, aggregated, analysed and presented in real-time from existing digital and manual systems, enabling managers to quantify work and time, identify latent capacity and processes to be optimised or automated. Accurate and comprehensive real-time operations data leads to improved forecasting of work volumes and resources.

In conjunction with the Active Operations Management (AOM) Method, ActiveOps solutions help embed a consistent and agile operations framework based on 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.



CONTACT US

Office locations:

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