Work Insights

Insights to maximize your work productivity

Brochure

edgeverve.com
Drive performance with data

AssistEdge Discover sensors run on user machines in a non-intrusive way, without hampering daily work and collecting data on how the employees use various applications to perform their daily tasks. Using advanced machine learning (ML) algorithms and AI capabilities, AssistEdge Discover recognizes the tasks, applications, and human interactions to identify productivity bottlenecks, and create the metamodel for employee and operational efficiency. It reduces human bias and eliminates the downsides of the traditional way of monitoring and measuring productivity.

In the new world order, every organization is essentially a distributed one, with several modes for getting work done. To succeed in modern workplaces, leaders need to focus on two things - have a better understanding of people, processes, and technology and better align these sources of work to create a unifying work culture.

As the world quickly adjusts & adapts to the hybrid working model, the last mile visibility into work got further muddled among scattered business operations and remotely working teams. The knowledge of how work gets completed in your organization and how efficiently, directly impacts your overall business performance.

AssistEdge Discover, our task mining platform, unravels deep work and workforce insights to give you the last mile visibility on work patterns, daily productivity of your workforce, core business application usage, and asset utilization. It helps identify opportunities to optimize performance in a competitive landscape. AE Discover Work Insights can help support your teams to work better together and help individuals get to their next level of performance. Our digital platform sets a new benchmark by helping our clients capitalize on the inherent power of a connected enterprise; by amplifying the human potential, crafting connected customer journeys, and exploiting the power of value networks.

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The EdgeVerve Advantage:

- Recognized as a Leader in Everest Group’s PEAK Matrix® for Task Mining Technology Providers 2022.

- Pioneers in task mining space, the award-winning AssistEdge Discover platform was among the first in the market to generate process insights using advanced AI algorithms.

- Strong end-to-end ecosystem spanning domain-centric expertise, business case creation, PoC development, infrastructure design, implementation, change management, training, and support.

Key Features of AssistEdge Discover include:

- Smart Data Capture that provides for granular process nuances that are captured leveraging computer vision, key-stroke logs.

- Out-of-box analytics, visually rich and effective dashboards with nearly real-time data on automation potential, optimization potential, and conformance ratio.

- Automation blueprint that provides a prioritization matrix and process funnel to identify the right automation candidates along with the expected ROI.

- An intuitive and intelligent user interface (UI) designed for business users that is simplistic yet sophisticated to include all the relevant data to make informed decisions.

- Strong data privacy and security features that cover access control, transparency, minimization, purpose limitation, and anonymization.

- Comprehensive product documentation, guides, and user manuals to make onboarding, usability, orientation, and adoption of the platform easier.

- Reusability of the platform across teams within the enterprise helps save time and resources.

Five reasons why you need AssistEdge Discover Work Insights:

With AssistEdge Discover you can:

- Understand how your teams are performing daily tasks and measure productivity across tasks and processes.

- Get accurate, near real-time, tailored insights through visually rich charts and dashboards.

- Discover new ways to improve team collaboration and find training opportunities to balance the workload.

- Track the time spent on digital applications and identify the right applications for improved work outcomes.

- Identify key work patterns and understand any work disruptions that impact productivity.
Global telecom major reignites workforce productivity by over 20%

When people’s work plateau, their value to the organization can reduce over time. A global telecom major with operations spread across geographies and thousands of contractors, users, and contact center agents wanted to understand how work got completed. They wanted to measure the productivity of the workforce and identify the challenges faced by their workforce.

The data captured using AssistEdge Discover deployed over twenty thousand user machines provided key information including active login time, time spent using core business applications, and classify ‘allow & blocklist’ applications. The client saw a significant jump of over 20% in overall team productivity within a short duration.

To schedule a demo of AssistEdge Discover Work Insights, write to us at contact@edgeverve.com