

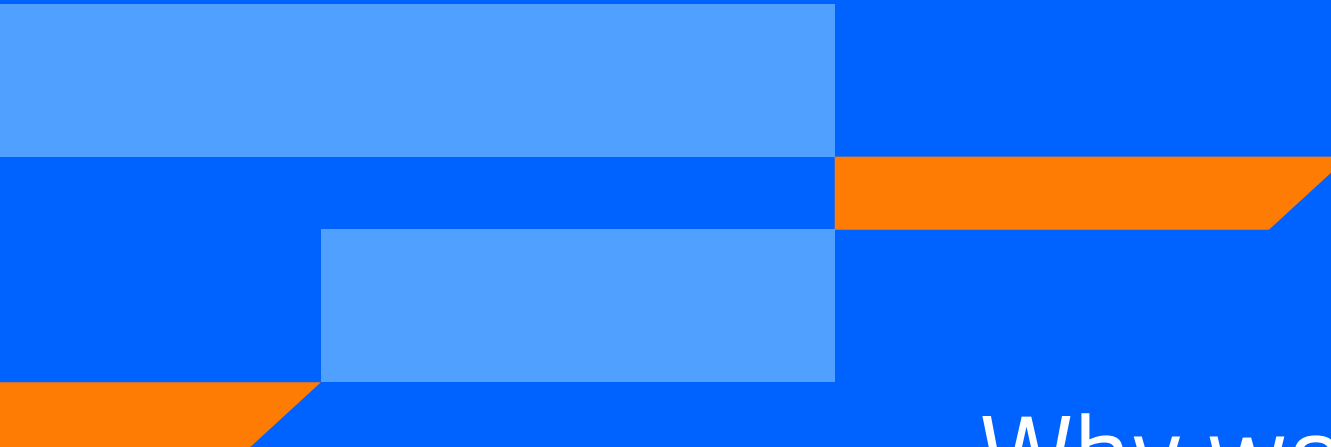
Discover New Possibilities

With Work Insights

 **assistedge**

edgeverve.com





Why work insights is the key
to building an adaptable
workforce for the future?

Hybrid teams are the new reality



-
- In 2022, 31% of all workers worldwide will be remote or a mix of hybrid and fully remote
 - Productivity is on top of the mind for most CXOs in a hybrid work world
 - Analysts predict companies investing in productivity and efficiency will outperform their competition
 - As of 2022, 78% of employers use employee monitoring tools to track work performance and employee activity
-

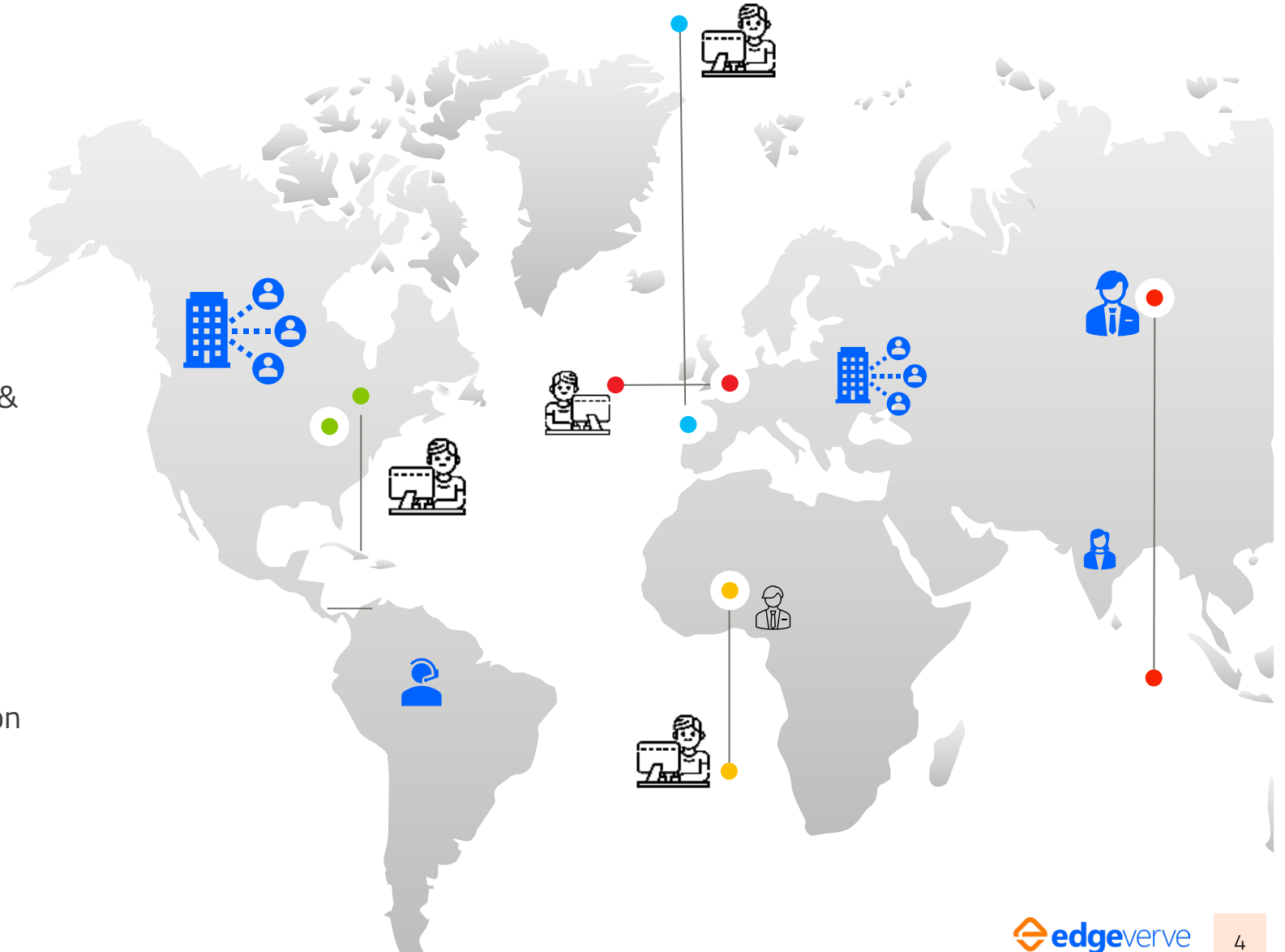
Distributed work spectrum brings its own challenges

Difficult for managers to monitor their teams across varying time zones

Lack of clear data & talent analytics to benchmark individual & team efficiency

Unproductive digital activities that impacts employee focus & business performance

Understand application usage & identify bottlenecks that can cause delays & errors



Why do companies need data-driven insights?

To boost employee and operational productivity you need task and process-level visibility to take data-driven decisions



Understand how work gets done

- Get clarity on the end-to-end flow of data, documents, activities, and information in business process.
- Identify information blockages, variations & broken processes.



Measure workplace efficiency

- Track & measure employee activities to monitor employee activities, identify gaps.
- Balance workload and identify performance irregularities
- Take corrective actions to maximize output.



Ensure quality and compliance

- Incorporate suitable process controls
- Administer best practices to mitigate quality and compliance risks.
- Take decisions, and set targets based on accurate data.



Identify opportunities for process automation

- Identify repetitive tasks that can be automated which will lead to overall operational excellence and higher productivity per employee

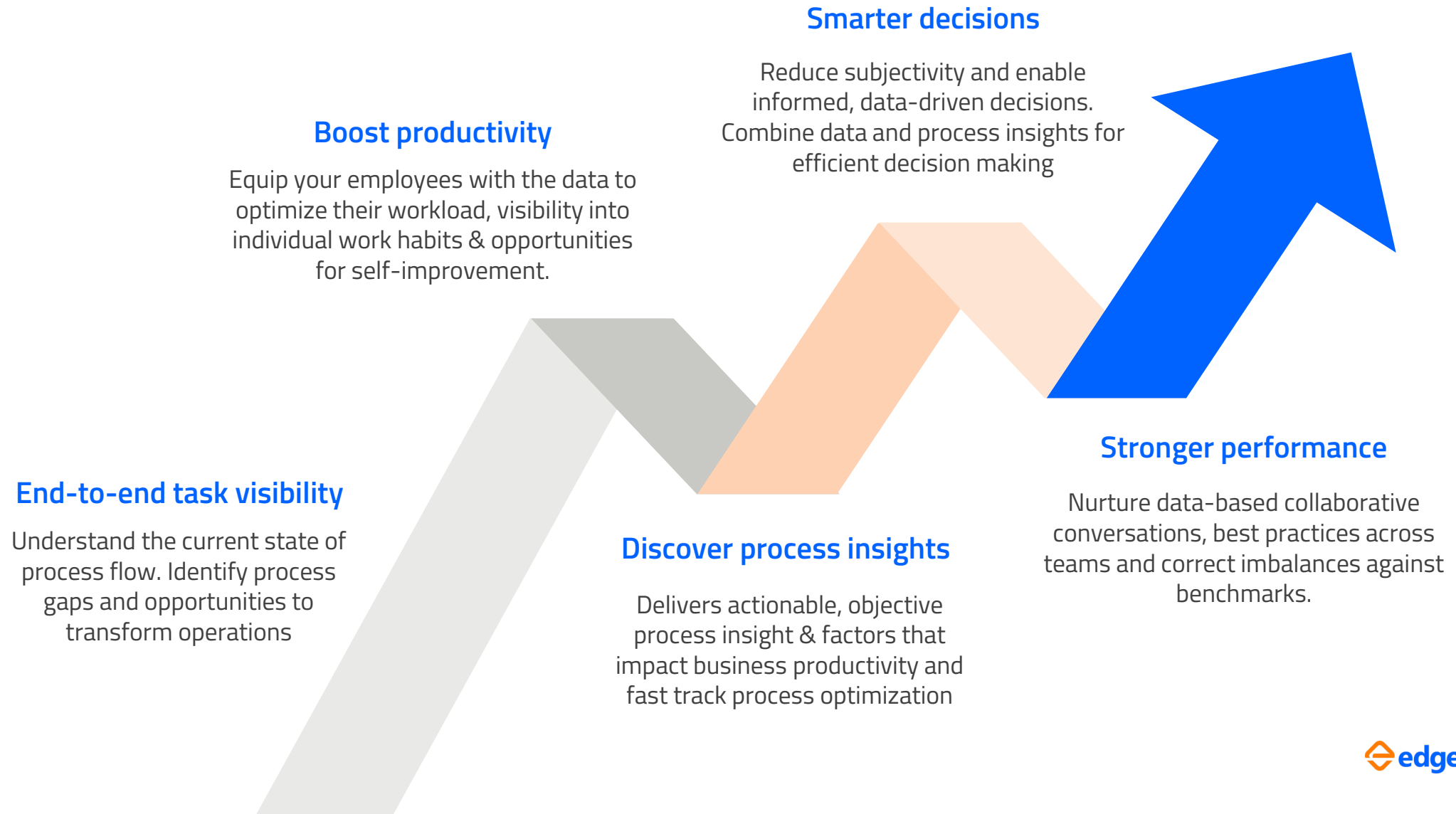
AssistEdge Discover Work Insights improve user and operational productivity

AssistEdge Discover, our task mining solution, unravels deep work and workforce insights. It gives last mile visibility on work patterns, application usage, asset utilization and identifies opportunities to optimize performance in the changing world of work.



- 1 Understand how your teams are performing daily tasks
- 2 Identify the business applications used/unused by your teams
- 3 Measure and benchmarks productivity across the organization
- 4 Drive culture of transparency and excellence

AssistEdge Discover Work Insights to drive user and operational productivity

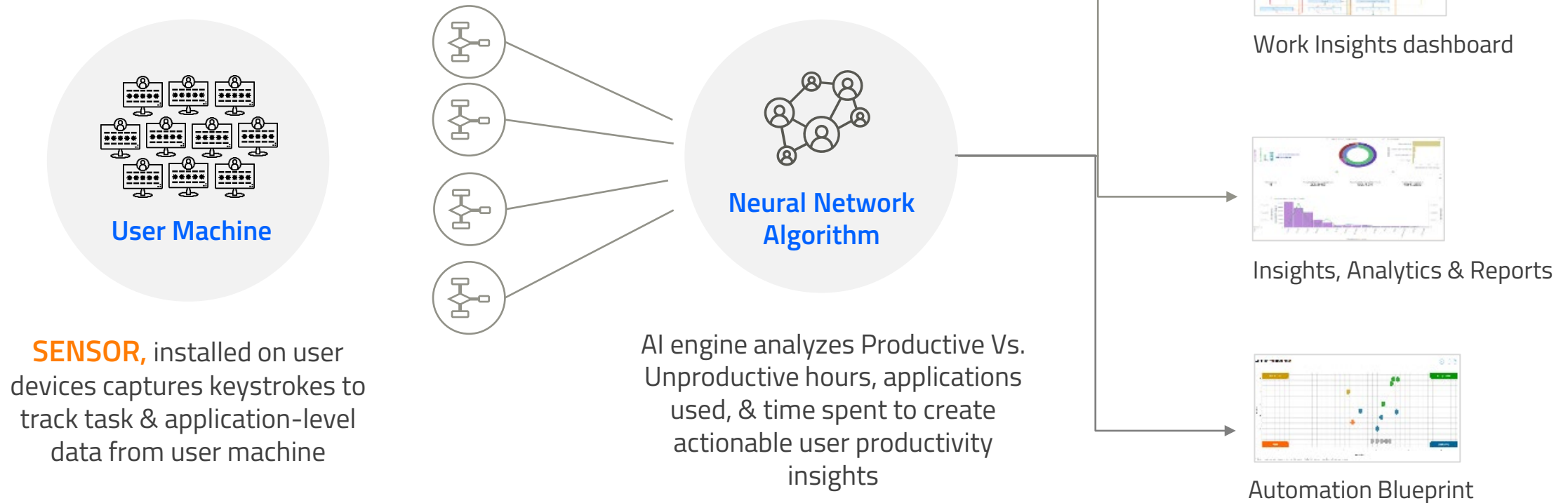


AssistEdge Discover

How does it deliver insights?

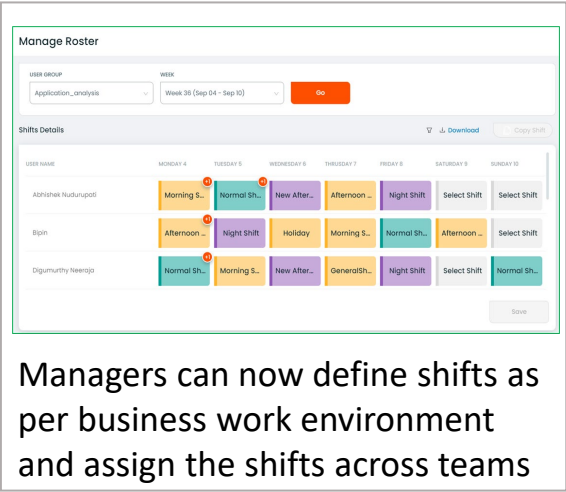


AssistEdge Discover in action



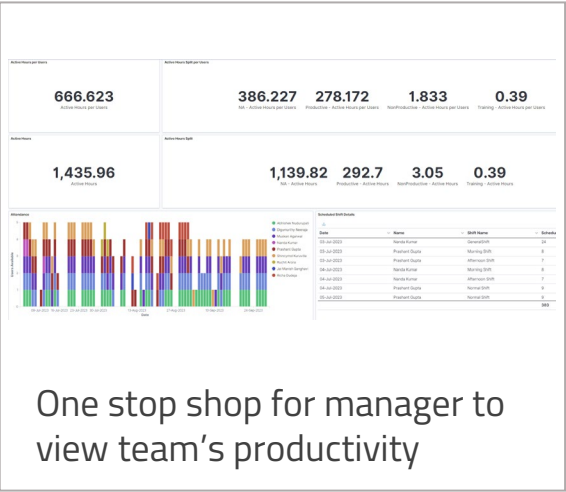
AssistEdge Discover Work Insights unravels deep work and workforce insights. It gives last mile visibility on work patterns, application usage, asset utilization and identifies opportunities to optimize performance in the changing world of work.

Define and assign work shifts



Managers can now define shifts as per business work environment and assign the shifts across teams

Assist Manager in identifying the work patterns across teams



One stop shop for manager to view team’s productivity

Individual Productivity and Measure time spent on core business



Shift wise team insights

Business Value Delivered

Measure workplace efficiency to identify performance irregularities and take corrective actions to maximize output

Identify opportunities for process automation for improved operational excellence

Boost employee and operational productivity with optimized workloads and productivity tools

Enable efficient decision making with reduced subjectivity and informed, data-driven decisions

Achieve stronger performance by sharing best practices and correcting imbalances against benchmarks

AssistEdge Discover is recognized as a Leader and a Star Performer in Everest Group's Task Mining Products PEAK Matrix® Assessment 2023

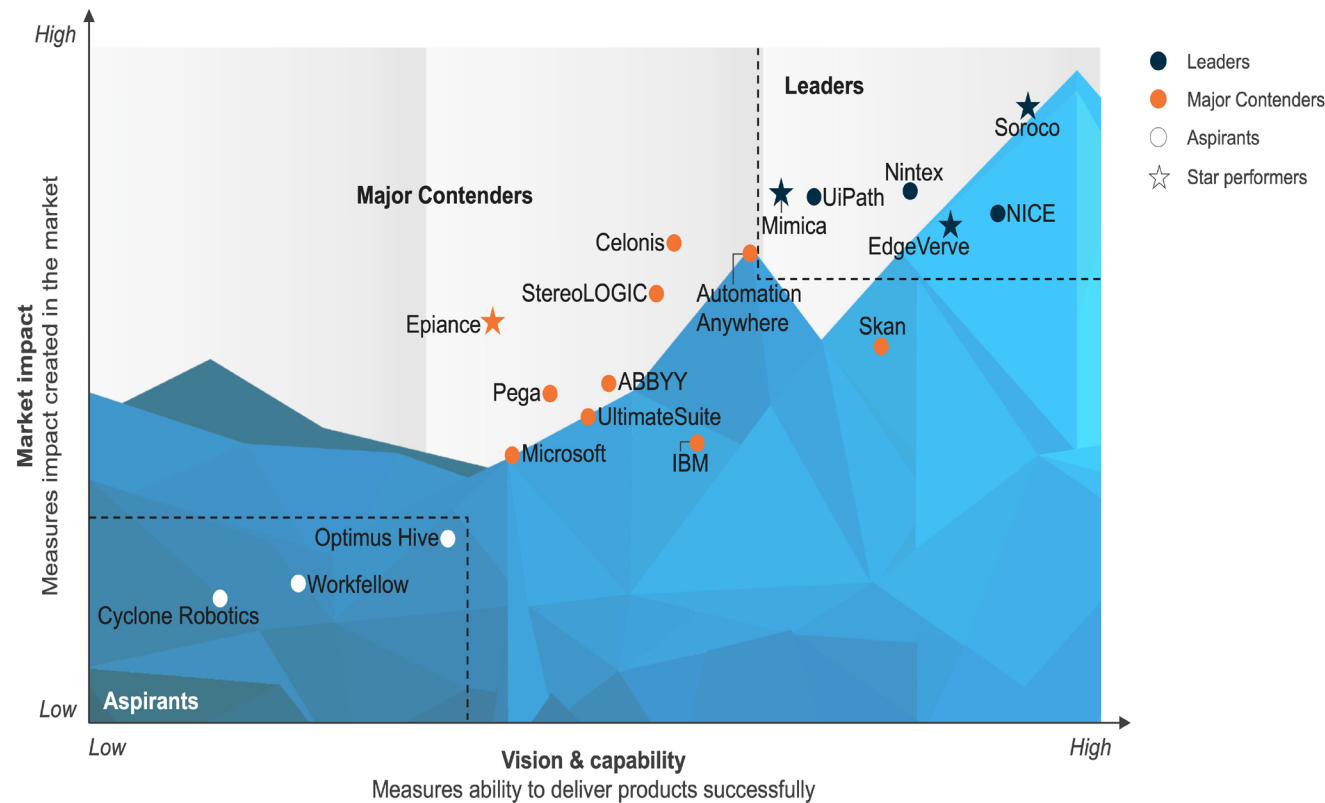
"Strong year-over-year growth in its task mining business and continued investments in enhancing the product's ease of use, depth & breadth of insights, and integration with its automation capabilities have helped EdgeVerve strengthen its position as a Leader and emerge as a Star Performer on Everest Group's Task Mining Products PEAK Matrix® 2023,"



Amardeep Modi, Vice President at Everest Group.



Everest Group Task Mining Products PEAK Matrix® Assessment 2023¹



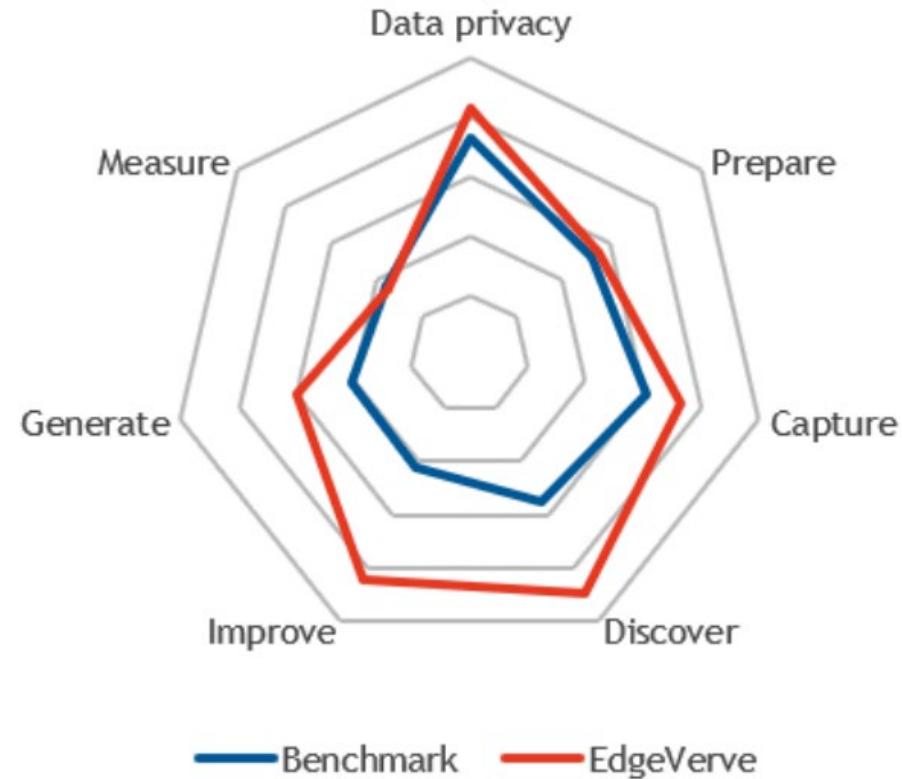
¹ Assessment for Automation Anywhere, Microsoft, Nintex, Pega, and StereoLOGIC excludes detailed provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence(TI) database, ongoing coverage of these technology providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete
Note: Star Performers are selected based on a relative comparison of providers' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Providers with the highest year-over-year improvement are designated as Star Performers. The Star Performer title does not reflect the overall market leadership position, which is designated through Leaders, Major Contenders, or Aspirants
Source: Everest Group (2023)

This assessment has been licensed to EdgeVerve

AssistEdge Discover outperforms all benchmarks in IDC Assessment 2023

“AssistEdge outperformed at the benchmark in every category. Its task improvement capabilities are particularly strong, with task simulation features and a BPMN design capability to edit tasks before exporting to AssistEdge RPA studio”

AssistEdge Discover Performance Compared with Task Mining Benchmark



Source: IDC, 2023



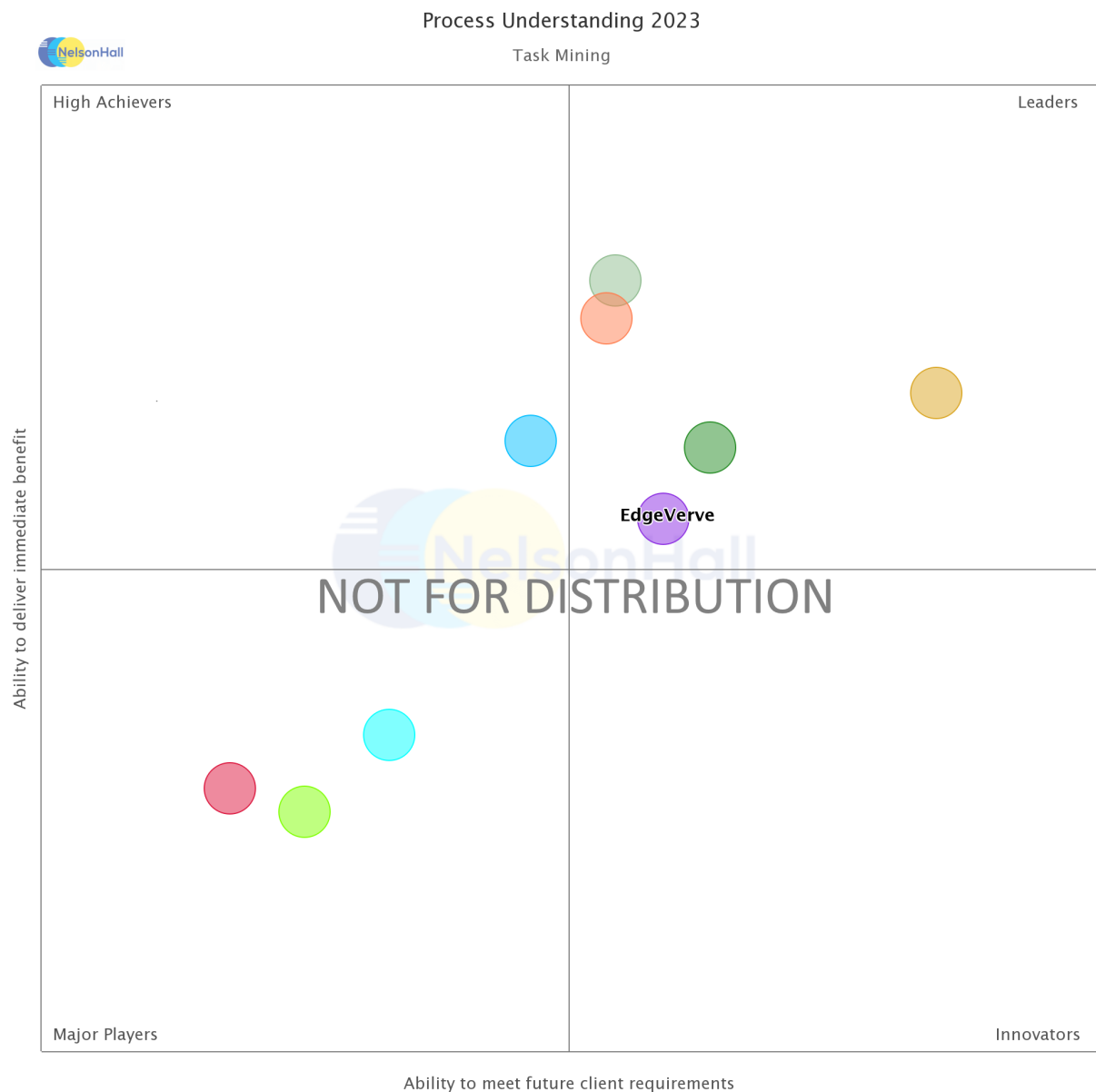
Maureen Flemming, Vice
President at IDC.

AssistEdge Discover recognized as a Leader in the Nelson Hall NEAT Report

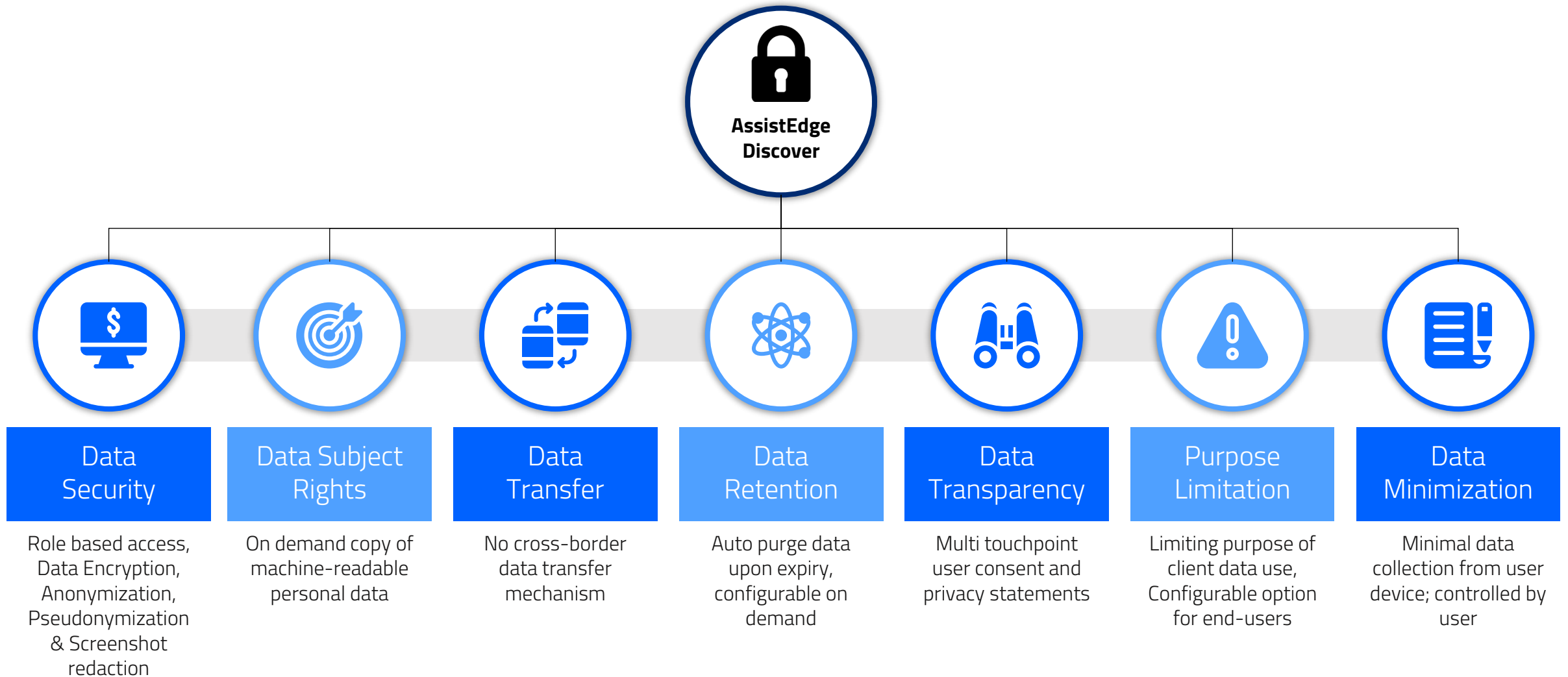
“Seamless integration with AssistEdge RPA and other RPA platforms for accelerated development and deployment. These include Automation prioritization, optimization potential, user efficiency & conformance to the process at a glance for each process”



Mike Smart, Senior Analyst at
Nelson Hall



Our enterprise-grade security is certified by auditors



Our enterprise-grade security is certified by third-party auditors

Synopsys Inc. attests AssistEdge Discover as a robust platform with a secure architecture

The Synopsys report states, "AssistEdge Discover has adequate controls in place within the application to protect the security of customer information. There are no known open issues with the application or supporting infrastructure that might allow an attacker to compromise the application's user accounts or the application's supporting infrastructure."



Synopsys Inc. conducted secure architecture review and a penetration test on AssistEdge Discover in areas including:



**Data Encryption
& Management**



**Network
Segregation**



**Application
Configuration**



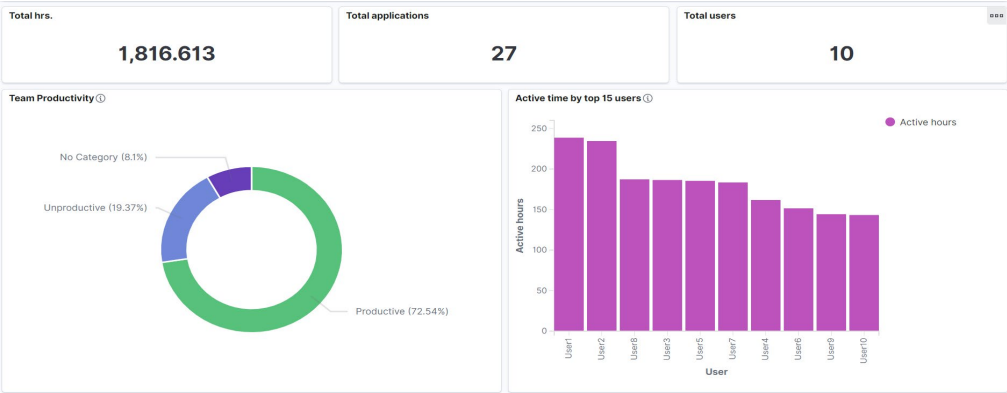
**Authentication &
Authorization**

AssistEdge Discover

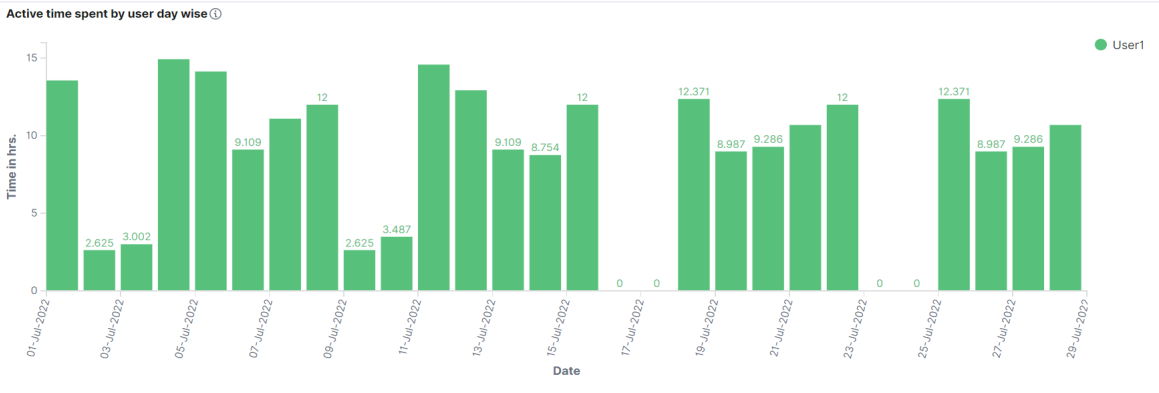
Work Insights
Dashboard Snapshots



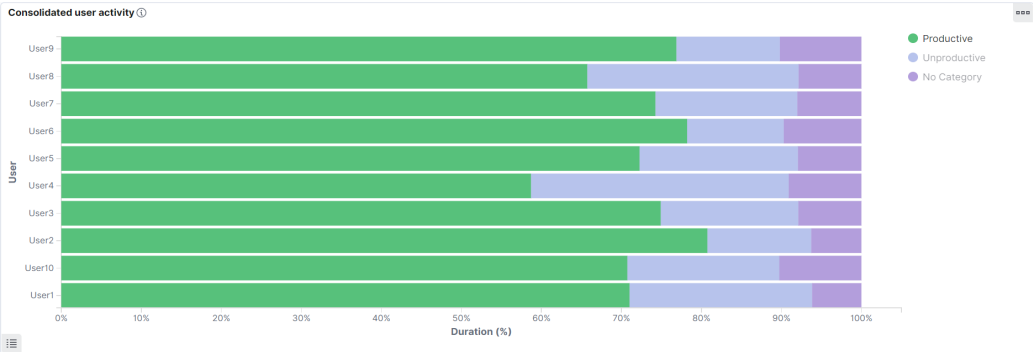
Drill-down reports and insights-driven dashboard



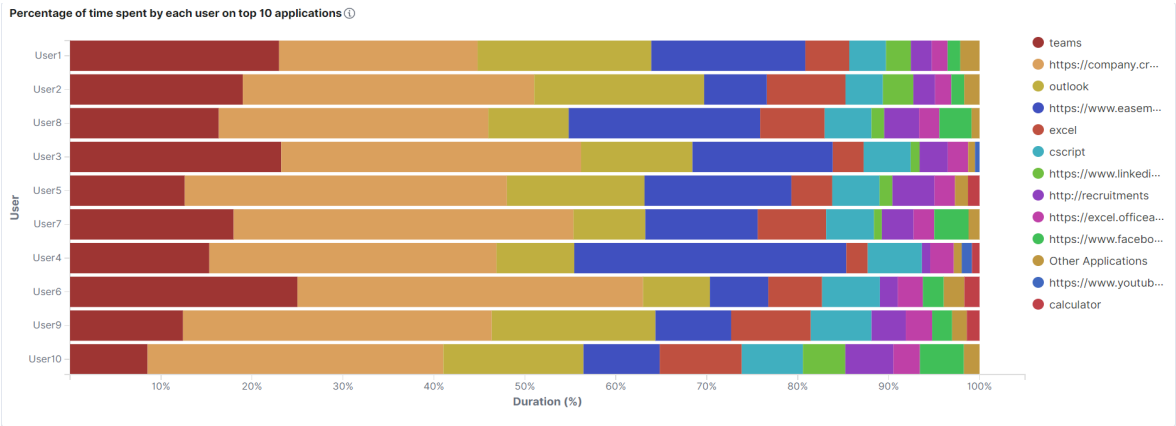
Consolidated team productivity chart, based on the active time spent on core business applications



Active time log for specified period report



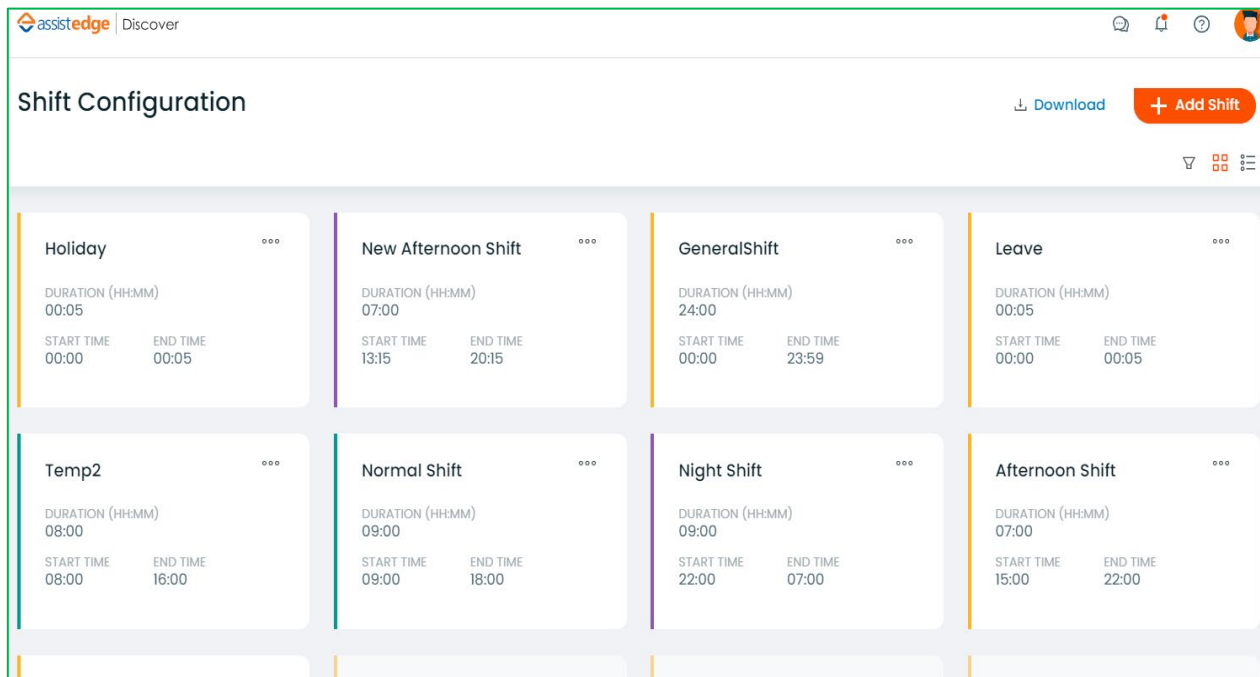
User time spent on core vs. non-core business applications



Business application usage

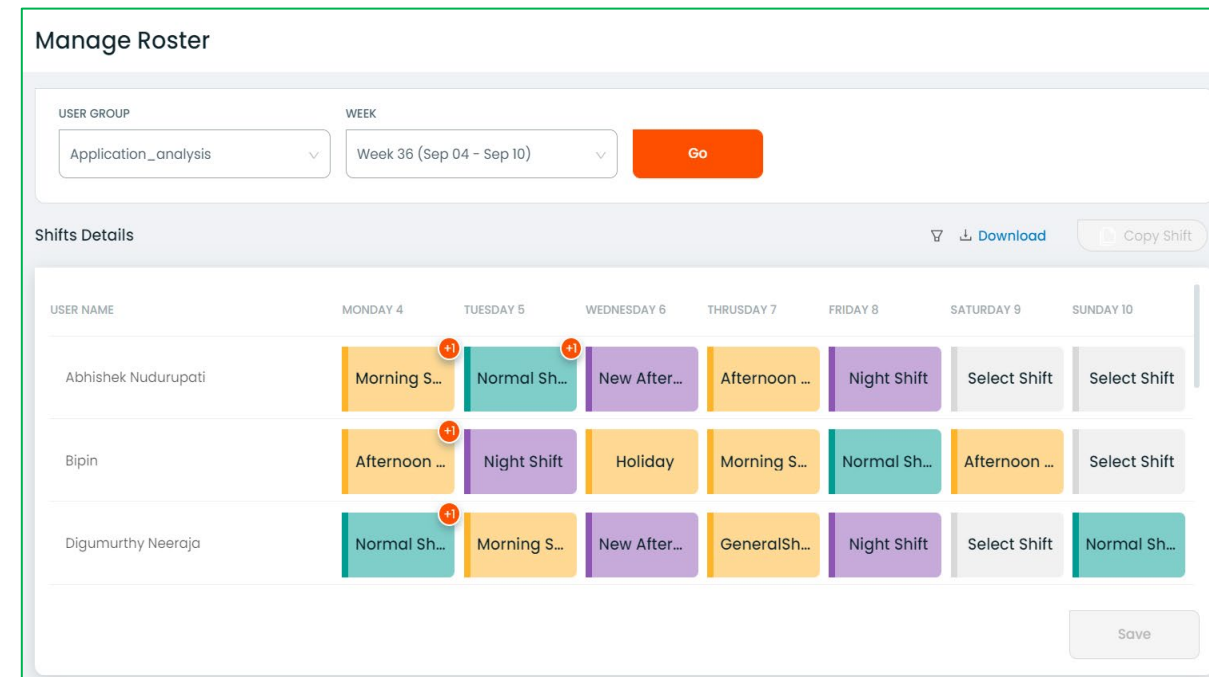
Setup and manage team roster and work shifts

Managers can define and assign rosters and shifts across users, and can track the details from the dashboard



The Shift Configuration dashboard allows managers to define various shift types. It features a grid of shift cards, each with a title, duration, start time, and end time. The shifts are categorized into Holiday, New Afternoon Shift, GeneralShift, Leave, Temp2, Normal Shift, Night Shift, and Afternoon Shift. Each card has a three-dot menu icon for additional options. The dashboard includes a 'Download' button and an 'Add Shift' button.

Shift Type	Duration (HH:MM)	Start Time	End Time
Holiday	00:05	00:00	00:05
New Afternoon Shift	07:00	13:15	20:15
GeneralShift	24:00	00:00	23:59
Leave	00:05	00:00	00:05
Temp2	08:00	08:00	16:00
Normal Shift	09:00	09:00	18:00
Night Shift	09:00	22:00	07:00
Afternoon Shift	07:00	15:00	22:00



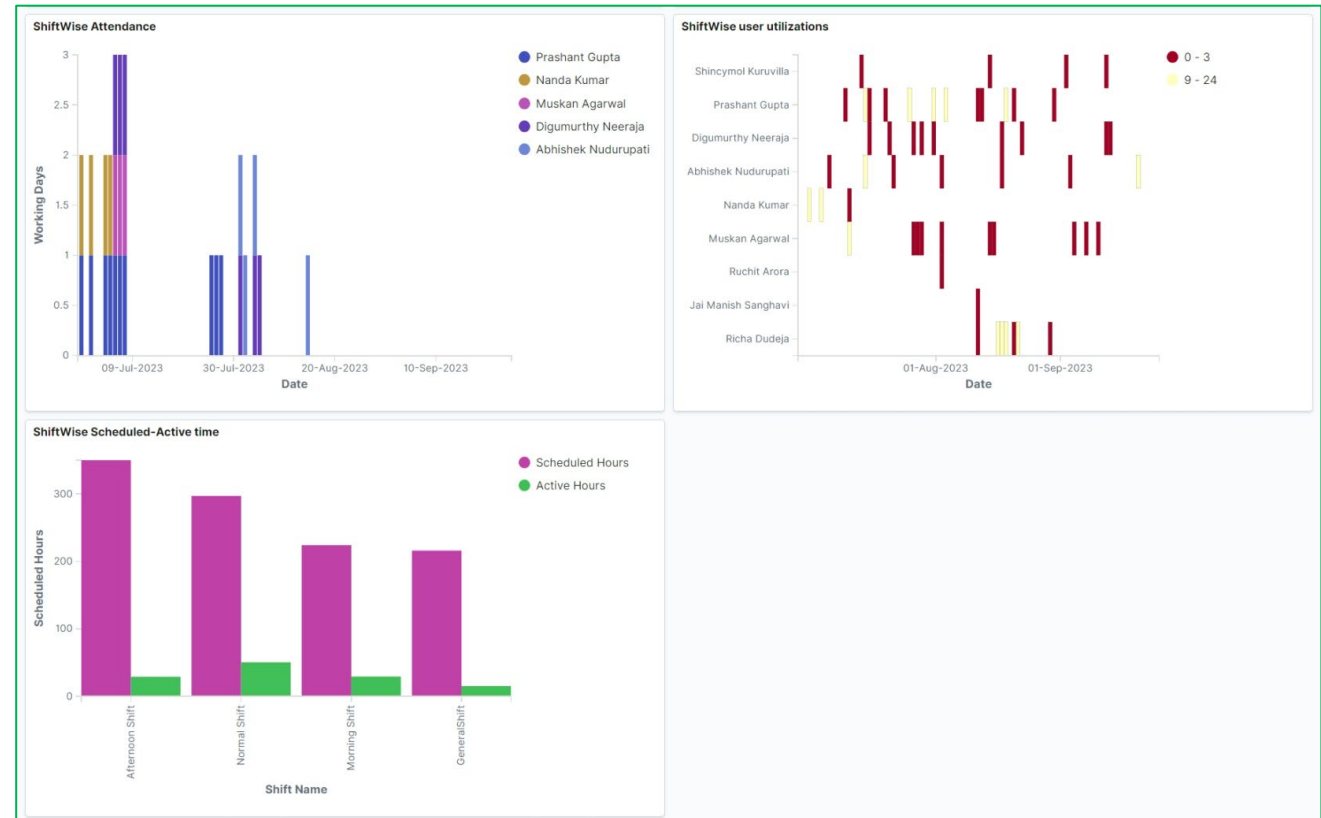
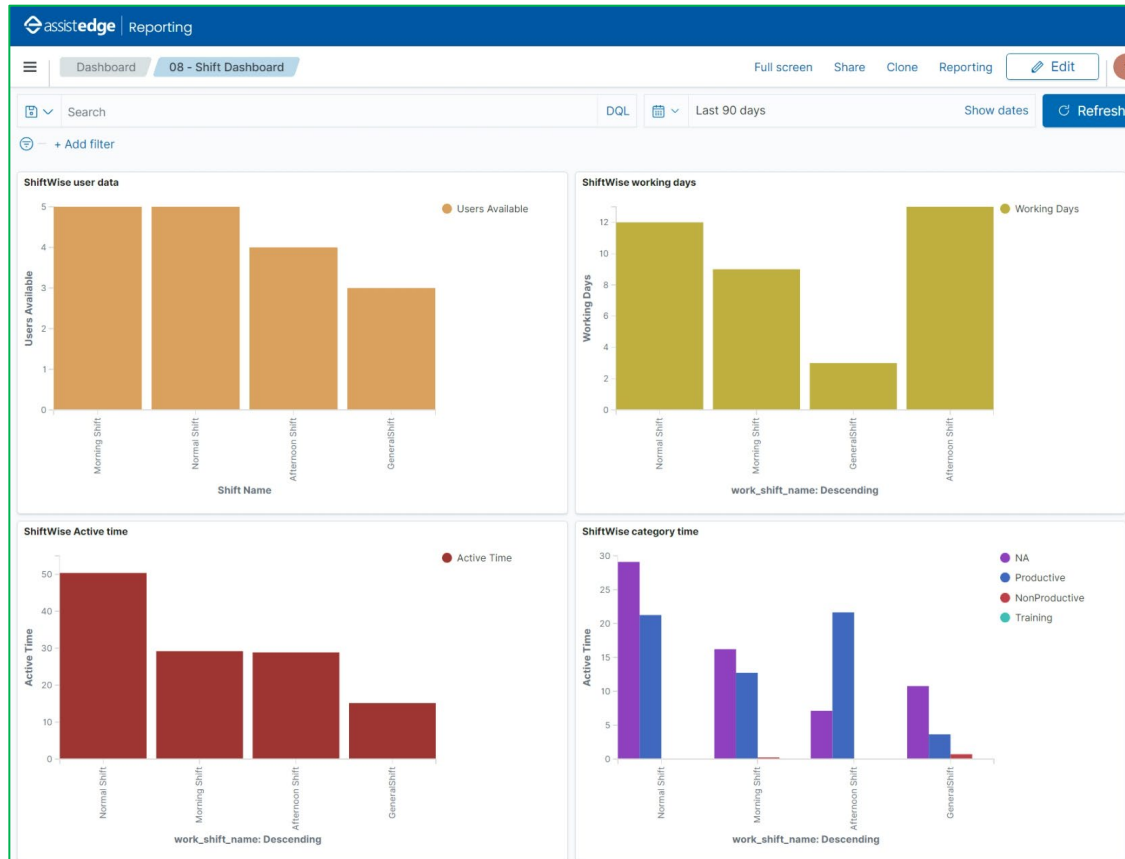
The Manage Roster dashboard allows managers to assign shifts to users. It features a table with columns for User Name, Monday 4, Tuesday 5, Wednesday 6, Thursday 7, Friday 8, Saturday 9, and Sunday 10. The table shows the assigned shifts for three users: Abhishek Nudurupati, Bipin, and Digumurthy Neeraja. Each cell contains a shift name or a 'Select Shift' button. The dashboard includes a 'Download' button and a 'Copy Shift' button.

USER GROUP: Application_analysis WEEK: Week 36 (Sep 04 - Sep 10) Go

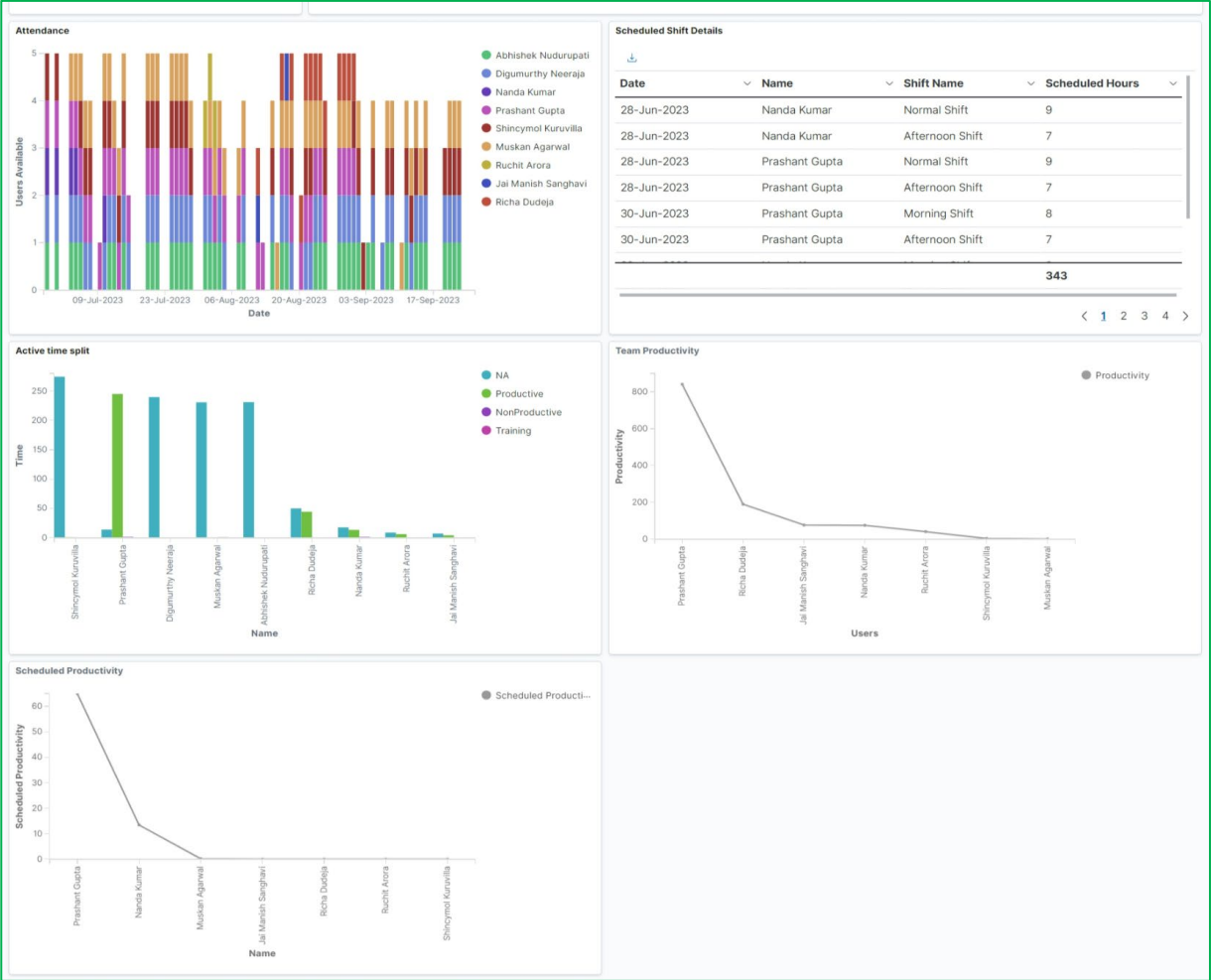
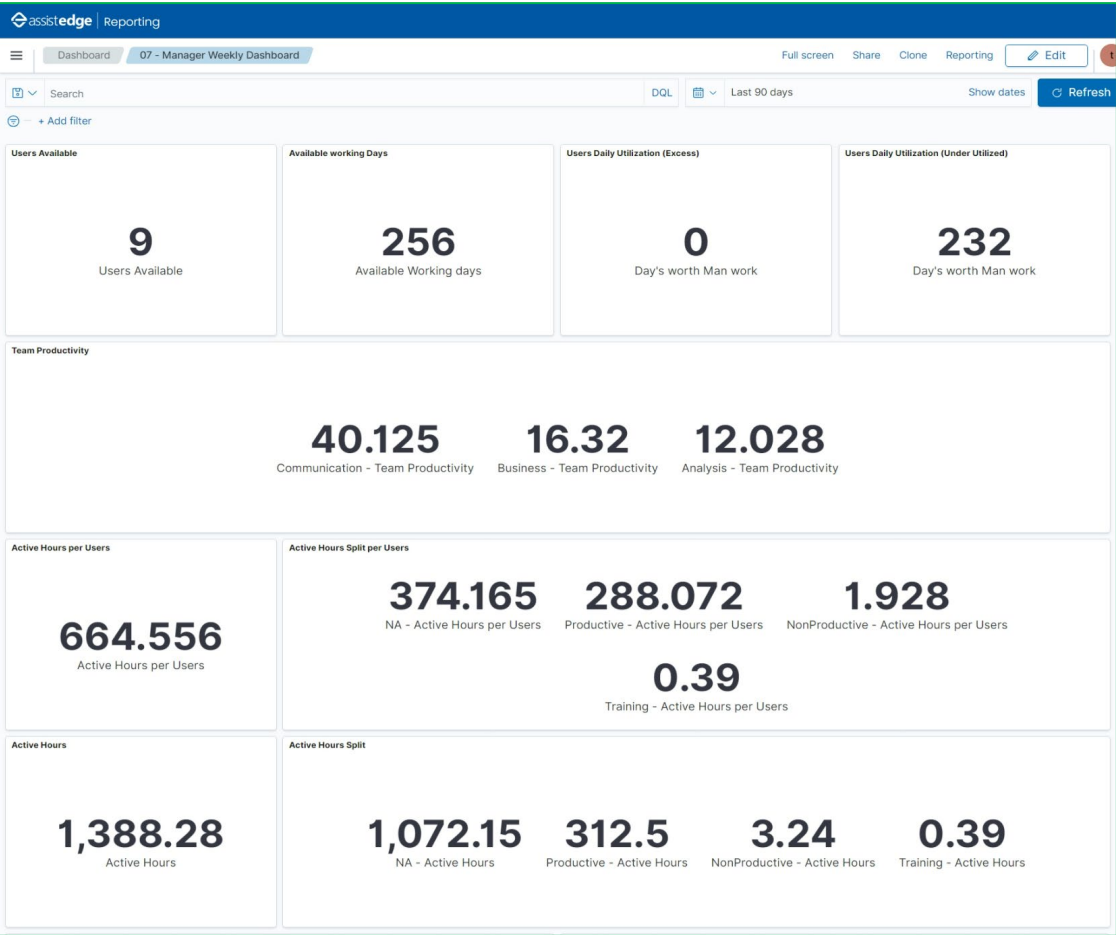
USER NAME	MONDAY 4	TUESDAY 5	WEDNESDAY 6	THURSDAY 7	FRIDAY 8	SATURDAY 9	SUNDAY 10
Abhishek Nudurupati	Morning S...	Normal Sh...	New After...	Afternoon ...	Night Shift	Select Shift	Select Shift
Bipin	Afternoon ...	Night Shift	Holiday	Morning S...	Normal Sh...	Afternoon ...	Select Shift
Digumurthy Neeraja	Normal Sh...	Morning S...	New After...	GeneralSh...	Night Shift	Select Shift	Normal Sh...

Save

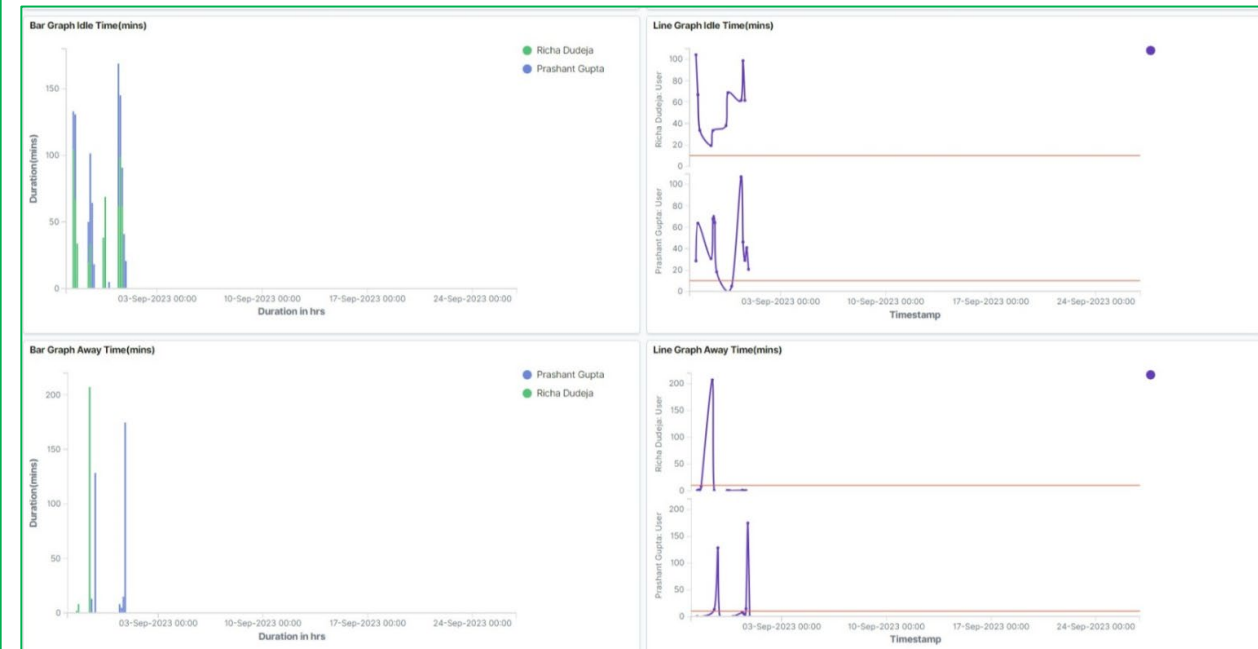
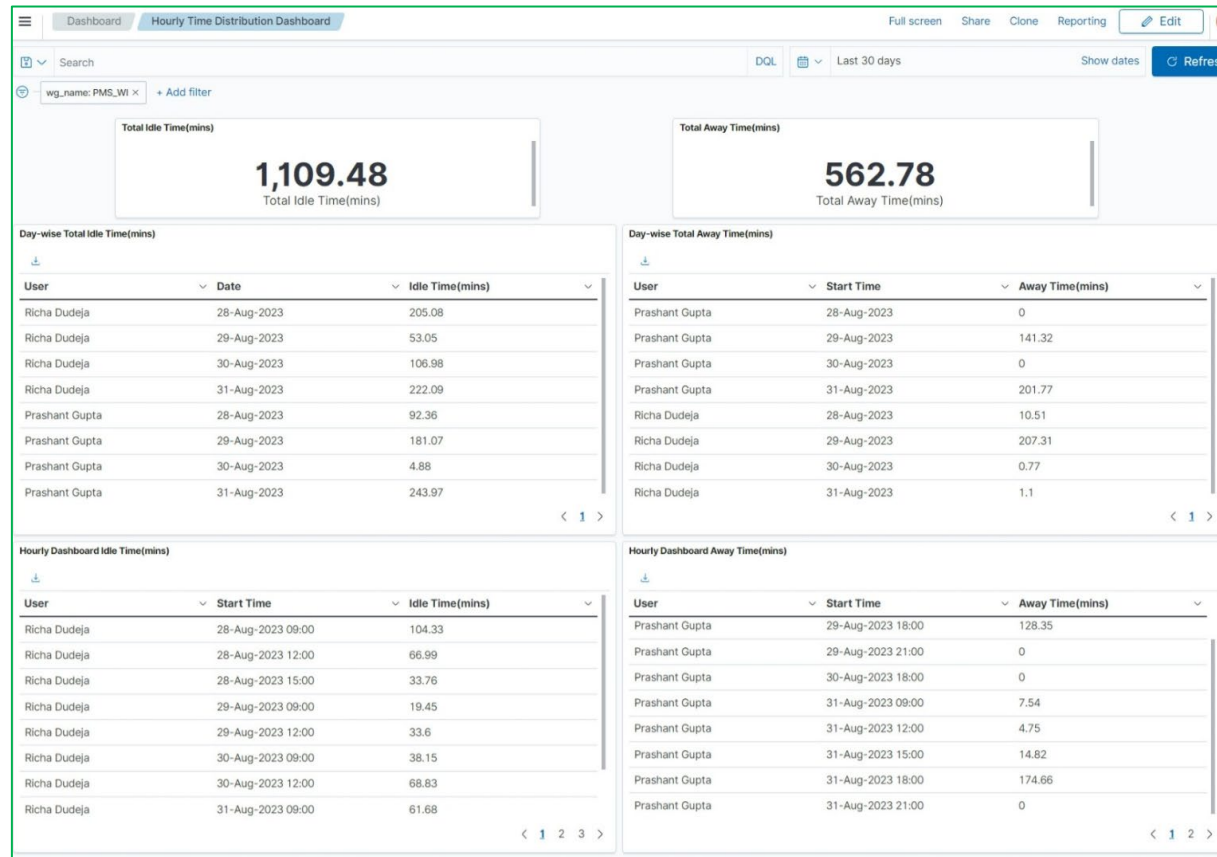
Shift dashboard to manage team shifts & schedules



Manager weekly dashboard for team & users' productivity



Hourly time distribution dashboard to get detailed view of users Inactive time



Dashboards that consolidate user journey

Consolidated user activity detail

Drilldown	User	Category	User group	Active Time (In hrs.)
Day-wise Activity	User1	Productive	DefaultGroup	169.492
Day-wise Activity	User1	Unproductive	DefaultGroup	54.447
Day-wise Activity	User1	No Category	DefaultGroup	14.708
Day-wise Activity	User10	Productive	DefaultGroup	101.365
Day-wise Activity	User10	Unproductive	DefaultGroup	27.203
Day-wise Activity	User10	No Category	DefaultGroup	14.708
Day-wise Activity	User2	Productive	DefaultGroup	189.401
Day-wise Activity	User2	Unproductive	DefaultGroup	30.434
Day-wise Activity	User2	No Category	DefaultGroup	14.708
Day-wise Activity	User3	Productive	DefaultGroup	139.693

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Activity Dashboard: Showcases consolidated activity details

Segregation of total time spent by each user day wise

Date	Drilldown	User	Category	Total Active hrs.
01-Jul-2022	View Applications	User1	Productive	9.736
01-Jul-2022	View Applications	User1	Unproductive	2.677
01-Jul-2022	View Applications	User1	No Category	1.152
02-Jul-2022	View Applications	User1	Productive	1.796
02-Jul-2022	View Applications	User1	Unproductive	0.829
02-Jul-2022	View Applications	User1	No Category	0
03-Jul-2022	View Applications	User1	Productive	1.76
03-Jul-2022	View Applications	User1	Unproductive	1.242
03-Jul-2022	View Applications	User1	No Category	0
04-Jul-2022	View Applications	User1	Productive	10.723

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Day wise dashboard: View login activity daywise for a selected user

Total time spent on each application day wise breakup

Date	Drilldown	User	Application	Category	Sub Category	Time in hrs.	Time in hrs. percentages
04-Jul-2022	View Application Details	User1	https://company.crm.org	Productive	Productive	4.433	41.337%
04-Jul-2022	View Application Details	User1	outlook	Productive	Productive	4.138	38.586%
04-Jul-2022	View Application Details	User1	teams	Productive	Productive	1.207	11.257%
04-Jul-2022	View Application Details	User1	http://recruitments	Productive	Productive	0.7	6.528%
04-Jul-2022	View Application Details	User1	excel	Productive	Productive	0.246	2.291%
							10.723

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Day wise application: View applications accessed by the selected user on a specific day

Application Usage Timestamp

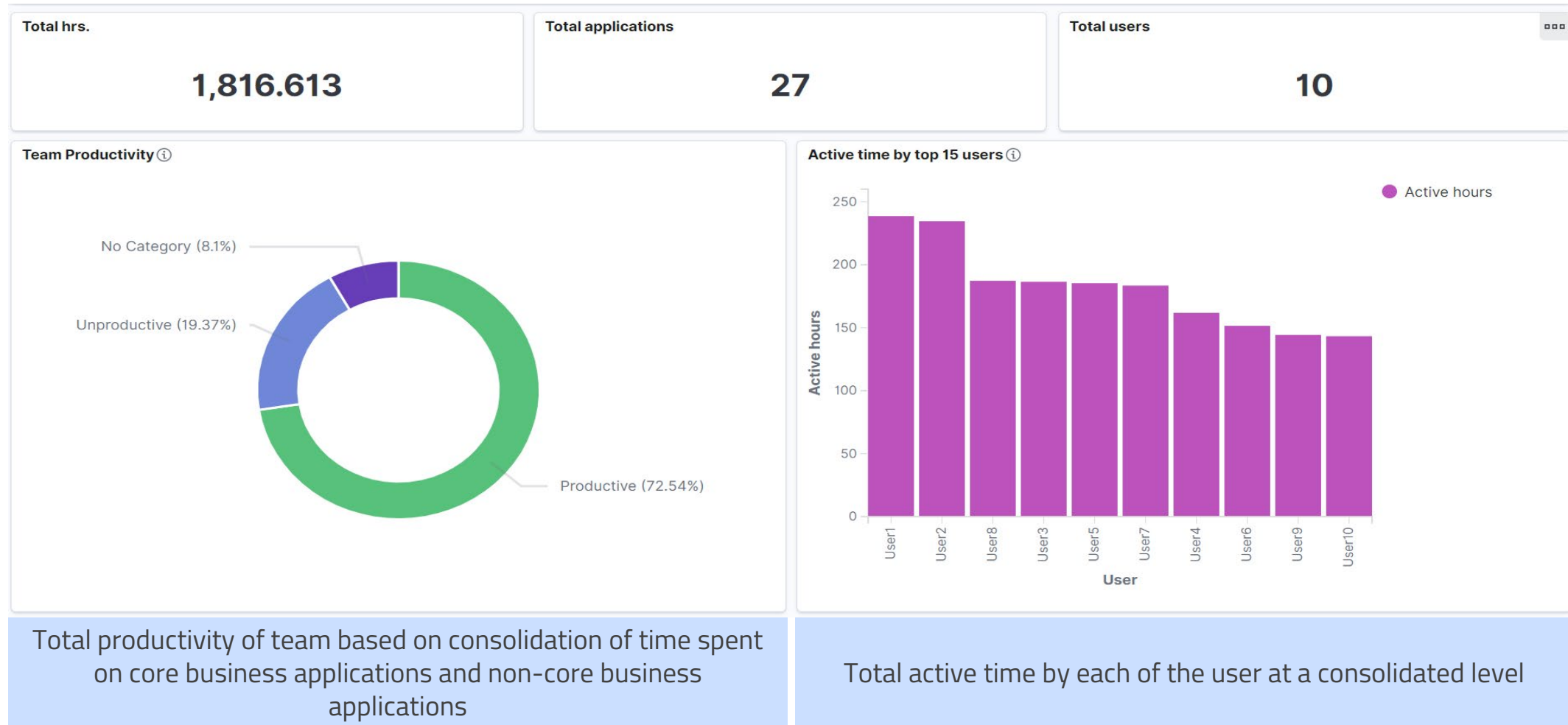
User1: User Key

Applications	Start Time	End Time	Time in mins.
https://company.crm.org	Jul 4, 2022 @ 20:08:55.265	Jul 4, 2022 @ 20:08:59.607	0.145
https://company.crm.org	Jul 4, 2022 @ 19:54:14.635	Jul 4, 2022 @ 19:54:17.385	0.085
https://company.crm.org	Jul 4, 2022 @ 19:13:27.279	Jul 4, 2022 @ 19:13:28.674	0.046
https://company.crm.org	Jul 4, 2022 @ 18:10:53.641	Jul 4, 2022 @ 18:22:15.216	22.719
https://company.crm.org	Jul 4, 2022 @ 18:08:58.156	Jul 4, 2022 @ 18:09:12.953	0.493
https://company.crm.org	Jul 4, 2022 @ 18:08:03.529	Jul 4, 2022 @ 18:08:07.370	0.128
https://company.crm.org	Jul 4, 2022 @ 18:03:40.932	Jul 4, 2022 @ 18:03:49.098	0.272
https://company.crm.org	Jul 4, 2022 @ 15:47:38.386	Jul 4, 2022 @ 16:37:12.589	99.14
https://company.crm.org	Jul 4, 2022 @ 15:47:29.825	Jul 4, 2022 @ 15:47:38.150	0.278
https://company.crm.org	Jul 4, 2022 @ 15:47:05.742	Jul 4, 2022 @ 15:47:06.978	0.041
			265.907

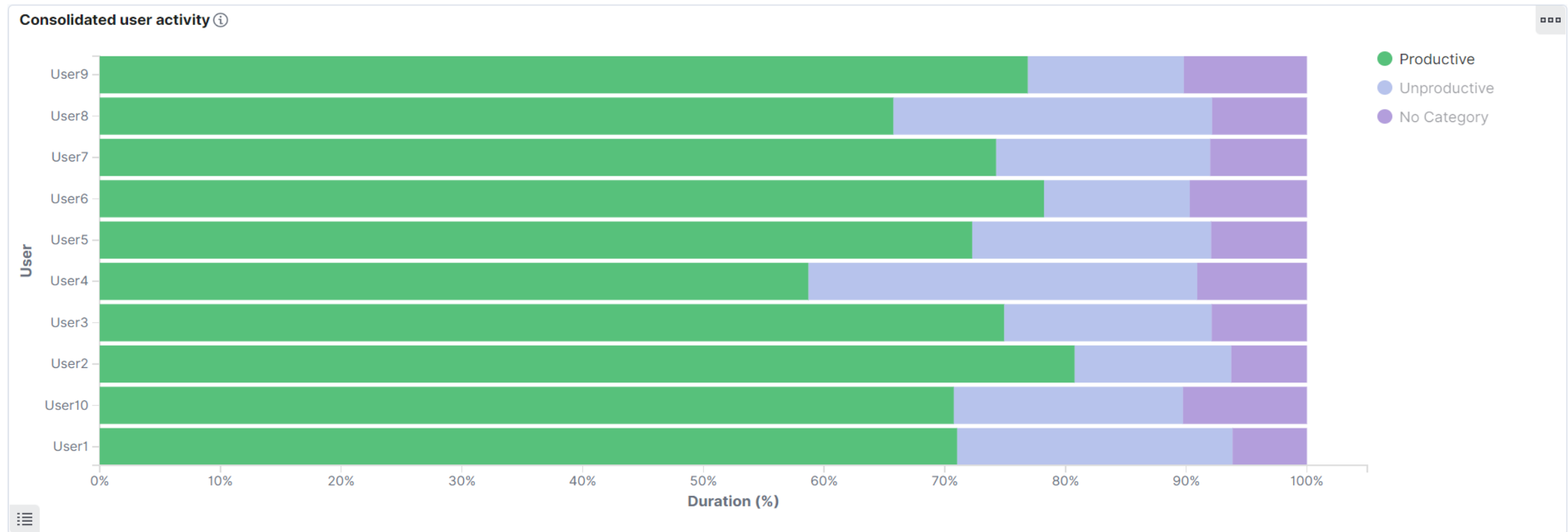
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Application detail: View applications usage pattern with timestamp

Track team and individual user productivity

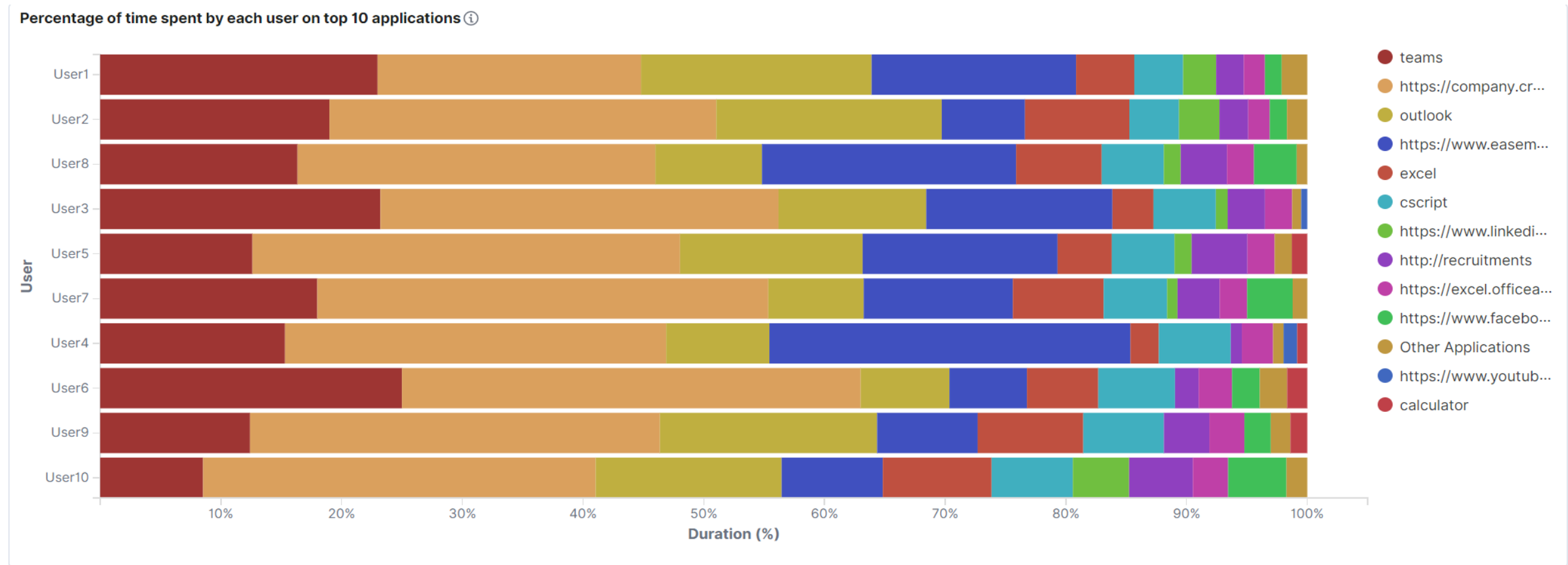


Measure the time spent by user on core business applications



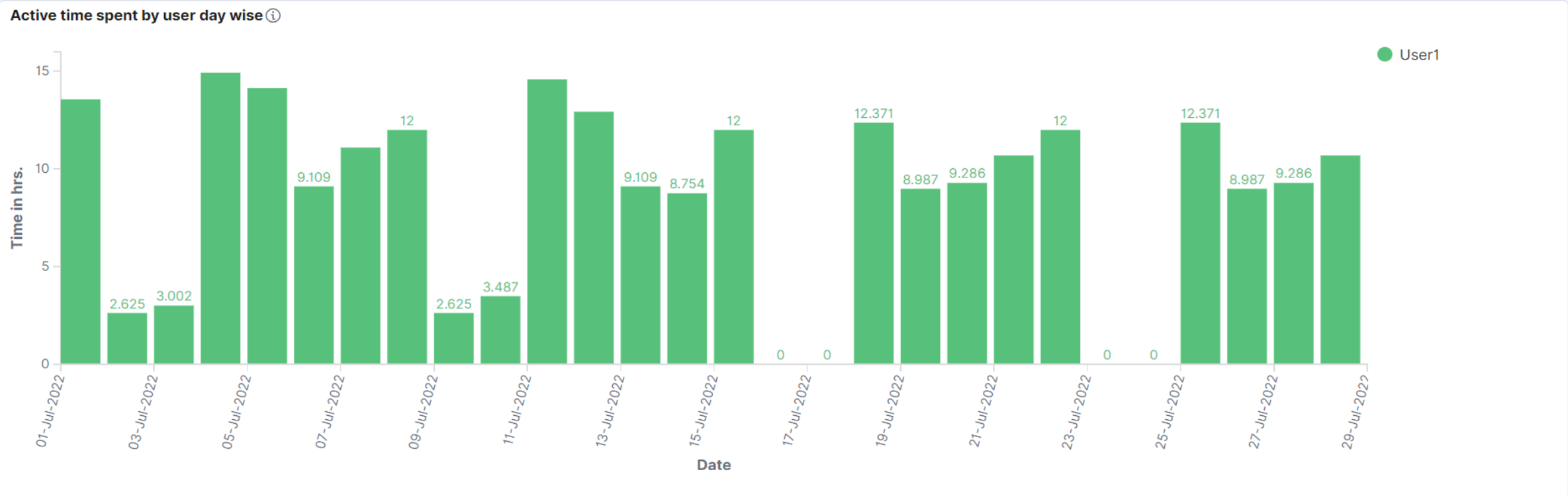
Productivity of users based on time spent on core business applications and non-core business applications

Drill down into application usage (by team and individual users)



Time spent by users on top 10 applications

Analyze daily active time of your team and users



Showcases active time logged in by selected individual on a daily basis.
By selecting multiple users, you can compare the login activity pattern across users



AssistEdge Discover

What differentiates us?

Why AssistEdge Discover is the best choice?

Proven solution

- Secure architecture audited and certified by the best in the industry
- Light infrastructure footprint for better ROI
- Deep Process Analytics using Neural network and AI algorithms offering E2E task analysis

Workplace catalyst

- In-depth user productivity metrics & reports
- End-to-end process efficiency insights
- Automation Blueprint – Recommendations for automation opportunities by business value across tasks



Trusted brand

- Recognized as a Leader and a Star Performer in Everest Group's Task Mining Products PEAK Matrix® Assessment 2023
- Robust product roadmap and investment
- Flexible commercial construct
- End to end ecosystem – consulting, implementation, services and support
- Quick win POC model in 4-6 weeks

People-centric approach

- Strict data privacy, data encryption and user anonymity
- Data masking for Personally Identifiable Information(PII)
- Select and manage the apps to track

Success Stories



Stars on our back

US telecom major enhanced their agent productivity by 20%

- Wanted to analyze agent interactions & identify training opportunities. Establish best practices for process standardization. Forecast agent productivity and help resource planning
- Discover Work Insights captured agent interaction data across multiple business applications and used the empirical data helped generate process maps and analysis.
- **Impact: Over 20% improvement in overall agent productivity**



Largest independent claims management firm boosted their workforce productivity

- When the client increased their backend operations employee count from 600 to 800 and needed to track efficiency & productivity, they decided to introspect
- Discover Work Insights provided the insights and comparative data & generated drill-down reports on user-level application usage, work patterns. It helped identify workload imbalances, among other workforce-related insights.
- **Impact: 3500 hours of potential annual savings**



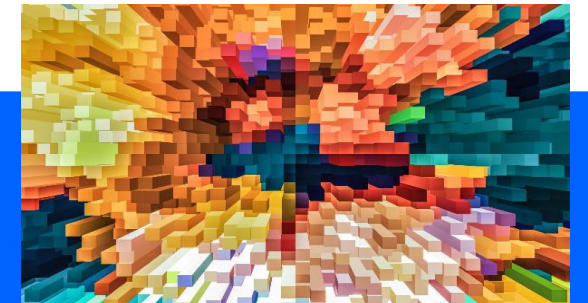
A Finnish telecom giant saves 3500 hours per annum

- The MNC telecom leader wanted to understand & analyze how tasks are executed, visibility into end-to-end processes and identify opportunities for process optimization, while improving customer experience
- Delivered successful PoC in less than 3 weeks, with data on app usage, task duration analysis, transaction volume & summary, app Interactions etc.
- Business insights used to generate an automation blueprint along with detailed process insights.
- **Impact: \$10M projected productivity gain**



A global beverage company saves US\$1 Mn & 65K person hours

- Client wanted to assess maturity of their cash collection and route settlement & billing process across 10 countries and 50 users. Identify standardization and automation opportunities.
- Discover Work Insights in 2 weeks captured data, analyzed it for process maturity and identify standardization and automation opportunities.
- Gave visibility into as-is processes, highlighting inter-country process differences.
- **Impact: \$1 Mn annual savings from process optimization**



Stars on our back

US telecom major

Forecast agent productivity
and help resource planning

Discover Work Insights

20%

improvement in overall
agent productivity



Largest independent claims management firm

Track efficiency &
productivity for 800+ agents

Discover Work Insights

3500+ hours

of potential annual savings



A Finnish telecom giant

Understand & analyze how
tasks are executed
Opportunities for process
optimization

Discover Process Discovery

\$10M+

projected productivity gain



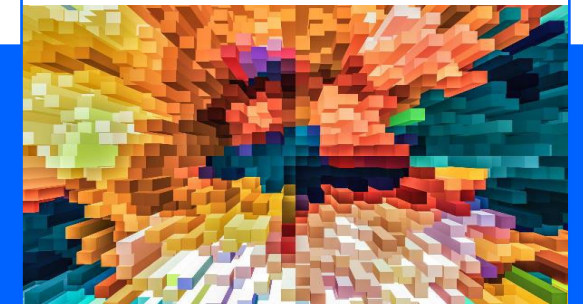
Global beverage company

Assess maturity of their
cash collection and route
settlement & billing process

Discover Work Insights

\$1M+

Savings from process
optimization



One of the largest telecom company in US has improved their agent productivity by 20%



20%+
Improvement in
overall agent
productivity

Process insights
Generated from the data
collected

**Significant
improvement**
in operational
efficiency & agent
productivity



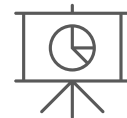
Client

The world's largest telecom company and one of the largest provider of mobile telephone services in the U.S for fixed-line, wireless, Wi-Fi, high speed Internet, voice and cloud-based services.



Need

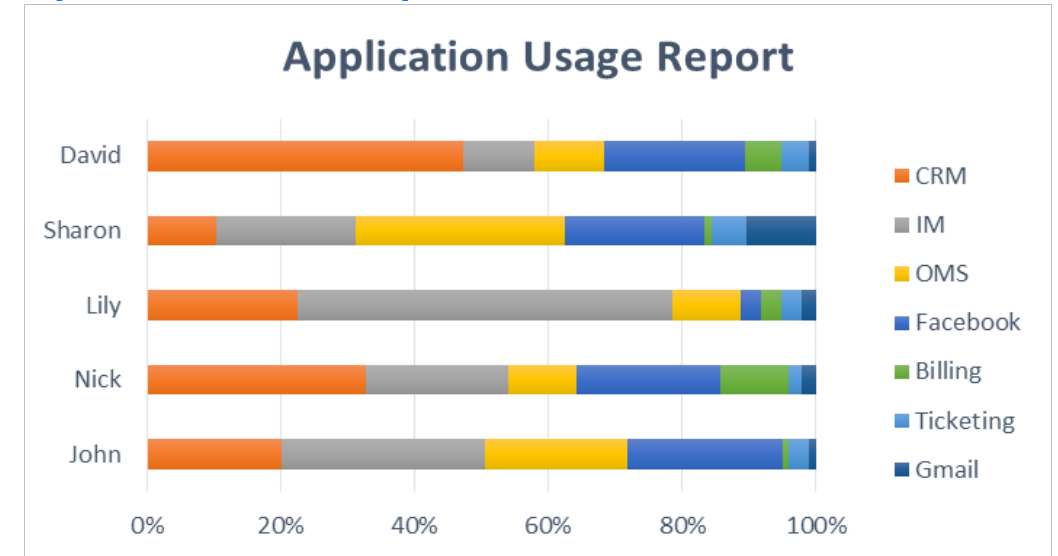
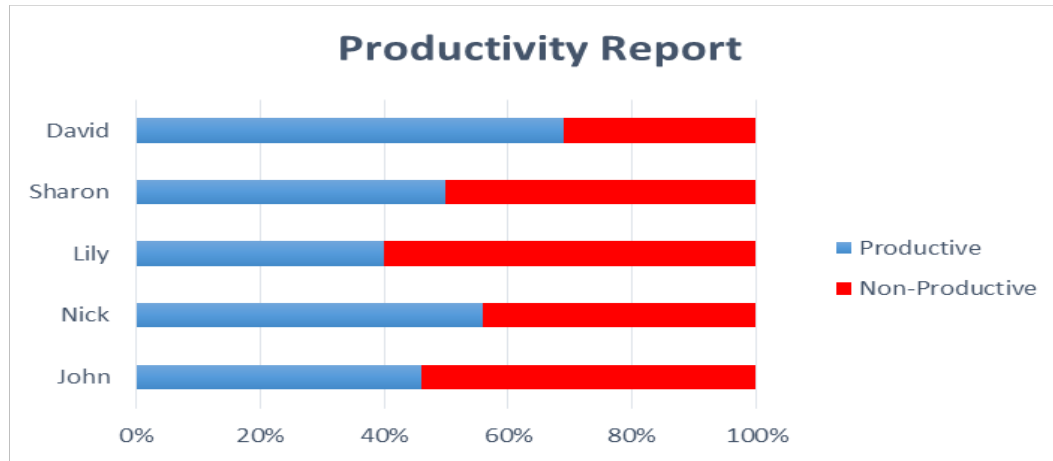
Analyze agent interactions to identify opportunities to educate and train them on the best process flows. Assess process maturity and highlight opportunities for process standardization and automation. Establish opportunities to accurately forecast agent productivity and resource planning.



Approach

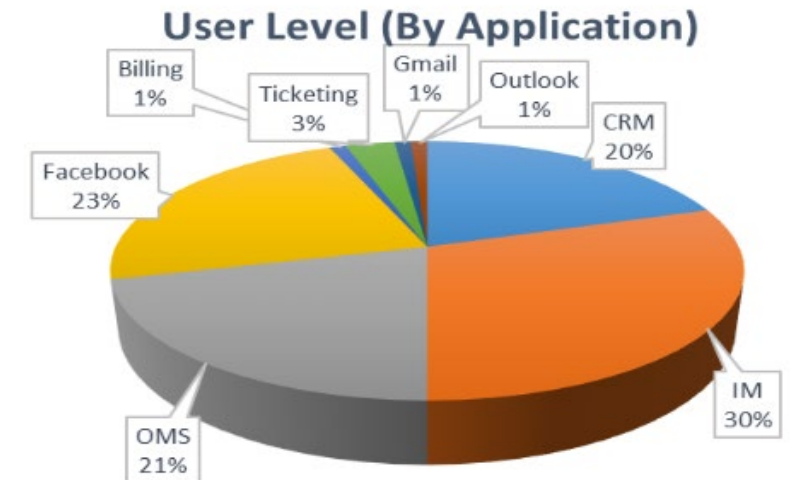
Deployed Discover Work Insights and through the Smart Data Capture feature on agent workstations analyzed and generated activity reports and team productivity data. Captured agent interaction data across multiple business applications using Process Insights (PI) and used the empirical data helped generate process maps and analysis

Insights that helped improve overall agent productivity



Benefits

- Realized the **benefit of zero disruption in agent operations** during non-intrusive data capture
- Provided **detailed process insights** with the task maps generated
- Observed a **20+% improvement in agent productivity** with the generation of activity reports
- Allowed **efficient monitoring of desktop activity** and collection of meta data of application usage. This provided intelligent insights on application usage and business process and opportunities for education and training.
- Improved operational efficiency and overall agent productivity



A large claims management firm improved their workforce productivity by 20%



Over 20% improvement in workforce productivity

\$10M Projected productivity impact

Confirmed 90% of the time spent by agents was on productive work



Client

One of the world's largest independent claims management companies with a presence in 70 countries faced operational issues during the pandemic



Need

When one of their contact center rapidly scaled up from 600 to 800 employees due to increased business need, they wanted to measure the performance of their remote teams and evaluate the time spent on business processes before further increasing the employee strength.



Approach

AssistEdge Discover was deployed to collect data and track employee productivity, help improve team efficiency, identify workload imbalances, and check for employee burnout among other workforce related insights. Discover Work Insights provided comparative data on the effort of multiple teams. Generated drill-down reports on user-level business application usage patterns

A U.S telecom major significantly improved its workforce efficiency with work insights



\$4 M

Projected increase in overall workforce productivity

Data-driven insights for improved decision making



Client

The U.S based telecommunications major offers communications, network services, security, cloud solutions, voice, and managed services.



Need

Wanted to empower its people, build workplace transparency, and optimize processes. Enable leaders to better manage their remote teams understand how work gets done, the applications that are used.



Approach

AE Discover was deployed capture user and team level data, analyze and measure the overall productivity. The data captured helped streamline processes, take informed decisions and reduce information security risks. It also helped gain greater return on assets and helped defer capital investment to reduce costs and increase profitability.

Thank
you

