

# MODERNISING THE WAY YOUR BUSINESS WORKS

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## ZARION WORK MANAGEMENT SOFTWARE

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### **INSIGHT**

THERE IS A GLOBAL NEED FOR A NEW GENERATION OF INTUITIVE, EASY TO DEPLOY, INNOVATIVE SOFTWARE CAPABILITY THAT ENABLES BUSINESS LEADERS TO TRANSFORM THE WAY THEIR PEOPLE WORK.

### **CHALLENGE**

FINDING A SOLUTION THAT WILL TRANSFORM THE WORK PEOPLE DO, WHERE AND WHEN IT'S CARRIED OUT AND HOW IT IS CONTROLLED AND PRIORITISED, TO DELIVER FOR BOTH THE NEEDS OF THE BUSINESS AND THE CUSTOMER.

### **SOLUTION**

ZARION'S NEXT GENERATION OF WORK MANAGEMENT SOFTWARE GIVES BUSINESS LEADERS THE CAPABILITY TO QUICKLY TRANSFORM THE WORKPLACE, ENABLING THE BUSINESS TO MEET EXPECTATIONS.

### **Optimize and balance workloads**

Data and clarity about the work needed to be done within a given process, department, function, business unit or across a large multi-functional, multi-location enterprise is provided to managers, team leaders and employees.

Our platform also enables businesses to optimise how and when people and teams are allocated work. This allows you to easily and quickly see the impact of bottlenecks, and identify peaks and troughs, so you can take action to balance workloads and priorities between individuals and teams irrespective where they are located.

### **Machine learning responsiveness**

Flexibility and agility is critical to the worker of the future. However, change must be controlled due to the layers of regulations, policies and strict procedures that need to be adhered to. Our embedded policy management and automated self-learning rules, will keep track as to who is qualified or skilled to perform a particular task or activity and will either enforce or prevent activities taking place by the right or wrong person.

## **Right work to the right person**

The work that cannot be automated will instead be completed by the most appropriate person, at the time required, in the most apt location and using the most suitable device.

Our supervisory functions give the control of work back to the business by providing centralised, real-time visibility of all available skilled and qualified people, all work queues, service requests, priorities and deadlines. Additionally, it enables you to adjust what, when and who should carry out the work.

## **Fast modernization**

Legacy systems and process are often outdated, extremely prescriptive and difficult or impossible to change. Workers and customers alike are constantly frustrated by the need for work arounds, daily compromises and inconveniences. Our award-winning intuitive interfaces are modern, fresh and easy to use. The software can be managed and configured by the business for the business.

Our open, scalable, technical architecture enables easy and fast implementation on premises or in the cloud. It's straightforward to integrate with legacy systems, existing workflows, market-leading line of business systems and the many exciting emerging innovative cloud-based enterprise applications now available.

## **Embedded Automation**

Business are always seeking efficiencies and greater effectiveness. Through embedded automation and intelligence, our work management platform automates the allocation of work, balances workloads, identifies bottlenecks, enforces policies and procedures and escalates exceptions and anomalies.

The software removes many of the day to day, non-value-added tasks of workers and leaders. Additionally, it can perform many new and innovative functions that disparate, outdated systems by nature cannot carry out.

## **Actionable intelligence**

The ability to gather and see real-time data about work and activities across your business, processes, workflows, functions, teams and individuals is a powerful new source of actionable intelligence.

It enables businesses to see what's really happening and how the operations are performing at a granular level. Gain insights to where improvements are needed and see how talent and resources can be better utilised on a day to day basis as patterns of work evolve, easily adapting to the needs of customers and business