

# Building a Business Case for Operational Improvement

## ZARION WORK MANAGEMENT SOFTWARE

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### Business Benefits

#### Time saving for Supervisors and Team Leaders

**Based on customer use cases, we estimate that 10 supervisors can save time equating to 2.5-3 man years savings per year**

Supervisors can save **2 hours per day** on the various manual tasks they must carry out, such as; tallying work in different systems, building reports in Excel for user performance, capacity planning, work allocation and SLA management; liaising with other supervisors; daily operational meetings for people performance management.

#### Time savings for Agents

**Based on customer use cases, we estimate that 120 users can save time equating to 15/16 man years savings per year.**

Agents can save up to **1.5 hours per day** on various manual tasks such as; working with multiple systems, updating spreadsheets, filtering and sorting work, manual filling, handoffs, working from paper, searching for related documents and removing duplication of data, while working in siloed queues.

#### Business agility and flexible working practices drives efficiencies and effectiveness

- Move people without IT involvement resulting in greater agility and less cost associated with change
- Visibility and capability to allocate work to users with capacity, providing more cost-effective utilisation of resources
- Manage remote teams, outsourced work and workers
- Visibility of all work completed, by whom, and if it's completed within the desired timeline

- Facilitates business growth and supports Merger & Acquisition activity

### **Increased Automation removes work and increases the pace of work**

- Automate the allocation of 90% of work based on availability, current workload, skills, and experience, accelerating the process and removing the cost/ effort associated with manual allocation
- Automate email capturing and indexing to reduce manual filing from 30-40% to 15-20% through a one-touch capability
- Automated generation of associated tasks from a piece of work, removing the need for manual processes
- Automate tasks further with the use of robotics that function as part of a team, and have full visibility and control of the work they do

### **Intelligent capture delivers increased efficiency and speed**

- Reduces labour by 50% by automating document preparation and indexing
- Provides digital data for RPA
- Route ready documents and data to the correct business process, reducing document handling time and cost
- Captures data from every document, dramatically reducing manual re-keying
- Provides a platform for self-service with real-time validation of customer submitted documents, reducing re-work and enhancing customer service

## **Non-Quantifiable Benefits**

### **Planning and Forecasting**

- Real-time workload and capacity updates
- Provides analytic tools that maps work patterns
- Enables you to have a deeper understanding of business trends, so you can act earlier to mitigate increase cost or poor service

## **Training and Development**

- On-board and develop users by assigning the right work according to experience and level
- Quality check work based on user experience and level