



Workflow Control

Knowing the Priorities, Real-Time



Many Managers know what service levels looked like last week, but what about today and now?

Technology has supported control of image, electronic and voice based processes to control and manage workflow. How do you achieve the same control in other environments, e.g. paper processing, case handling and customer requests. Are traditional methods of counting, logging and re-counting sufficient to help you deliver the service your Customers expect?

Manual methods often take significant effort from your people to give you basic information. Not only does this divert valuable time from undertaking the activities that add most value, but the information provided is not always readily available, in a timely fashion or in the way that helps you most.

In today's competitive world, providing the best service at lowest cost is a goal many work towards, but few achieve. **eg** provides **intelligent operations management** software solutions and services to businesses that need to improve service and reduce costs, whilst also maximising the return on any investment they make.

The **eg** approach to Workflow Control



Reporting historical service level adherence and achievement is an important reflection of past performance.

With in-process management, the key is to ensure your people and the activity they undertake is prioritised to achieve the best outcome possible.

Achieving Service Excellence

eg operational intelligence[®] enables activities to be measured alongside individual work items within a process, keeping control throughout the process cycle.

Information provided includes volumes of work items received, where items are in the process, the current service level achieved and alerts of any work items that will fall outside service standard if not prioritised.

Supporting in-process management and providing the best opportunity to achieve service excellence.

Analysis and Understanding

Understanding the total cost of processing work items from the start to completion is also an important consideration.

eg operational intelligence[®] captures all relevant data for each work item and, through a cost engine, calculates the total processing cost. Linked to criteria you specify (such as product, channel or any demographic important to you), analysis can be provided at any level of detail.

Where paper processes exist you can also have the capability to report on all current and past details of work items in real-time, to provide a detailed process audit – critical to meet legislative or regulatory compliance and quality or process improvement initiatives.

Reducing cost and improving the customer experience through **eg's** intelligent operations management is crucial to help your organisation meet the competitive challenge.

More information can be found at www.egwfo.com



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eg solutions plc is an operations management software applications vendor. Our software provides real-time, historic and predictive Operational MI. When implemented with our training programme for Managers and Team Leaders to use this intelligence, we guarantee improvements in operational results in short timescales.