Make the right decisions. With WorkiQ.

You really can never know enough about your team.

That's particularly true when you're responsible for making sure your people perform both well and efficiently for your organization. With the right *workforce analytics* deployment, you can know what's necessary to manage your team members most efficiently. Your **best** choice for workforce analytics is **WorkiQ®** by OpenConnect.

You need **complete** data to make meaningful management decisions. That's why your analytics solution must capture a **full** timeline of activity data. WorkiQ collects **all** desktop activity in **real time — even from desktop-based software robots and at-home workers —** so you can answer tough questions about your people and processes:

- How much time is spent in **productive** applications, websites, and activities?

- How many productive hours do we **really** get, per individual and per team?

- What are our **true** staffing needs, based on what WorkiQ shows about our team members' productive time *vs.* their **non**-productive time?

- Who needs **help** or **training**?

- Which **unnecessary** activities drain our team members' time and attention?

- Which processes should be **automated**?

- Once automation is in place, how well are our robots performing?

The data produced by WorkiQ also can be used by **DiscoveriQ** for advanced process discovery. Contact us today to learn more.

WorkiQ®
by **OpenConnect**

Discover, identify, and improve — in real time.

Discover.

WorkiQ captures all counts, time, effort, and outcomes of activity — discovering what's actually happening — so you can manage work with the greatest accuracy. User activity is collected directly from each monitored desktop (whether the user is a human or a robot), your Citrix® server, or your mainframe. WorkiQ's dynamic, real-time **dashboards** — which even non-technical users can customize to show the most relevant analytics — give you invaluable operational intelligence into the work each employee does, how long it takes, and the outcomes of each employee's effort. Deploying WorkiQ spares employees the additional productivity drain of self-reporting, which can be seriously inaccurate. WorkiQ even makes it easier to determine which tasks could be automated (if they aren't already), such as with OpenConnect's own robotic processing automation (RPA) solution, AutoiQ™.

Identify.

To increase every worker's output, you must be able to identify and reward high-value work activities. WorkiQ gives you the power to categorize these activities, track processes across all applications, and compare how different users process similar units of work. This helps you:

- Identify unproductive behaviors when/where they occur, for "in-the-moment" coaching.
- Spot and reward productive behavior.
- Manage remote workers according to the same standards as their in-office compatriots.
- Identify your top performers so you can help replicate their processes across teams.

Improve.

It's a fact: **real-time metrics are better than infrequent performance reviews**. WorkiQ delivers a wide range of reports that empower your people, at every level, to compete and engage. They know how they're performing in comparison to their peers — where they excel and where they can improve. Managers can compare employees with accurate standards, reward superstars, and see where their teams rank against other groups or departments.

WorkiQ delivers quick ROI.

Through the power of workforce analytics, WorkiQ enables your organization to go beyond system statistics and self-reporting, creating actionable insights that drive real improvements within your business — with real-world savings. Most WorkiQ deployments deliver ROI within **just six months**. That's because WorkiQ gives you the real-time, accurate data and reporting you need to evaluate your true staffing needs, reduce outsourcing, eliminate unnecessary overtime, and **lower your overall operational costs**.

The data produced by WorkiQ also can be used by DiscoveriQ for advanced process discovery. Contact us today to learn more.

See a live demo.

*Seeing is believing. To arrange for a **live, online demo** of WorkiQ — and to learn more about what deploying WorkiQ can do for your workforce management — contact OpenConnect at **sales@openconnect.com** or **800.551.5881**. Visit OpenConnect at **openconnect.com**.*

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