

REALView™

A solid understanding of how employees use applications, technology, and processes is a key advantage in driving your business. Now you can gain this understanding and accelerate business performance through real-time transparency, automated discovery, and timely response to employee and customer interactions.

Mark James & Associates offers the latest advancement in business process discovery technology.

Take the guess work out of process improvement! Use this latest technology as a virtual 24x7 time and motion study to enhance the value of existing installed assets, respond in real-time to employee and customer interactions, and see steps and processes employees complete at their desktop.

FEATURES

- Real-time views of how employees interact with software applications
- Identify which activities take up most/least time
- Perform root cause analysis using “drill down” capability
- Monitor user desktop key strokes, text on-screen, or user actions
- Trigger actions based on real-time interactions
- Recognize an entire business process from-end-to-end, across multiple software applications and many complex steps
- Capture views and metrics on complete and incomplete processes
- Easily installed and configured

BENEFITS

- Use information gained to give employees tools, training, motivation, and best practices to optimize productivity, efficiency, and job satisfaction
- Prove compliance with policy, procedures, and regulatory requirements
- Compare performance and process steps of employees, teams, departments, etc.
- Detect and fix process inefficiencies
- Confidently forecast resource needs
- Eliminate unnecessary software licenses
- Uncover most frequently followed process paths
- Isolate process exceptions
- Understand time spent in each step and overall process
- Learn how valuable company assets work together

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