



Workflow Control

Many managers know what service levels looked like last week, but what about today and NOW...

Whilst technology has enabled image based processes to control and manage their workflow, paper processing environments often are left to traditional methods of counting, logging, re-counting and a range of manual techniques to provide a similar discipline.

Manual methods often take significant employee effort and, due to their manual nature, the information is not readily available in a timely fashion.

Workflow Control

Nuqleus 3D is a software tool that automates the capture and analysis of the content and substance of every activity and interaction with a process or customer within your operation.

Nuqleus enables the detailed measurement of processes and productivity, providing you with accurate and insightful Operational Intelligence for a better understanding of exactly what is happening, why it is happening and how you can drive performance improvements.

Nuqleus complements and integrates with your existing Business Intelligence tools and reports, providing you with a truly three-dimensional view of your operation.

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Reporting historical service level adherence is an important reflection on the past. However, in-progress management, the vital element is to ensure resources and activity undertaken is prioritised to achieve the best outcome possible.

Nuqleus 3D enables activities to be measured alongside individual work items within a process, providing detailed information throughout the cycle of the process.

Nuqleus provides information about the volume of work items received, where each item is within the process, the current service standard as at now and detail of any work items that will fall outside service standard should they not be completed today.

Having information that enables active in-process management provides the best opportunity to achieve service excellence.

Understanding the total cost of processing a work item from start to finish can be an important consideration for service organisations.

Nuqleus captures all data relative to each work item and, through a cost engine, calculates the total processing cost. Linked to criteria per work item (such as product, channel, demographic) this information can be analysed to demonstrate total processing cost at any level of detail.

Work tracking can form another important consideration for deploying image based technology.

Where a paper process exists, Nuqleus has the capability to report on current (and all past) locations of work items in real-time.

Legislative and quality initiatives often require a detailed process audit for certain work items, Nuqleus provides this both in real-time on-screen and retrospectively in paper reports.



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