



A Few Good Reasons to Implement the WorkScript Process Wizard

Operational

- ☑ Capture explicit and tacit knowledge ("know-how") thereby reducing the organisation's dependency on key individuals.
- ☑ Allow anyone (with appropriate authority) in the organisation to perform any task as accurately and as quickly as the expert.
- ☑ New staff are productive immediately because of the on-the-job training built into the Process Action Pages.
- ☑ Use the Wizard in an electronic self-service (ESS) capacity allowing processes that involve customers and/or staff to "do-it-yourself" reducing the need for dedicated staff to handle these processing activities.
- ☑ Full process compliance auditing is an integral function of the Wizard.
- ☑ All process capture and process maintenance is done by the users of the system without the need to call in programmers when process changes are required.
- ☑ All process changes are immediately available to everyone in the organisation.

Financial

- ☑ Improve the overall efficiency of processes throughout the organisation by around 30%.
- ☑ Dramatically reduce the cost of training, compliance and rework associated with processes that are performed by many people.
- ☑ Get up to ten times (or more) return on investment within a matter of months rather than years.
- ☑ Provides management with metrics and detailed reports that give oversight to all organisational processes and process outputs in real-time.
- ☑ Easily integrates with legacy systems to leverage maximum Return on Investment (ROI) from existing assets.

Technical

- ☑ Implement the Wizard progressively on a process-by-process basis rather than taking a "big-bang" approach.
- ☑ All process capture and process maintenance is done by the users of the Wizard without the need to call in programmers when process changes are required.
- ☑ Easily integrates with existing back-office systems to minimise new software interface development.

