

Cognito iQ Operational Performance Analytics

Used by the UK's leading Field Service and Facilities Management companies

The latest in mobile workforce analytics, Cognito iQ Operational Performance Analytics (OPA) takes real-time mobile workforce data from Cognito iQ Mobile or other mobile workforce solutions, and presents it in a series of clear, easy to understand dashboards and reports.

For Field Service and Facilities Management companies with over 100 field workers

Cognito iQ OPA:

- An at-a-glance view of what's happening in the field
- Real-time data and analytics at your fingertips
- Understand operational and employee performance
- Drill down into granular detail for a thorough understanding of your field operation
- Identify areas of opportunity and improvement
- Supports continual improvement by comparing current and past performance
- Available as a stand-alone product

Cognito iQ

REDEFINING SERVICE



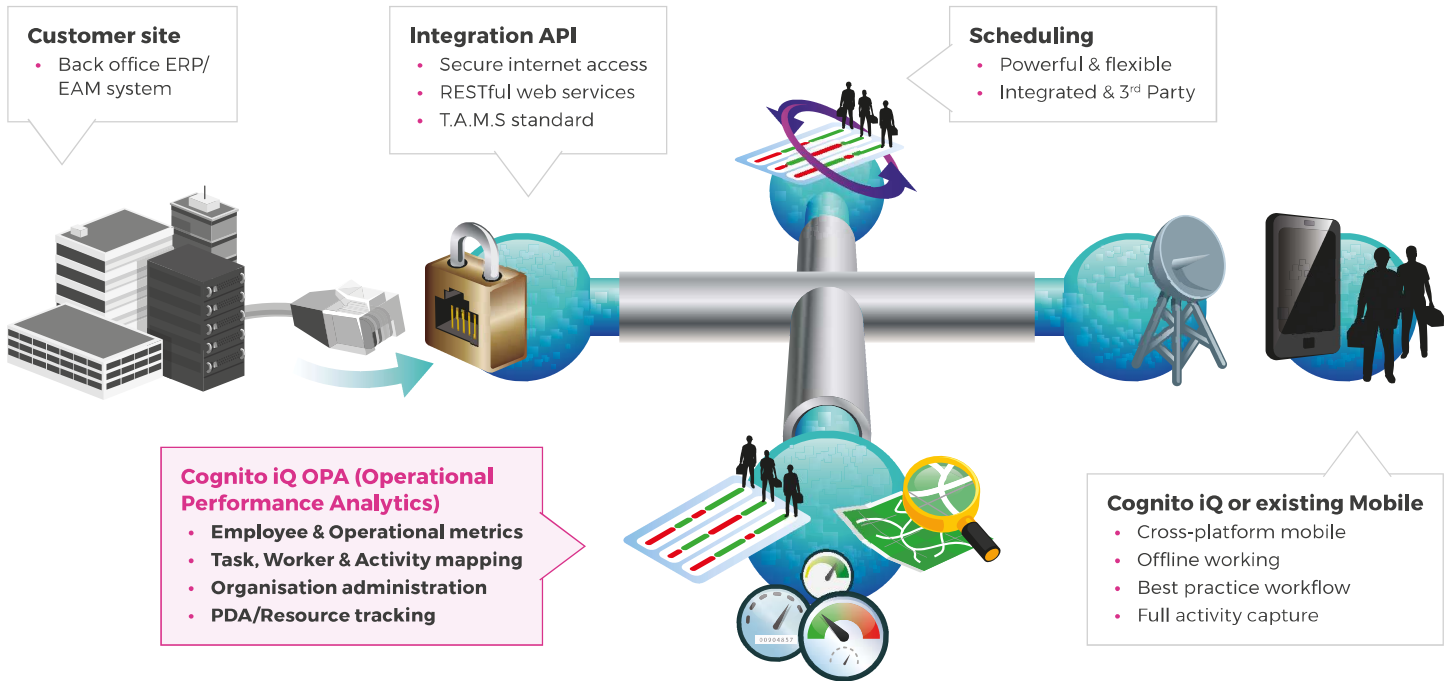
Cognito iQ OPA

Features & Benefits

Feature	Explanation	Benefits
THE WORKER SCORECARD	<p>Provides a 'balanced' performance score for an individual worker's completed shift, aggregated from six Key Performance Areas (KPAs).</p> <ul style="list-style-type: none">• Productivity• Efficiency• Compliance• Utilisation• Effectiveness• Consistency	<ul style="list-style-type: none">• See how each worker has performed during each shift and identify individual areas of strength and training opportunities• Compare data over time to analyse the impact of training on performance
THE LEAGUE TABLE	<p>Ranks the workforce based on the performance scores achieved in the KPAs.</p>	<ul style="list-style-type: none">• Quickly and easily identify top performers and the reasons for their success• Reward employees on individual Key Performance Indicators (KPIs) or strategic holistic goals• Increase employee engagement and create an environment of healthy competition within the workforce
THE SHIFT MAP	<p>See all the visits and activities associated with a particular worker's shifts displayed on a map.</p>	<ul style="list-style-type: none">• Clearly and simply visualise a worker's daily activities• Confirm if Tasks were completed in the right order, at the correct locations• Drive compliance to 'the plan' by identifying anomalies such as Tasks being closed at the wrong GPS location
THE TASK PERSPECTIVE	<p>Provides an overview of all Tasks scheduled for that day and the outcomes of closed Tasks e.g. 'first time fix' or 'abort'.</p> <p>Displays key metrics in real-time:</p> <ul style="list-style-type: none">• SLA Hit Rate• First Time Fix Rate• Net Promoter Score	<ul style="list-style-type: none">• Keeps track of how the day is unfolding at a glance• Drill down for further information regarding each Task• Identify the reasons behind undesirable outcomes and non-completion of Tasks• Enable strategic change to improve process
THE PLAN PERSPECTIVE	<p>Looks at an 'actual vs planned' view of how Tasks are being completed in comparison to the scheduled plan.</p> <p>Monitors:</p> <ul style="list-style-type: none">• Number of Tasks completed• Rate of completion• Task duration	<ul style="list-style-type: none">• React to situations as they occur and influence today's outcome• Review historic data to amend scheduling rules and enable better planning for the future
THE SLA PERSPECTIVE	<p>Shows the current SLA status of open Tasks and the outcome of closed Tasks.</p>	<ul style="list-style-type: none">• See which Visits are at risk of breaching SLAs and take action to prevent this• See where Tasks were completed in relation to their SLA e.g. were they completed too early or too late?• Use in conjunction with Plan Perspective to adjust scheduling rules• View the impact of the adjustments made
THE RESOURCE PERSPECTIVE	<p>A worker-centric perspective:</p> <ul style="list-style-type: none">• Gives visibility of what the entire workforce is doing at all times• Analyses productivity and the reasons for non-productive activities• Identifies idle time and highlights compliance anomalies	<ul style="list-style-type: none">• Are workers doing what you'd expect them to be doing?• Look at the reasons for non-productivity and how workers could improve• Identify workers who are exhibiting undesirable behaviours e.g. too much time spent doing the same activity

Integration

Cognito iQ OPM integrates via a Standard API and is compatible with 3rd Party Mobile Software. We offer a truly cross-platform solution which is device agnostic.



We're proud to work with



"Cognito iQ OPA has given me the live data to make decisions on the trends today rather than tomorrow. I am not making assumptions, I'm making qualified decisions and so are my managers."

Ged Cranny
Head of Service, Konica Minolta



KONICA MINOLTA

About Cognito iQ

Our software provides enterprises with real-time interaction and visibility of their mobile workforce to continually improve operational capability.

For over 20 years we have led the way, developing ideas and solutions with our customers to differentiate their business by providing exceptional customer experiences.

From design and build through to our ongoing UK support, we strive to provide customer excellence and we're proud to work with some of the biggest names in the business.

For more information, visit our website CognitoIQ.com
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