Monitor and Track the Efficiency of Your Man-Machine Workforce

NTT DATA Virtual Resource Monitoring System

Benefits:

- Maintains a fully auditable record of human and machine-based work and the effectiveness of each
- Eliminates the need for multiple tools by uniquely recognizing and categorizing all active and idle workforce, regardless of the RPA platform
- Seamlessly integrates bots from various RPA platforms, technical environments and deployments
- Enables a highly scalable and customizable solution, with an easy-to-use interface for monitoring
- Unifies the bot monitoring processes by providing monitoring for both bot and human associates through a single dashboard
- Delivers real-time information to users with the option for more in-depth process information, on an as-needed basis

Organizations continue to look for efficient ways to manage and maximize the productivity of their teams, which now have a significant mix of automated tools/bots and human associates; using one tool to monitor and manage your human workforce, along with several other tools for robotic and virtual agents, can be a daunting task for your leaders as they integrate and draw actionable insights from the resulting data. If your company fails to administer the entire automation cycle and measure the efficiency of each bot in real time, it could hinder the optimum utilization of your bots, in addition to making it difficult to sustain long-term strategic growth.

NTT DATA Virtual Resource Management System

The NTT DATA Virtual Resource Management System tracks your human workforce, as well as all the automation initiatives deployed in your organization — regardless of the bots' robotic process automation (RPA) platform — through a single application. This system acts as a convergence point to analyze the efficiency of your workforce, freeing valuable personnel from constant manual oversight and the painstaking process of using multiple bot-specific tools to gather useful and actionable insights.
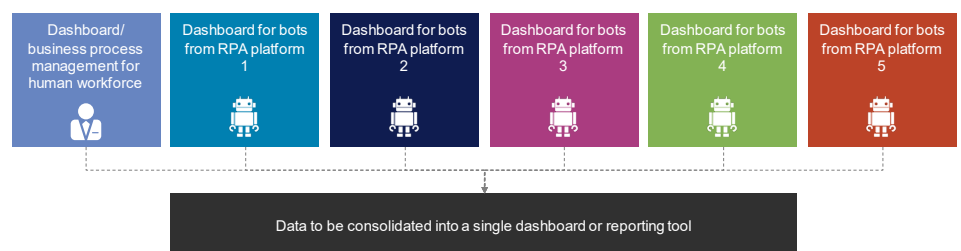
Dashboard/ business process management for human workforce	Dashboard for bots from RPA platform 1	Dashboard for bots from RPA platform 2	Dashboard for bots from RPA platform 3	Dashboard for bots from RPA platform 4	Dashboard for bots from RPA platform 5

Data to be consolidated into a single dashboard or reporting tool

Figure 1: Example of a typical workplace environment, requiring multiple productivity monitoring tools and platforms.

Monitoring the collaborative workforce creates real value for your business

The NTT DATA Virtual Resource Monitoring System, a universal control desk for continuous monitoring and real-time management of your integrated workforce, delivers the actionable insights and key metrics you need to drive critical decision-making. This unified, role-based view of productivity and workload includes real-time event discovery and notifications, connectivity updates, log management and other vital information. The Virtual Resource Monitoring System also includes business outcomes intelligence and forecasting capabilities.

Figure 2: The Virtual Resource Management System dashboard

With the Virtual Resource Management System, you get comprehensive bot support, even if your bots belong to different RPA platforms or have disparate development environments, including off-the-shelf, third-party and/or custom, in-house platforms. Our system also uses a unified RPA endpoint service that helps establish seamless connectivity with individual bots, no matter where they're deployed — such as on physical servers or in the cloud, at client or NTT DATA environments — to capture in-depth, auditable activity logs.

Workforce monitoring	Runtime workforce management	In-depth bot monitoring for key performance metrics	Customizable dashboard view
Bot performance optimization	Business process optimization	Bot failover mechanism	Real-time notifications and alerts
Built-in analytics and reporting	Bot security enhancement	Compliance monitoring	Bot governance framework
Role-based access and views	Multiple deployment environments	Business process management & reporting tool integration	Auditable activity log management

Business outcome, intelligence and forecasting capabilities

Figure 3: Key features of the NTT DATA Virtual Resource Management System

[1] Patenting of the NTT DATA Virtual Resource Monitoring System is currently in progress

The Virtual Resource Management System can help you:

- Identify and categorize resources as either active or idle workforce
- Map and connect with robotic and virtual agents from other leading RPA platforms using either a global RPA adapter or a wrapper methodology
- Access real-time information, including drill-down options to look deeper into running processes
- Connect with different workflow systems to collect real-time information on human associates
- Analyze and optimize business processes, enhancing overall bot performance by suggesting options for improvement
- Monitor your compliance needs, providing another layer of security to your bots and virtual workforce
- Automatically reassign tasks from a failed bot to your human workforce for smoother course corrections
- Ensure your workforce falls under a single governance framework
- Build reports by pooling and sharing data with an analytical database

Visit nttdataservices.com/bpo to learn more.