



Focus for Back Office Operations

Meaningful metrics from your back office

The Focus product suite gives you the operational visibility you need to truly understand – and optimize – back-office processes, so your company can increase revenue, raise profit margins, and stay ahead of your competition.



Whether you're an IT, HR, or Finance manager, you know for a fact that back offices are always asked to do more with less. Compounding this challenge is the need to comply with an ever-burgeoning sea of regulations. But without a strong back office to support front office (customer-facing) operations, a company cannot succeed.

The Iontas Focus software suite gives you the operational data you need to optimize your back-office processes and employee performance. Whether your back office handles bills, new customer applications, service upgrades, claims, or sales reports, Focus enables you to see how employees perform their daily tasks through the software applications they use. Focus gives you meaningful metrics that you can use to optimize business processes, improve the operation of software applications and hardware support systems, and provide employees with the specialized training they need to be more efficient. Focus collects data all day, every day, from all your software applications, so you get a holistic view of how your processes are followed over time.

Focus helps you:

- Understand how people actually implement business processes so you can optimize processes and improve performance
- Capture and analyze workflow metrics such as user handle times and effectiveness, and identify process bottlenecks
- Ensure that employees are following defined procedures
- Detect and rectify inconsistencies and problems
- Enforce and prove compliance with internal procedures, security requirements, and mandated standards such as PCI and HIPAA
- Supply audit trails for crucial business processes
- Determine the core IT infrastructure needed to fully support your business processes
- Analyze, plan for, and measure the effects of process changes
- Monitor adherence to schedules and forecast resource needs

You can't manage what you can't measure. Focus captures precise, minute-by-minute data on:

- How well people follow your department's business processes and procedures
- How people use software, including the specific data they enter or retrieve
- The workflow within and between software applications



To help you fully understand, measure and share data on your critical metrics, Focus provides detailed and customizable reports, with default views sorted by user, group, application, time line, activity, and computer. Focus can present data in charts or graphs, or can export data into the reporting tool of your choice. You can mag-

nify a report's level of detail with a click of the mouse.

Only Focus provides a holistic view of all of your workforce, their software applications and how they work together, so you can fully optimize your back-office operations.

The Iontas Focus Suite

Activity Focus – Captures and logs detailed desktop activity, including application and module usage over time, including idle time, log on/off actions, and more.

Event Focus – Captures any visible text and user actions within an application window. A rules engine allows managers to specify specific text or events that trigger alerts or actions in other applications.

Process Focus – Automatically recognizes and captures task details on user-executed transactions and specific processes based on pre-defined business rules.

About the Focus Software Suite

The Iontas Focus suite captures and analyzes detailed information about how users throughout an enterprise interact with their business-critical software applications. Focus gives managers insight into – and the unique ability to act on – users' minute-by-minute actions in order to optimize processes and improve use of resources. This comprehensive information gives companies the knowledge they need to increase revenue, maximize profit, reduce costs, and improve operational efficiency and productivity.

Contact Iontas today to learn more about how Focus can help your business *work smart*.



USA 2303 Ranch Road 620,
Suite 135-371,
Austin, TX 78734
sales@iontas.com
www.iontas.com
Tel: +1 512 608 0427
Fax: +1 512 608 6715

Europe Unit 6,
Starlite Business Park,
Port Road, Letterkenny,
Co. Donegal
Ireland
Tel: +353 74 9194070
Fax: +353 74 9194071