

## Focus for Enterprises

*You can't manage what you can't measure*



*Iontas's Focus suite helps enterprises improve efficiency, reduce costs, and increase revenue by helping them make the most of their human and software resources. The Focus software suite captures and analyzes detailed information about how users throughout an enterprise interact with their business-critical software applications. Focus gives*

*managers detailed visibility into – and unique ability to act on – users' minute-by-minute actions in order to optimize business processes and improve use of resources.*

It's no secret that many of the core functions in today's enterprise are implemented using a wide variety of software applications, such as CRM, ERP, SCM and corporate knowledge bases. It's also likely that each of your company's departments, branches and locations use different software tools. Can you see a holistic view of how your software is being used across systems, departments, groups and locations? As a manager, how can you help the enterprise function smoothly as a whole when you can only see individual parts?

To really understand how your business is working – and how to improve it – you must understand how your employees use their tools, step by step, minute by minute, and day by day.

The Focus software suite collects this crucial comprehensive information. Focus gathers its data information directly from the operating system, including the time spent on particular tasks by individuals and groups, applications used,

processes and navigational paths followed, buttons clicked, and even values entered by users or returned by the software.

Focus provides an aggregated view of data from sources throughout the enterprise, and combines data from call centers, back offices, retail outlets and branches into a single, holistic view. With this comprehensive information, you can:

- Compare and contrast operations in different departments, branches, or geographies
- See how different groups and processes interact with each other
- Determine why a particular group is continually successful – then reproduce their specific business processes elsewhere in the organization
- See – and optimize – how resources both human and capital are deployed and used throughout the organization

Focus gives you...

- Visibility into how software applications are deployed and used *throughout the enterprise*, across departments and geographies
- Insight into how people really follow business processes and where the problems are
- The knowledge you need to optimize processes and system operation, employee performance, and resource allocation

*...so you can:*

- **Increase revenue**
- **Maximize profit**
- **Reduce costs**
- **Increase efficiency**
- **Improve productivity**



- Analyze trends and discover areas for improvement
- Detect and correct security and policy violations to ensure compliance and mitigate risks
- Produce an audit trail to show that internal processes and industry regulations were followed

Focus has a unique ability to recognize and act on processes and events, so you can gather detailed data about entire processes and initiate actions in response to certain occurrences. For example, Focus might trigger supervisor notification for high-value transactions, prompt a call center agent with up-sell scripts, or disable a

*In one project for a top UK-based bank, Iontas cut the number of non-compliant transactions by 300 per day and improved business process efficiency 12 percent within the first two weeks of installation. The project more than paid for itself within 90 days.*

user's network access when a compliance violation occurs. In addition to monitoring for compliance and security violations, Focus provides audit trails that let you *prove* enterprise-wide compliance to internal policies and external regulations.

Focus is so effective at helping you streamline your operations that it delivers an ROI measured in weeks, not years.

*Help your enterprise to **work smart**. Use Focus to gather the knowledge you need to optimize business processes and software operations, so you can increase efficiency, improve productivity, reduce costs and maximize profit.*

### 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**.



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