

## Analytics for PCD™

### Profile

EPSScentral's *Analytics for PCD™* is the premier method for capturing quality data on user interactions real-time as they use enterprise systems, and then analyzing the data to immediately identify and close performance gaps.

### Situation

You need to achieve organization competency *now*—and close critical performance gaps on new or existing enterprise systems for new and veteran employees—but you have no way of quickly gaining insight into precisely how workers are performing tasks.

### Solution

Apply *Analytics for PCD™* to gather samples of user interactions such as: unit times, cycle times, broken processes, transaction rates and more, all without disturbing the systems being used or the work in process. Afterward, analyze performance gaps and implement solutions to ensure the shortest time to competency and highest productivity.

### ROI

- Obtain competency in a fraction of the time
- Reduce error and omission rates to 1% or less
- Reduce the cost of your rollout and maintenance by as much as 80%
- Realize 10-fold ROI, often in the \$millions.

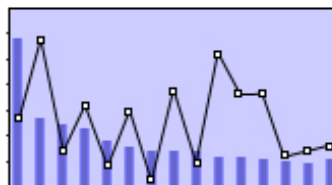
*Analytics for PCD™* provides a more efficient means to conduct time-and-motion studies. Knowledge workers require quality solutions similar to those that revolutionized the manufacturing industry. However, traditional methods of data gathering take people away from their jobs and provide incomplete pictures of current states. *Analytics for PCD* provides a non-intrusive approach—featuring proven technology—to gain accurate insight to knowledge worker activities and the associated gaps in their performance.

*Analytics for PCD™* unobtrusively gathers desktop data, including:

- User *interactions* with application objects and their metadata—not just back-end transactions
- Time between interactions
- Unit and cycle processing times
- Aggregate processes
- Broken processes
- Transaction rates
- Select images
- “Movies” of processes

*Analytics for PCD™* then *analyzes data*: to determine average, minimum and maximum processing times; individual processing time; and trends (see graph below).

Interaction frequency by interface object



### Key Differentiators and Applications

EPSScentral has launched a new way to improve organizational efficiency. In a matter of days, you can determine:

- Critical performance gaps to decrease time to competency
- Usability deficiencies
- Broken processes
- Opportunities for process improvement.

*Analytics for PCD™* is the first solution that accurately reveals task distributions by difficulty, importance and risk. Armed with this knowledge, organizations can assess the appropriateness for applying performance support solutions in context with the tasks being performed. It is the only systematic, technology-driven means for reducing time to competency. *Analytics for PCD™* applies rigor to the notion of “just enough, just in time,” thereby eliminating weeks of training development and training. This allows organizations to achieve competency in hours and days instead of weeks or months.

### The results speak for themselves.

Our clients' business cases are remarkable, including ROI of over \$1.6Million in six months, on a \$160,000 investment—a 10-fold return!

For the first time ever, organizations can accurately and rapidly assess the root cause of performance gaps and provide targeted solutions to address these gaps and improve efficiencies.

With *Analytics for PCD™*, achieving performance has never been easier!



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