

Brochure

EPIC Workforce Optimization



FIS

Unlock workforce efficiency with EPIC™ Workforce Optimization

In the era of continuous digital evolution, transparency in business operations is vital for maintaining a competitive edge.

Workforce Optimization is a set of strategies, processes and technologies used to manage and optimize the performance of a company's workforce. It aims to maximize efficiency, productivity and customer satisfaction while minimizing costs and improving employee engagement.

By leveraging advanced workforce analytics and data-driven insights, these solutions empower organizations to make informed decisions, optimize performance and drive productivity.

Workforce Optimization ensures that businesses can monitor, manage and scale their workforce with precision, delivering real-time visibility into key metrics and performance indicators. This transparency allows for proactive management of resources, smoother operations and a unified alignment between human potential and organizational objectives, all while safeguarding asset quality and security.

Managing today's workforce introduces new challenges across the different industry domains.

Business leaders are seeking an effective solution to address some of the critical challenges:

- Measure productivity trends across teams and individuals no matter where people are working
- Identify how and where to find efficiencies in daily work routines
- Benchmark productivity trends with the industry average
- Remain efficient on technology and software asset spend
- Assess workload

Productivity

55% CFOs stated that their organization uses digital workforce management tools to increase collaboration and productivity

Source: Business Blocks

Burnout

Employees experiencing burnout are 2.6x more likely to be seeking a new job

Source: Gallup

SaaS app proliferation

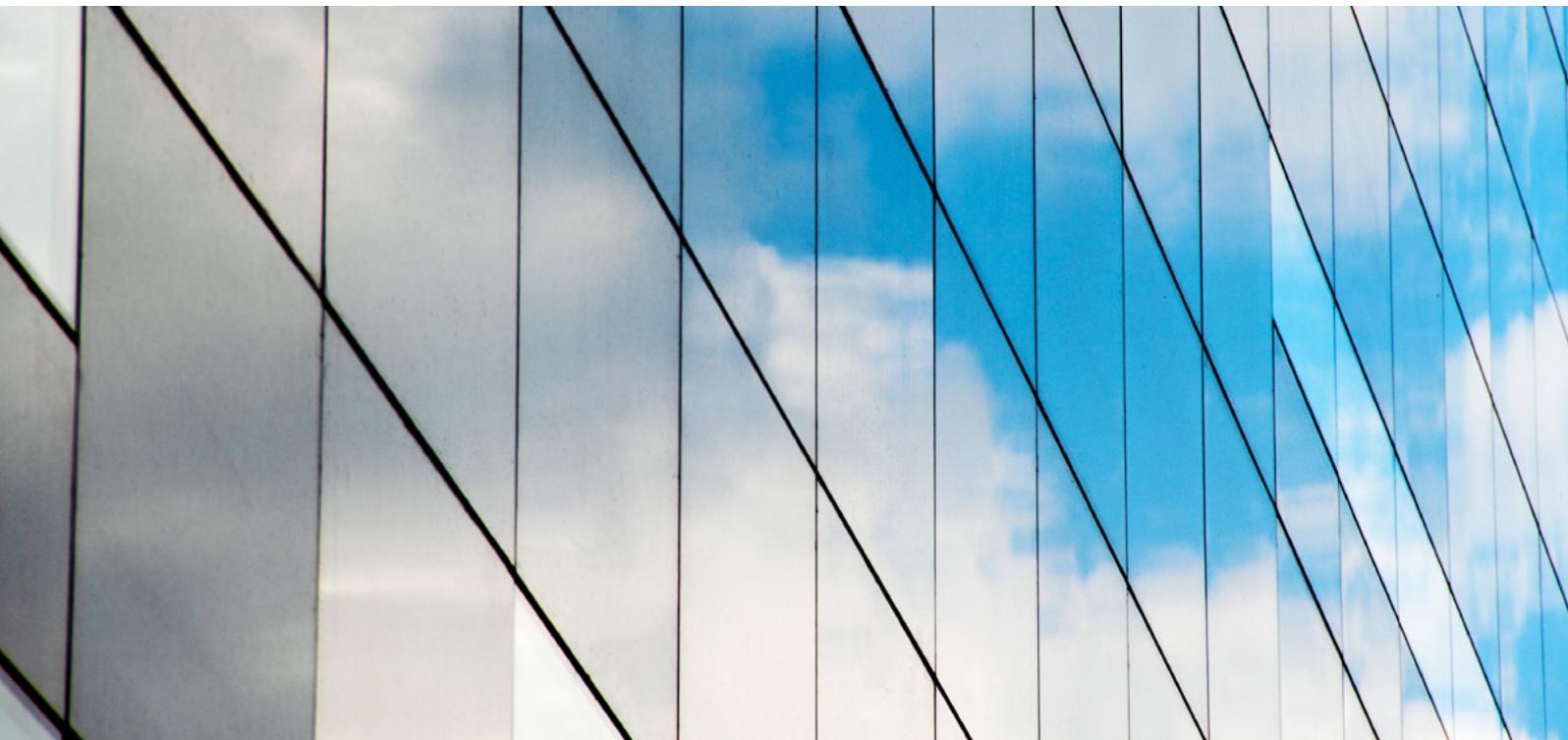
On average, a typical company uses 137 unique SaaS applications

Source: Blissfully

Distractions

Businesses lose \$600 billion a year to workplace distractions

Source: PwC



Unlock operational excellence and strategic insights

All companies value operational efficiency, but few organizations excel at designing, communicating and managing their performance improvement initiatives.

EPIC Workforce Optimization is a cloud-based platform designed to enhance organizational efficiency through data analytics. It collects and analyses work activity data to provide actionable insights into productivity, workload balance and technology usage. EPIC helps organizations identify inefficiencies, optimize resource allocation and improve overall workforce productivity. It also helps employees develop skills such as time management, as well as avoiding distractions and burnout.

Single platform, multiple use cases:

Workforce management

Gain visibility into and understanding of how work gets done today and where to make improvements.

Productivity management and optimization

Measure and optimize productivity potential through people, process and technology.

Employee engagement and experience

Identify opportunities to redesign your workday, protect healthy working culture, prevent overwork and improve underutilization.

Benchmark and goals

Understand how your way of working compares to industry standards and align goals.

Technology usage

Explore how the org is using technology, including habits and behaviours, processes and impact to new/old technology.

Personal skill development

Develop skills of all employees, including time management and focus, while reducing distractions and burnout.

How it works

- **Data collection:** The EPIC platform seamlessly captures and analyzes digital work activity data directly from users' computers, providing a wealth of information:
- **Insight generation:** The data is processed to provide insights on productivity, idle time, non-productive hours and application usage trends.
- **Actionable insights:** The insights can be used for productivity analysis, workload distribution and software license usage trends.

Maximize human-machine collaboration

Workforce Optimization offers a holistic, 360-degree perspective on team activities, combining real-time statistics with historical data. This integrated approach empowers managers to:

- **Analyze time:** Understand how time is spent across tasks and projects.
- **Optimize utilization:** Maximize resource allocation and minimize idle time.
- **Assess work:** Evaluate performance, productivity and quality across the team.

With Workforce Optimization, managers gain a deeper understanding of their team's strengths, weaknesses and areas for improvement, enabling data-driven decisions to enhance efficiency, productivity and overall performance.

Identify ways to better utilize people, process and technology

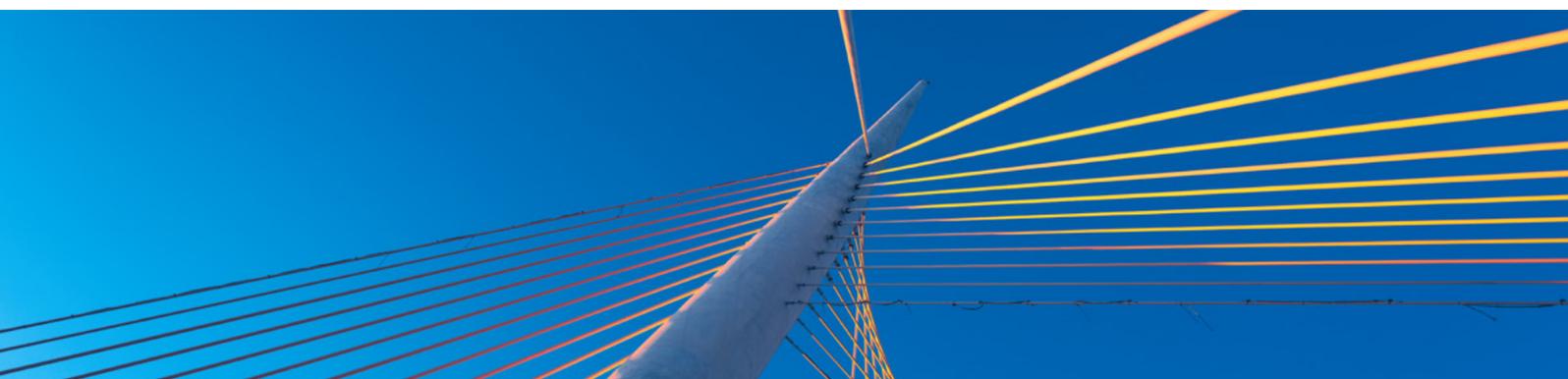
Get a comprehensive view of teams' time usage - productive, non-productive and time distribution

Measure workload balance - healthy vs overworked vs underutilized

Elevate planning and management with actionable productivity insights and drive informed decision-making with productivity measurements, trend analysis and benchmarking

Identify active application and detect underutilized license costs

Maintain a seamless connection with your team, regardless of location, through automated timesheets and attendance monitoring



Key differentiators

Power of advanced workforce analytics

- Data-driven decision making to optimize workforce performance
- Trend analysis for performance monitoring and staffing management
- Aid forecasting and planning tools to anticipate staffing needs
- Customizable reporting with interactive dashboards that overlay operational metrics with EPIC data

Versatile integration capabilities

- No physical integration required with any application as EPIC uses computer vision to track URL/applications
- API connectivity for custom integrations with your organizational systems for centralized reporting

User experience at the core

- Intuitive interfaces for easy use
- Role-based access and personalized dashboards
- Automated time and attendance tracking
- User intake capabilities to capture off-system and other work activities

Actionable insights at your fingertips

- Baseline and benchmark workforce utilization across departments
- Gap analysis to have a uniform utilization across the enterprise
- Application usage trends to discover low hanging automation opportunities
- Revise hiring strategies based on resource optimization data, so an inter-department hiring strategy can be formalized

Scalability

- Cloud-based infrastructure ensures easy scalability to support growing workforce needs
- Easily customizable and configurable according to your organizational requirements

Support through your transformation journey

- Tailored reports to help you understand and interpret workforce insights
- Periodic readouts that provide actionable data for continuous improvement

About EPIC

FIS Enterprise Productivity Intelligence & Compliance (EPIC) is a cloud-based platform that provides a holistic ecosystem to harvest the collective intelligence of minds and machines. It delivers total process characterization for deep diagnostics and a total process continuum for continuous improvements and innovation. It is an all-in-one operational excellence suite that delivers true conversion in the shortest timeframe.

EPIC Workforce Optimization provides an enterprise-wide view to stakeholders that enables them to extract actionable insights to unlock the untapped potential of their assets, gain transparency into business processes and strengthen their first line of defense.

Harness the power of next-gen workforce analytics and data-driven insights



FIS maximizes efficiency, clarity and scale while money is at rest.

Our **technology** powers the global economy across the money lifecycle.

 **Money at rest**

Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.

 **Money in motion**

Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.

 **Money at work**

Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

About FIS

FIS is a financial technology company providing solutions to financial institutions, businesses and developers. We unlock financial technology that underpins the world's financial system. Our people are dedicated to advancing the way the world pays, banks and invests, by helping our clients confidently run, grow and protect their businesses. Our expertise comes from decades of experience helping financial institutions and businesses adapt to meet the needs of their customers by harnessing the power that comes when reliability meets innovation in financial technology. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor's 500® Index. To learn more, visit [FISglobal.com](https://fisglobal.com). Follow FIS on LinkedIn, Facebook and X (@FISglobal).

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