



FIS

EPIC

Enterprise Productivity Intelligence & Compliance

HUMAN + DIGITAL + PHYSICAL ASSET MANAGEMENT SOLUTION

Enterprise Productivity, Intelligence & Compliance is a specialized web and windows-based platform that can integrate with your employees' desktops to capture agent's activities. It monitors enterprise objects across multiple users and timeframes.

EPIC 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.



Workforce Optimization Module



Operational Process Footprint And Variations Monitoring



Internal First Line Of Defense



Compliance Operations Monitoring



AI-based Process Modeling & Mining



Automatic Automation Potential



Single Source

Multiple process information in a single database schema



Flexible & Extensible

Role-based access for management and agents



Easy to Configure

Global & local configuration



Faster Results

Quick insights to make strategic decisions



Intuitive User-interface

Easy-to-use web interface for any process



Cost Efficient

Reduce total cost of ownership

Real-time guidance | Well-informed decision-making | Improved ROI



Intuitive Dashboard

- Real time and historical data for work output assessment
- 360-degree view of agent desktop activities
- Consolidated agent information against key performance indicators



Automated Timesheets

- Automated timesheets to authenticate time spent on each task
- Classify productive and non-productive hours spent on workstation
- Measure shift and schedule adherence against defined policies



Attendance Management

- Upload rosters for different teams and process groups
- Track agents' current desktop activities on real-time basis
- Monitor log-in time/late log-ins, total work hours of agents, etc.



Workload Analysis

- Configure total work hours of individual agents
- Monitor work hours of agents against pre-defined work shifts
- Identify resource utilization to take required actions



Workstation Analysis

- Monitor digital and physical assets utilization by different teams
- Track all operating systems to check licensing and regulatory requirements
- Make well-informed workload projections



Vigilance and Compliance

- Ensure agents comply to all policies and standards, respective to processes
- Send real-time alerts to governance team for any non-compliance event
- Event based PCI compliant screen recording



Event-based PCI Compliant Screen Recording

- Record agent's activities that violate compliance and window-based solutions
- Configuration panel to setup event based screen recording
- Console to filter and view screen recording



Volume and Field Level Log

- Capture and track cases with detailed logs
- Configuration panel to setup volume and field level tracking engine for a given process
- Console to view field level analysis



Process Mining

- Real-time process mining with easy to understand UI
- View case history, ideal path and actual case processing path
- View process variations and bottlenecks



Application Usage

- Display application usage and log-in time for a process
- Categorize productive and non-productive hours spent on workstation
- Analyze application-wise time breakup



Track Activity in:

Online Mode:

Track user activity and sync with EPIC central console in real-time when user is connected to company network.

Offline Mode:

Track user activity working remotely and provide data when user connects to company network.

Activity away from System:

Track activities when the user is away from the system.

Compliance Tracking:

Track that agents conform to all specifications, policies and standards, respective to their processes. Send real-time alerts to governance team for any non-compliance event.

Event-based Screen Recording:

Record agent activity as per configured events.

Automatic Volume Tracking & Logging:

Track cases processed by an employee with other details like no. of keystrokes, time spent on case, fields, process path, etc.

Installation Wizard:

Standard installation setup to install agents on user's system.

Configuration Section:

Global & local configuration, including EPIC agent configuration, communication and shift configuration, etc.

User Management:

Perform multiple actions such as maintaining basic user details, group & template mapping, registering unknown user, user tracking settings and user role mapping.

Master Management:

In EPIC administrator module, control and manage various divisions such as:

EPIC Client Management:

Manage client (machines) and store machine basic configuration. Features include user machine controlling, unknown system tracking and registering machines as an active agent for system monitoring.

Activity Management:

Manage and control agents' desktop activities and store information for setting work targets and timelines.

Work Shift Management:

Monitor agents' shift timings, track work hours and efforts against performance metrics, business targets and timeframes.

Template Management:

Create custom settings for particular group, configure and maintain workday, minimum working hours, work targets, holidays, workload category and user group settings.

Application Usage View:

Analyze application wise time breakup and identify improvement areas using dashboard.

Screen Recording Dashboard:

Console to filter and view recorded videos.

Configuration panel for setting up volume, field level tracking and event based screen recording.

Realtime & Historical Dashboard:

Real-time and historical performance data helps define benchmarks, timelines, system errors, etc.

Attendance & Roster Management:

Track total time spend by the agent in different activities throughout the day.

Time Sheet View:

Keep track of the actual productive hours of any process agent in a day.

Workstation Utilization Analysis:

Track agents' daily activities at workstation and determine workspace availability for optimum utilization of resources.

Workload Analysis:

Monitor workload of each agent and identify over and under-utilized resources.

Vigilance Dashboard:

Dashboard to publish category wise vigilance alert counts and details using various views.

Volume & Field Level Log Reporting:

Report & console to view the field level analysis.



10-20%

Improve Productivity



15-30%

Achieve Cost Benefits



10-20%

Improve Process Efficiency

Operational Benefits

- Get insights on infra-utilization
- Workforce utilization from day one
- Easy way to assess user's activities
- Quick multi-dimensional data analysis
- Simplified workload analysis
- In-built schedule adherence system
- Actionable insights to enhance employee performance and utilization
- Effective outlook analysis and forensics

Business Benefits

- Streamlined business processes
- Well-informed decision making
- Enhanced client satisfaction
- Meet PCI security & compliance standards
- Enhanced employee performance
- Optimum utilization of all assets; human, physical & digital
- Improved operational efficiencies and cost benefits by 15-30%

 www.fisglobal.com

 twitter.com/fisglobal

 getinfo@fisglobal.com

 linkedin.com/company/fisglobal