

Raise your employee output by 20%

Find out how 25+ top
companies are doing this
through Automated Work
Visibility

This webinar is presented by:



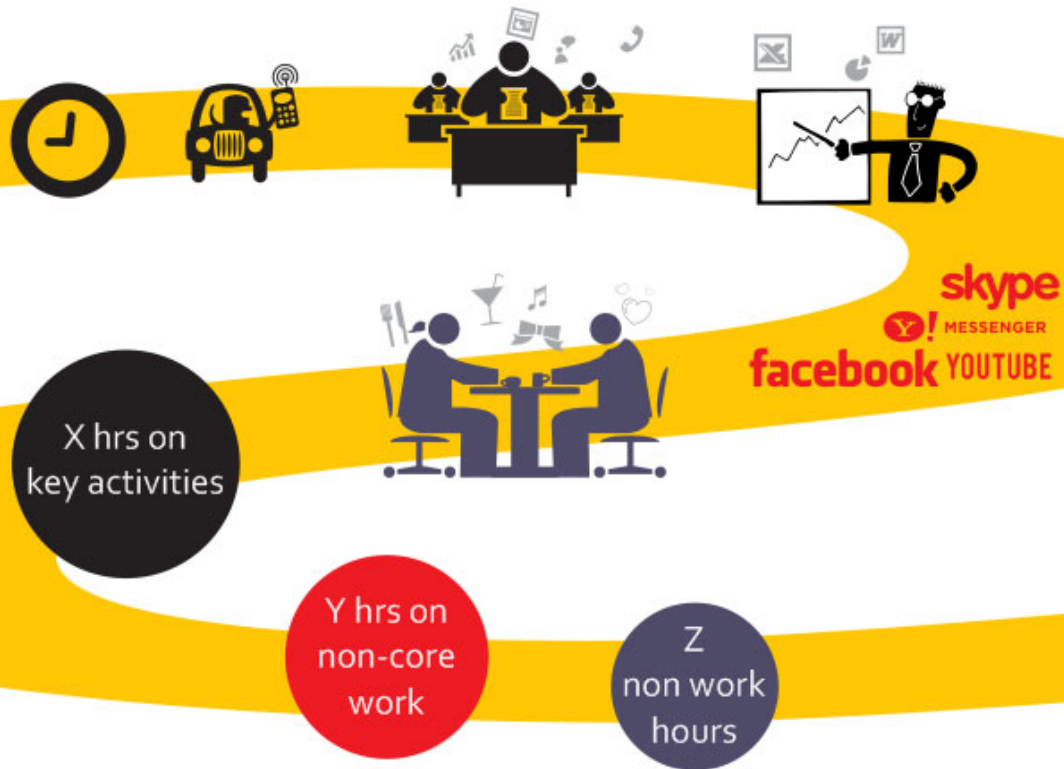
Ranjit Nambiar

Vice President - Sales,
Sapience Analytics Pvt. Ltd.


Sapience
Transform **Work Efficiency**
www.sapience.net

US Patent ASN 13/151,889
India Patent App. No. 1722/MUM/2010

Typical Day @ Work



Business Challenge



- **Time/Effort** powers the business, yet it is hidden
 - Companies track only the outcome (deliverables, revenue/profit)
- **When outcome is below par?**
 - Reactive approach: more people, changes to staff, improve process, cut expenses
 - Timesheets don't work, KPIs have limited value
- **Real problem is not being addressed**
 - Effort Leakage, Idle Time, Distractions
 - Fix the problem at the source – improve collective **Time/Effort**

Output @ Work is Critical for Business



Current Challenges in IT :

- ✗ Global economy in turmoil, Reducing IT spend.
- ✗ Billing rates under pressure, Salary Increase.
- ✗ Business Diverting to Lower Cost Countries.
- ✗ Demand for Output based Pricing.



More Work Output will mean:

- ✓ Higher Revenue (Output based pricing)
- ✓ Higher Profitability (Fixed Cost Projects)
- ✓ Faster Time to Market and Revenue Gain
- ✓ Client Delight & Sales Advantage (T&M Deals)
- ✓ Employee Satisfaction & Empowerment



**You can only
improve what
you can measure**

*W. Edwards Demming,
American Productivity Expert*

What drives Work Output?

Output = Capability ✕ Engagement ✕ Efficiency

Factor	How they help?
Capability (competence)	<ul style="list-style-type: none">• Management, processes, culture all matter• Training or replacements take time
Engagement (work time)	<ul style="list-style-type: none">• How many actual work hours are put in each day?• An extra daily work hour in office means 15% gain
Efficiency (right work)	<ul style="list-style-type: none">• Spend time on the right activities and applications• Put Effort on the right projects and features

How to Improve Work Output?

Output = Capability ✕ Engagement ✕ Efficiency

Capability

- Improve Vision & Execution
- Hire talented staff
- Difficult and takes time
- Managers want More Output from the Existing Team



Engagement

- Motivation & Intensity of Work
- How much of Time in Office is spent on Actual Work?

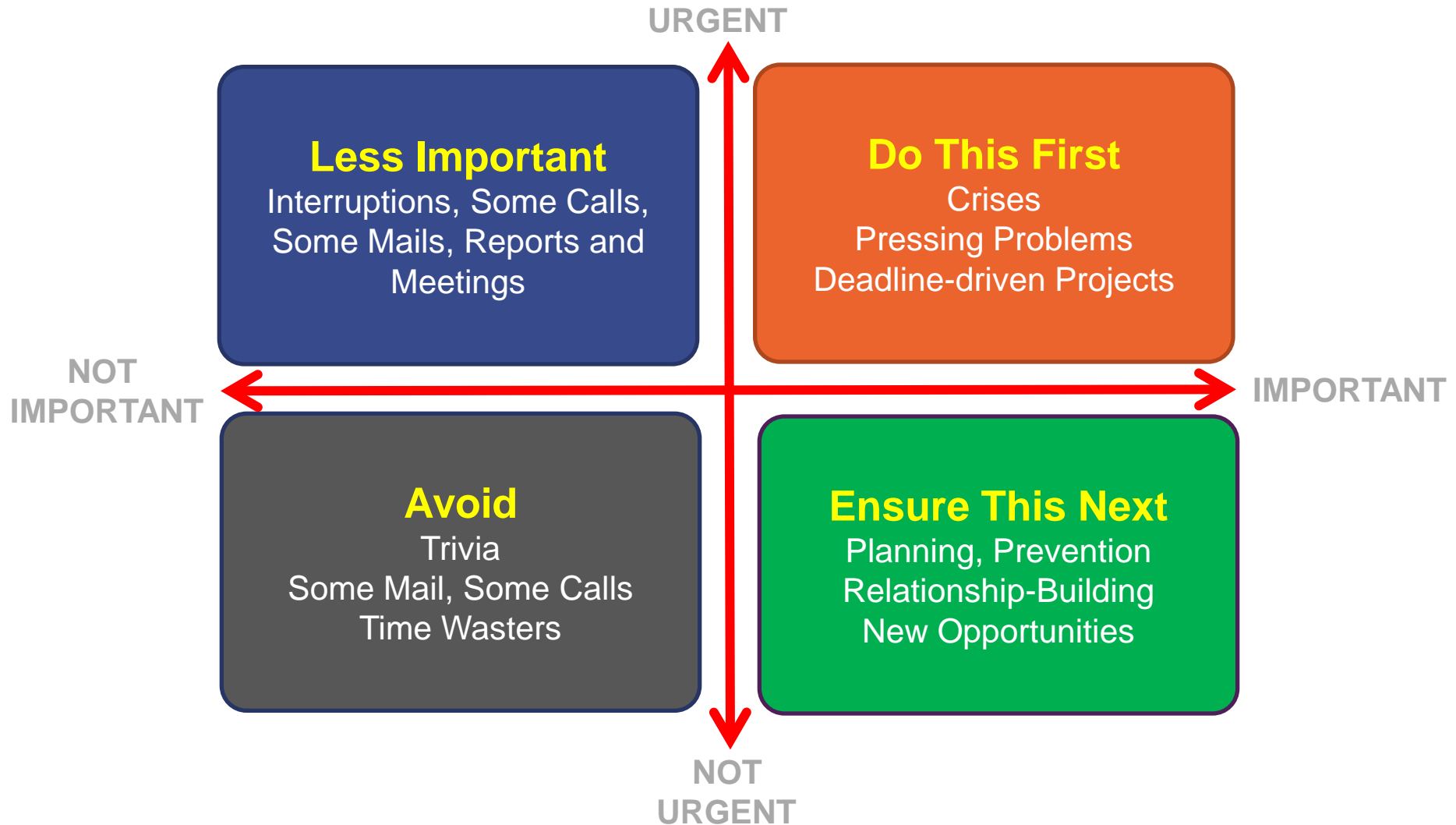


Efficiency

- Are you spending most of your Work Time on Key Activities?
- The dilemma of Urgent versus Important



Covey Quadrant: Important v/s Urgent



IS THE SOLUTION

US Patent ASN 13/151,889

India Patent App. No. 1722/MUM/2010



**Drives up People
Engagement and Activity
Focus**

**Higher Output boosts your
Revenue and Profit**

- Get more from your current team
- With no change in process required
 - Without extra management effort
 - At a fraction of the salary cost

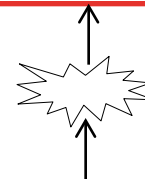
Sapience → Automated Enterprise Effort



Manager Dashboard

- Team's Time Hygiene
- Activity mix
- Capacity utilization

Sapience Server: SaaS or On-Premise



WAN/Internet



Personal Client

- Online and Offline work time
- Map to Activity and Purpose
- You confirm what is Work
- Personal Time details are hidden

High Impact Quick Impact



More Work

- Gain 30-60 minutes daily per person

10-
15%



Focused Work

- 2/3rd time on Key Activities

5-
10%



Right Staffing

- Teams at 80% - 110% load

5-
10%

Before Sapience –
Deliverables tracked, but Effort is hidden

Sapience is a Win-Win for all

Employees

- Mirror to own work – improve self-productivity
- Work-life balance – more work hours, yet less office time

Managers

- Ensure “reasonable” Work Time and Activity Focus
- Less micro-management, more time for strategic planning

CxOs/VPs

- Major financial benefit from 15+% work output gain
- Predictable Delivery with right-sized, efficient teams

PMO / HR / IT

- PMO: Effort Analytics – by skills, roles, verticals, locations
- HR: work hours transparency, promote flexi time, work from home
- CIO: from ‘cost allocator’ to ‘value creator’, save \$\$ on s/w licenses

Sapience is not about Monitoring

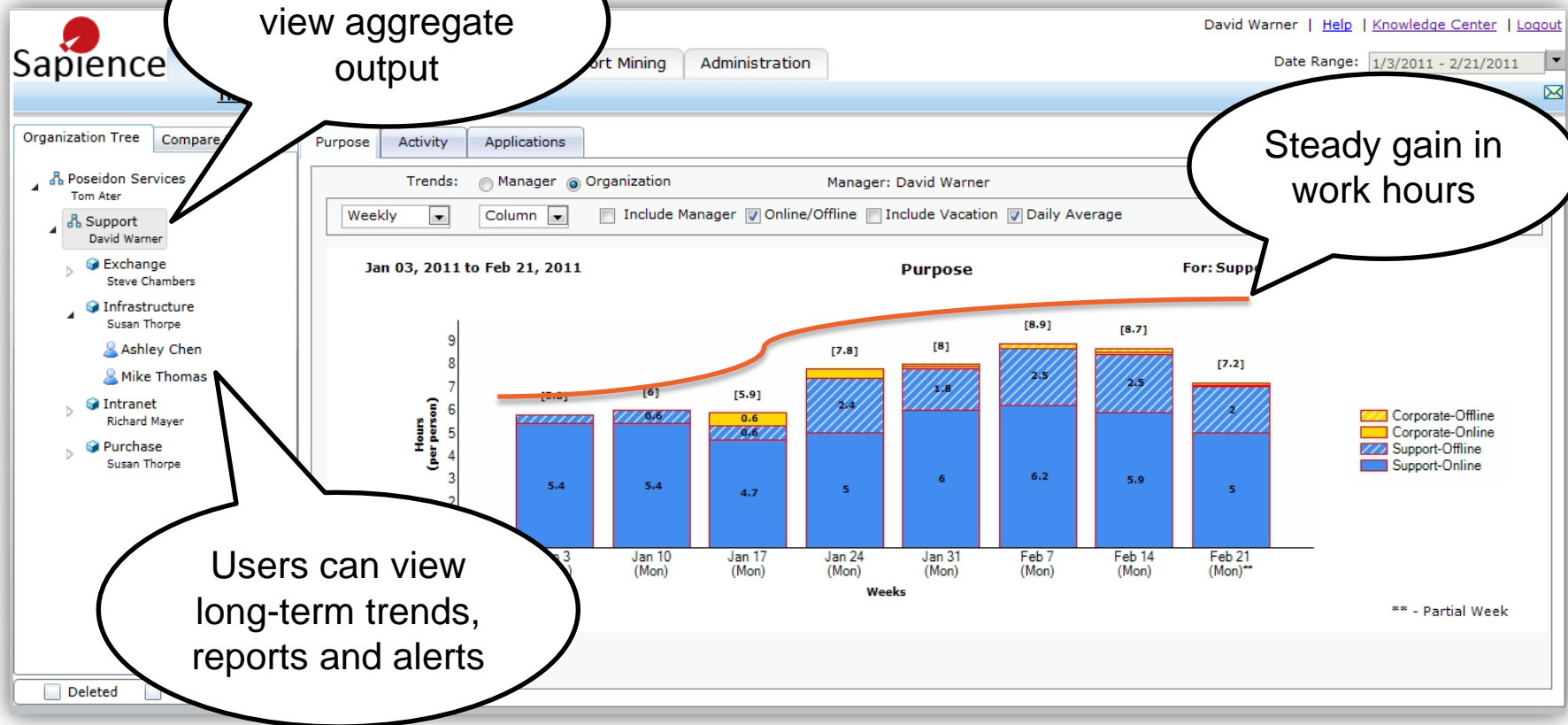
- If company wanted to monitor, there is no need for **Sapience**
 - Websites accessed are already on corporate Web Proxy server
 - Sapience marks new websites to 'Personal' and hides them from the company
- Over 30 customers and 20,000+ paid users
 - Includes global firms that are extremely sensitive about employee privacy
 - Employee surveys have shown no resistance (Facebook generation)

HR Assurance to Employees on Privacy

- You confirm what is work
- Private Time details are hidden
- All work (late hours, home) credited
- You know what your manager can see



Gain your Productive Time

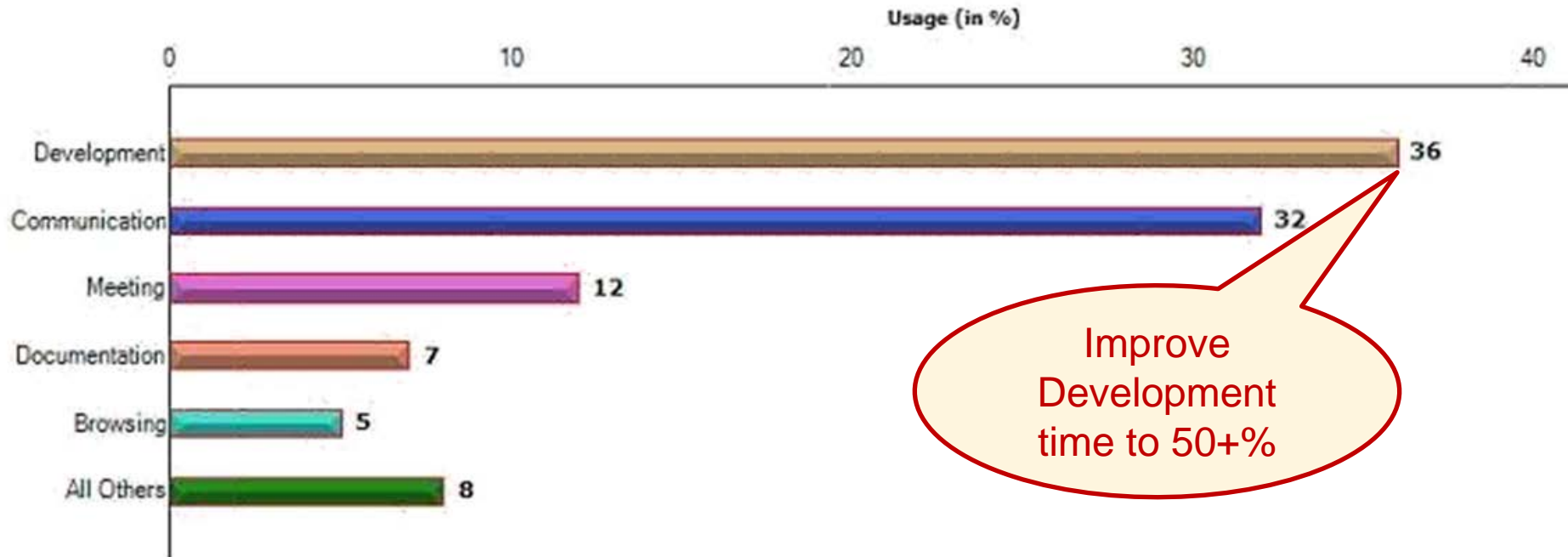


Improve your Activity Mix

Apr 16, 2012 to May 27, 2012

Activity Distribution

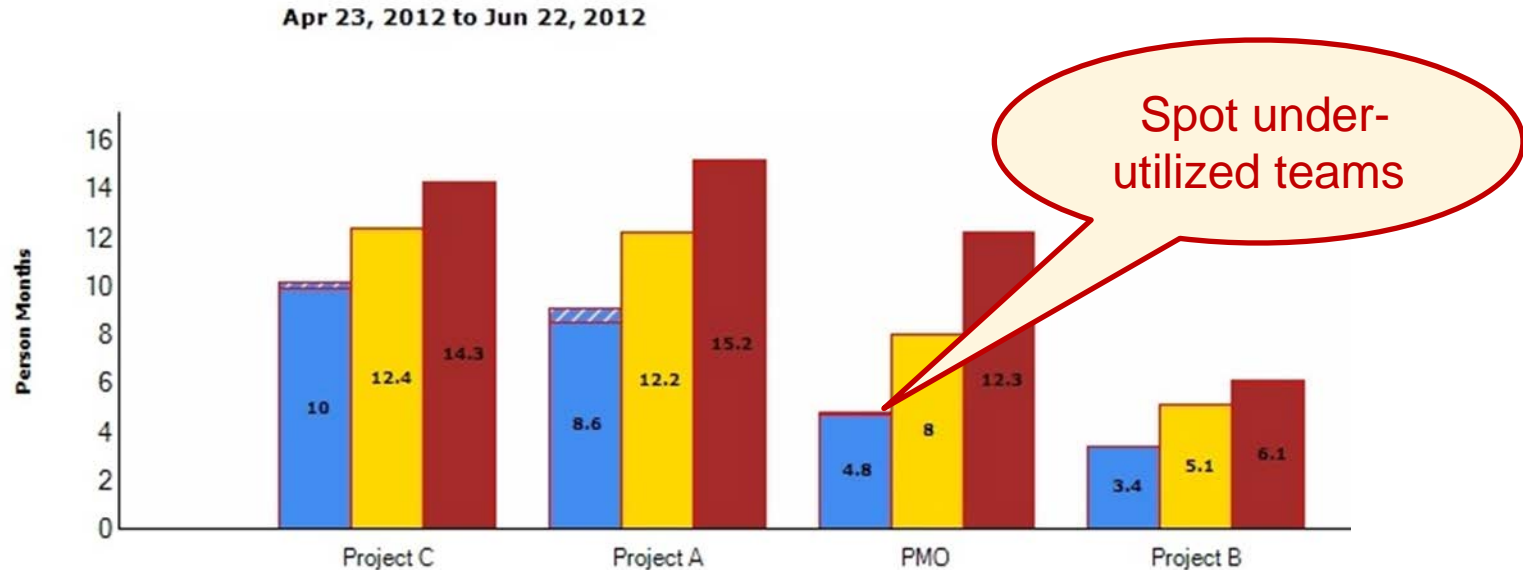
For: [Project Name]



View and shape time on key Activities

Example: **Increase** development time to 70% and **reduce** time in meetings

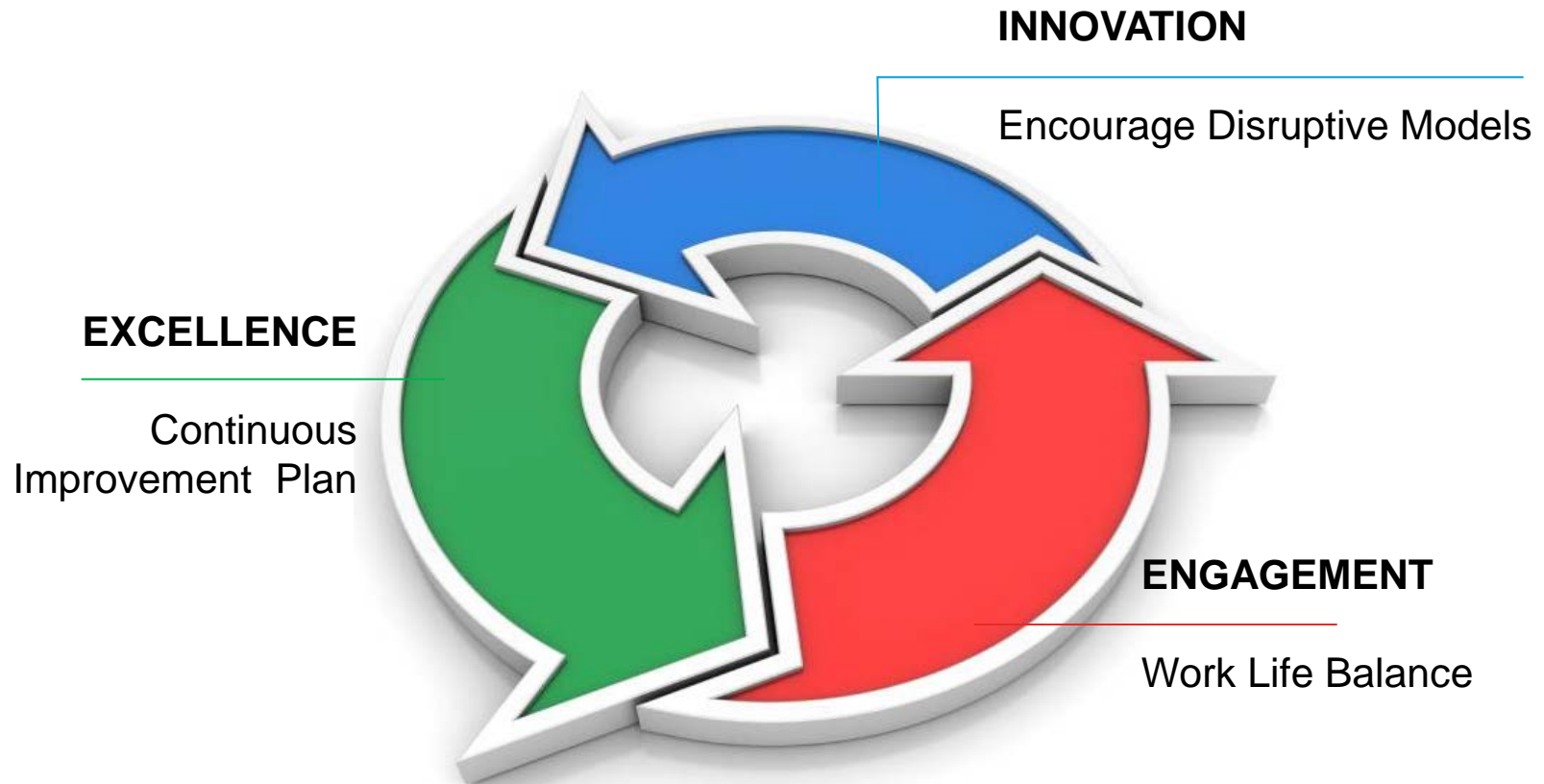
Optimize Capacity Utilization



Compare Delivered Capacity with Total & Available (Total – Vacation)

Under-utilized or over-worked teams are a early warning indicators

“Great Company” Wheel



About Sapience Analytics

- **Founded in 2009 by 4 serial entrepreneurs**
 - Successful exits to Symantec (1999), and Symphony (2004)
 - Scaled both subsidiaries to 700+ employees and \$ 25 Mn revenue
- **Developed Sapience since mid 2009**
 - Sales from early 2011; 45+ installations already
- **\$1M in Series A funding in Nov 2011**

Awards



NASSCOM®



A photograph of four business professionals (two men and two women) standing in an office environment, smiling. The image is overlaid with a semi-transparent red filter. The text 'THANK YOU for your time.' is positioned on the left side of the image.

THANK YOU for your time.

Any comments / queries,
please email us at:
sales@sapience.net

The Sapience logo features a red circle with a white arrow pointing upwards and to the right, positioned above the word 'Sapience' in a black sans-serif font.

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Hydra Overview

IAOP Shanghai Chapter Meeting

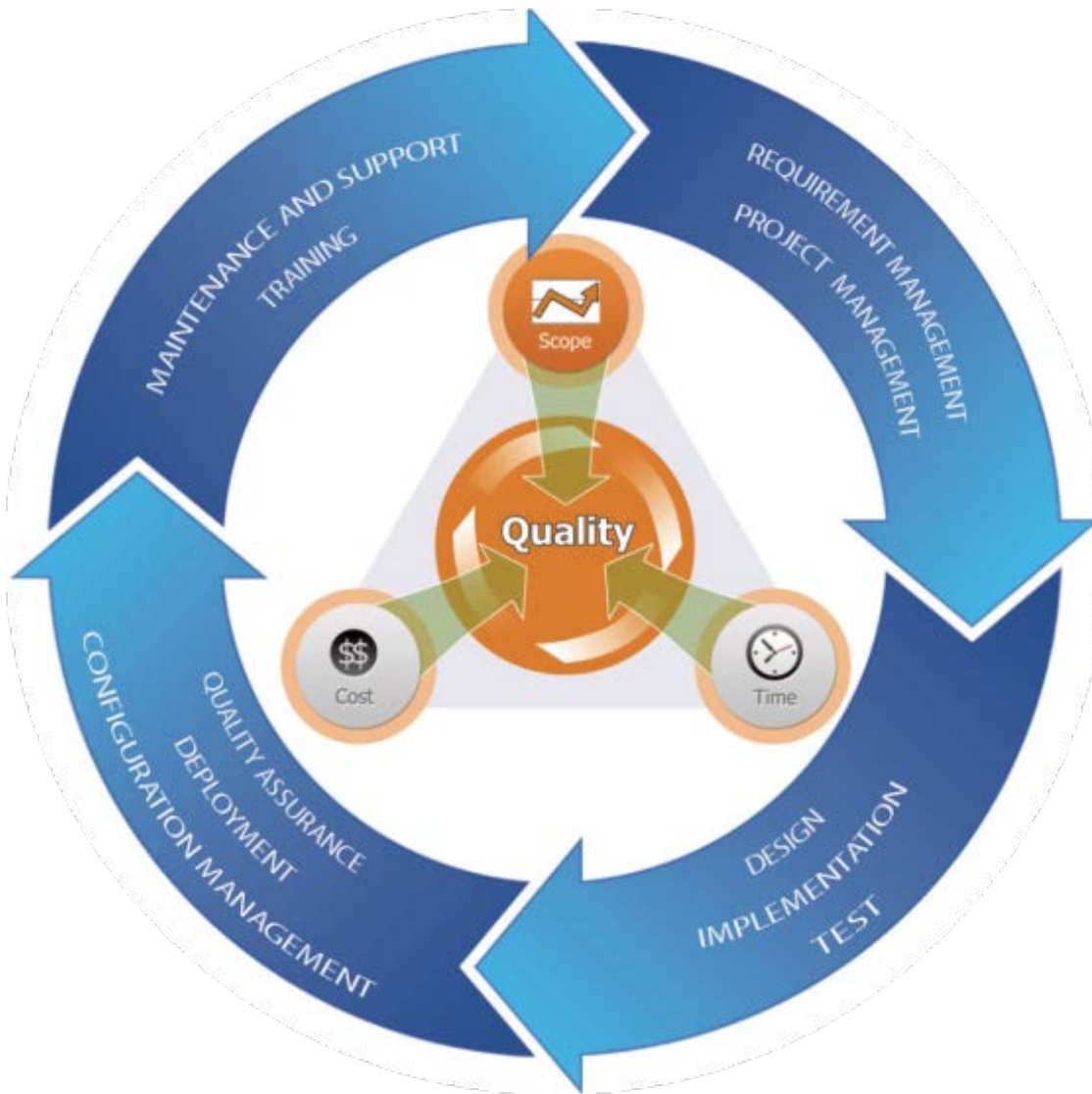
November 13/14, 2012

BLEUM

CHINA'S OUTSOURCING EXPERTS

Hydra

The Next Evolution of Quality Management



Bleum's web-based QMS produces 100% real time transparency and drives on time delivery at an industry low defect rate of 0.018 KLOC.

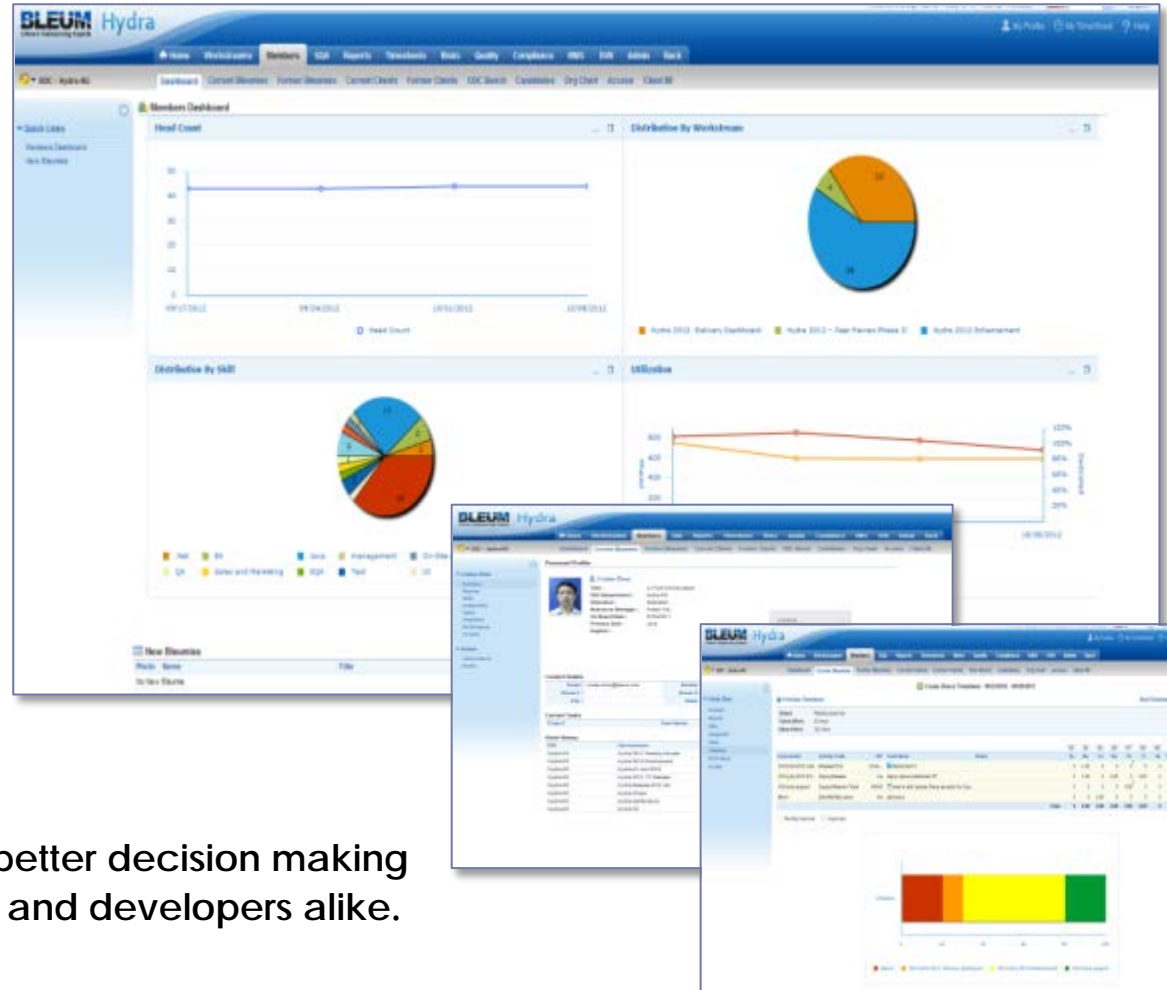
Hydra

Customer/Resource Portal

*Bleum is on the leading edge of providing **full transparency** into outsourced operations. Hydra provides our partner-clients with a real-time, 360° dashboard view of activities, KPIs and resource data.*

Customer Portal

- Resource Management
- Team Profiles
- Time Tracking
- Team Utilization
- Dashboard/Reporting
- Collaboration

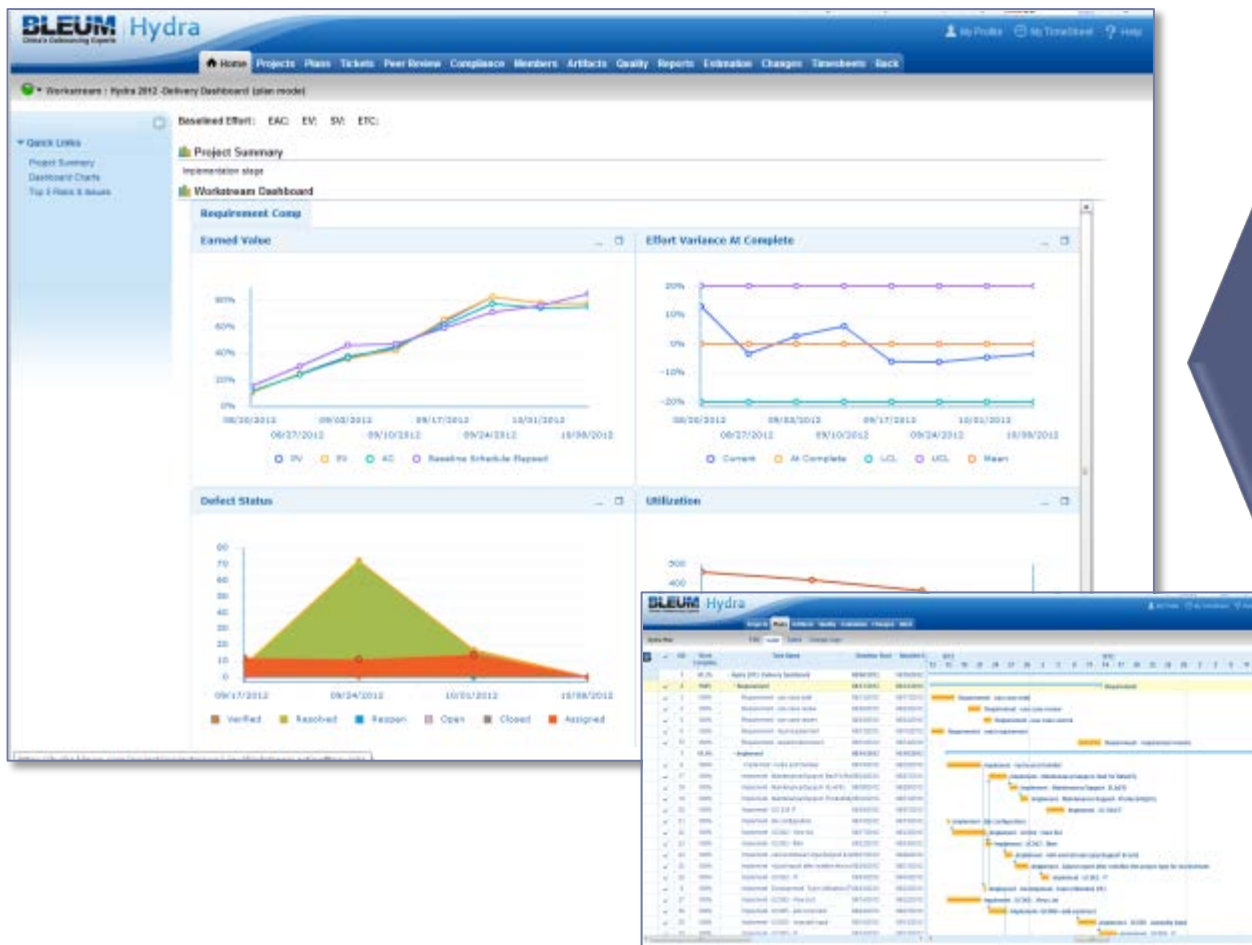


Regular joint-review of KPIs enable better decision making for IT executives, project managers and developers alike.

Hydra

Project Management

Project baselines, task estimation and task status are available to individual contributors and resources managers alike. This **strengthens project governance** and **ensures on time delivery**.



Project Management

- Project Plans
- Planned Earned Value
- Defect Rates and Tracking
- Team Utilization
- Estimation
- Defect/Issue tracking
- Task Status
- SQA Compliance
- Meeting Minutes

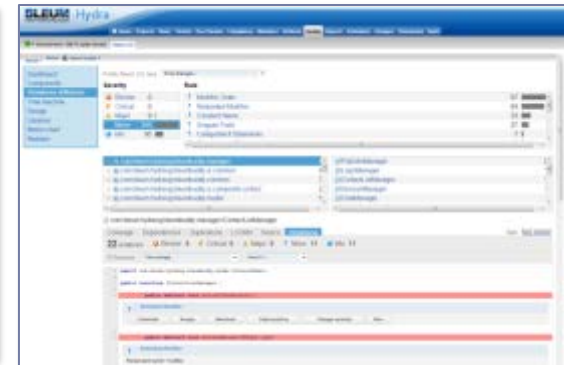
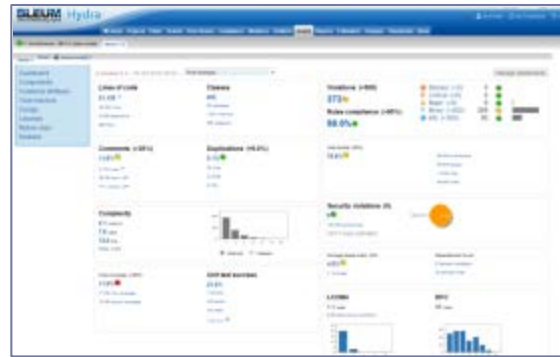
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Code Quality

With a continuous integration environment, development managers are able to get a firsthand look at their team's code quality in real time. **Defects and design issues are identified earlier, reducing project scheduling risks.**

Code Quality

- Code Size
- Logical Complexity
- Design Complexity
- Rules Violations
- Cyclomatic Complexity
- Code Coverage



Thank you.

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**THANK YOU FOR
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