

## Improve Productivity, Cut Costs And Increase Satisfaction

Optimizing your back-office operations through better goal alignment and productivity improvement is critical to your success. Discover how next-generation Performance & Talent Management technology from Enkata®, powered by **best-in-class analytics** and **workflow**, can help your back-office operations over-achieve on cost, quality, and revenue goals.

### Enkata for the Back Office includes:

- **Enkata Intelligent Metrics™** – a combination of metrics, rules, and time lagging technology that for the first time make it easy to assess an processor's effectiveness. Enkata Intelligent Metrics include:
  - **Adjustment rate** – Was a claim or billed amount changed after it was originally paid?
  - **Unnecessary credits and refunds** – Did a customer require a bill to be changed?
  - **Rework rate** – Was a “widget” reprocessed? When?
  - **Late fees/ penalties** – Was a payment incorrectly applied and did it generate penalties?
- **Scorecards/ Dashboards** – an advanced set of fully integrated, best practice peer ranking reports, alerting, notifications and workflow that provides an easy to understand view into performance – from and overall organization down to an individual processor.
- **Operational Reporting** – enables organizations to integrate data across multiple systems and sites and automatically present that data in a comprehensive, actionable format. Now managers can gain a complete, accurate view of the performance of their teams.
- **Root Cause Analytics** – provides back office specific analytics and powerful ad hoc reporting capabilities to answer the “why” questions that you have been unable to answer in the past.
- **Coaching** – streamlines a manager's administrative coaching preparation and reporting tasks so that they can spend time coaching the right processors on the right topics.
- **Goal Management** – ensures that all your service organization employees are aligned and working towards the same objectives. Achieve true alignment between strategy, tactics and the productivity boost that this greater organizational focus provides.

#### Enkata Delivers

- » Best-in-class analytics and workflow.
- » Fast, assured ROI - in less than 120 days .
- » Improved operational efficiency.
- » Lower contact center costs.
- » Increased customer satisfaction.
- » On demand delivery.
- » Integrated, best practices driven performance management products.

For more information  
visit [www.enkata.com](http://www.enkata.com),  
email [info@enkata.com](mailto:info@enkata.com) or  
call (650) 227-6500.

## Performance & Talent Management

The Enkata Talent and Performance Management solutions are dedicated to meeting the underserved needs of service center operations. Our vision is to help organizations better motivate, train and execute. We believe that offering operations specific performance and talent management solutions will bring large productivity and quality gains to these organizations. Our next generation software products, delivered as a service, are designed to be easy to use, hard to do without, and critical to achieving your competitive advantage.

Our applications address the full life cycle of performance improvement in your organization.



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## About Enkata

Based in San Mateo, Calif., Enkata is a leading provider of on demand performance and talent management solutions for customer facing operations. Enkata is the only solution that combines best-in-class analytics and workflow to guide managers to the next best actions to improve performance. Enkata's solution enables large service operations to increase their profitability and boost the productivity of their employees. Today, leading Global 2000 companies rely on Enkata to better manage the performance their operations. For more information, visit [www.enkata.com](http://www.enkata.com) or call (650) 227-6500.