

## Building a culture of information security, compliance and continual improvement as integral part of day-to-day working

Realmove Performance Analytics can prove employee's knowledge, understanding and awareness of statutory, regulatory and contractual requirements. Our cloud based solution puts you firmly in control to demonstrate compliance levels and continual improvements within your organisation.

### Governance, Risk , Compliance

#### Non-subjective, systematic analysis

- Delivers business intelligence on areas of proficiency and those needing support
- Demonstrates corrective actions and commitment to continual improvement

#### Results in less than 90 days

- 57% increase in levels of awareness with comprehension levels improving by 35%
- 91% increase in number of employees measured in 85% less time and cost

### Proven results in 85% less time with Realmove

Audience:131 CRSs 9 Teams   4 Skills Sets	SCOPE 3 months	TIME Hours	AUDIENCE Measured	AUDIENCE Average Grade	DATA Output	FTE Costs
<b>MONITORING</b> Product Knowledge Adherence to Procedures Complaint & Error Tracking Quality Assurance Phone Technique Communication Etiquette	2000 Calls Calibration Sessions Mystery Shopping	691	1.3% Calls   CSR Monitored	89%	Subjective efficiency data primarily dependant upon interpretation ratings	1.5
<b>MEASURING</b> Product Knowledge Code of Conduct Data Protection Act Process & Workflows Practices & Standards ISO Compliance (20000   27000)	708 Tests & Real-time Feedback	182	90% CSR Tested	86%	Non-subjective, comparatively weighted analysis based on tangible metrics	0.4

Performance Analytics empowers managers and analysts to work with non-subjective, quantifiable data to make qualified business decisions.

Data is comparatively weighted, benchmarked and ranked for easy access to facts on who-what-where needs support across locations, product, team and employees.

The robust tracking of corrective actions and impact clearly demonstrates commitment to continuous improvement.

*ISO Accreditation is critical to our success, and Realmove Performance Analytics ensures an improved score every year.*

*Karl Elliston, IT Service Delivery Manager, GIT FEXCO*

*Realmove, which is well embedded to provide process education and track awareness, was verified to reflect the new starters and a good response rate and level of understanding .*

*ISO 20000 Audit Review December 2016*