

Witness Actionable Systems

www.verint.com



At A Glance:

- **Company:** A business unit of Verint Systems that provides actionable intelligence solutions for workforce optimization.
- **Employees:** 1,500 worldwide
- **Revenues:** U.S. \$400 million
- **Industry:** Enterprise Software
- **Location:** Corporate headquarters in Melville, NY
- **Challenges:**
 - Project plans and work breakdown structures were scattered across the organization without any cohesiveness.
 - Silo applications prevented scalability.
 - Revenue recognition was tracked in spreadsheets which hindered automation and forecasting capabilities.
- **Results with OpenAir:**
 - Scalability. OpenAir stimulates growth at Witness (now Verint) rather than limits it.
 - Accuracy. Manual, error prone processes have been replaced with streamlined automation.
 - Quality. Projects are delivered on time and within budget
 - Simplification. OpenAir's on-demand platform reduces IT demands and keeps everyone on the same page.

“Consistent implementation services are essential to customer satisfaction and retention. OpenAir enables us to deliver our projects on time and within budget.”

— Amy Hassinger

*Director of PMO Operations for Professional Services
 Witness Actionable Systems*

Results

OpenAir provides Verint with the tools to mimic in their business practices the very methodology they champion in their products, workforce optimization.

With a fully integrated system that ties together critical processes, Verint now has the power to effectively manage their people and projects.

“Consistent implementation services are essential to customer satisfaction and retention,” said Amy Hassinger, Director of PMO Operations for Professional Services at Verint. “OpenAir enables us to deliver our projects on time and within budget.”

Through root cause analyses, Verint leverages OpenAir to monitor project adherence to plans and rectify deviations quickly and effectively. “What took days to identify, now takes hours.”

Perhaps the greatest results that OpenAir has provided are the tangible, quantifiable metrics Verint can now access.

Through the use of OpenAir's Resource Management, Verint now has the ability to measure the organization consistently and to provide scorecard type data for the continuous improvement of their customer satisfaction, employee retention, and financial health. “With all our data in one location we can tie together our goals and performance against those goals to accurately evaluate our progress.”

With moving targets constantly being adjusted, OpenAir's ability to provide trending data is crucial to success.


VERINT

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The Challenges

Without real-time, accurate project plans, product quality can easily slip. Hassinger says that getting to the root cause of a deviation needs to happen quickly to resolve the issue and get back on track. The lack of automation inherent in Verint’s legacy systems hindered the ability to troubleshoot each project’s adherence to plan.

Similarly, the organization’s revenue recognition was tracked in spreadsheets which virtually eliminated any reliable forecasting capabilities.

“It is a very daunting task to build forecast models without accurate, quantifiable data. Developing revenue goals and measuring progress becomes impossible without solid forecasts,” Hassinger said.

With multiple silo applications to handle their core business processes, Verint quickly realized the lack of scalability as the organization grew in size.

“Our homegrown scheduling application was completely disjointed from our project plans,” said Hassinger. “Therefore, we couldn’t accurately sync the two.” Furthermore, the more applications a company utilizes, the harder it is for these systems to scale together.

The Solution

With a steady stream of information through their entire business workflow, the organization has newfound confidence. With fully integrated modules, Verint has the ability to build robust forecasting reports.

“Tightly streamlined resource and project management provides us with the power to develop project profitability, resource utilization, and process adherence reports.” This information may be delivered directly to key stakeholders to guarantee that proper decisions are made from accurate and timely data.

Key to everything has been OpenAir’s scalability. Silo applications fail to adapt to organizational growth and, in many cases, impede it. On the other hand, OpenAir stimulates and stabilizes growth.

With fully integrated modules, increase in usage of one module stimulates usage within the entire workflow. There is never a need to upgrade or adjust individual applications one at a time. “Everything flows together.”

“OpenAir grows with us,” said Hassinger. “The system’s unprecedented customization enables us to make changes to our processes at no extra cost.” Client-server applications require significant monetary and time commitments to make even the smallest process changes.

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