



Unveiling Operational Insights and Work Potential

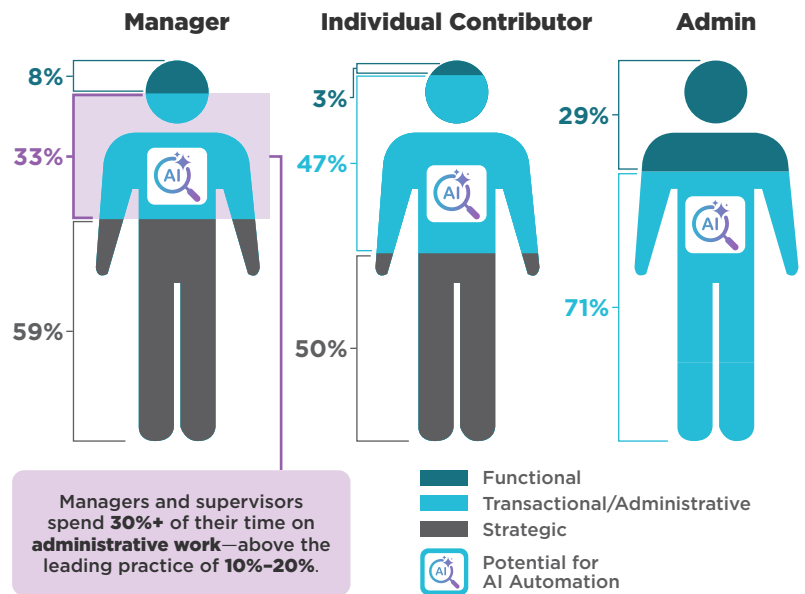
When you begin to think about optimizing your delivery model, one of your first questions is likely, “where do I start?” Whether you are considering a shared services model, have implemented a shared services model you wish to improve, or are interested in making other changes to your delivery model and staffing levels, understanding who does what work is critical in determining the right solution. Today, it is equally important to understand which work activities are best performed by people, which can be streamlined through automation, and where emerging AI capabilities can augment or replace manual effort.

Why Use the Work Intelligence Blueprint?

ScottMadden recommends starting with a work intelligence blueprint to gather data to support these changes. The work intelligence blueprint is a tool for collecting employees’ time spent across detailed processes and activities, determining the labor cost of the activities, and assessing your delivery model, staffing levels, and costs using benchmarks and leading practices. Activities are also categorized by type of work and evaluated for their potential to be automated or augmented through AI-enabled solutions. A work intelligence blueprint is a critical first step in any current state assessment. It serves four primary purposes:

- Documents the work being performed by employee
- Establishes a baseline from which to compare future changes
- Highlights activities with potential for automation and AI-enabled augmentation
- Creates a foundation for building a compelling business case for change

Work Type Classification by Position



Work Intelligence Blueprint

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Gain Insights and Identify AI Impact Potential

You can gain valuable insight from the work intelligence blueprint such as identifying overlapping work across positions, work that is not being performed but should be, potential compliance issues, and shadow organizations that exist. You may also identify administrative work that is not centralized, work that is misaligned with the position, and activities that could be augmented or replaced through AI-enabled solutions. Our clients are frequently surprised by what they find.

How Does It Work?

Our process for conducting a work intelligence blueprint includes six major steps: preparation, deployment, administration, validation, analysis, and reporting. The assessment is designed to match your scope of services and processes and allows your employees to report how they spend their time through a simple, web-based tool. Validation is used to address data anomalies and incomplete responses. All work activities are classified by the type of work and assessed for AI-enablement potential. The process provides the opportunity to benchmark at an FTE level, not a headcount level, which increases accuracy.

Make Better Informed Business Decisions

The work intelligence blueprint provides a guide for improving service delivery. The data and resulting insights enable leadership teams to make informed decisions about workforce design, service delivery model evolution, and where to responsibly introduce AI into their operations. ScottMadden's clients have saved tens of millions of dollars by using this knowledge to make organizational or process changes.

To gain valuable insight into your organization's operations, contact us at info@scottmadden.com.

Work Intelligence Blueprint Process

1. Preparation

2. Deployment

3. Administration

4. Validation

5. Analysis

6. Reporting

Connect with an expert today!



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