

# OmniContext™

## ORGANIZATIONAL INTELLIGENCE

### A HYPERSOFT TECHNOLOGY

*A new and fully automated way to discover important people, groups and patterns within processes.*

Hypersoft has invented a powerful methodology that makes it now possible to get insight into structures and functions of people, groups or processes.

Our ability to collect transaction data from any source stemming from many years of experience and our expertise in relating the right information has allowed us to offer this innovative capability. Hypersoft has consulted with CIO's and business unit managers for many of the world top fortune 500 Companies.

OmniContext™ Organizational Intelligence is a new and automated collection of the way that people and groups work and communicate.

This new and exciting capability gives you never seen before insight into organizational structures.

*Organizational Intelligence attains insight in regards to outcomes...*

#### DISCOVERY OF ACTUAL OPERATIONAL STRUCTURE

Automatic discovery of "communities" for follow-up analyses of individuals and/or groups and how they relate.

- Verify operational structure design
- Discover groups "communities" within one formal structure

#### KEY INDIVIDUALS OR GROUPS WHO GENERATE KNOWLEDGE

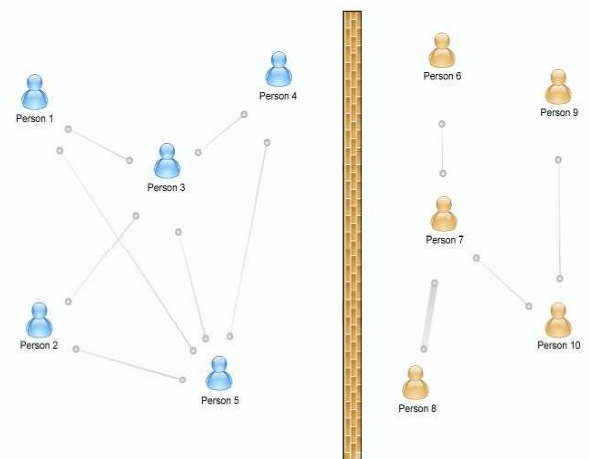
Who has knowledge, consumes knowledge, and blocks knowledge?

- Individuals who contribute to projects
- Discovery of Important & key individuals
- Process and patterns identification
- Identify individuals who block information

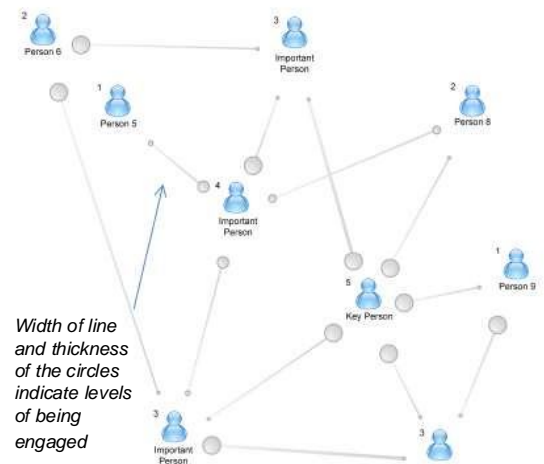
#### PATTERNS/PROCESSES

Identification of patterns related to internal and/or external processes, both at the individual and group level.

- Verify organizational and individual processes
- Identify successful or unsuccessful business processes
- Find any barrier or bottleneck within the organization
- Truly visualize information flow and exchange
- Find experts and understand which individuals and groups have expertise



*Example of a small Department*



*Width of line and thickness of the circles indicate levels of being engaged*

Methodology

## **Validation Scenario**

A lead project manager on a change program would like to understand how a division within his company is currently organized. The project manager wants to validate if the group is organized structurally the way it was envisioned from the start.

- Hypersoft was able to validate real structure of division and organization;
- Hypersoft was able to identify changes in the real structure.

## **Retirement Scenario**

A VP of engineering at an energy company is rapidly losing experienced employees due to retirement and long training cycles within the industry. The company would like to capture knowledge from those soon to be retired experts. This knowledge will be stored within a library. Hypersoft was asked to identify those employees who have valuable knowledge first.

By using the topographical map and looking at all of the given patterns of usual contacts Organizational Intelligence was able to give the company:

- Visualization of all employees with key knowledge who were 5 years from retiring;
- Visualization of roles of individuals within the organization;
- Visualization to validate formal roles versus “real” roles.

## **Security Scenario**

The HR Director for a large bank in Europe has recently hired a company to train some of its employees. He would like to be assured that his employees all adhere to company security policies in regards to email and collaboration at the bank. At the end of the training the HR Director invites Hypersoft to validate the recent training. The director wants activity. He would like to understand if the employees have adhered to company policies that prohibit company mail from being sent to private employee accounts such as Yahoo , Hotmail, Gmail etc.

Hypersoft produced anonymized reports related to the prohibited emails. This report includes all training participants email and collaboration for the past six months. We analyzed how often the company policy was broken three months prior to the training and three months after the training.

- Pinpointed all organization members who violated the company policy;
- Recognized that there is substantial savings in focusing the training on those who need it;
- Hypersoft analyzed security patterns within the organization.

## **Process Discovery**

Over time, processes grow to reflect the organizational structure of a company. Take the case of a large advertising company. Its processes for web content management were a mirror of its divisional structure. They had a separate web-content management process for each division. This came to be recognized as a problem, not only in terms of cost efficiency but also in terms of quality. This became embarrassingly clear to management when a competitor’s product was featured on the company website. A team was formed to correct this problem. They faced a threefold challenge: how to discover the five parallel processes; how to compare these processes and converge them to a single company-wide - process; and, finally, how to generate the functional requirements for the web-content management application.

HYPERSOFT IS A WORLD LEADING PROVIDER OF ORGANIZATIONAL AND OPERATIONAL METRICS TO ENTERPRISE DECISION MAKERS

More than 200 enterprise customers for business service metrics and Operational Intelligence analysis.

More than 2 million users in organizations measured by our software.

**THE RIGHT METRICS**  
**THE RIGHT DECISIONS**

### **Hypersoft Information Systems**

**Germany: +49(800)9753191**

**France: +33(800)975319**

**United States of America: +1(800)9753191**

**Other countries: +49(89)15904160**

**information@hypersoft.com**

**WWW.HYPERSOFT.COM**