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Going digital – tools for a modern, productive workforce

"I used to walk into the client service centre and feel the buzz and energy of the agents interacting with staff, you could hear conversations and pickup on the themes of what was going right and what was causing problems. Now the agents are working from home it's difficult to tap into those themes and proactively address them within the business."

bbd
software development

As the world moves rapidly towards digital everything, balancing the need for innovative and automated services while negating concerns around retaining inhouse skills, security, and the escalating costs of maintenance, can be challenging for public and private organisations alike.

Combine that with a trend for increased visibility and enabled workforces where a high percentage of staff are needing to become specialist knowledge workers, and the landscape becomes even more complex.

To answer this in the move from analogue to digital, BBD has created a set of tools for the modern workforce, where we leverage our deep experience with complex legacy systems to build cross-silo integrated technology-enabled business process solutions across both cloud and on-prem environments. We partner with organisations at any stage of their journey, ultimately delivering first class end-to-end omni-channel experiences for staff members.

BBD's modern workforce toolset

Vanguard

To quickly empower WFH workforces with integrated and flexible processes, our proven automation and orchestration toolset (Vanguard) synchronises and streamlines disparate functions, filling gaps where required, and enhancing capabilities as needed. This toolset empowers people from across all channels of the organisation, regardless of location, with a 360^{0} view of each customer - prompting staff members on what customers will need next. Ultimately, the toolset brings improved customer services, business cohesion, better audit trails, risk management and end-to-end reporting.

Seeka

"I used to look over my shoulder and chat to 'Bob', he always knew the answer, or knew who to talk too, or where to look. Now in WFH I feel a bit isolated without Bob, and a WhatsApp chat with him is not quite the same. I wish I could just Google my internal company information, like I do with everything else."

To meet demands for centralised knowledge repositories within siloed organisational structures where knowledge management is not only costly to run but often ineffective by nature, BBD uses an innovative technology-first approach to source and harness content in its existing form from across the business and then pull that knowledge into a searchable, living repository which workforces can easily access. This Google-like repository utilises Natural Language Processing (NLP) and Neural Networks to increase the accuracy of search results.

Seeka allows us to tap into any and all existing knowledge throughout the organisation, and then makes it seamlessly available to staff and, where applicable, customers and end users. Seeka's power lies in creating the opportunity for staff to help themselves move into an enabled knowledge-centric future, one without a dependency on active (and expensive) company training.
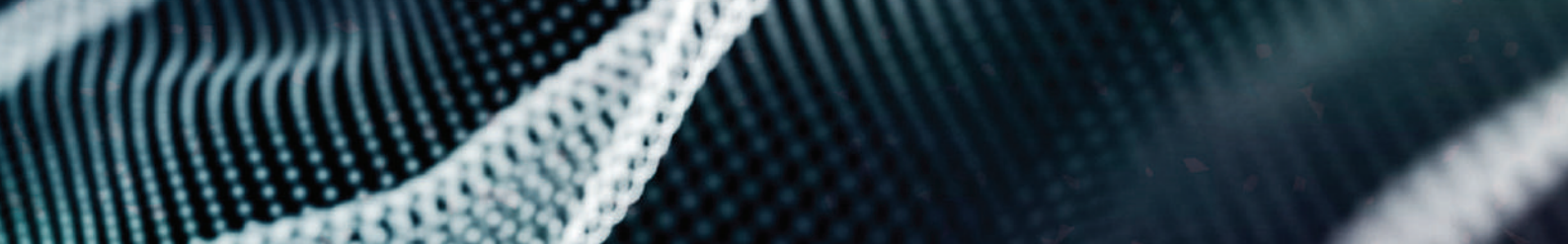
Accelerating your journey to a modern workforce

"I need to enable my employees with technology driven solutions that allow them to be effective and efficient while reducing dependencies on front-office staff... But we don't know where to begin."

To empower you on this journey to an enabled workforce, we start by understanding the complexities involved with a systematic analysis of your IT and cloud environments using detailed diagnostic assessments and Well-Architected reviews. We then help roadmap the best way forward, drawing on our technical expertise and cloud capabilities to migrate workloads and modernise business processes as appropriate. This approach quickly enables your organisation and workforce to operate optimally in this digital world.

Proof is in the pudding

Vanguard

For an internationally acclaimed modernisation programme for a client involved in national revenue management, BBD helped enable over 8 500 staff members located across 98 revenue service offices through the automation of key internal processes. Some of the ways we increased productivity and cost efficiencies was by:

• automating filing processes
• facilitating pre-populated forms to ease staff involvement, pulling data from disparate and third-party sources
• integrating the world-class contact centre into workflow processes
• enabling virtual branch and self-service options including chat and video call functionality for fully remote capabilities
• automatically handling tens of thousands of attachments a day
• creating workflow case dashboards to enable staff to quickly assist public queries in real time
• digitising processes that enabled the agency to employ decentralised teams.

Our partnership with this client has resulted in an enabled workforce which has reduced turnaround times and paper usage, improved cost efficiency and customer service and allowed for more effective revenue collection overall.

Seeka

Deploying Seeka within your organisation allows for far-reaching benefits for your workforce including:

- giving staff real-time access to specialist knowledge as required
- empowering staff to help themselves move into an enabled knowledge-centric future, without a dependency on company-sponsored training
- reducing time and cost spend on actively centralising knowledge and content
- integrating any new training that happens into the repository, even from conferencing tools such as Teams or Zoom
- facilitating continuous improvement by reporting on missing or conflicting knowledge where multiple answers are drawn for the same question.

Get in touch

If you're looking to enable your workforce with a digital solution that gives your staff the knowledge and data they need at their fingertips in real time, chat to us.

✉ info@bbdsoftware.com   🌐 www.bbdsoftware.com

BBD at a glance

950+
IT professionals
with deep expertise

An international
software firm

37+
Years
in business

Collaborative
approach

Diverse industry
knowledge

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software development