

Red Owl® – Key Features

TrinityHorne.

www.trinityhorne.com

ABOUT RED OWL®

Red Owl® is a performance management application. It helps clients in transactional environments (back office and field) to manage their operational capacity through the more effective use of people and process. It does so by providing operational forecasting, planning, dynamic work management and performance reporting across and within processes as well as at an individual, team and organisational level.

WHY RED OWL®?

Enterprise software vendors claim they provide clients with 'Performance Management' capabilities that deliver rapid improvement. They don't! In the absence of an integrated performance improvement methodology, they sell their customers short.

With Red Owl®, Trinity Horne has taken its proven management operating framework, in use with some of the world's largest organisations and embedded its critical elements into a web based software solution. Red Owl® allows users to make evidence based decisions on all matters relating to people and process productivity. It provides managers with operational tools to effectively forecast, plan and conduct 'what if' scenario planning. It enables reporting against key performance indicators at all levels and lays the foundation for a genuine performance management culture.

Sitting on top of line of business and directly extracting data, Red Owl® provides structured information on lost time due to re-work, performance failures and process inefficiencies. This enables organisations to systematically eradicate inefficiencies and release capacity. Delivers return on investment of 3:1 within 12 months of deployment.

BENEFITS

- Delivers return on investment of 3:1 within 12 months of deployment
- Optimises process capacity
- Low cost of ownership (investment neutral)
- Ease of deployment
- Enables short interval performance management
- Facilitates sustainable cost reduction and increased profitability
- Ensures fact based operational decision making

PROCESS MANAGEMENT AND TRACKING

- Short interval tracking and management of end to end performance and bottlenecks.
- End to end line balancing and work scheduling
- Tracking of backlogs, work in progress and throughput
- Management of internal and external service levels
- Simple Red, Amber and Green off schedule situation alerts

FORECASTING

- Red Owl® forecasting provides 'what if' scenario planning for future resource, work volume and capacity requirements
- Deployment of multiple forecasting algorithms providing flexibility and accuracy
- Simulation of future resource requirements based on structural changes, marketing activity, product launches and process change

PERFORMANCE REPORTING AND DASHBOARD

- Optional data entry via Red Owl® or a powerful integration adaptor
- Intuitive, easy to interpret with focused dashboard and reports
- Graphical reporting and trend analysis of KPIs
- Performance reporting via the Red Owl® application
- E-mail, client portals, intranet and local plasma screen technology

OPERATIONAL PLANNING

- Week ahead planning identifying resource shortfalls and excess
- Cross team analysis of resource requirements and work allocation

RESOURCE AVAILABILITY

- Red Owl® provides an intuitive portal for the management of absence (holiday, sickness, training etc)
- Detailed information on staff shift and work profiles

Do you want to hear more about how Trinity Horne's Red Owl® business performance management application can help your business improve the productivity of your back office processes and people?

Contact us now to set up an initial conversation.