Skan AI

Unlock Business Transformation with

AI-Powered Process Intelligence

Uncover your organization's hidden potential with Skan AI's Process Intelligence platform.

Empowering Enterprises to Reach Peak Performance

Understand & optimize your business processes

Continuously monitor KPIs

Identify RPA and Gen AI automation opportunities
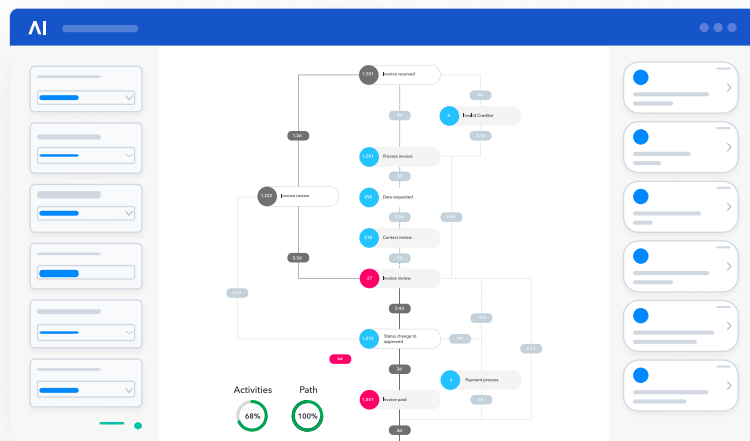
Scale your optimization strategy

Skan AI: Driving Lasting Transformation

Skan AI is a Process Intelligence platform using proprietary AI to transform business operations by creating a Digital Twin of Operations by observing any process and every application. Skan AI offers the most complete view of human-centric work through continuous and real-time desktop observation, revealing the constant misalignment of people, processes, and technology.

Skan AI unlocks hidden insights for process transformation by accelerating process and automation discovery, enhancing productivity, improving compliance, elevating customer experiences, and facilitating Generative AI adoption.

Transformation Starts With Data

Skan AI's continuous observation technology deploys to your operators' desktop. This creates the most complete view of how your teams work. Skan AI empowers leaders to achieve scalable business transformation, providing traceable ROI from streamlining operations and reducing costs.

Skan AI's Core Solutions

Technology Intelligence

Understanding how technology impacts process work and how to improve it.

- Automation discovery
- Application usage and effort / app tracking
- Application portfolio analysis
- Application switching analysis

Process Excellence

Granular insights into operations, where to streamline workflows, and make data-driven decisions for continuous improvement.

- Process discovery
- Clickstream analysis
- SOP documentation
- Variant analysis
- Rework time
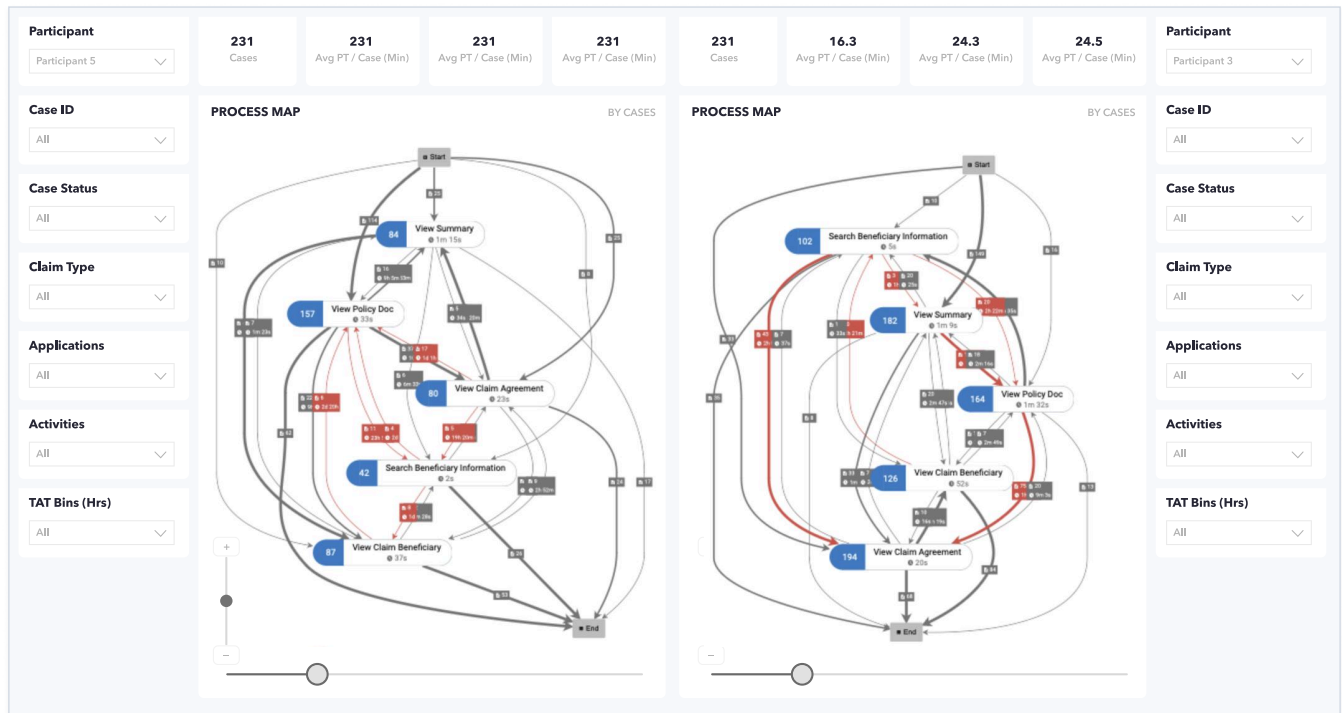- Bottleneck analysis
- Unit cost analysis

Work Intelligence

Insights in to how your teams spend their time across tasks and applications.

- Utilization by applications and tasks
- Idle time analysis
- Hybrid work performance benchmarking
- Developer productivity analysis

Optimizing Process for the Future

Solutions to address every aspect of your operations

Productivity Optimizer

Productivity accelerator with simulation and value assessment for a more productive workforce

Customer Service Transformation

Operational intelligence to uncover hidden inefficiencies in call center operations

Digital Adoption Monitoring

Telemetry of application usage, identify the impact of Gen AI and measure the effectiveness of Copilots

Controls Monitoring & Alerting

Declarative conformance controls for regulatory and quality management with audit-ready reporting

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AI Productivity Gain Levers

	Performers	Trendsetters	Difference

People

	Performers	Trendsetters	Difference
Avg Tenure	3.4 Months	21.8 Months	18.5 Months
Active Time/Day (Process)	1.2 Hours	4.9 Hours	3.7 Hours
Active Time/Day (Non-Process)	2.0 Hours	1.2 Hours	-0.8 Hours

Average Active Time per Participant per Day (Hours) by Process Applications, Top 5

Applications: Salesforce, Microsoft Teams, Business Server, Chat, Sprinklr
Legend: Learners, Performers, Experts, Trendsetters

Process

	Performers	Trendsetters	Difference
Avg PT per case	44.5 Minutes	8.0 Minutes	18.5 Months (Avg Tenure)
Avg PT per Case Variability	80,446.4	161.6	3.7 Hours (Active Time/Day (Process))
% Cases Deviated from SOP	%33.7	1.7%	-0.8 Hours (Active Time/Day (Non-Process))

Average Processing Time per Case (Minutes) by Tasks, Top 10

Tasks: Salesforce, Microsoft Teams, Business Server, Chat, Sprinklr, Sales Application, Support website, Select Case, Email, ScreenMeet
Legend: Learners, Performers, Experts, Trendsetters

Technology

	Performers	Trendsetters	Difference
Avg Apps per case	4.5	4.8	0.3
Avg App switches per case	23.8	26.8	3.0

Average Numbers of Application Switches per Case by Productivity Quartile

Productivity Quartile: Learners, Performers, Experts, Trendsetters

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