

Wouldn't you love to see a real ROI for an IT project?

AnyTransactions focuses its voice applications solutions on areas where its customers can achieve a measurable return on investment.

Time Reporting Illustration

Time Reporting

An enterprise with thousands of "offsite" employees reporting time every week via a paper process, even though a web process is available

- ✓ 5,000 employees
- ✓ Weekly Time Reporting

Time Reporting Pain

- ✓ Difficult to get 100% of time entries in on time
- ✓ Impacts correct payroll processing – especially for hourly and OT workers
- ✓ Back office personnel workload is heavy just for collecting, tracking and assuring time entries are in and correct

Solution Overview

With its VIA ToolSet, AnyTransactions creates a highly customized voice interface application (VIA) to automate:

- ✓ End to end time entry and time card approval
- ✓ Time entry inquiry and update processes by employees and management

- ✓ Uses existing web-based time reporting system business processes and data

Solution Architecture

- ✓ Employees call directly into the AnyTransactions voice applications hosting center
- ✓ The customer VIA speaks and listens to the caller, and completes the transaction
- ✓ The transfer of information to and from the caller is managed in real time through the VIA to the enterprise's back-end systems – ensuring that a completed transaction is fully captured just as if a user had keyed it in via the web

Solution Benefits

- ✓ Minimal start-up costs
- ✓ Measurable ROI due to reduced personnel costs
- ✓ Provides 7x24 self-service phone support
- ✓ Reduces impact of weekly manual processing of high volume of time

card collection, data entry and error resolution

- ✓ 90 days from signed contract to application deployment

ROI Analysis

- ✓ Total Set-up Fees = \$60,000
- ✓ All time cards entered on 1 day
- ✓ 5% of time cards required follow-up by admin
- ✓ 1 Voice port does one days work of 80% of an FTE
- ✓ 5 ports initially; 18 ports by month 7 and ongoing
- ✓ Hourly cost for admin = \$30
- ✓ Voice Port Fee = \$500/mo
- ✓ Application Maintenance Fee = \$1,500/mo

Measurable ROI

- ✓ Payback = 11 months
 - ✓ IRR = 152%
 - ✓ Y2 Cash Improvement of \$112,000
 - ✓ Y3 Cash Improvement of \$112,000
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**Simply Speaking.
With Voice Interface Applications,
A "Voice «» Person «» Computer" Process
Becomes a "Voice «» Computer" Self-Service Experience**

Using its integrated VIA ToolSet, AnyTransactions designs, installs and manages voice interface applications. Spoken words and any telephone become the interface to access existing web-based or database applications.

