



Introduction to APAT – Automatic Process Analytics Tool - use cases



Out of the box uses



Solving productivity challenges

Our approach

Data-driven improvements in organization's performance

APAT enabled

Key domains we are addressing

Work ethic & productivity Is there a decline in productivity when working from home?	Application usage Is the same application portfolio in use versus in-office?
Collaboration Is there a marked increase in collaborative tools or is collaboration being stunted?	Process analysis Are there differences in the time to finish processes?

Use cases

Productivity change on HO

Applications usage

Reports simplifications

Types of customers

 Telecommunications

 Energy

 Manufacturing

 Share Service Center



How to achieve it?

APAT

APAT – Automatic Process Analytics Tool



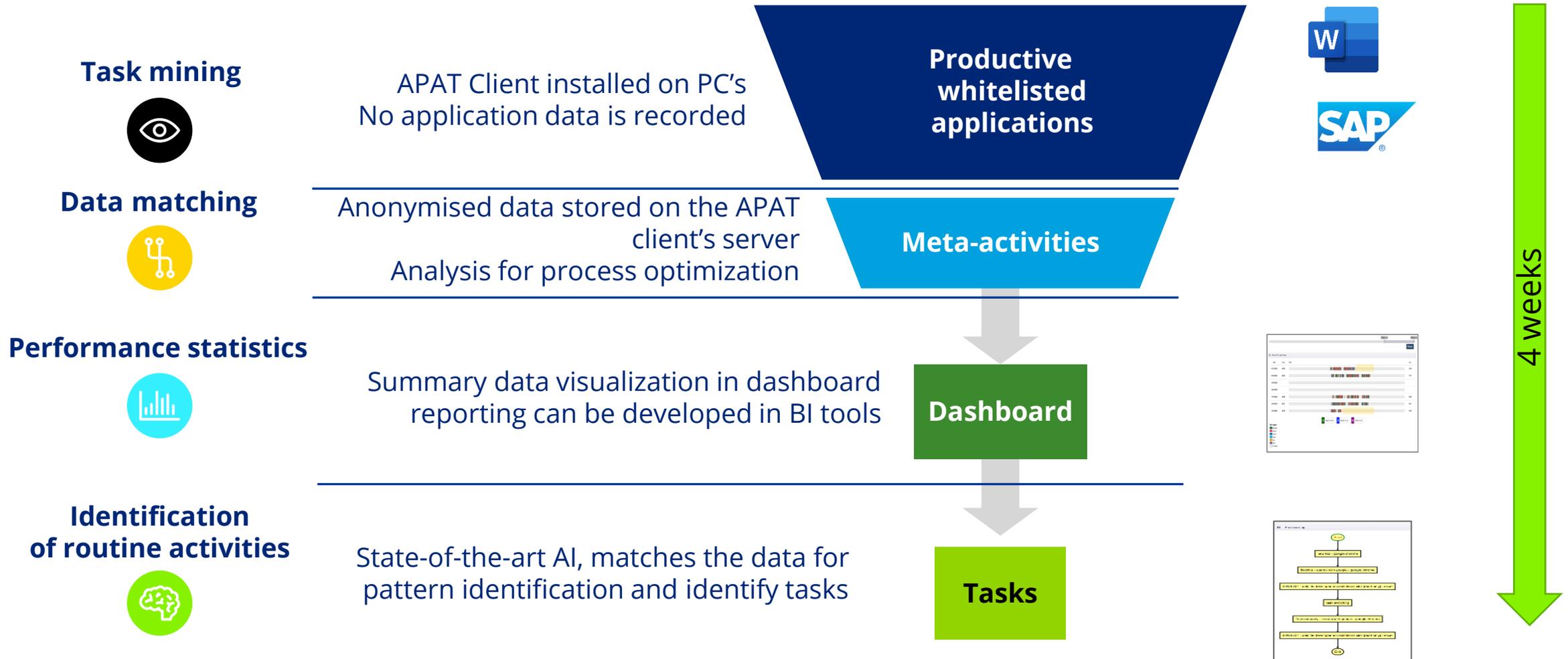
To address the growing need for resource monitoring, Deloitte has designed and developed an IRM application; **APAT: The Automatic Process Analytics Tool**

APAT provides **visibility** for team leads and company leadership on resource effectiveness all while retaining **privacy** and the **security** of employees.

- Assess business cases for task or process automation
- Automatically identify tasks for automation
- Monitor level of team engagement by productive applications
- Monitor usage of company's resources
- Identify the level of internal bureaucracy within the company

APAT <https://www.deloitte.cz/apat>

APAT typical workflow



How do we get the APAT working

It takes only five steps to get the live performance KPIs and further performance statistics.

Step 1

Approach consent

We understand that the software-based KPI monitoring is a novel approach that might raise some concerns.

Before the onboarding of the tool, we ensure that all included parties understand how the APAT works and what it will be used for. The privacy and security is at heart of APAT.

This typically include IT security checks and legal review.

Step 2

APAT Deployment

Using the standard IT tools (like SCCM) the APAT is deployed on premise at the client.

The working applications that are part of the daily activities are added to the tool. Tool also has other required settings (work from home, anonymization, administrators).

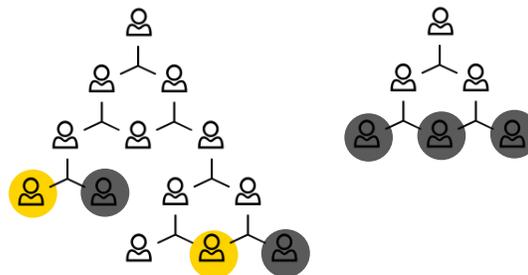


Step 3

Company structure setup

The company structure is imported into the tool. This is a two-dimensional tree structure – based on teams and layers of reporting and role of each employee.

This structure is critical for the later analysis as outputs can show how the same activities are being done across the different teams with the same roles.



● assistant ● claim agent

Step 4

Monitoring

Anonymized metadata from monitored workstations are being recorded into APAT database and stored with the client.

The AI is immediately sorting and matching the data into clusters and provides live performance (KPI) statistics.

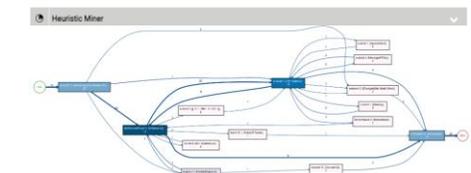
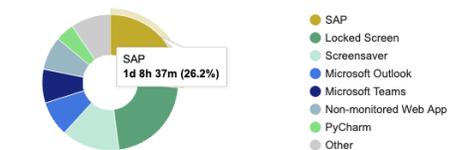
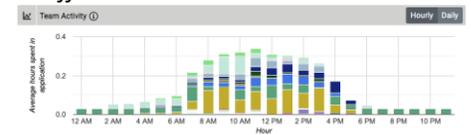
time	application	action
11436.9172	excel	<Typing>
11455.9679	excel	<Waiting>
13435.393	book1 - excel	<Paste>
13529.6418	book1 - excel	<Waiting>
14498.6440	task switching	<App Switch>
14561.8189	task switching	<Waiting>
16035.0751	uber - google search - opera	<MouseClick>
16111.5313	uber - google search - opera	<Waiting>
16749.5609	uber - google search - opera	<Copy>
16832.8479	uber - google search - opera	<Waiting>
17099.5374	task switching	<App Switch>
17155.6857	task switching	<Waiting>

Step 5

Analysis

Using the state-of-the-art AI in the APAT, the tool automatically discovers routines and highlights KPIs for further analytics and conclusions.

The outputs can be analyzed using BI platforms to test specific hypotheses in case the APAT user interface is not sufficient.





Applications

Case study 1 – people and productivity

GOALS AND ISSUES

- The objective of the project was to evaluate the effectiveness of the HR Business Partners team, to understand the team's routine and compare it with the expected work patterns. As a consequence of this analysis, propose good practices and levers of operational excellence.
- The main tasks of the HR Business Partners team are:
 - Support HR and functional files: sourcing, talent mobility, operational efficiency, and others
 - Connect HR operations with business by working closely with business teams.



ANALYSIS & RECOMMENDATIONS

- Review of processes after digital observation to establish a performance and work habits assessment procedures
- Analysis of macro-activities and business processes to propose optimization and automation paths
- Collection of feedback from the HR Business Partners' Business team on performance and responsibility
- Evaluation of the tools benefits by the team based on the usage behaviour and expected utilisation

Work habit

Global computer time is higher compared with HR Business Partners' role expectations.

Active computer time
7:34:35

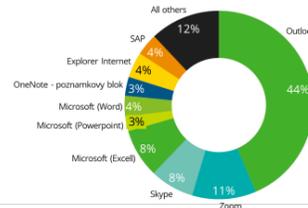
Productive app. time
4:25:56

Communication tools
0:35:19

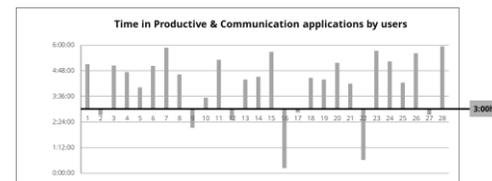
More time is spent working on a computer than with Business.

Use of apps

2:07 hours of daily working time in Outlook
31mins daily dedicated to **communication tools**

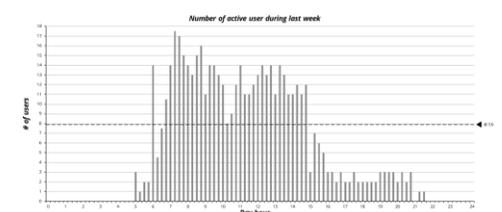


Time - motion



The distribution of time in productive activities is heterogeneous within the team: **80% of employees** spend about **3 hours/day** in productive activities

Team availability



54% of employees used their computers between **7 and 15 hours**

Case study 2 – automation potential

GOALS AND ISSUES

- The project focused on the back-office Support department with accounting size of 70 FTEs working across 18 European countries. Following several initiatives that have been launched over the past four years, automation solutions were well established in the current service delivery with a significant efficiency gains already achieved.
- Project’s aim was to confirm the automation gains in place and measure the current productivity of the service delivery. Digital observation was launched with a focus on processes and model routines.



ANALYSIS & RECOMMENDATIONS

- Analysis revealed a potential gain in time across 70 FTEs by focusing on repetitive tasks. The recommendations were:



FTE Saving Potential (28%)



FTE Saving Potential by Reorganization



Automation Ideas Prioritized
and mapped to Celonis for KPI monitoring

Process & model routine 1

Repetitive activities

1. CE MXP Support - Done_ADR - CE MXP Support - Outlook
2. CE MXP Support - Inbox - CE MXP Support - Outlook
3. Deloitte Data Protection DayKeep data safe - M
4. Display Vendor:Initial Screen
5. Display Vendor: Address
6. Display Vendor: Control
7. 2) xlsfCompatibility Model1 - F

Sample Pattern 1

Similarity of actions: **94%**
AVG process duration: 35mins
Process steps (24 steps in avg):

Process & model routine 2

Repetitive activities

1. ABAP: Variant Directory of Program SAPFPAYM
2. AP_CZ payment run.docx - Word
3. AP_EE payment run.docx - Word
4. AP_PL payment run.docx - Word
5. Accounting clerk
6. Analysis Lens
7. Automatic Payment Transactions: Additional Log

Sample Pattern 2

Similarity of actions : **84%**
AVG process duration: 1.5hrs
Process steps (111 steps in avg):

Case study 3 –savings in reporting

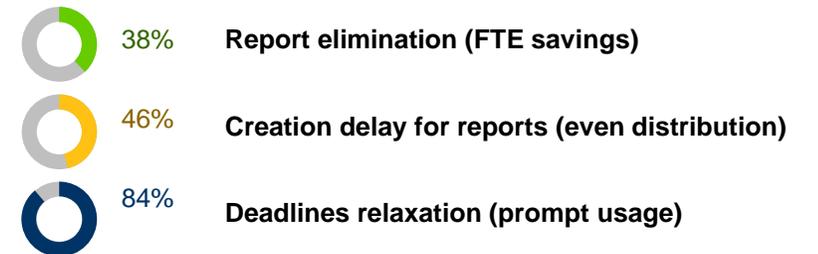
GOALS AND ISSUES

- The objective of the project is propose elimination of unused reports or their simplification across different teams in Energy client. The current solutions did not provide sufficient objective information whether employees read and use reports.
- The Deloitte approach was to:
 - worked closely with the Reporting staff
 - automatically monitor reports to help client with: identifying reports' usage, frequency of reading reports, and which reports should be acted upon

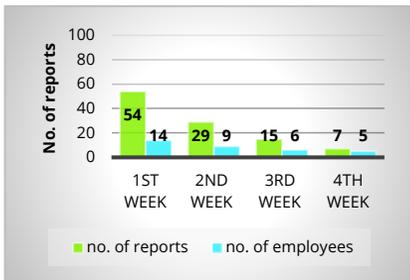


ANALYSIS & RECOMMENDATIONS

- From the analysis of 100 reports over four weeks we helped a client to identify these opportunities and quick wins:

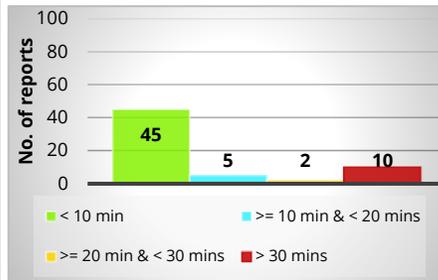


Workload



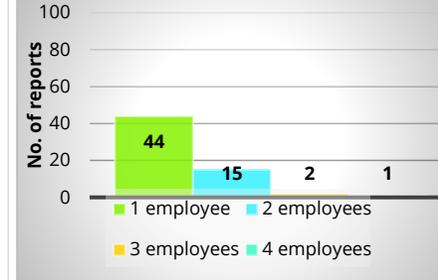
46% of monthly reports not read during the first week of a month (when expected)
 -> report delivery can be delayed by a week leading to **better distribution of work** in the following weeks

Working habits



15% of reports were read for more than 30 minutes
 -> suggesting that **information in these reports are too complex**, hard to digest and make informed decisions

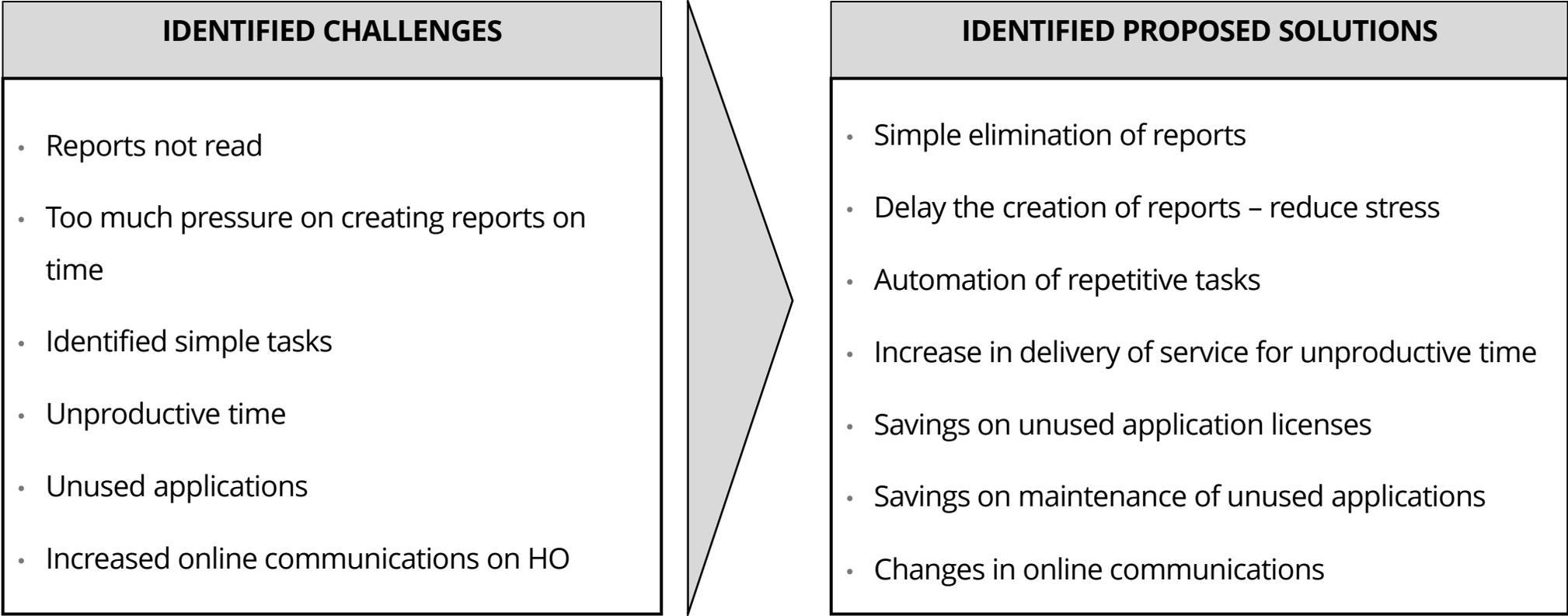
Good practice



Majority of reports (69%) were read only by one employee
 -> suggesting that **reports are relevant only to individual employees** and not prepared for a group of users (hence can reduce preparation cost)

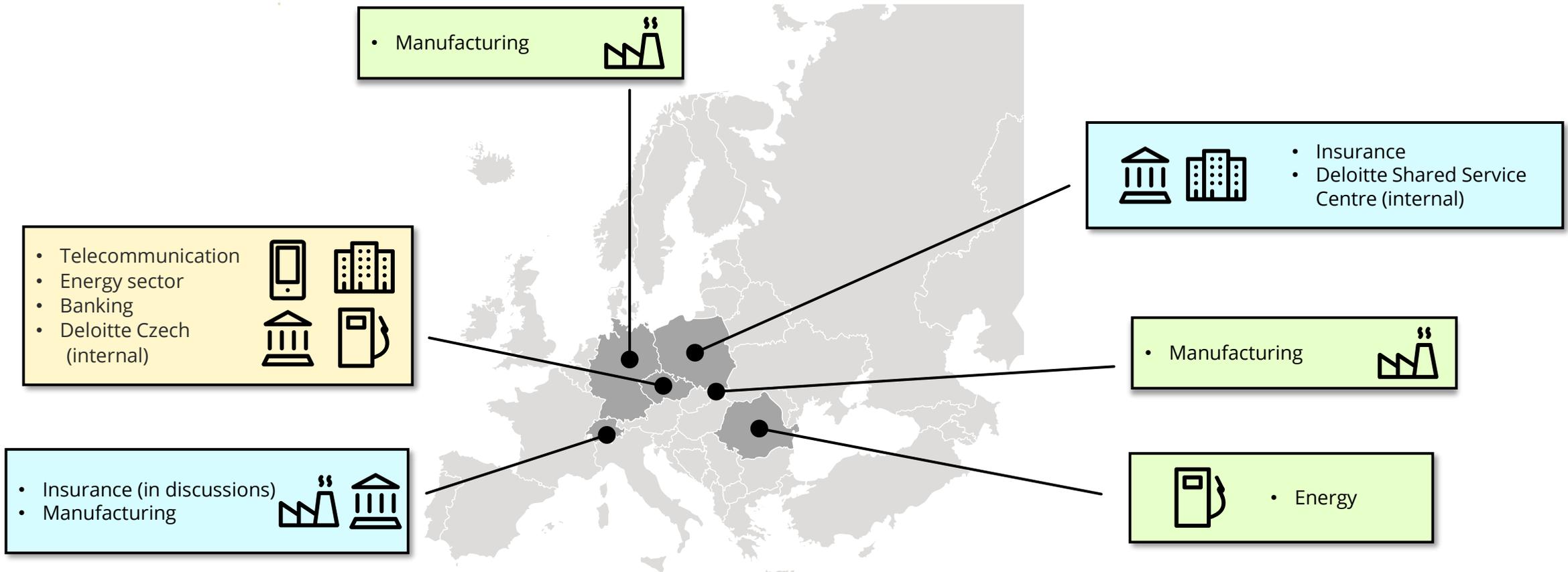
Summary of use cases

Through the use cases we first identified a number of challenges and then proposed solutions with our approach and APAT.



Deployment of APAT across Europe

Implementations with clients and internally within Deloitte





**Dive deeper
a range of use
cases**

Data and AI-driven improvements in organization's performance

Data driven approach operates on a target service level to identify performance levers across the following steps of analysis

Resources

Driving the activity

	Workload <i>What are the actual working hours? Which systems are being used throughout the day?</i>	Productivity <i>Are employees efficient on the home-office? How are the KPIs connected to working habits?</i>	Working habits <i>Are there any exceptions in what employees are doing?</i>	Good practices* <i>Can we see the routines and activities that the team-leads and managers expect?</i>
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Processes

Business management

	Routine patterns <i>Can we see the expected routines with the expected statistics?</i>	Time & motion* <i>Are the automatically measured KPIs and efforts what we expect?</i>	Daily routine <i>How are the routines different throughout the day?</i>	Automation potential <i>What are the routines that can be automated? What are their business case?</i>	Streamlining operations <i>Are employees using the expected resources? What can we stop producing?</i>
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Applications

Application management

	Use of applications <i>Which internal or external applications are used?</i>	License usage <i>Are employees using all licenses for the core applications?</i>	Energy savings <i>Are employees leaving computers turned on for long time?</i>	IT Support availability <i>Is the current IT support matching the working time patterns from employees?</i>
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Interactions

Relationship, working dynamics

	Online communication <i>Which communication tools are being used?</i>	Team dynamics <i>Which teams are communicating more or less?</i>
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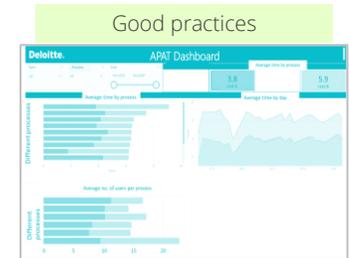
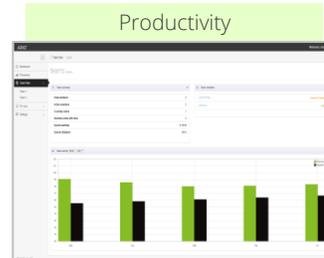
*Detailed slide not included

Key information for teams

We provide a simple user interface to read out the results for teams from APAT (Automatic Process Analytics Tool).

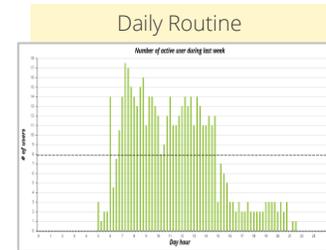
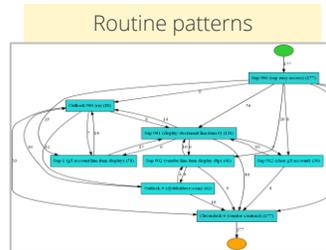
Resources

Driving the activity



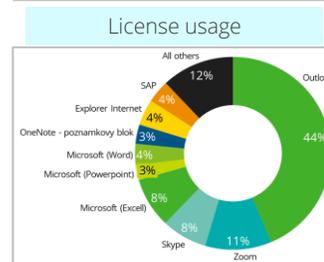
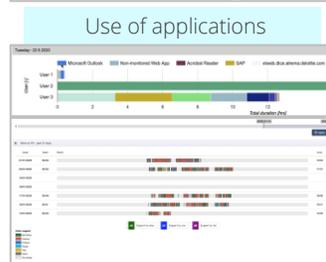
Processes

Business management



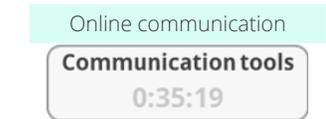
Applications

Application management



Interactions

Relationship, working dynamics



Workload

Business needs

For business it is important to understand:

- a) How employees are typically working, and
- b) what are the main applications they use to do their work.

This information helps business to prioritise work and support their employees if too much work occur. In addition, by knowing the how and when the employees are typically working, the business can assess the need for new training to increase their proficiency and work satisfaction.

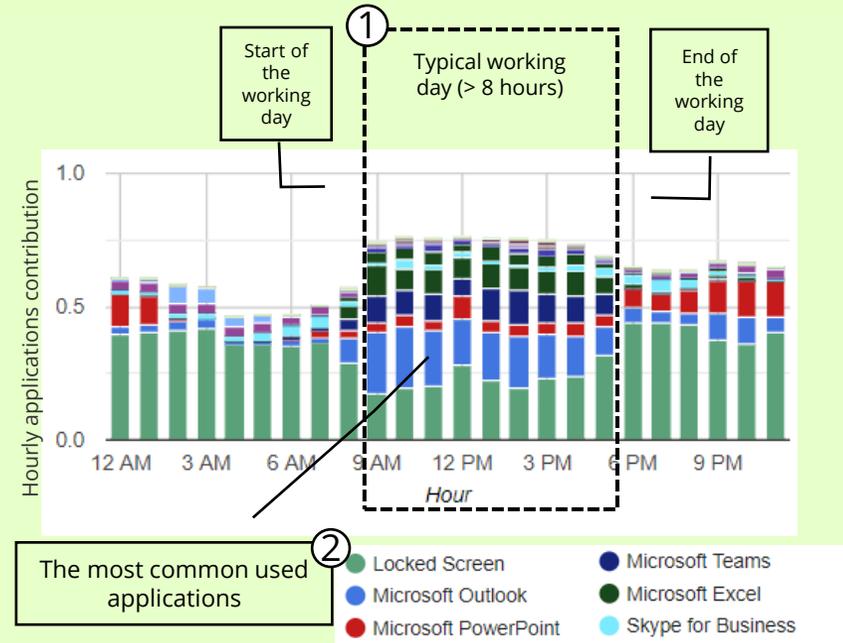
Key questions:

- 1. What are the typical working hours?
- 2. When throughout the day are the work peaks?
- 3. Is the team overloaded?

How we address it

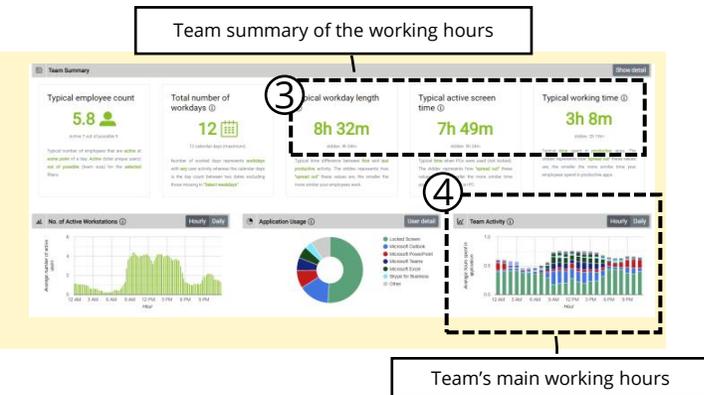
We use APAT to give managers an objective summary of how on average teams are working and what workload they have. They immediately see how teams are overloaded in a typical day ① [pictured right] – which is defined when they started to work and when they finished.

Second, ② managers can observe the typical applications used throughout the day for work related tasks. This shows them for which typical tasks employees use specific applications and what kind of tasks they are completing.



Where are the outputs

The interactive APAT dashboard allows managers to directly select dates for which they want to dive deeper and understand their team’s workload. They see either overall teams’ summary ③ or the detailed insight of working hours. ④



Productivity

Business needs

For business it is important to understand:

- a) Which, if any, employees are more productive than others and why.
- b) If there needs to be a structural change to a WFH strategy.

This information helps business to recognise and act on any discrepancies between productivity between WFH and in-office work time.

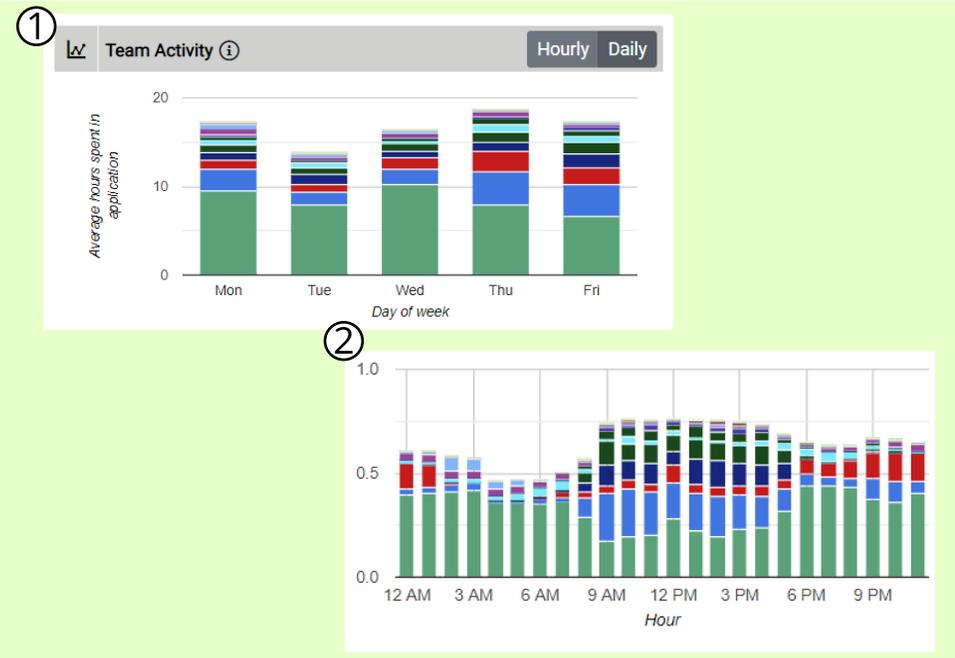
Key questions:

- 1. Is the same work being completed over the same time when working remotely?
- 2. Are some employees working much harder than others, especially when working remotely?

How we address it

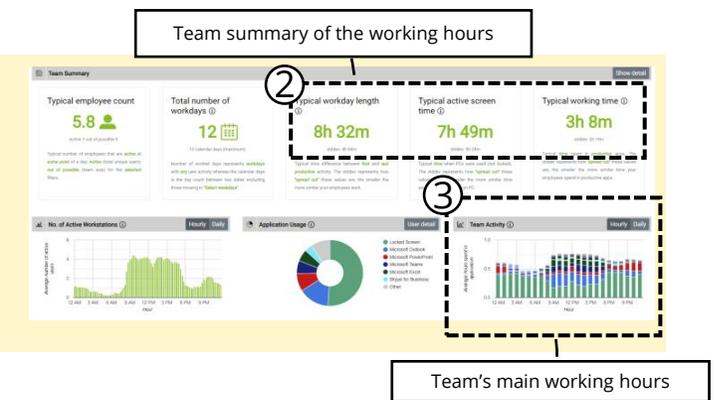
We use APAT to give managers an objective summary of how on average teams are working. They immediately see how teams are overloaded in typical working days ① - showing a summary.

Further analysis using APAT outputs give managers an insight on how team members are working and what deviations from a typical productivity they can observe. ②



Where are the outputs

The interactive dashboard allows managers to directly select dates for which they want to dive deeper and understand their team. They see either overall teams' summary ② or the detailed insight of working hours. ③



Working habits

Business needs

For business it is important to understand:

- a) What impact, if any, is working from home having on the team's working habits and;
- b) Investigate for which hours of the day the team is more or less engaged.

This information helps business to review team's performance and allows for reassessment of KPIs if needed. Also, when is the highest and lowest service provision by employees.

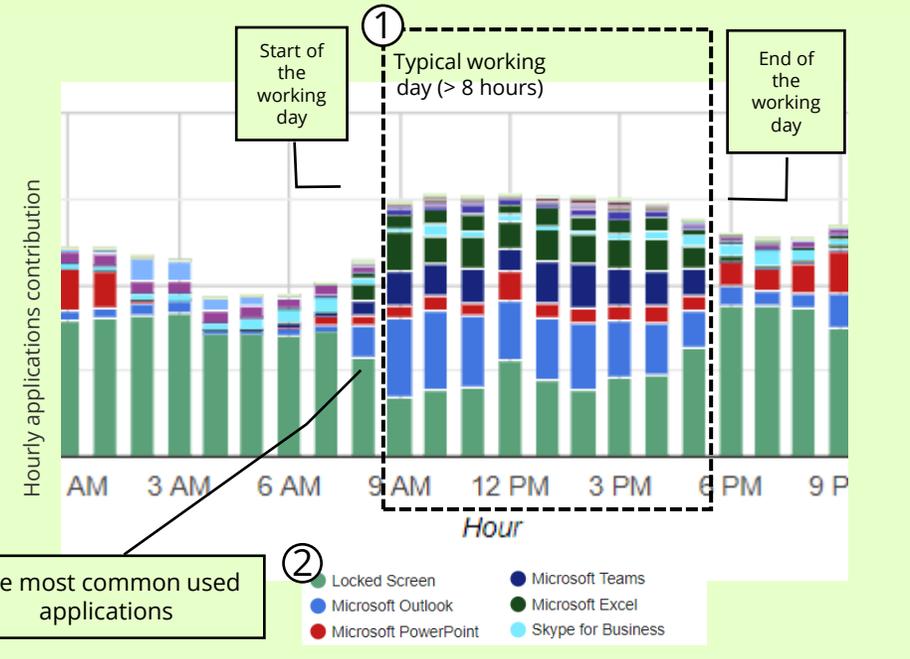
Key questions:

1. Should the business adapt its KPI structure to reward the out-performing employees?
2. Are there any remarkable differences in working hours between working environments?

How we address it

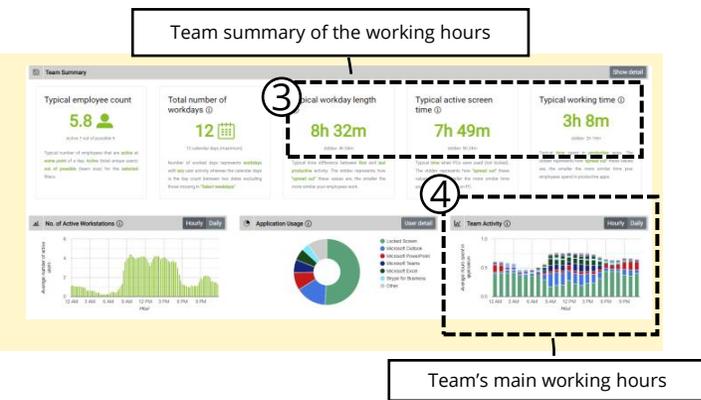
We use APAT to give managers an objective summary of how on average teams are working. They immediately see how teams are overloaded in a typical day ① - defined when they started to work and when they finished.

Second, ② managers observe the typical applications used throughout the day. This shows them for which typical tasks employees use specific applications, and when licenses are used.



Where are the outputs

The interactive dashboard allows managers to directly select dates for which they want to dive deeper and understand their team. They see either overall teams' summary ③ or the detailed insight of working hours. ④



Routine patterns / Automation potential

Business needs

For business it is important to understand:

- a) How much time is being spent on processes that could be automated and;
- b) Which processes are candidates for automation?

This information helps business to evaluate which of its processes could be automated thus incurring time-savings and increased efficiency.

Key questions:

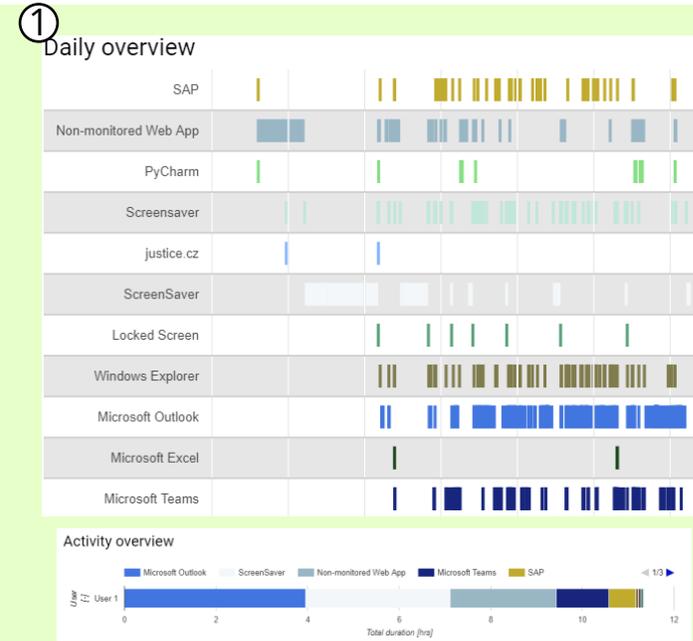
- 1. Is excessive time being spent on repetitive and low impact processes?
- 2. Can we save money by automating these repetitive tasks?

How we address it

We use APAT to give managers an insight in the patterns of application usage – frequency of user applications ①- thus enlightening leadership on process repetition and frequency over time.

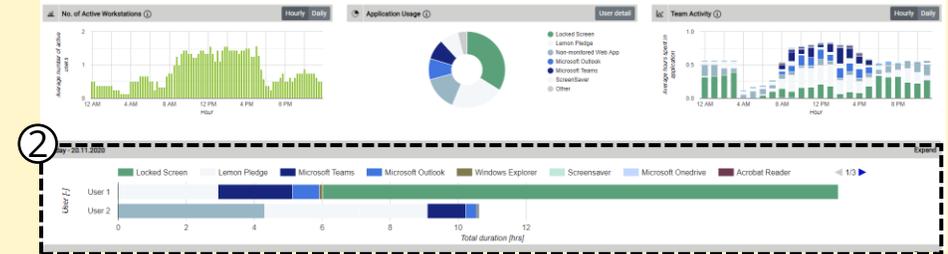
Furthermore, APAT shows the managers where there are routine tasks representing repetitive activities and their frequency.

With this information, it becomes clear if a process is a strong contender for the automation.



Where are the outputs

Managers can find this information using the APAT interactive dashboard. This allows managers to directly see the order and frequency of application ② usage over a given period of time (hourly, daily, etc.)



Daily routine

Business needs

For business it is important to understand:

- a) What the preferred routines of the team are and;
- b) Is there a need to allow more flexible working hours?

This information helps business to support the working habits that best suit the employees so that they continue to be productive and efficient members of the business. Also, it helps business with adjusting team's hybrid workplace.

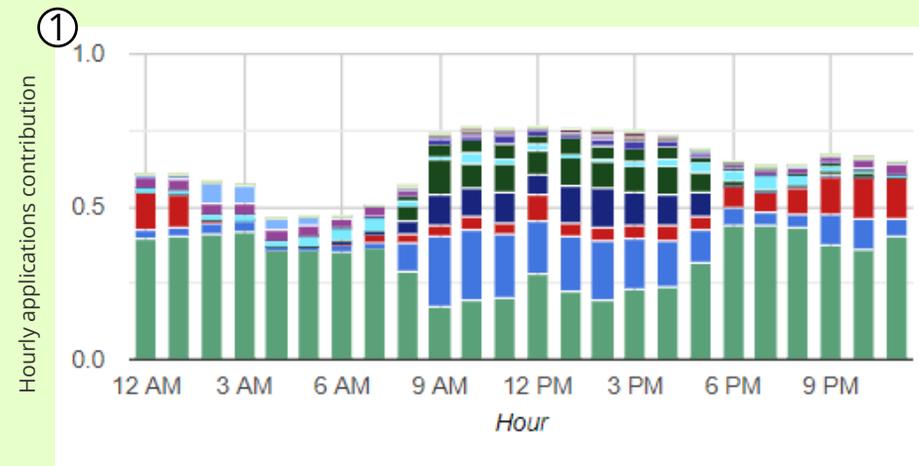
Key questions:

1. Are employees working to the expected working hours of the business?
2. Should we allow more flexible working hours?

How we address it

We use APAT to give managers a view on how the team members prefer to work on a daily basis. ①

By identifying when the peaks and troughs of work activity are in a given day and aggregated over time. With this insight, leadership can take more suitable actions such as tailored training or modify their standards to improve service delivery.



Where are the outputs

Managers can find this information using the APAT interactive dashboard and in the highlighted area ② you can see the associated graphs.



Streamlining operations

Business needs

For business it is important to understand:

- a) Is there a better way of working that the team has identified but the business has not?

This information helps business to prioritise work and support their employees if too much work occur. Also a situation, when employees are either using work applications to be more productive or when they are using the wrong tools to complete their tasks. In addition, by knowing the how and when the employees are typically working, the business can assess the need for new training to increase their proficiency.

Key questions:

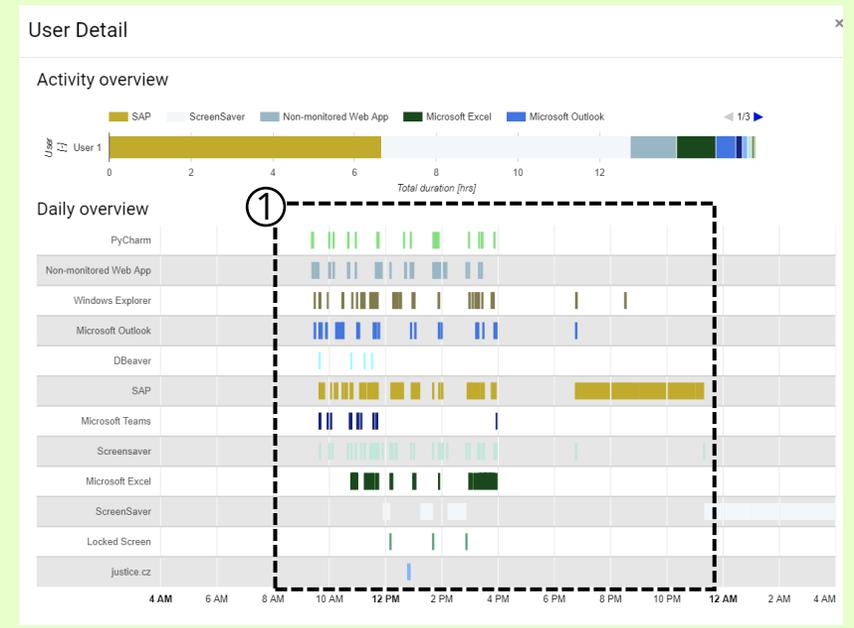
1. Are teams using the appropriate tools to be more productive?
2. When throughout the day are the work peaks?

How we address it

We use APAT to give managers an objective summary of how on average teams are working and how they complete this work.

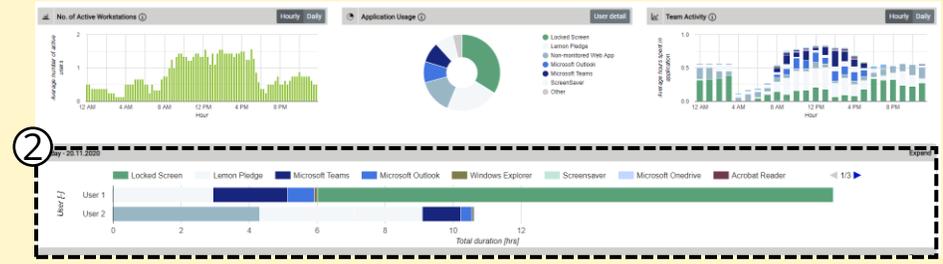
As the employees are the one with their hands on the processes, it is possible that the team members have concluded a more efficient way of getting work done than the way the business has identified. ①

The business can use this information as an agent for change without the need for manual process deep dives.



Where are the outputs

The interactive APAT dashboard allows managers to directly select dates for which they want to dive deeper and understand their ways of working. ②



Use of applications

Business needs

For business it is important to understand:

- a) Which applications are preferred by the team members as often there are options
- b) Whether there needs to be reunification of the team's way of working

This information helps the business to better tailor training and support for the mainstream applications while helping employees to be efficient and effective in their work.

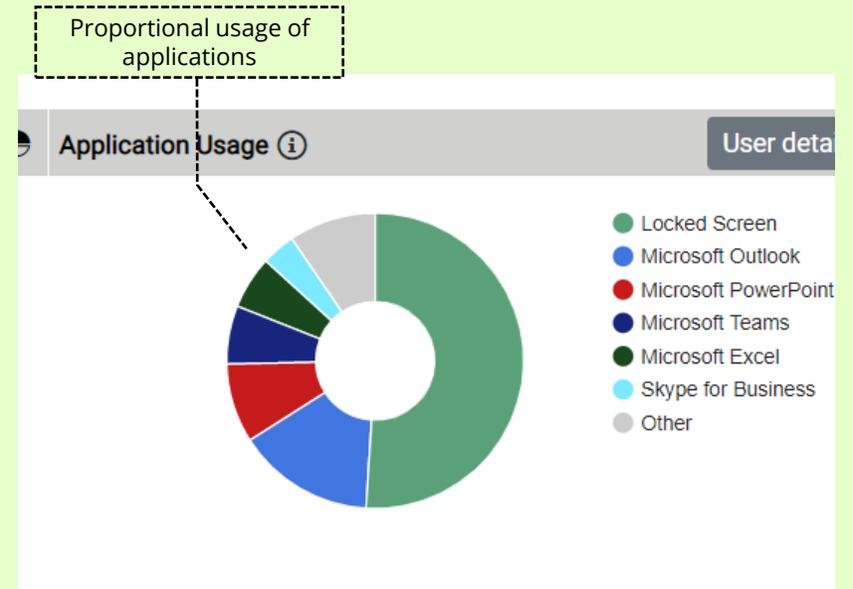
Key questions:

- 1. What are the preferred applications?
- 2. Do we need to provide additional training on these applications?

How we address it

We use APAT to give managers an objective summary of what applications on average are being used by teams. Immediately, managers can see which applications are favored by the team and which are in low usage.

This assessment can drive decision making related to license renewal and resource allotment in the IT dept.



Where are the outputs

The interactive dashboard allows managers to directly view the application usage as a % total and view a full list of applications used. This list can be configured to fit the business needs.



License usage

Business needs

For business it is important to understand:

- a) If there are any applications which are not in high usage by the team

This information helps the business to discern if there can be cost savings by adapting licensing models

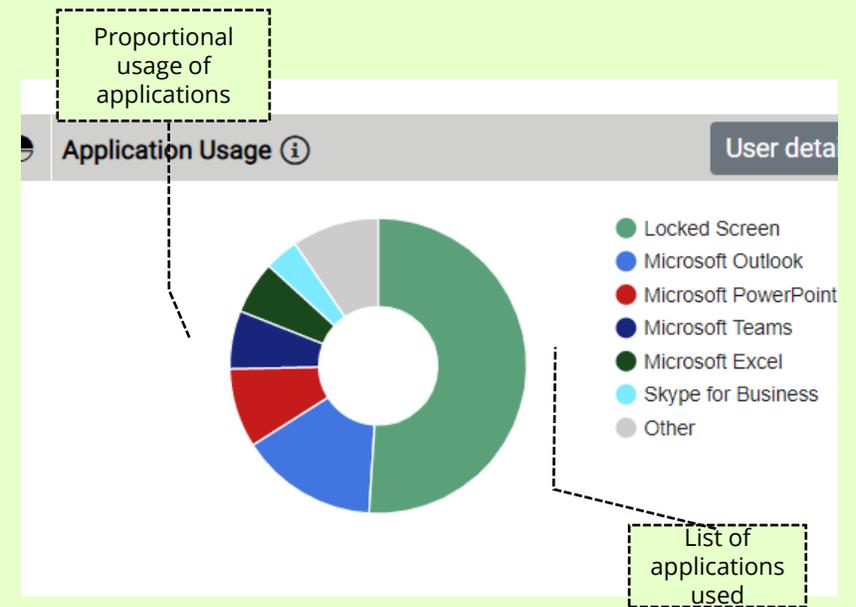
Key questions:

1. Are there any licenses that are not being used?
2. Are there any application that have been replaced but are still being paid for?

How we address it

We use APAT to give managers an objective summary of which applications on average are being used by teams. Immediately, managers can see what applications are favored by the team and which are in low usage.

This assessment can drive decision making related to license renewal.



Where are the outputs

The interactive dashboard allows managers to directly view the application usage as a % total and view a full list of applications used. This list can be configured to fit the business needs.



Energy savings

Business needs

For business it is important to understand:

- a) If employees are leaving their workstations on overnight or over weekends

This information helps the business to make changes in the company related to energy savings and sustainability agenda.

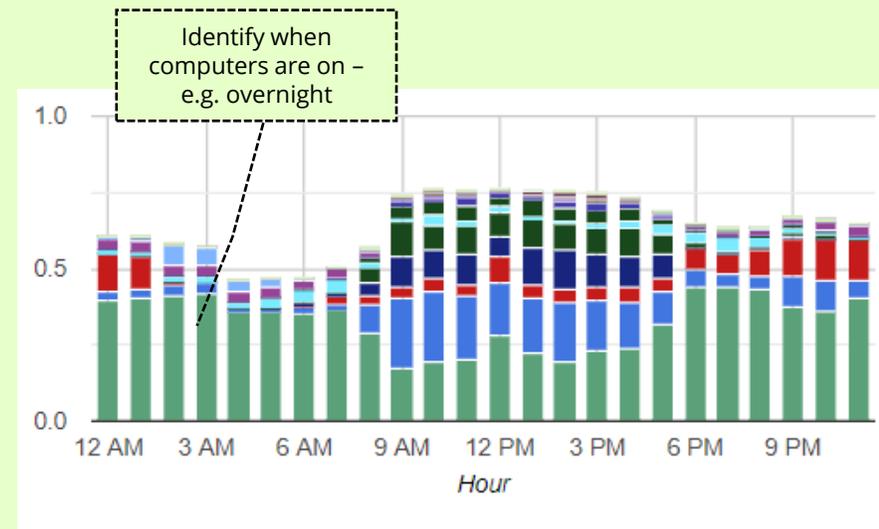
Key questions:

1. Are workstations being left on costing us unnecessarily large sums of money?
2. Do we need to change the behavior of our employees in order to negate this effect?

How we address it

We use APAT to give managers an objective summary of when work starts as well as which applications are in use, including how much time the workstations are in the “locked-screen” mode.

This overview can give expedient insight into unnecessary power-on states of machines thus allowing the business to assess a potential need for employee behavior



Where are the outputs

Managers can find this information using the APAT interactive dashboard and in the highlighted area you can see the associated graphs.



IT Support availability

Business needs

For business it is important to understand:

- a) Which application updates might have the highest impact
- b) Where support might be needed from the IT dept. in the future

This information helps the business to better rank the importance of the applications within a team or department, or even so far as the core business model. Also, when typically employees are working so that IT support is there when needed, e.g. in the early hours.

Key questions:

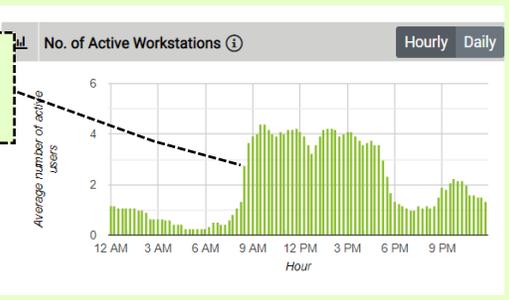
1. Is there sufficient support available for the most used applications?
2. Can/should there be an FAQ for the applications?
3. Does IT support cover the windows when employees are working?

How we address it

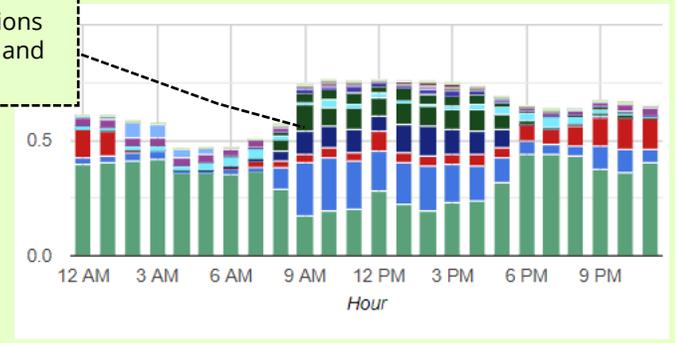
We use APAT to give managers an objective summary of what applications are being used by teams on average. Immediately, IT managers know for which applications they need more or less support. In addition, knowing when employees are typically working will then need to align on the provision of IT support.

This assessment can drive decision making related to resource allotment in the IT dept.

Employees start to work



Which applications are being used and when



Where are the outputs

Managers can find this information using the APAT interactive dashboard and in the highlighted area ② you can see the associated graphs.



Online communication

Business needs

For business it is important to understand:

- a) How the team members are communicating with one another
- b) If there needs to be a unification in the communication patterns

This information helps the business to better rank the importance of the applications within a team or department, or even so far as the core business model.

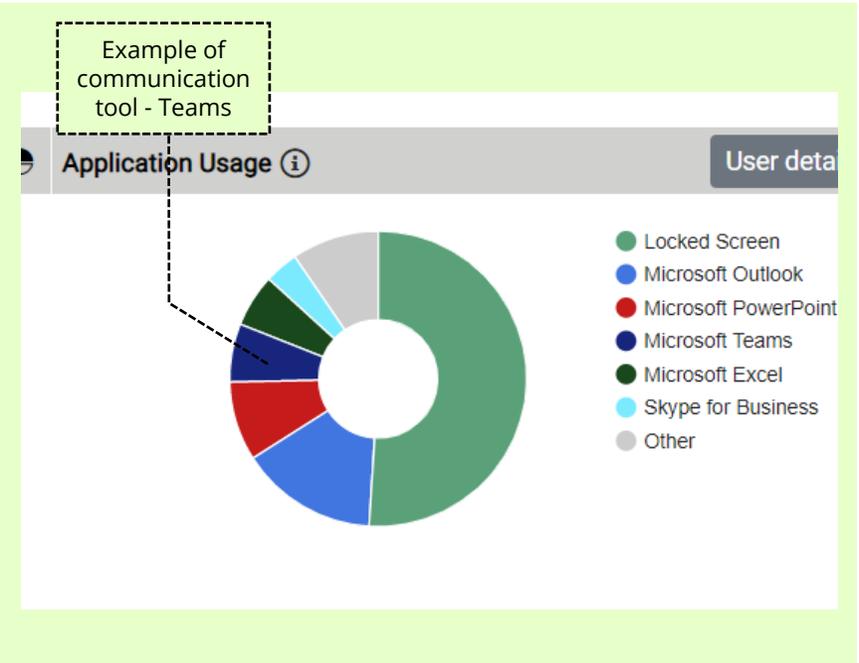
Key questions:

- 1. How much are employees benefiting from the communication channels?
- 2. Are there any communication tools that are no longer being used?

How we address it

We use APAT to give managers an objective summary of what applications are being used by teams on average. Immediately, managers can see which communication applications are favored by the team and which are in low usage.

This assessment can drive decision making related to license renewal and resource allotment in the IT dept.



Where are the outputs

The interactive dashboard allows managers to directly view the application usage as a % total and view a full list of applications used. This list can be configured to fit the business needs.



Team dynamics

Business needs

For business it is important to understand:

- a) Is collaboration at the level it needs to be, and;
- b) If there are any team members communicating at higher rates than others.

Collaboration can be an essential part of a business process. Understanding the level of interactions between the team can offer the business leadership insight into potential hinderances to team efficiency.

Key questions:

- 1. Are the communication channels being utilized as is appropriate for the business model and team?

How we address it

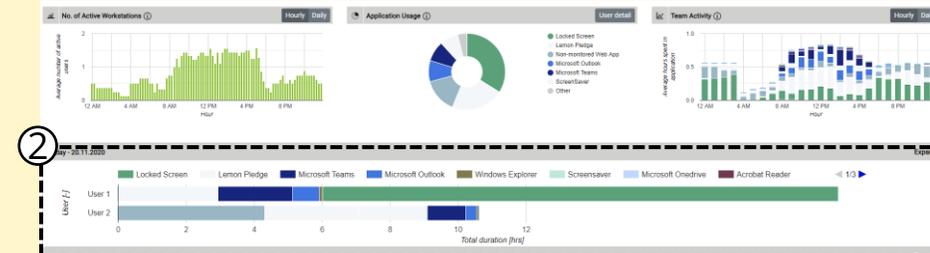
We use APAT to give managers an objective summary of how much the anonymized team members are using which communication tools.

This assessment can drive decision making related to changes in team communication and increase if needed to support higher team engagement, especially when working remotely.



Where are the outputs

The interactive dashboard allows managers to directly view the application usage across team members to better understand its dynamics.





APAT versions & Delivery

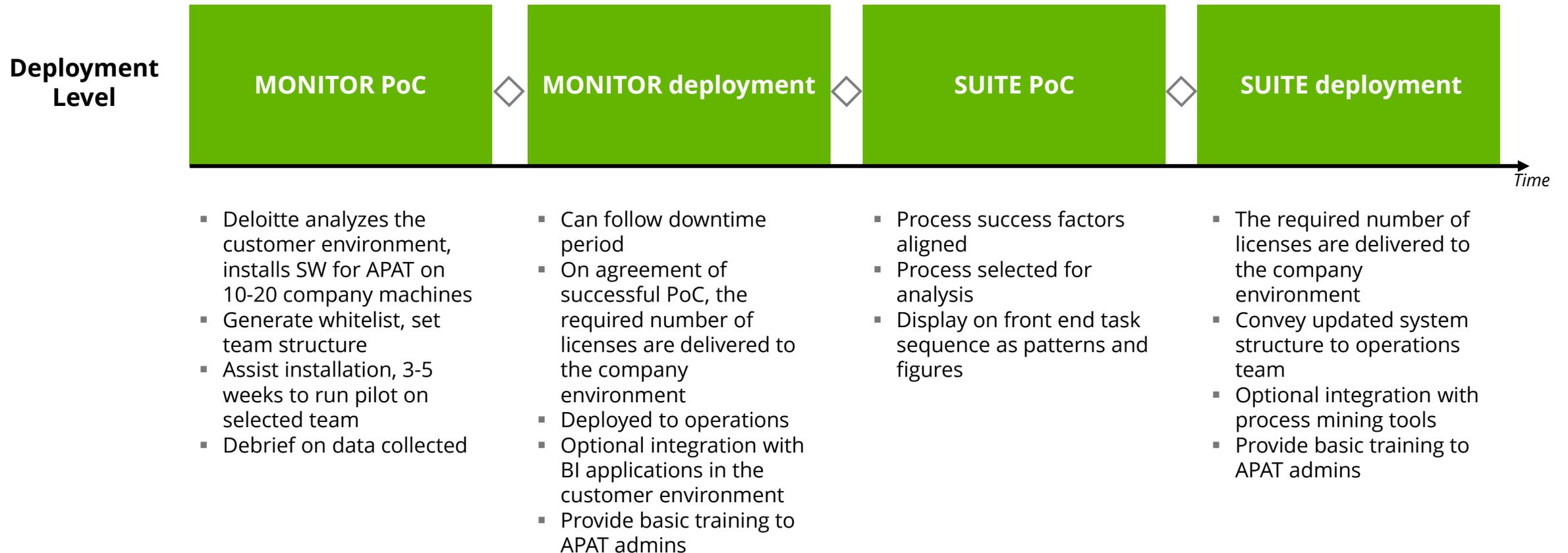
APAT features and benefits

APAT is available in two versions – **APAT MONITOR**, the standard edition, and **APAT SUITE**, which carries additional functionality

	Features	Benefits	Possible extensions to APAT
APAT MONITOR	<ul style="list-style-type: none"> Anonymized monitoring of activity on the PC e.g. typing, keyboard shortcuts, waiting. Only pre-defined, productive applications will be monitored ensuring there is no abuse of employees' privacy. Measures activity on the team level and provides clear dashboards of team activity. 	<ul style="list-style-type: none"> Team lead/company leadership will not be reliant on unreliable data sources (<i>Skype/Lync/Hangouts status, MS office-only work, etc.</i>) Team lead understands how the team is busy with work-related tasks (<i>no change of standard KPIs or productivity tracking is needed when the team is distributed</i>) Effective working time is visible, without distortion of potential non-work-related activities. 	<p>Through connection with BI tools, additional insights could be presented</p>  <p>Integration with a Process Mining tool can unlock end-to-end visibility of processes and tasks performed</p> 
APAT SUITE	<ul style="list-style-type: none"> Using AI technology, APAT analyzes activity and automatically suggests routine work suitable for automation. Automatically estimates any potential benefit of automating suitable activities 	<ul style="list-style-type: none"> List of opportunities to be in focus for automation (<i>BPM, core applications upgrade, RPA, etc.</i>) Simple business-case creation for long-term operation excellence and automation programs. 	

Our Approach

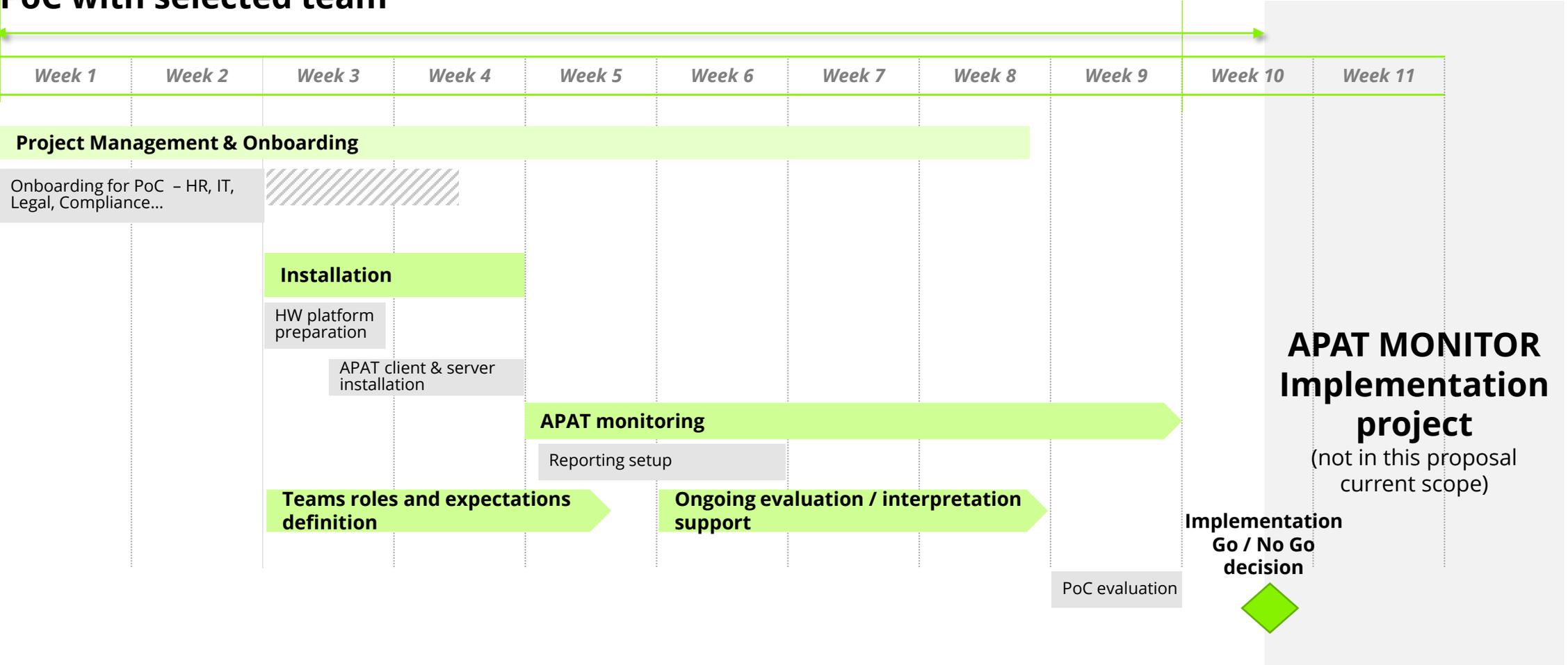
Our delivery approach will enable you to implement APAT in a capacity that best suits your needs



Illustrative

Deployment roadmap

PoC with selected team





References

Manufacturing company

Invoice processing efficiency improvement

Challenge

Deloitte was asked to help a client with the optimization of their invoicing process as they were struggling to meet SLAs related to processing time. Processing time varied greatly across the team responsible for the process.

The client was not able to clearly identify the bottle necks that were causing the issue(s).

Approach

Deloitte introduced and deployed APAT into the client environment. After 3 weeks of monitoring the whitelisted applications and several meetings, Deloitte reached the following conclusions:

- Almost 2/3 of all process steps were possible to automate
- People were not properly trained for the processing of invoices and they spent plenty of their time on Skype discussing the proper approach
- Based on the findings Deloitte automated the selected process steps using RPA, and designed training for the employees.

Impact

Processing time was reduced by more than 50% by automating the repetitive parts of the process and by up-skilling the team responsible through tailored trainings which were based on the identified bottle necks.

HR department

Onboarding activities optimization

Challenge

Deloitte was asked to help a client with the optimization and automation of onboarding activities which were scattered and not unified.

The client reported that HR employees are not able to quantify activities nor their duration required for onboarding. However they were reporting very complex and demanding activities.

Approach

After 4 weeks of monitoring whitelisted applications by APAT, the following conclusions were identified:

- More than 30% of onboarding activities were candidates for automation using RPA technologies
- Based on the identified outputs, Deloitte suggested automation and optimization of the process.

Impact

The onboarding process was sped up by more than 35% as all activities related to onboarding were properly documented, optimized and quantified.

Large SSC

Long-term automation opportunity scan and workload monitoring

Challenge

Deloitte was asked to help on an internal project to optimize and automate lift-and-shift legacy activities within the finance and administrative back-office processes.

The team has been applying process excellence improvements ever since and also implemented several automations. For that reason the team was skeptical of any quick and easy findings.

Approach

We deployed the project in two ways:

1. APAT was deployed to monitor the operations and to identify the opportunities for automation to over 400 user machines.
2. A fast opportunity scan was performed using the Deloitte automation methodology.

With the identified opportunities we created a base for standard improvement actions and processes for automation (AI, BPM, RPA, etc.)

Impact

We identified low performing teams, set actions for understanding lower performance, and identified processes for automation to the magnitude of 18% of the SSC population.

Energy supplier company

Review of finance reporting

Challenge

Deloitte has been asked to help a client with identifying monthly reports that are hardly used and create an extra work on producing and receiving sides. Typically, a client has a couple thousand reports requiring up to 100 FTEs.

The client lacked objective data about reports usage, which can identify reports for elimination or consolidation.

Approach

Deloitte introduced and deployed APAT into the client environment without any disruption on employees work. After 4 weeks of monitoring we reached the following insights:

- 38% of reports can be eliminated
- High automation potential for reports used for more than 2 hours
- Creation of reports can be delayed by a week to better distribute work and make savings

Based on these findings Deloitte automated the selected reports and helped client with reports elimination.

Impact

Identified 38% of reports were reviewed for elimination, allowing a client to make savings on both production and receiving side, and further help with creating better workplace by reducing stress in preparing reports prior to the end of a month.

International Telco organization

Home Office enablement

Challenge

Deloitte has been asked to help a client with supporting their teams with the Home Office enablement during the COVID situation. In addition, this client lacked objective anonymized information about how employees work during Home Office and where their needs might be. Typically, a client can have a couple thousand employees working on Home Office, hence their well-being and working practice is important.

Approach

Deloitte introduced and deployed APAT into the client environment without any disruption on employees work. After 4 weeks of monitoring we reached the following insights:

- Up to 15% straight productivity opportunity in unused time
- Mainly four applications used to deliver all tasks, with dominating Communication applications
- Identified days with increased stress and higher workload
- Potential savings on licenses for unused applications/software

Based on these findings Deloitte proposed improvements in time management for different teams.

Impact

Identified potential 15% time productivity gains with the current staff ensuring increase in customer service, and potential for reduction of unnecessary communications. This allowed client to make savings on new tasks/workload and on communication activities while ensuring that employees have a more balanced workload and reducing stress for specific days with higher workload.



FAQ

FAQs

What is required from the company in terms of PM and onboarding?	Plan the internal implementation and deployment. Manage the internal approvals from: <ul style="list-style-type: none">•IT and Security•HR•Compliance
What is required for installation?	Technology provision (HW, SW, network connections setup etc.) and APAT server installation; client installation. Provide whitelist of productive applications, teams structures etc.
How is the APAT environment configured?	APAT is a client-server application. The APAT client runs continuously on the users PC. The APAT server operates on a Linux server within the company infrastructure for security and compliance.
Does APAT communicate over a network?	Yes, APAT client sends a continuous stream of monitored data to APAT server. APAT server is typically fully deployed within the client's network as some of the monitored data might be sensitive in nature.
Where does APAT store data?	APAT server stores the data in the database, which is typically deployed within the client's network. APAT client does not store any data.
What applications are monitored?	Only whitelisted applications are monitored, ensuring the privacy of the user.
Are licenses tied to certain consoles?	Licenses are capable of being redistributed within the client environment as needed.
Are licenses based on yearly subscription?	It is possible to purchase licenses for an agreed upon period of time or purchased using a yearly subscription model.
What is the process for upgrading from MONITOR to SUITE	Only the price difference between MONITOR and SUITE is to be paid, and only in the first year of upgrade. Charged for SUITE thereafter.

Contact us



Jan Hejtmánek

- Director
- Deloitte CE Intelligent Automation Lead

- jhejtmanek@deloitteCE.com
- Mobile: + 420 731 685 523



Michal Petr

- Manager
- SAM&A CZ Intelligent Automation
- Deployment & solution

- mpetr@deloitteCE.com
- Mobile: +420 705 100 947



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