

Kronos FMSI Performance Analytics

Gain actionable intelligence to drive informed workforce decisions

As financial institutions transform their branches to meet evolving account holder needs, the ability to provide exceptional service while optimizing staffing costs is more important than ever before. Too often, however, banks and credit unions like yours lack the data-driven insights they need to properly measure employee productivity and costs, determine effective staffing levels, and understand how their operational performance compares with that of their industry peers. Without actionable business intelligence, how can you make the right decisions to improve branch productivity, sales performance, and account holder service?

Kronos FMSI Performance Analytics™ provides in-depth business intelligence to help drive more effective staffing decisions within your branches. This powerful solution delivers detailed employee productivity and labor cost reporting, tracks key performance indicators (KPIs) at the employee, branch, regional, and institution-wide levels, and offers access to comparative data rankings that show how your performance stacks up against that of other financial institutions. Armed with data-driven insights, you can take steps to improve productivity and account holder service for better business outcomes.

Track individual performance within the branch

The proven Kronos FMSI Performance Analytics solution empowers your management team with detailed performance data for each branch employee. With insight into metrics such as transactions per staff hour worked and labor costs per transaction, managers can measure employee productivity and identify opportunities for targeted coaching and training. The ability to track individual performance helps managers provide ongoing feedback and development for improved employee engagement. What's more, when employees know their performance is being monitored, they are more likely to put in the extra effort that leads to higher productivity.

You can leverage reporting to benchmark the productivity numbers for top-performing frontline employees — based on number of transactions processed per hour — and then implement a custom incentive pay plan that rewards all top producers based on these numbers. Incentive programs motivate staff members to excel, resulting in significant productivity and service level improvements.

Visualize your branch data for more informed decision making

Kronos FMSI Performance Analytics features an interactive dashboard that gives your branch managers and executives visibility into productivity, staffing effectiveness, and opportunities for improvement. The dashboard makes it easy to drill down to industry-standard KPIs to help keep your branches running efficiently and cost-effectively. You can track a wide range of KPIs including:

- Historical Performance Comparisons
- Actual vs. Goal Transactions per Hour



Key Benefits

- » **BOOST OVERALL PERFORMANCE** by staffing branches to optimize sales and service while controlling labor costs
- » **IMPROVE DECISION MAKING** with easy access to powerful, data-driven business intelligence
- » **DRIVE BRANCH EFFICIENCY** with detailed information around staff productivity and labor costs
- » **IMPROVE EMPLOYEE ENGAGEMENT** by using performance data to guide targeted coaching and training
- » **SET ACHIEVABLE GOALS** with valuable insight into the relative performance of other financial institutions



- Average Lobby Interaction Processing Time
- Frontline Employee Labor Cost Per Transaction
- Number of Total Transactions
- Excess Labor Costs
- Part-Time/Full-Time Workforce Utilization
- Time Spent Waiting for Work
- Branch Ranking Based on Performance

A powerful visualization tool, the interactive dashboard provides a complete branch productivity snapshot that helps you continuously improve your employee productivity, staffing practices, and operational procedures for optimal workforce utilization.

Determine how you stack up against other financial institutions

All Kronos FMSI Performance Analytics customers get access to the monthly Kronos FMSI Comparative Data Report, which provides valuable data about the performance of other financial institutions across North America. This report shows how your institution’s performance compares with that of your industry peers, enabling you to set reasonable baselines and achievable goals for staff productivity and branch efficiency.

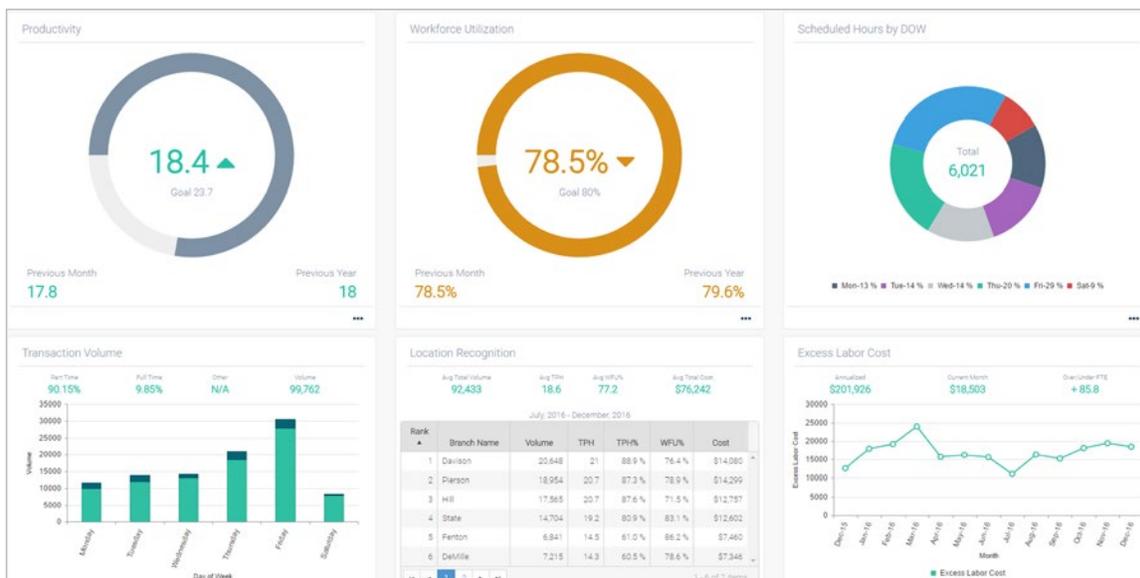
Harnessing our extensive reach into the banking and credit union industries, the report tracks performance across four key metrics for success:

Frontline Staff Productivity: Are your employees as productive as they could be? This metric measures the number of transactions your employees are processing on average for each hour worked — also known as transactions per staff hour worked.

Labor Cost per Transaction: Labor costs directly affect overall earnings, so it’s important to track them carefully. This metric calculates the payroll costs — salary and benefits — incurred when staff members are processing transactions.

Salary/Benefits Rate Paid: Underpaying or overpaying your employees can impact workforce engagement, service levels, and the bottom line. This metric shows your average hourly frontline employee salary, including the cost of benefits, so you can see how you stack up against your regional and national competitors.

Part-Time/Full-Time Staff Percentage: Full-time employees are an asset to financial institutions, but they can send labor costs soaring when they’re standing around waiting for work. This metric helps you manage your staffing mix to effectively balance service and labor costs by better utilizing part-time staff during the busiest times.



The Kronos FMSI Performance Analytics main dashboard provides an at-a-glance view into productivity, transaction volume, workforce utilization, and individual branch performance versus other retail locations to guide effective staffing decisions.