

There are three ingredients for
success: people, people and people!



Logica-Cognisco can help
you:

- Get actionable data on the strengths and weaknesses of your company, quickly
- Discover where you need to make investment in training, management or leadership
- Learn how each employee and department is performing against benchmarks
- Get insight into your employees understanding of a subject
- Identify the problems before they even occur
- Implement solutions, develop mitigation plans and deliver training to mitigate risk or boost performance

THE CHALLENGE

How your employees react in a particular situation can make all the difference. Unethical or criminal behaviour by some employees can affect an organisations reputation and credibility. Recent corporate scandals have highlighted just that. Not only do these individuals pose a considerable risk to the company, but also to themselves. Because of some unscrupulous employees, an organisation's image can be tarnished forever.

It is critical that your organisation have a system in place to identify how different people behave in different situations and effectively mitigate risk. These tools can help your organisation identify individuals along with associated risks and address them using a holistic approach. There is a way to handle this challenge, instead of being accusatory, defamatory or in some cases blindsided. What your organisation needs is a complete solution that helps you get your employees to do the right thing.

OUR ANSWER

We have joined hands with Cognisco, a recognised leader in employee risk and performance measurement, to help organisations such as yours. Together, we combine objective measurement of employee risk and performance measurement questionnaires with processes and technology enhancement. This way we can deliver a truly complete solution that helps in both assessment and analysis.

Cognisco's assessment tools help identify human risk and inefficiency by measuring the levels of employee understanding, and confidence in what they think they understand. We provide solutions to address issues or mitigate against risk by providing relevant information when and where needed. This way your employees have all the help they need to make the correct decision.

SOLUTION OVERVIEW

Our solution is typically carried out as a phased process. Together with Cognisco, we build appropriate questionnaires, gather data, analyse the results to identify risks, and build suitable mitigation plans to address those risks. Here, employee assessment experts work closely with information experts. Quickly deployable, the Logica-Cognisco solution seamlessly gives your company access to the information that can ensure security, and mitigate risk – cost effectively.



A Cognisco assessment will determine the current levels of each employee's understanding and confidence in areas of high gain or high risk. It particularly highlights the problem areas and shows where your organisation requires these employees to meet expected levels of individual operational performance or behaviour.

Rather than testing only for knowledge, Cognisco's method measures each employee's understanding. The questionnaires enable you to distinguish between employees with applicable practical knowledge from those with just factual knowledge. The solution will pinpoint exactly where your organisation can mitigate risk, reduce cost and increase operational performance in any area. All these responses are immediately available online, enabling you to take the steps necessary.

By integrating appropriate technology with Cognisco's solution, we can help implement best practices, industry standard processes along with a well structured governance model. This ensures that the benefits are delivered right the first time.

The Logica-Cognisco solution can be applied in a variety of areas to ensure compliance, drive performance improvement and increase efficiency:

Operational procedures - internal audit, project management, risk management, supervision and control, health and safety control, management development, crisis management, change management, talent management, succession planning, quality assurance, recruitment, ISO9000, business continuity planning, debt management, facilities management efficiency review, operating controls, frameworks and procedures, governance, information security, competency frameworks/ passports, food safety

Compliance - health and safety, treating customers fairly (TCF), anti-money laundering, anti-fraud, fit for purpose, Sarbanes-Oxley

Customer interface - customer service skills, debt collection, know your customer (KYC), product selection and knowledge

Company culture - ethics, code of conduct, environmental awareness, organisational strategy, health and safety, employee awareness

Sales and business generation - negotiation, strategy, soft skills product knowledge, account management product launches, solution selling, prospect profiling, point of sale product placement

Learning & development - pre and post training evaluation, training needs analysis, knowledge management, personal development planning, skill gap analysis, job task analysis, learning policy

WHY LOGICA

We are experienced and we can deliver. We are in the unique position of being able to bring together experts from a range of disciplines to assist both the public and private sector in meeting business and technical challenges. No matter how complex the system or services, you can rely on us to deliver. But what really makes a difference is our desire to work with you, every day; to really understand your needs and come up with great ideas to help you meet your objectives. This way we can be brilliant, together.

Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.com

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