BLUEMONT INDUSTRY REPORT

How Human Analytics benefits both management and employees

Transparency for stronger teams and more efficient workflows

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WHY A HUMAN ANALYTICS STUDY MATTERS

Organizations often base decisions on **system reports, KPIs** and **defined processes**.
But even when processes exist, they are **not always clear**, **consistently followed** or practical in day-to-day work.

In reality, workflows often look very different because of **fragmented tools, missing training, manual fixes** or **informal workarounds**. These issues **rarely show up** in dashboards or performance reports.

A Human Analytics Study helps make these hidden realities visible.
It looks at **how people really spend their time**, **not to monitor performance**, but to identify where **systems**, **structures** and **communication** need improvement.

Clear communication is essential.
If the study feels like **surveillance**, employees may feel **stressed** or **resist**. They need to know they are **not being judged** and that their **honest input** helps **improve work for everyone**.

With **trust** and **transparency**, people feel safe to show how they really work, including daily challenges and workarounds.

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FROM COMPANY BENEFITS...

01 — Higher employee engagement → Stronger collaboration and feeling valued

02 — More efficient structures → Easier daily work with less frustration

03 — Knowledge captured for scaling → Better support in using tools

04 — Faster onboarding → Clear expectations and processes

05 — Continuous improvement → Chance to share ideas and improve

06 — Quick wins with clear ROI → Recognition of unseen effort

07 — Stronger leadership accountability → Less stress from unclear instructions

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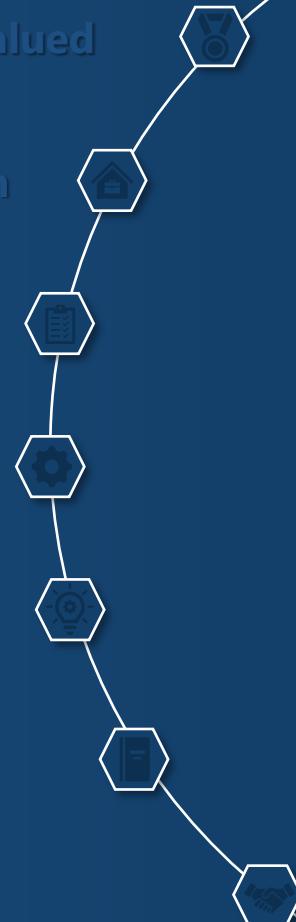
...TO MEASURABLE EMPLOYEE IMPACT

01 Higher employee engagement → **Stronger collaboration and feeling valued**

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HOW HUMAN ANALYTICS WORKS AND WHY IT'S EFFECTIVE

Human Analytics doesn't just show how people spend their time - it explains **why certain things take longer**, where friction builds up, and how invisible barriers slow down work.
The method combines **structured observation** with input from the teams themselves.

How the study is conducted:

Guided time tracking	Direct observation	Active logs	Interviews	Team walkthroughs
using clear activity categories that reflect actual tasks	watching how workflows and where interruptions happen	participants note where time is lost or effort is wasted	capturing emotional strain, tool confusion and informal coordination	clarifying roles, systems, handovers and practical pain points

> " This is not about performance measurement; it's about understanding where people compensate for unclear processes and missing guidance. "

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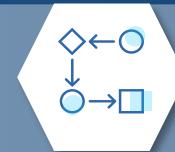# WHY THIS WORKS - EVEN WITHOUT FULL DATA?

The Pareto principle applies

a small number of recurring issues create most of the friction

Even if every detail isn't captured

the study shows enough to highlight patterns

These patterns point directly to structural gaps

tool problems, role confusion, repeated detours

Results are not abstract

they're linked to practical blockers teams already recognize

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WHAT BLUEMONT FINDS IN STUDIES

Human Analytics makes something visible that's often overlooked:
the energy people spend holding things together behind the scenes.
Instead of focusing on what's "not working," the study shows where **people work around broken systems and how to fix it together.**

What happens after the study?

- ☑ **Insights shared** with teams
- ☑ **Quick wins** identified and implemented
- ☑ **Tool** and **training** gaps closed
- ☑ **Roles** clarified
- ☑ Teams shape **improvements**
- ☑ Focus on **clarity**, not blame

Common patterns across companies

- ⧖ Time lost to **manual** or **repetitive tasks**
- ❓ Clarifying **unclear roles** or **tools**
- ⤵ **Interruptions**, waiting times
- 🔗 Missing **ownership**
- 🖥 **Knowledge** not shared widely
- 👥 Lack of **strong leadership**

❝ *The study isn't about blaming people. It's about giving them the structure and clarity* ❞
they need to focus on real work.

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BLUEMONT'S 4-STEP APPROACH

Human Analytics is not a one-time measurement. It's a structured improvement process that connects observation, dialogue and action.
We work closely with teams to ensure insights are understood, accepted and turned into meaningful change.

Enhanced *Change-Management* from the start and throughout the entire project

1. Frame the challenge	**2. Gather insights**	**3. Identify and align on key patterns**	**4. Improve and support change**
▪ Define **goals** and **priorities**	▪ Use **time tracking**, **observation**, **interviews**	▪ Spot **recurring issues** and **ownership gaps**	▪ Co-develop **solutions** with teams
▪ Align stakeholders on **vision**	▪ Map **work patterns** and **interruptions**	▪ Implement **quick wins** early	▪ **Clarify roles** and **processes**
▪ Agree on **success measures**	▪ Identify **pain points** and **cultural factors**	▪ Validate **findings** with employees	▪ Guide rollout with **training** and **coaching**

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