



DIGITAL OPERATIONS TRANSFORMATION

OPX is an innovative software suite specifically developed to digitally transform back office operations.

Highly modular and quick to implement, OPX supports the end-to-end processes of back office operations and streamlines integration with the front office processes.



Digital capture of incoming work



Back office workforce optimisation



Robotic process automation



Automated output of customer communications

Optimising the results achieved by employees, OPX enables organisations to increase workforce productivity, introduce Robotic Process Automation (RPA), simplify Management Information (MI) reporting, reduce operating costs and improve the overall customer journey.

KEY BENEFITS

Improved

- Productivity
- Net Promoter Score (NPS)
- Quality
- First point resolution
- Regulatory compliance

Reduced

- Cost
- Failure demand
- Customer complaints
- Re-work
- Reliance on spreadsheets

Turn over to view the thoughts of our customers and to see OPX statistics from recent case studies.

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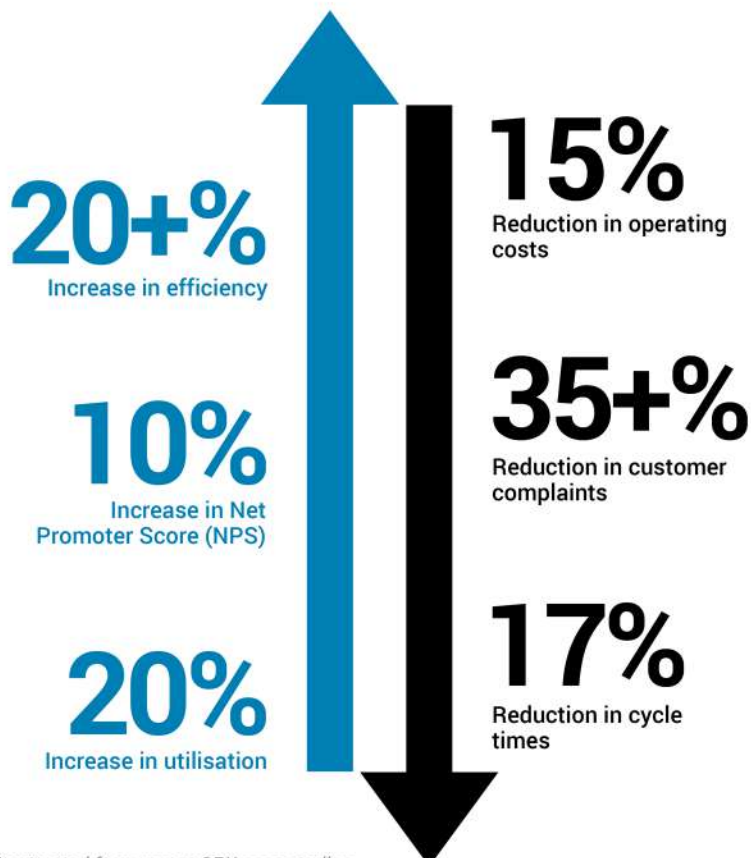


OPX is proven to increase back office productivity and team utilisation, reduce costs, cycle times and complaints while improving quality and customer service.

Above all, OPX supports operations management and team leaders with comprehensive accurate operational data on which to streamline processes, plan, introduce automation, forecast and the agility to effectively manage their operations.

OPX is as near to a one stop solution to transforming back office operations as you'll find anywhere in the market today.

Designed to work either on premise or hosted in the cloud, OPX complements existing back office BPM systems, reducing the cost and complexity of implementing solutions from multiple vendors.



* extracted from recent OPX case studies

"OPX has revolutionised the way we do things around here. From culture to MI, we now have the tools to make quality process improvement that has a dramatic impact on the bottom line."

Andy Wallace
Head of Business Change
HCL IBS

"OPX has allowed us to better understand our employees and how they work, creating and implementing skills matrices for our books of business and marrying this to the workforce. OPX is contributing towards a performance-led back office culture with increases in productivity."

Brian McPhail
Head of Customer Services
Admin Re

"The implementation of OPX has led to savings, which have enhanced our competitive standing and reputation."

Paul Barrow
Deputy COO
HCL IBS

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