OPX WORKFORCE OPTIMISATION & BUSINESS IMPROVEMENT

WHAT IS OPX?

OPX empowers your business to dramatically improve service delivery and employee wellbeing. OPX can be implemented quickly in your business with a light touch installation and a short ROI at a relatively low cost.

OPX provides your organisation's management and Team Leaders with the Operational Insight to easily identify service delivery failings and measure real-time efficiency.

HOW DOES OPX WORK?

OPX works by tracking all the inbound service demand from internal or external sources placed on the operations service teams. OPX orchestrates the skills, competencies and availability of all supply-side administration staff, taking into account the desired service levels and the unique attributes of every service demand allocating the work in real-time.
It ensures that the right work always gets to the right person at the right time and is completed in line with your KPIs combining the above with OPX big data. As a consequence, OPX provides oversight and analytics for Agile Operational Management.

WHY DO YOU NEED OPX?

You are looking to improve customer outcomes, operational efficiency, employee performance and regulatory compliance.

OPX simplifies and improves many facets of delivery, including:

- Improving Net Promoter Scores and reducing failure demand
- Improving service delivery times and customer outcomes
- Improving productivity, utilisation and quality Reducing operational costs
- Assisting with digital transformation
- Freeing up valuable resources
- Enabling continual improvement programs
- Enabling optimal staffing models

The pandemic has highlighted the need to ensure that your organisation continues to deliver service levels whilst ensuring staff wellbeing. OPX has enabled our clients to move to hybrid working without service disruption seamlessly.

AWARD WINNING SOFTWARE

OPX won the WfMC award for Excellence in BPM and Workflow for two successive years.

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CMS

OPERATIONAL MANAGEMENT

OPX enables Agile Operational Management as it provides Operational Insight, providing a single source of truth and a single pane of glass real-time dashboards.

Real-time dashboards and reports allow managers to react to unexpected changes in demand or shortages of skilled resources to ensure continued service in line with KPIs.

OPX handles any service requests that typically arrive by email, post, letter or website interface. The system gateways can receive, classify and acknowledge thousands of service requests in seconds. Once OPX has received some operational base data, it can start to predict the service delivery date to the customer in the acknowledgement.

OPX can provide fully automated service requests if appropriate back-end web services are available. It can also provide Robotic Process Automation (RPA) or orchestrate your chosen external RPA solution. OPX Business Rules can implement business decisions such as when to have a case handled by humans rather than robots.

TANGIBLE BENEFITS OF OPX

OPX clients have typically achieved the following benefits:

- 20% increase in efficiency 14% increase in
- processing over an 18 month period 21%
- increase in utilisation over an 18 month period
- 12% improved quality (RFT) 70% reduction in
- customer complaints 15% reduction in
- operational costs per policy

WHO USES OPX?

Any line of the business seeking to optimise customer service delivery such as Business Process Outsourcers, Insurance, Banking, Manufacturing or Government.

The OPX principles and techniques that have been derived from operational research, statistical process control, and management consultancy methodologies are easy to implement by any Operations Manager or Team Leader within the OPX system. This makes OPX a key component of any major change initiative.

WHERE DID OPX COME FROM?

The Corporate Modelling innovation team has decades of experience in improving the overall operational efficiency of businesses across various sectors, the result of which was the development of OPX.

Our work with Business Process Outsourcers allowed us to model and refine our solution in an industry where operating cost efficiency is central.

OPX incorporates the best parts of statistical and operational analytics and operational research hidden in an easy-to-use, simple, engaging solution.

OPX continues to evolve. Currently, we are developing innovative forecasting and operational improvement using Machine Learning and Artificial Techniques, amongst others.

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For more information about OPX, please visit corporatemodelling.com

Corporate Modelling Services