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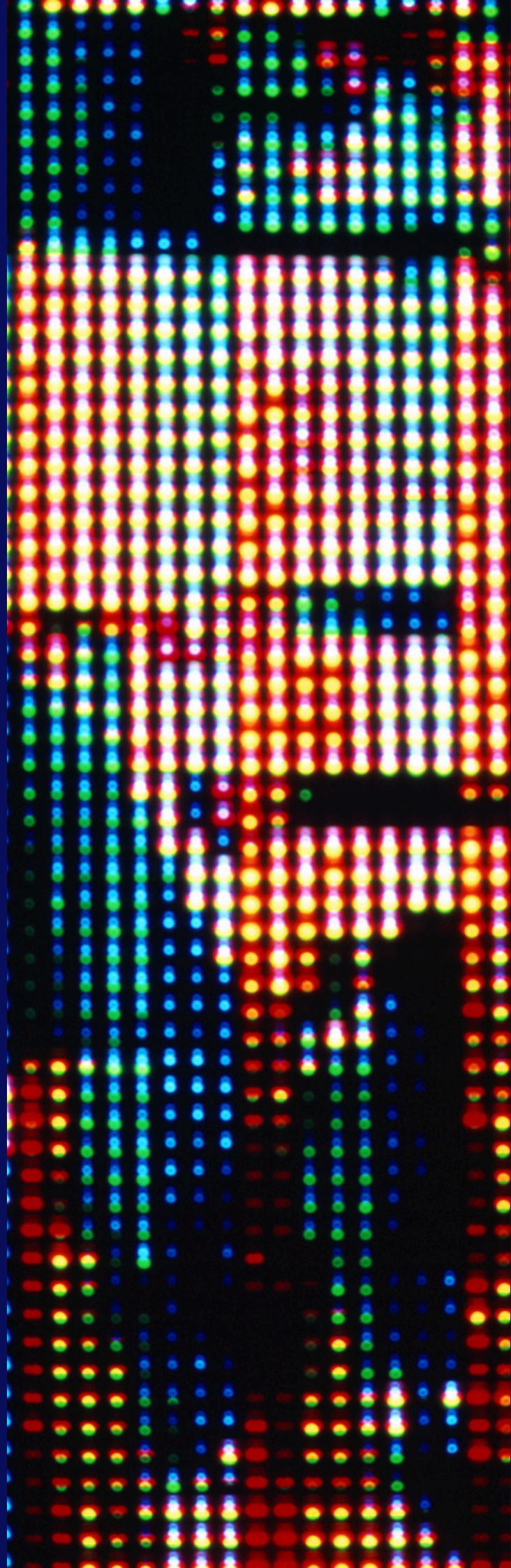
Corporate Modelling Services

Unlocking Efficiency:

WHY NOW

Is the Time
to Invest in
Back Office
Workforce
Optimisation!

The Time is Now!

Today's business landscape is ever more dynamic, and **optimising operational efficiency** is imperative for sustained success. If you aren't looking for **20-40% uplift** in efficiency, then what are you doing? While much emphasis has traditionally been placed on front-end operations, the **back-office functions** often remain overlooked. However, with the advent of simple **API integrations**, **advanced technologies** and **evolving workforce dynamics**, organisations now have a unique opportunity to **revolutionise** their back-office operations. This white paper delves into the critical reasons why businesses should prioritise investing in back-office workforce optimisation, exploring the **benefits**, challenges, and **key strategies** for implementation.

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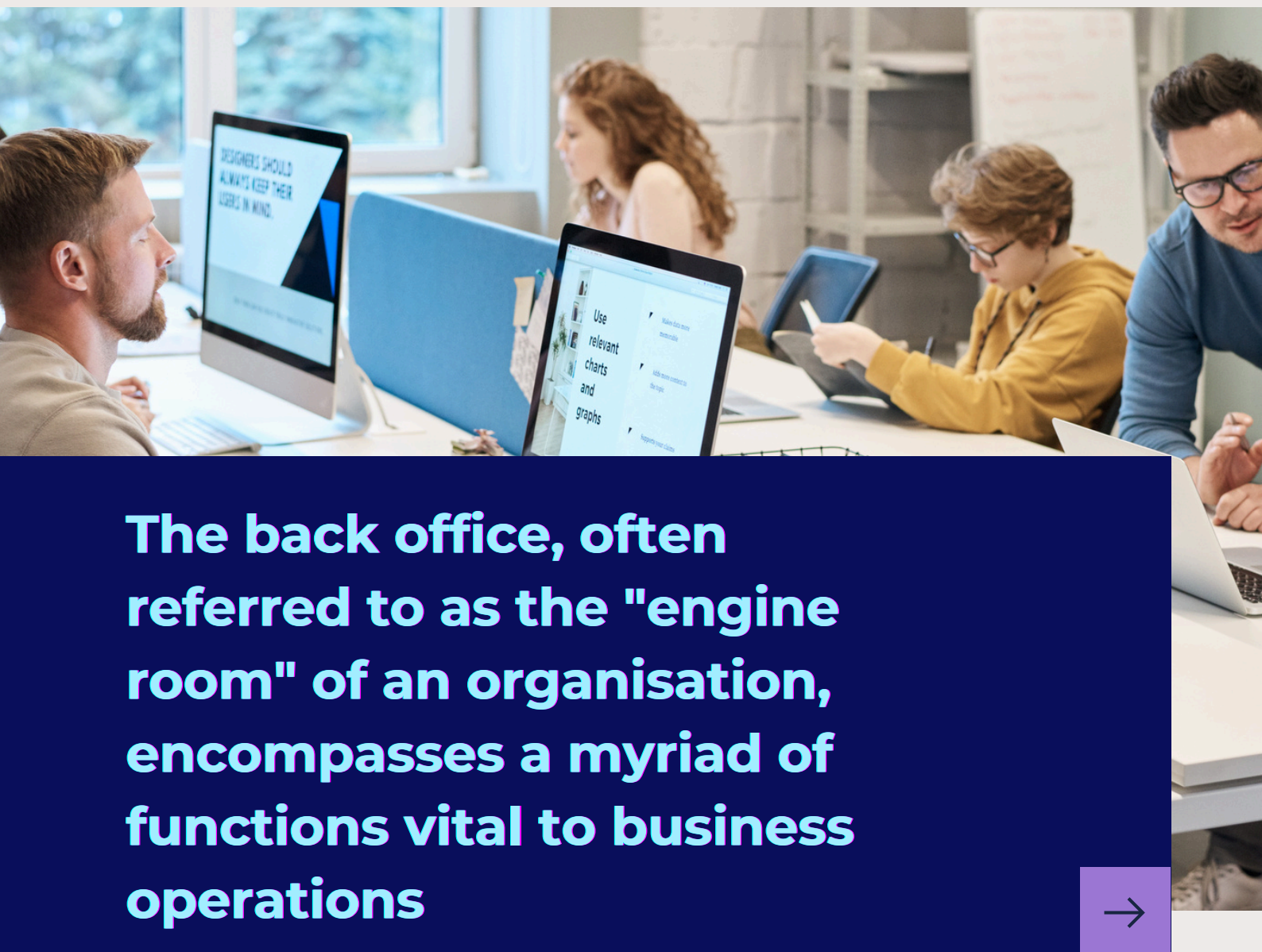
The back office, often referred to as the "engine room" of an organisation, encompasses a myriad of functions vital to business operations

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From administrative tasks to **data processing** and **compliance management**, the efficiency of back-office operations directly impacts overall performance and profitability. Despite its significance, the back office has historically been underserved in terms of optimisation initiatives. However, the convergence of **technological advancements, shifting workforce demographics, and increasing competitive pressures** have catalysed a paradigm shift, making it imperative for businesses to prioritise back-office workforce optimisation.

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1. Increasing Operational Efficiency:

One of the primary motivations for investing in back-office workforce optimisation is the opportunity to **enhance operational efficiency.**

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By streamlining processes, eliminating redundancies, and leveraging **automation technologies**, organisations can significantly **reduce processing times**, **minimise errors, and increase throughput**. For instance, automating the allocation of work items, routine tasks such as **data entry**, **invoice processing**, and **document verification** not only accelerates workflow but also frees up human capital to focus on **higher-value activities**, thereby maximising productivity and resource utilisation, with realistic gains of **20-40%** seen by real user cases.

2. Improving Compliance and Risk Management:

In an era characterised by stringent regulatory requirements and heightened **data privacy concerns**, ensuring compliance is non-negotiable for businesses across industries.

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Back-office functions, responsible for **managing sensitive information** and **executing critical processes**, play a pivotal role in compliance and risk management efforts. By implementing workforce optimisation strategies such as **standardised protocols**, **real-time monitoring**, and **automated reporting mechanisms**, organisations can **mitigate compliance risks**, **enhance audit readiness**, and **safeguard against potential penalties** or reputational damage.

3. Enhancing Customer Experience:

While front-end interactions often steal the spotlight, the efficiency of back-office operations profoundly influences the **overall customer experience.**

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Delays in processing, **inaccuracies in account information**, or l**apses in aftercare support** can erode customer satisfaction and loyalty. By optimising back-office workflows, businesses can ensure **seamless end-to-end processes**, prompt resolution of customer inquiries, and **timely fulfilment** of orders. This not only enhances customer satisfaction but also fosters long-term relationships and drives **repeat business**.

4. Embracing Digital Transformation:

The digital revolution has reshaped the **business landscape**, compelling organisations to **adapt or risk obsolescence.**

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Back-office workforce optimisation is an integral component of **digital transformation** initiatives, enabling businesses to harness the power of **emerging technologies** such as **artificial intelligence**, **robotic process automation**, and **data analytics**. By understanding and then **digitising manual processes**, **integrating disparate systems**, and **leveraging data-driven insights,** organisations can create agile, **future-ready back-office** operations capable of meeting evolving business demands and customer expectations.

5. Navigating Workforce Dynamics:

The workforce landscape is undergoing a profound transformation with Gen-X, millennials, and other shifts in culture, marked by **demographic shifts**, **evolving employee preferences**, and **the rise of remote work.**

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Back-office workforce optimisation offers an opportunity for organisations to adapt to these changes and create a **more flexible, resilient workforce**. By empowering employees with the tools and training necessary to succeed in a digital environment, organisations can attract **top talent**, **boost employee morale**, and **foster a culture of innovation** and **continuous improvement.**

Conclusion

In conclusion, the time is ripe for organisations to prioritise back-office workforce optimisation. By embracing this imperative, businesses can **unlock operational efficiencies, strengthen compliance** and **risk management capabilities, enhance the customer experience**, **drive digital transformation,** and **navigate evolving workforce dynamics.** However, success in this endeavour requires a concerted effort, strategic planning, and a commitment to continuous improvement. Those who **seize the opportunity to optimise their back-office operations today will position themselves for sustained success in the dynamic business landscape of tomorrow.**

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What will Back-Office Workforce Optimisation Do for Me?

Finance
- More capacity from existing resources - reduce costs without compromising service level
- ROI possible within 6 months
- Financial evidence of operational efficiencies

Customer Service
- Real-time visibility of SLA performance
- Prioritisation of most important work
- Multi-channel customer journey analysis

Compliance
- Reduced risk through clearer individual service level visibility quality management
- Clear operational audit trails
- Evidence of compliance with internal policies and external regulations

Quality
- Real-time 'in process' sampling
- Lower rework, chaser calls and turn-around rates
- Process improvement measurement/ training needs analysis

Planning
- Flexible capacity modeling and strategic planning
- Accurate FTE planning based on fact-based metrics
- Model operation scenarios on live data for what-if and unforeseen events

Business Analysts
- Assists process and policy improvements
- MI supporting operational design modelling
- Dashboards to identify 'pinch points' and KPI achievement

Process Improvement
- Process definition - monitor and establish clear baselines before improvements
- Process control - Helps ensure process adherence
- Facilitates continual monitoring and refinement

Human Resources
- Clarity of skills, competencies and role responsibilities
- MI to support training and development requirements
- Best Practice benchmark for workforce leading to higher performance

IT
- Cloud implementation
- Reduced IT risk
- Revenue v capital expenditure

MI Analysts
- Assists process and policy improvements
- MI supporting operational design modelling
- Dashboards to identify 'pinch points' and KPI achievement

Team Leaders
- Reward and recognition based on performance quality and measures
- Evidence for coaching and training requirements
- Automatic or semi-automatic work allocation and prioritisation

Operations
- Potential productivity increases of up to 40%
- Complements BPM, workflow, CRM other line of business systems
- Flexibility of workforce irrespective of location

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- Improve customer service
- Help ensure and evidence compliance
- Reduce costs

Team members
- Real-time visibility of own work queue
- Visibility of own intra-day performance
- Improved time management and contribution

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About Us

Founded in 2008, we have more than 35 years of experience in the field; we know the workforce optimisation space like the back of our hands. The nucleus of the Corporate Modelling Services development team, based in Glasgow, UK and has been working together for over 15 years providing transformational software solutions to solve key business operations efficiency problems.

OPX is the result of over 200 man years of business focused enterprise software development and was conceived to provide a broad, functional, cost effective and yet easy to implement solution to aid the digital transformation of back office operations.

Every customer is unique. That's why we customise our OPX platform to fit every customer's needs precisely. Our Rapid Deployment Method (RDM) takes clients through the five steps of an OPX implementation in around 30 days.

OPX is proven to increase productivity and utilisation; reduce costs; improve cycle times and enhance customer experience.

Book a Demo ❯

Please visit our website
www.corporatemodelling.com

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