

Operational Excellence

Transform your business with OPX



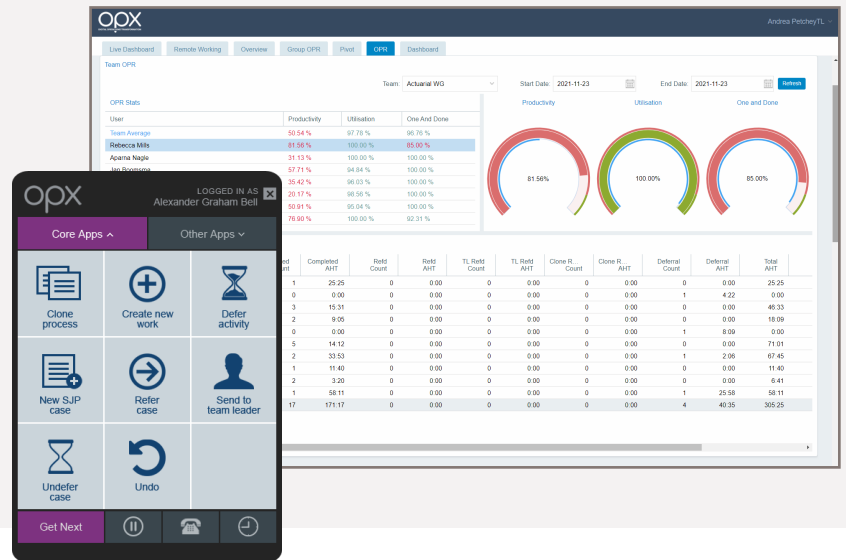
The OPX solution delivers a service revolution, enabling fast operational transformation.



What is OPX?

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



Where did OPX come from?

OPX was created by Corporate Modelling (CM), a UK based company. The CM 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 embedded 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.

Why do you need OPX?

You are looking to improve customer outcomes, operational efficiency, employee performance and where relevant 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
- Enabling continual improvement programs
- Enabling optimal staffing models

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



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 request allocating the work in real-time to ensure:

- the right work always gets to
- the right person
- at the right time
- and is completed inline with your KPIs

Combining the above with OPX big data, we provide oversight and analytics for Agile Operational Management.

Agile Operational Management

OPX provides Operational Insight to all levels of management providing *single source of truth* and *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.

Which Business Areas does OPX cover?

OPX can operate across various service delivery models and organisational structures, including blended, multi-site, HQ and branch networks and those engaged in *follow the sun* processing.

OPX and the Back Office

OPX handles any service requests that typically arrive by email, post or website interface, where the customer is not expecting an instant resolution at the time of the request. OPX gateways can receive, classify and acknowledge thousands of service requests in seconds.

Once OPX has 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.

OPX can 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.

OPX and the Front Office

By using OPX Scriptflow, service delivery in the front office will be improved. Your Subject Matter Experts can create business wizards on top of existing platforms which allows the front office to complete complex service requests without referring to the back office (*one and done*).

Where service requests do need to be referred to the back office, using OPX powered webforms the front office can gather back office service request information ensuring you get the correct data for every service request for the back office teams.

OPX and the Blended Office

OPX helps achieve successful service delivery in the blended environment by using:

- **OPX Scriptflow** to allow back office staff to handle live customer interactions where necessary without losing key operational balance.
- **OPX Scriptflow** to allow front office staff to handle multiple back office service requests when not on a call or chat session, again without losing key operational balance.
- **OPX real-time availability data** to work with existing front office WFM tools if required.
- **OPX Scheduling** to identify the expected availability of back office administrators for handling front office interactions at various times of day, or periods in the month.
- **OPX Forecasting & Capacity Planning** module for resource planning based on demand and skills.

Who uses OPX?

Any line of 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.

Tangible Benefits of OPX

OPX clients have typically achieved the following benefits:

- 20% increase in efficiency
- 14.8% increase in productivity
- 21.6% increase in utilisation
- 12.5% improved quality *right first time*
- 70% reduction in customer complaints