WORKFORCE OPTIMISATION

FOR THE BACK-OFFICE

WHY OPTIMISE?

Back-office optimisation is about bringing the best out of your operation. With both operating costs and customer expectations going up year on year, the time to consider optimisation software is now.

1. IMPROVE VISIBILITY

Companies can track work to the second in the Front-Office so why can't your back-office do the same? The first step to excellence in the back-office is gaining a better understanding of the current operation.

2. IMPROVE EFFICIENCY

There are a lot of reasons why you may be interested in back-office technology, but first and foremost is efficiency – simply put, maximising the value delivered to clients for every penny spent. Whilst every operation is different, with operating costs rising year-on-year and clients regularly exceeding 20% improvements in efficiency, what's not to like?

3. IMPROVE CUSTOMER CARE

Cost reduction alone isn't business improvement – it's damage control. While competitive pricing is a differentiator, in today's market the big winners combine competitive pricing and a strong cost base with the highest quality of service, both to retain the existing customer base and attract new ones.

4. DRIVE LONG-LASTING CHANGE

Real change rarely happens overnight – new practices need time to bed in, and behaviours take even longer to establish. As acceptance of the "new normal" grows it is vital to look ahead in supporting both management and staff through streamlined systems.

9%
Increase in Net Promoter Score

15%
Decrease in operating costs

26%
Increase in efficiency

35%
Reduction in customer complaints

22%
Increase in utilisation

17%
Reduction in cycle times

WHAT IS OPX?

In a world where customers expect perfection, excellence in the back-office is just as important as the front.

HOW MANY OF THE FOLLOWING SOUND FAMILIAR?

- Staff are 'cherry picking' the easier or quicker cases to do first.
- Collaboration between different teams is challenging, forming "silos".
- There is little-to-no visibility of process bottlenecks or blockers.
- Decisions are made without sufficient insight and supporting data.
- Skilled staff are spending too much time on mundane tasks.
- Difficulty adopting and embedding new technologies.

IN YOUR OPERATION, OPX WILL:

- Deliver the right work to the right person, at the right time
- Obtain pragmatic and relevant insight into performance at all levels
- Track and monitor KPIs, including quality, utilisation and productivity
- Support modern, agile working across your organisation
- Facilitate continuous improvements of user and case journeys

Whether you're in Customer Services, Operations, Finance, Compliance & Quality, Analytics, Planning or Process Improvement, the future of work is today and OPX is here to help you excel.

OPX transforms back office and blended operations by delivering tasks on an intelligent basis, to the most appropriate resources in your organisation.

OPX USER

With our end-user application, colleagues focus on the job at hand while OPX keeps track and prioritises their next task.

Using OPX, work is allocated based on what is best for the business and customers - all whilst meeting the client service levels or customer expectations.

Modern businesses are complex, at least, they were before OPX. Agents can escalate, refer, defer or pause their work, simplifying the complex processing ecosystem and closing the gaps that work often falls through.

Agent monitoring allows both agents and managers to measure performance whilst case information and histories empowers agents to provide consistently excellent customer experiences.

OPX MANAGER

With our Team Leader portal, managers understand what their agents are doing, and control how work is progressing.

Our real-time, role relevant management information allows you to support agents and meet new challenges as they arise, all whilst making the most appropriate use of the people base you have.

Decision making without the right data is just guesswork. That's why OPX provides relevant and focussed insight at the individual, team and enterprise level. With this insight, decision makers can understand performance, target training and recruitment, and plan interventions before trends become problems!

The OPX Reporting suite allows change and transformation to be visible, in support of improved productivity, utilisation, skills and adherence.

LASTING CHANGE

Don't take our word for it, let's look at some of our past work.

- One insurer managed a 15% decrease in operating costs.
- One client increased transactions processed by 22%.
- One of the UK's largest BPOs achieved a 10% increase in customer satisfaction.
- This same BPO reduced customer complaints related to processing by 70%.

As well as this, clients who implement OPX have demonstrated a marked increase in service quality, increased visibility, improved compliance and smoother customer journeys.

OPX IS A BYWORD FOR LASTING CHANGE

When clients adopt OPX, it becomes a core part of their operation, bringing positive change and efficient operations – our longest lasting client has been with us for nearly 10 years!

"OPX has revolutionised the way we do things, improvement that has had a dramatic impact on the bottom line."

Head of Business Change, HCL

To get you started, ask about our rapid deployment method taking you from zero-to-hero in as little as 30 days. All that's left is for you to fall in love with OPX!

OPX

CMS

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.

MORE INFORMATION

For more information about OPX, please visit our website corporatemodelling.com

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