

Solution Sheet

Business Process Outsourcing powered by BusinessOptix

Creating Better Outcomes and Making you More Money in the Process

BusinessOptix powers Business Process Outsourcing (BPO) providers, to deliver world class outcomes and differentiation, through better digital and operational transformation. Using BusinessOptix allows your experts to exploit your IP and make innovation accessible for customers which creates more compelling solutions and higher quality relationships.

With you all the way

Working out the future operating model that would best achieve the customer's goals and then figuring out what process, technology and organizational changes are needed is hard, time consuming and costly.

BusinessOptix reduces this burden for the BPO providers by automating the transformation design so that a better operating model is achieved more quickly. BusinessOptix then helps the provider manage the transformation, maintain service continuity and assure compliance throughout the life of the service.



Your transformation and delivery toolkit

With years of experience working alongside and at the heart of some of the world's leading BPO providers and their customers, BusinessOptix can help you to better discover, analyze, design, deliver and continuously optimize your operations.

The capabilities within BusinessOptix that power BPOs to do this, include:



Process Mining

Mine your data to discover your real processes and understand what is really happening in your organization today.

BusinessOptix process mining capabilities provides a data-driven, fact-based approach to process improvement, leveraging empirical evidence to uncover how your processes really work.

Starting by ingesting your system logs, BusinessOptix will visualize your data so you can see and analyze the flows, and start to identify opportunities for improvement.



Process Mapping

Map current and future states of your processes.

BusinessOptix process maps enable analysts and designers to identify issues and bottlenecks within the current processes. Once identified, you can act through designing improvements to create your future state.

Mined or manually defined process models can include metrics and meta data such as resources (people and systems), timings, costs, risk models, compliance requirements etc., – all of which provide a single and complete view of your end-to-end processes.



Target Operating Model Design

Create a top to bottom holistic view of your organization by linking your operating models to your processes.

BusinessOptix helps you align your operating model to your operational processes through making it easy to visualize and connect people, processes and systems vertically or horizontally across all areas of your business. And as the business evolves, changes to either will be reflected in your holistic view.

Starting at the top or bottom level, links between your operating models and processes can either be manually created or auto-generated at the touch of a button.



Scenario Modeling and Simulation

Create and test alternative flows and outcomes to identify improvements that will enhance the organization's performance.

BusinessOptix scenario modeling and simulation tools give you the agility to move quickly and reduce risk by creating, testing, and learning about potential opportunities for change (including automation and RPA) before they are rolled out to your customers and employees.

Driven by metrics such as time, FTEs, system utilization, costs SLAs, etc., the tools enable you to model and compare data-driven views of changes and optimizations to find your sweet spot for change.



Process Transformation Planning and Analysis

Set goals, strategy and milestones to track your progress against performance targets.

BusinessOptix enables you to turn your vision into reality with transformation maps and dashboards that enable you to define, communicate and track goals, milestones, key metrics and priorities at all levels of your initiative. Analysis tools help you evaluate progress to date and forecast timelines and expected outcomes.

Governance is also supported through organization charts, RACI models and risk assessment tools that ensure you are on top of your initiative.



Standard Operating Procedures and Work Instructions

Build standardization and governance in new and transformed processes using interactive documents, work instructions and procedures.

BusinessOptix makes it effortless to create and share content with your teams – whether front line employees who need work instructions, reviewers who need to see the work in progress, developers who need user stories or change managers who create support programs, you can easily provide them with the content they need to do their jobs. This helps speed up time to proficiency for new staff, enables multi-skilling of agents and reduces variation in delivery quality.

Collaboration and versioning features ensure visibility of communications and changes.



Governance, Risk and Compliance Management

The BusinessOptix GRC module provides executives, compliance and operational teams with the tools needed to proactively manage reputational, financial and operational risk. All in an environment that links GRC with operations, supports collaboration between teams and enables seamless remote working.

From regulations, such as SOX, HIPAA, PCI DSS, SMCR and CASS to internal policies, such as IT security, data protection, health & safety, our GRC module helps to identify governance, risk and compliance requirements; create, implement and maintain controls; linking controls to operational processes; manage breaches or incidents, and report to executive and internal audit teams, and external regulators and 3rd parties.



Journey Mapping

Map and visualize the end-to-end service user journey, across all channels (e.g. web, mobile, phone, email, and physical store).

Once you understand the journey, you can model and link it to your people, processes, and systems to create a clear and holistic view of the role (good and bad), and how these play into your service user's experience.

BusinessOptix can be used to mine or survey the actual service user journey and model and simulate potential changes to improve outcomes for the customer and the business. While working through the changes, all process designs, models and simulations can be shared on-line within BusinessOptix with stakeholders for their collaboration, review and comments.

Truly Digital

Claiming leadership in digital transformation requires digital behavior at all stages of your life-cycle. Many BPO providers offer digital first propositions for service delivery, yet the solutioning process and tooling behind these propositions is frequently still largely manual. Think about the message you are sending to clients and prospects when your digital transformation design is still analog?

With BusinessOptix you become truly digital by:

- Capturing, reusing and monetizing your best practices
- Driving down costs by reducing input time / resources for knowledge transfer and reuse of proven initiatives
- Differentiating your service offering and delivery model - from set-up to delivery
- Demonstrating your expertise and capabilities pre-sales
- Freeing up critical resources to better engage with customers
- Bringing together remote teams to collaborate from anywhere in the world

Developing resilient operations that support you through all situations/times

Automating the design of the transformation programs and services that you deliver to your customers will set you apart from your competitors and bring your best practice IP delivered more quickly - demonstrating that you are digital by design. Contact us today to learn more.

Your path to success starts with a demo

Secure your personalized session now to explore how BusinessOptix can redefine what's possible for your business.

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