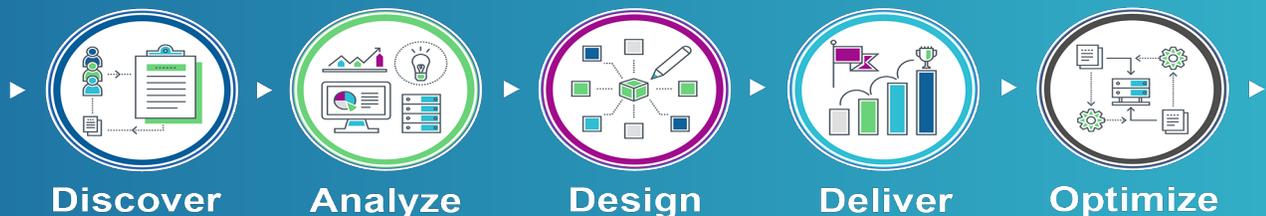




BusinessOptix for Business Process Outsourcers (BPOs)

BusinessOptix helps increase your win rate and operational resiliency

With years of experience working alongside some of the world's leading BPOs and global operations, BusinessOptix can help you to better discover, analyze, design, deliver and continuously optimize on behalf of your client. BusinessOptix helps increase win rates for BPOs by managing the design and execution of their digital transformation programs.



By using this approach our clients have won more business by allowing them to:

Engage more dynamically with prospects and clients

- Use your best practices to understand, benchmark and improve operating models and processes
- Identify opportunities to implement automation including RPA
- Create custom solutions that meet each clients' unique requirements
- Transparently set-up and manage client projects from initiation through delivery and progress updates
- Deliver client projects using agile and adaptive practices
- Bring remote teams together to collaborate from anywhere in the world
- Utilize our powerful simulation engine with ROI calculators to test multiple scenarios and make fact-based decisions around transformation. Our engine will create multiple variant processes so you can bid confidently, and clients are able to choose specific multiphase transformation.

It is time for you to become a Digital Leader

Claiming leadership in digital transformation as a BPO provider requires an equally digital approach. Many BPO providers offer digital first propositions, yet the solutioning behind these propositions is oftentimes still very manual. If your digital transformation design is analogue – you are sending the wrong message and constraining your ability to win.

Those that breakthrough and embrace digital end-to-end – from client pursuit all the way through delivery – can build a competitive advantage and drive higher revenue and margin. Systemizing how you design programs will not only elevate you from the crowd; it also removes risk, costs, and improves the customer experience.

Confidently drive automation and transformation initiatives

Designing digital and automation will set you apart from your competitors by bringing more of your IP to bear more quickly and demonstrating that you are digital by design.

- Capture, reuse and monetize your best practices
- Drive down costs by reducing input time / resources for knowledge transfer and reuse of proven initiatives
- Differentiate your service offering and delivery model - from set-up to delivery
- Demonstrate your expertise and capabilities pre-sales
- Free up critical resources to better engage with customers
- Bring together remote teams to collaborate from anywhere in the world
- Develop resilient operations that support you through all situations/times



How we help manage Risk

The BusinessOptix GRC module provides BPOs with the tools they need 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 Sarbanes-Oxley (SOX), HIPAA, PCI DSS, SMCR and CASS to internal policies, such as IT security, data protection, health and safety, and codes of practice, the BusinessOptix 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.

Better manage and evidence risk and compliance measures

- Collaborate with and capture audit trails to ensure the client has signed off on processes
- Deliver work instructions to ensure front line workers are adhering to compliance measures
- Provide digital risk registers tied to processes to constantly monitor the health of your operational measures
- Easily provide documentation for audit purposes in a digital manner

You can collaboratively improve your customer interactions, the way your employees work, and the results your business achieves. To find out more about how the BusinessOptix platform can help you create an agile, resilient, and continuously adaptable organization please contact us using the information below.

Are you ready for BusinessOptix to empower your company to deliver world class outcomes and differentiation through digital transformation?

About BusinessOptix

BusinessOptix helps organizations Control Today, Navigate Tomorrow™ to achieve the next level of customer and operational excellence. Our cloud-based Business Process Transformation suite is used by hundreds of global firms to capture and redefine business operating and process models, accelerate transformations across the enterprise, improve operational efficiencies and streamline go-to-market processes.

For further information please visit our website, or contact us:

US Office: +1 816 683 8282 | UK: +44 207 084 7480

sales@businessoptix.com | www.businessoptix.com

