BusinessOptix: Your Path to Operational Excellence

Operational excellence is a business framework designed to continuously improve and optimize operational processes. In so doing, organizations can improve quality, performance, and revenue, reduce risk and costs, and meet and exceed customer expectations.
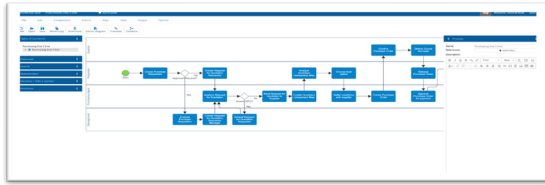
Operational excellence is not just about continuous improvement. It is about deeper, longer-term cultural change enabling every employee to anticipate and fix any disruption to the flow of value to the customer. That means management can focus on growth rather than firefighting problems.

BusinessOptix is your ideal partner on this operational excellence journey.
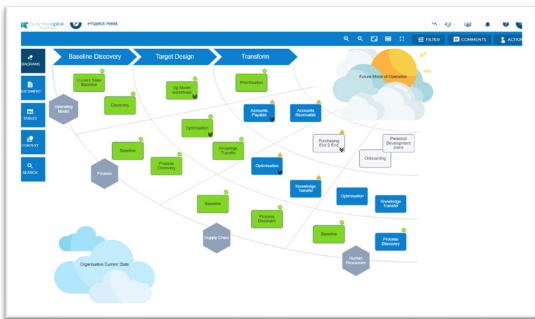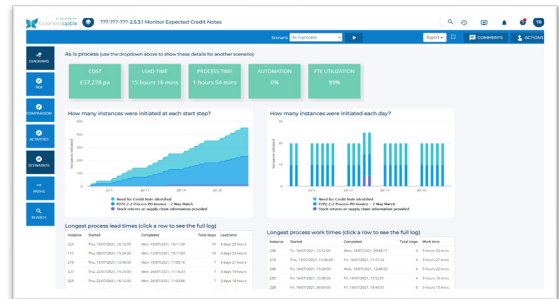
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How BusinessOptix supports operational excellence

Our platform empowers customers to drive operational excellence in several key areas—from process discovery, analysis, and design to delivery and optimization. These include:
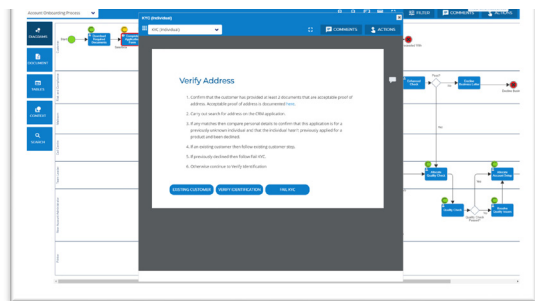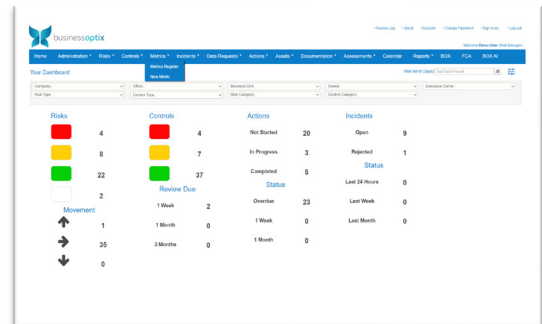

Discovery: Understand where your people, processes and technology are being utilized in an accurate and objective manner using process mining and rapid process capture. Then deploy mapping and modeling capabilities to identify issues and bottlenecks within current processes.

Scenario modeling: Intelligent tooling takes metrics such as time, FTEs, costs, and SLAs and enables you to model and compare alternative scenarios. Move quickly without driving up risk by understanding the potential impact of changes before they are rolled out.

Transformation planning and analysis: Turn your vision into a reality with transformation maps and dashboards to evaluate progress, timelines and expected outcomes. They will help you to define, communicate and track goals, milestones, key metrics, and priorities.

Compliance and risk management: Proactively manage reputational, financial, and operational risk across global regulations and internal policies. Identify GRC requirements, deploy controls and link them to operational processes, manage incidents, and report to internal teams and third parties.

Collaboration tools: Connect distributed teams in the new age of hybrid working to remove bottlenecks and break down internal silos. A unified cloud-based enterprise-scale platform empowers stakeholders from across your ecosystem to provide input. Powerful documentation and work instruction tools get everyone on the same page.