

INTELLIGENT BUSINESS AUTOMATION

Using artificial intelligence to transform operations, cut costs and drive business growth via a re-energised work force

The Opsmatix AI-powered SaaS platform fully automates inefficient and time-consuming human-oriented processes, consigning the challenges of managing shared inboxes to history. Opsmatix is proven to transform customer service capabilities and reignite staff motivation. It enables firms to liberate users from mundane, repetitive tasks and focus on higher-value, more productive projects.

Opsmatix is an omnichannel solution that empowers AI-assisted decision-making involving multilingual unstructured data, including free format incoming e-mails, documents, chat, text, fax, Jira, free-format MT500s, telephone, and more. It instantly resolves simple tasks and enriches complex cases to reduce human intervention. Its workflow tracks and routes all cases to closure, providing visibility into the business process, productivity and exceptions. The system also generates a complete audit trail.



Improved consistency of service | Increased compliance to SLAs | Invaluable management KPIs in real time

- Reduction of cycle time - from hours (or days) to minutes.
// Simple requests are fully automated, reducing effort on average from 15 minutes to zero
// Complex requests are partially automated and enriched - accelerating resolution on average by over 50%
- Increased first fix and fewer iterations - reducing time and effort, and delivering higher client and staff satisfaction rates
- Elimination of tedious, error-prone rekeying

- Staff redeployment opportunities increased by at least 40%
- Significant cost savings opportunities
- Incredible value for money - the first ten users will be free (Terms & Conditions apply)

- Rigorous operational resilience delivered by the SaaS 24/7/365 with minimal impact on your IT team - Opsmatix run the service
- Benefit from AI without needing specialist skills - we manage and maintain the model
- Phased, rapid, light-touch implementation - we are not replacing systems, we integrate with them
- Leveraging the latest technology: a future proofed foundation, together with modern AI capability and expertise



Intelligent Business Automation is within your grasp. Get in touch to find out more via sales@opsmatix.io