Stay competitive in BPO. With AutoiQ.

Times are changing for providers of back-office BPO. As contracts end and customers demand better reasons for continuing to do business with you, only really good answers will keep them from going to competing providers. Of course, those answers also must make business sense for you. Today, your customers demand higher output at lower cost — in short, that you do more with less. That would seem to be an impossible ongoing requirement. Yet, **automation** makes it possible to win — if you automate the right way. That's where **robotic process automation** (RPA) comes in.

RPA lets you automate any business processes which are better handled by software robots rather than humans. However, RPA solutions vary in approach, speed, effectiveness, and overall value. That's why your **best** choice for robotic process automation is **AutoiQ™** by OpenConnect.

- **AutoiQ robots are much faster** — With the AutoiQ solution for RPA, software robots are server-based. This means they operate at lightning speed.

- **AutoiQ is uniquely scalable** — Another advantage of AutoiQ's server-based architecture is its nearly infinite scalability, giving it the power to meet the changing and increasingly complex BPO needs of any customer, regardless of its size.

- **AutoiQ robots are superior to older, flawed methods** — Many organizations have tried to automate processes by recording actions into macros, writing complex scripts, and using notoriously error-prone "screen-scrapers." AutoiQ robots eliminate the time, costs, and risks associated with these methods.

- **AutoiQ works even better when paired with an analytics solution** — OpenConnect's extensive experience with customers around the world has taught us that RPA works best when it's part of an overall plan that includes accurate, continuing **analysis** of business processes, so you automate only what should be automated. That's why it's wise to deploy AutoiQ along with OpenConnect's **WorkiQ,®** a leading operational analytics solution.

AutoiQ™
by **OpenConnect**

The power to automate what needs automating.

The power to automate the big stuff.

AutoiQ is built to handle **high-value**, **complex** back-office processes, and handle them robustly.

- By "high-value," we mean any process which, if confounded by a simple human error, could cost an enterprise thousands or even millions of dollars. Once properly deployed and programmed, AutoiQ robots don't make errors.

- As for the "complex" part: let's say a health insurance firm handles many millions of claims a month. Each claim can have thousands of scenarios, and each scenario can have hundreds of variations. AutoiQ robots zip through all of these with blinding speed and, again, zero errors.

The power of the server.

The amazing speed of AutoiQ comes from where it "lives" — on the server, where it can share its rules and logic with AutoiQ's software robots. This is far better than if the robots were running on individual desktops, each of which would have varying rules and logic. The server-based model means the robots share the same intelligence, and can even be updated automatically without the pain of deployments to desktops.

"Living" on the server also makes AutoiQ incredibly scalable, giving you the assurance it will grow as your customer's BPO needs grow.

The power of mainframe connectivity.

If your customer base includes mainframe users, this is a key reason to deploy AutoiQ. A desktop-based automation product would communicate with a mainframe via an emulator, using a proprietary application programming interface (API) or "screen-scraping" — each of which is inaccurate and unscalable. However, AutoiQ needs no emulator: it **natively** and seamlessly communicates with the customer's mainframe. AutoiQ captures every screen, every field, and every attribute (including hidden attributes needed to interpret data properly). Also, because the mainframe sessions run on a server, with no user interface, AutoiQ can handle thousands of these sessions. All of this makes AutoiQ extremely scalable, 100% accurate, and ultra-dependable. In fact, OpenConnect's automation solutions have had zero downtime in their history — over a decade in enterprises!

Analytics and AutoiQ.

The more you can "tell" AutoiQ about how humans have performed a process, the better it can recreate that process. That's why we recommend your automation plan (and such a plan is necessary for automation to succeed) include a complete operational analytics solution, such as OpenConnect's easily deployed *WorkiQ*, that gives you vast insights into how the best workers handle their jobs. That way, you can "train" AutoiQ to do what robots do best **and** train workers the best way to do what humans do best.

See a live demo of AutoiQ.

Seeing is believing. To arrange for a **live, online demo** *of AutoiQ — and to learn more about how deploying AutoiQ can help you offer better BPO solutions to your customers — contact OpenConnect at* **sales@openconnect.com** *or* **800.551.5881**. *Visit OpenConnect at* **openconnect.com**.