



“The speed with which No Code software allowed us create new releases enabled us to fix omissions and make improvements 4 or 5 times *every* day.”

Alex Banfield, Outsourcing Project Lead

## Unlocking Outsourcing productivity

Orchestrating agent activity in outsourced systems has major benefits - and automating it is transformational. But this is just the start of what a ‘no code’ platform can do for speeding up innovation in outsourcing.

### Business Outcomes from Process Orchestration:

- Agent output increased by 25%
- Unit processing time cut by 20%
- The number of agent errors halved
- Queue management time eliminated
- Report preparation time eliminated
- Idle-time measurable in real-time



“Orchestrating an Outsourced system provides not only immediate benefits but also a platform for the progressive automation of most if not all of the processing steps. Unfortunately, the cost and inherent inertia of conventional IT systems makes them unsuitable for Outsourced solutions. XSOL fixes this.”

#### ORCHESTRATION AND AUTOMATION

XSOL has been involved in several outsourced systems. One in particular, analyzed the effects of Orchestration and Automation in some detail to enable the cost benefit of automating other systems to be determined.

Process Orchestration is the first step in increasing the productivity of outsourced systems. It involves software prompting an agent with the actions to take based on the characteristics of the process - prior to any decision being taken.

The typical benefits of Orchestration are:

- Speeded up performance
- Greater transaction throughput
- Improved quality of results
- Ability to monitor performance in real-time.

The next step is to automate the activity that an agent undertakes. This can involve calling up other systems to access or update data. Automating this activity can greatly increase its productivity.

**In the example cited, the automation of 3 of its 7 interactions with other systems yielded a 30% reduction in processing time and a 70% increase in output ...on top of the Orchestration benefits.**

While Orchestration activity takes place within a system, Automation is dependent on the ability to access other systems, for which formal connectors may or may not exist. This puts a reliance on an IT department if a suitable connector needs to be created. This can be problematic.

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#### NO CODE MEANS CHANGE AND INNOVATION

The main obstacle to achieving these benefits cost effectively is the ability to determine the precise actions that agents must take in all circumstances, and the ability to embed the associated rules in the form of software.

The cost of coding, testing and retesting that results from errors and omissions in the process definition make conventional software solutions uneconomic.

XSOL has solved this problem by creating a No Code solution – a digital framework of business activity with which to define a process in a structured form without code. It eliminates the need to test a new system and this transforms the ability to introduce change.

No Code radically shortens the time required to create a foolproof system. It enables a ‘rough cut’ system to be created quickly and given to agents to determine shortfalls and identify improvements. Changes can be made, and the new system put into production in less than an hour.

In the example cited in this paper, it took one week working with agents making on average 4 to 5 new versions every day to create a near perfect system. The time taken using a conventional approach would have been an order of magnitude greater.

And whereas changing conventional software is to be avoided, XSOL is designed to help identify and make improvements. It is a platform for bringing innovation to outsourced solutions.

