Empower Your Front Office With Transformative Workload Automation

OPCON

The Enterprise–Wide Value of Automation

Workload automation can benefit many front-office functions at a bank or credit union by streamlining processes, improving efficiency, reducing errors, and freeing up employees to focus on more valuable tasks. With OpCon, the only workload automation and orchestration platform built specifically for financial institutions, you can make your organization more cohesive, so all of your departments work in sync toward shared goals.

OpCon Is for Everyone

Supercharge Your Loan Department

Ensure faster loan approvals and a better customer experience. OpCon can create reports and process files for all types of loan operations. Run reports and post escrow disbursements. Run extracts, transfer files, and send documents to vendors for loan origination. Manage files for mortgages servicing, BAC loan coupons, FICO score updates, and credit reporting.

Strengthen Your Marketing Department

Effectively generate more leads and support customer retention strategies with automated processes. OpCon can help marketing and sales teams manage customer data, personalize marketing campaigns, and track customer interactions. For example, OpCon can load your CSV email contacts and push marketing emails automatically.

Manage Issue Resolution Without the Support Tickets

Utilize the tools within OpCon to keep your operations running smoothly. OpCon places you in control of your business operations, so you don't have to waste precious time relying on others to help you fix problems. Through low-code and no-code self-service automation options, front-line staff with little or no IT experience can trigger fast automation sequences at the push of a button.

Take Advantage of Self-Service Options That Don't Cost Extra

From automating password resets to connecting others across departments into a single, uniform process, self-service buttons let those in business units outside of IT complete their work efficiently and on time. Multiple users can take advantage of this role-based access without extra cost to the organization.

Reformat Files From the Core

Reduce your manual efforts and enhance accuracy by using OpCon to reformat files from your core system. OpCon can also parse data files to extract specific information needed by third-party applications or the core.

Streamline BI and Reporting

Your business analysts can have reports waiting for them when they start work every day. Ensure data migration is done without risk or data loss using OpCon. Integrate with various data sources and formats to get your data to your warehouses or data lakes in the right order and on the right schedule.

Post to the GL

The accounting or finance department can do their job without interrupting yours. With self-service, you can allow other departments to perform important tasks like posting to the GL. Your accounting department can use a self-service button to kick off the process of posting GL files in the core. This role-based self-service option gives them the tools they need without giving them access to OpCon.

Pull and Archive Statements Automatically

Stay on schedule without having to maintain that schedule. OpCon can run jobs that create, download, and upload statement files—allowing you to send and receive files automatically without needing to manually download, unzip, and place them where they need to be.

Enable Stress-Free Payment Processing

With OpCon, you don't have to get to work early or leave late, so you can avoid overtime. From automating remote deposit capture and Check 21 to P2P payments and ACH processing, OpCon will save you a lot of time, reduce costs, and mitigate significant risks for your organization.

Simplify Document Imaging and Storage

OpCon can automate document imaging and storage processes to streamline workflows and take advantage of limited resources. Extract data from any document, wherever it lives, and route that data to the place it needs to go. If you maintain systems for data backups, long-term archives, or cold storage for compliance purposes, OpCon will pull and park the files whenever you need.

Improve Your Digital Banking Experience

OpCon can automate address change files, stop payments files, e-Bills, online bill pay, B2B, P2P, and mobile banking processing through importing/exporting files. OpCon can monitor accounts and send alerts accordingly based on customer criteria. It can be used to automate digital services to save you even more time internally and help you make those experiences more intuitive and efficient for your members and customers.

Expedite Mortgage Processing

OpCon can mitigate inconsistencies and delays tied to manually collecting and processing member and customer data. Specifically, you can use OpCon to automate your data flow, so you can reflect payments and balances, compare borrower information, and set up auto-decisioning for simpler deals. You can use OpCon to automate notifications and alerts, so you're able to stay on top of each step involved in processing applications. By letting OpCon take care of your most laborious, error-prone, and time-intensive work, you'll be able to provide a near-real-time experience to your members and customers.