



# FAQ: OpCon Outcomes

*Find the answers to the most-asked questions about OpCon Outcomes, so you can determine if this automation solution is the right one for you!*

## What is automation as a service?

With OpCon Outcomes, automation as a service means you tell us what you want to automate, and we handle the how. Our dedicated automation experts will build, test, implement, and monitor your business-critical tasks and workflows.

## What's the difference between OpCon and OpCon Outcomes?

OpCon is self-service, which means you're responsible for building and managing your automation within the platform. OpCon Outcomes is white-glove automation that gives you access to a dedicated automation team that seamlessly unlocks your automation potential across your entire organization. This makes it an ideal solution for institutions that lack the resources to implement and manage automation. You'll have access to a simple operational view, so you can proactively monitor all your OpCon processes anytime, anywhere with peace of mind knowing automation experts are handling the rest.

### OpCon Outcomes

- White-glove automation with dedicated team
- View-only access
- For outsourced financial institutions

### OpCon

- Self-service automation
- Full access
- For in-house or outsourced financial institutions

Not sure which option to choose? [Contact our sales team](#), and they'll help you find the right automation solution.

## What are the benefits of automating outside of the core?

**Improve business outcomes:** Strategically align your automation goals, build workflows for your common tasks, and customize them to your specific environment.

**Harmonize disparate systems across environments:** Streamline communication between your modern and legacy systems for key functions like mortgage processing, business intelligence, commercial lending, finance and accounting, and HR.

**Empower your staff:** Enable your business to innovate and drive strategic change by freeing staff to focus on higher-value activities and projects.

**Enhance efficiency:** Streamline day-to-day operations with event-driven integrations between applications to remove workflow bottlenecks and reduce human error.

If you would like to learn more about automating outside the core, check out our mini eBook, [Why You Still Need Automation After Outsourcing Your Core](#).

## How are other financial institutions automating outside the core?

**Scheduled reporting for:** accounting & finance EOD reports from a legacy system, compliance, deposit operations, digital banking, and HR/payroll

### Onboarding & password resets

**Card services:** card orders, processing files, CAMS alert, and notices/eNotices

**Online and mobile banking:** address change files, e-Bills, online bill pay, B2B, P2P, and mobile banking

...and so much more!

To learn more, watch our webinar, [Top 10 Business Critical Ways You Can Use Automation Outside the Core](#).

## How can you ensure that our institution's outcomes will be personalized to meet our specific needs and workflows?

During the discovery phase, our dedicated team of automation experts tailor your automation to fit the unique requirements and processes of your financial institution to maximize efficiency and achieve optimal results.

*Have more questions about OpCon Outcomes?  
Reach out to us [here!](#)*