BPO SOLUTIONS TOWARDS OPERATIONAL EXCELLENCE

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Empresa: OPPLUS OPERATIONS AND SERVICES SA
Persona de contacto: Francisco M. Puerto
Provincia: Málaga
Miembro: Malaga TechPark
Teléfono: 671498615
Web: https://www.opplus.es/
Email: franciscomiguel.puerto@opplus.bbva.com

Sector

Other

Subsector

Other services

Descripción

OPPLUS was born more than 17 years ago, becoming the leading company in Malaga in the field of consulting and business process optimization through Business Process Outsourcing (BPO).
After the background acquired throughout our history, we are ready to contribute to the growth and sustainable development of your company, generating value and trust at every stage of the relationship.
Our goal is clear: to know what you need to provide you with customized BPO solutions that improve your processes and the experience of your customers. And to do so, we have the best team of people who, supported by the latest technologies, can turn those needs into a reality.
Quality, productivity and work environment are the three pillars on which our business model is based, always focused on achieving operational excellence for your processes. This way you can focus on your core business and thus enhance your business.

Tipo de oferta

At OPPLUS we seek to establish collaborations in the field of R+D+i aimed at improving BPO (Business Process Outsourcing) services, relying on technological levers such as process automation, artificial intelligence and advanced analytics. Our goal is to promote projects that allow us to optimize operational efficiency, improve customer experience and develop innovative solutions in business process outsourcing.

Productos

At OPPLUS we offer specialized Business Process Outsourcing (BPO) solutions, focused on the outsourcing of administrative, financial and operational processes. Our value proposition is based on efficiency, security and applied technological innovation. Our services include:
Financial and accounting back office management
Document processing and verification
Collection and payment management
Fraud control and prevention
Multichannel customer care services
Process automation through RPA
Integration of solutions based on artificial intelligence and data analytics

These services are designed to adapt to the specific needs of our clients, optimizing resources and improving operational quality through advanced technologies.

Capacidades

Our ideal client is a medium/large organization, especially in sectors such as banking, insurance, financial services or utilities, that manages a high volume of administrative, operational or customer service processes. We are looking to work with companies that:
Are immersed in digital transformation processes and are looking for strategic partners in BPO.
Require efficiency, traceability and regulatory compliance in their operations.
Value the use of advanced technologies such as RPA, artificial intelligence and data analytics to optimize your processes.
Need solutions that are scalable and adaptable to changing and regulated environments.
Seek to reduce operating costs without sacrificing quality and process control.
Rely on outsourcing as a lever of value, not only for savings, but also as a tool to improve your competitiveness.
We target companies that are not only looking for a supplier, but a partner that brings value, innovation and reliability in the management of their key processes.

Dirigido a

Our services are aimed at large companies and organizations, especially in sectors such as banking, insurance, financial services and corporations with a high volume of administrative operations. We collaborate with entities seeking to optimize their processes through efficient, secure and technologically advanced outsourcing solutions, with a focus on continuous improvement, scalability and digital transformation.

Qué lo diferencia

At OPPLUS we differentiate ourselves by combining solid experience in BPO services with a firm commitment to technological innovation. Our main hallmarks are:
Sector specialization, with in-depth knowledge of the needs of banking, insurance and financial services.
High operational capacity, managing large volumes with efficiency, security and regulatory compliance.
Intensive use of technology, applying RPA, artificial intelligence and advanced analytics to optimize processes.
Focus on continuous improvement, with teams dedicated to operational innovation and the constant evolution of our solutions.
Commitment to quality and traceability, ensuring measurable and controlled results for our clients.
This combination allows us to offer a reliable, scalable service aligned with our clients' strategic objectives.

Aplicaciones

Our BPO services have direct application in multiple critical operational areas for large organizations. Some of the main applications include:
Optimization of financial and accounting processes, such as reconciliations, invoice management, accounting close and reporting.
Automation of repetitive tasks, reducing errors and execution times through RPA and artificial intelligence.
Digital document management, with classification, validation and secure archiving of large volumes of information.
Fraud prevention and operational control through automated data analysis and business rules.
Improved customer service through multichannel solutions integrated with internal processes.
Support for digital transformation, freeing up internal resources for higher value-added activities.
These applications allow our customers to focus on their core business, gain operational agility and advance their digitization strategies.

Acuerdo

Commercial