

OPEXCELLENCE

FORMING THE FUTURE OF DIGITAL ECONOMY

COMPANY PROFILE



OPEXCELLENCE
PERFORM

WHO WE ARE

FORMING THE FUTURE OF DIGITAL ECONOMY

OPEXCELLNCE comes with over 9 years of customer-centric innovation, we are recognized as a game changing partner in the digital technology space.

We specialize in helping growing enterprises to navigate a growing cloud-based digital solutions ecosphere, in order to grow operationally efficient and profitable.

We offer technology and business professional services that enable adopting end-to-end Digital Business Solutions, based on Digital Customer Experience (DCX) best practices and standards.



MEET THE *OPEXCELLENTS*



KÂL SALEM
MANAGING PARTNER

... is an accomplished and visionary business and technology leader who has a proven track record in leading and delivering large-scale enterprise transformation programs for cross-industry organizations with focus on financial services, for 25 years of global experience.



JADA ISMAIL
DIRECTOR OF OPERATIONS

... is a Highly motivated and efficient Operations Director specializing in leading professional services firms, forward-thinking leader focused on supporting cross-functional teams to increase productivity and customer satisfaction.



150+ SCALABLE TEAM GLOBALLY



OUR VALUES

DOING THE RIGHT THING, IS THE RIGHT THING TO DO!

CUSTOMER
FOCUS

OWNERSHIP

THINK BIG

PASSION

CO-INNOVATION

RESULT
EXCELLENCE

ACTIONABILITY

TEAMWORK

SPONSOR
AN ORPHAN



SPONSOR AN
ORPHAN FAMILY



ORPHAN
MEDICAL CARE



HIGHER EDUCATION
SCHOLARSHIP



PARTNER WITH US



Partner with a leading-edge professional services firm that delivers digital technology solutions nationally and regionally based on international standards



100+
SUCCESSFUL
CUSTOMERS
GLOBALLY



150+
SCALABLE
TEAM
GLOBALLY



HYBRID
MULTI-CLOUD
BUSINESS
SOLUTIONS



DIGITAL
CUSTOMER
EXPERIENCE
LEADERS



9
YEARS &
GROWING...
EXCELSIOR!

WHAT WE OFFER



CREATIVITY | INNOVATION | COLLABORATION



STRATEGY &
INNOVATION



TECHNOLOGY
SOLUTIONS



OPERATIONAL
EXCELLENCE



DIGITAL
EXPERIENCE



DELIVERY
LEADERSHIP



OPEX
LABS

OUR VALUE PROPOSITION



Focus

- On the what before the how, value before the price

Optimize

- The way you do business and execute on your strategic vision

Produce

- A human centered, design approach, executed to scale utilizing AI and analytical capabilities

Deep Industry Knowledge



Digital Strategy



Human-Centered Design



Execution at Scale



Intelligent Workflows & AI



OUR APPROACH



The Why



STRATEGIZE

Intelligent new ways of working

The What



DESIGN

Human-centric, value-driven experiences

The How



EXECUTE

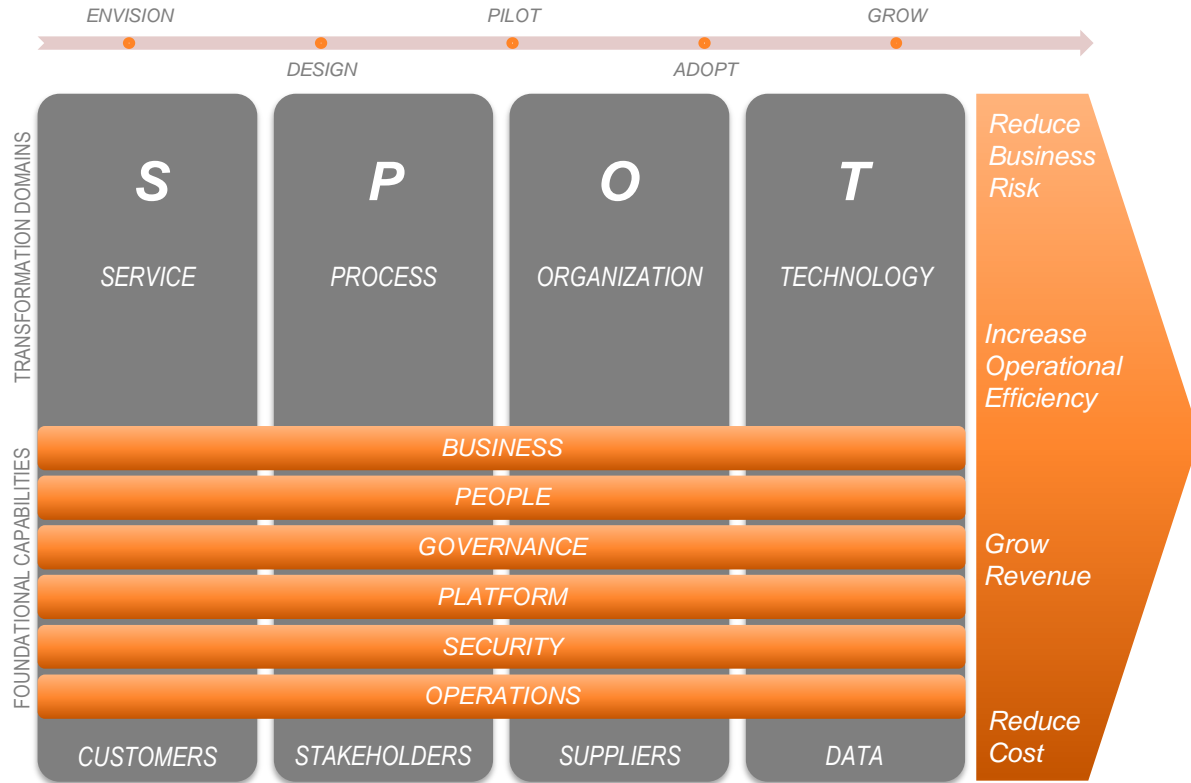
Cloud-based Integrated delivery at scale

AI

Intelligent Workflows

Enterprise Experience & Humanity (Digital Adoption)

DIGITAL HARMONIZATION© FRAMEWORK



DIGITAL HARMONIZATION© FRAMEWORK



Experience

- Creating differentiating digital experience for customers, employees and others
- Driving the way the organization works (people, process and technology)



New Focus

New Ways to Work

New Expertise



New Business Model

- Developing new ways of realizing and monetizing value
- Managing value, finance and risk



Actionable Insight

- Leveraging AI to create deep and advanced competitive differentiation
- Employing Predictive, Prescriptive, and Advanced Analytics



Orchestrated Ecosystem

- De-capitalizing infrastructure and leveraging partner and full network strengths
- Developing novel relationships that unleash new sources of value



Market Activation

- Creating the strategy and execution plan for delivering experiences to the market
- Engaging and monetizing customer relationships



Responsive Operation

- Digitizing products, services and processes to redefine experiences with customers
- Embedding situational awareness throughout the value chain



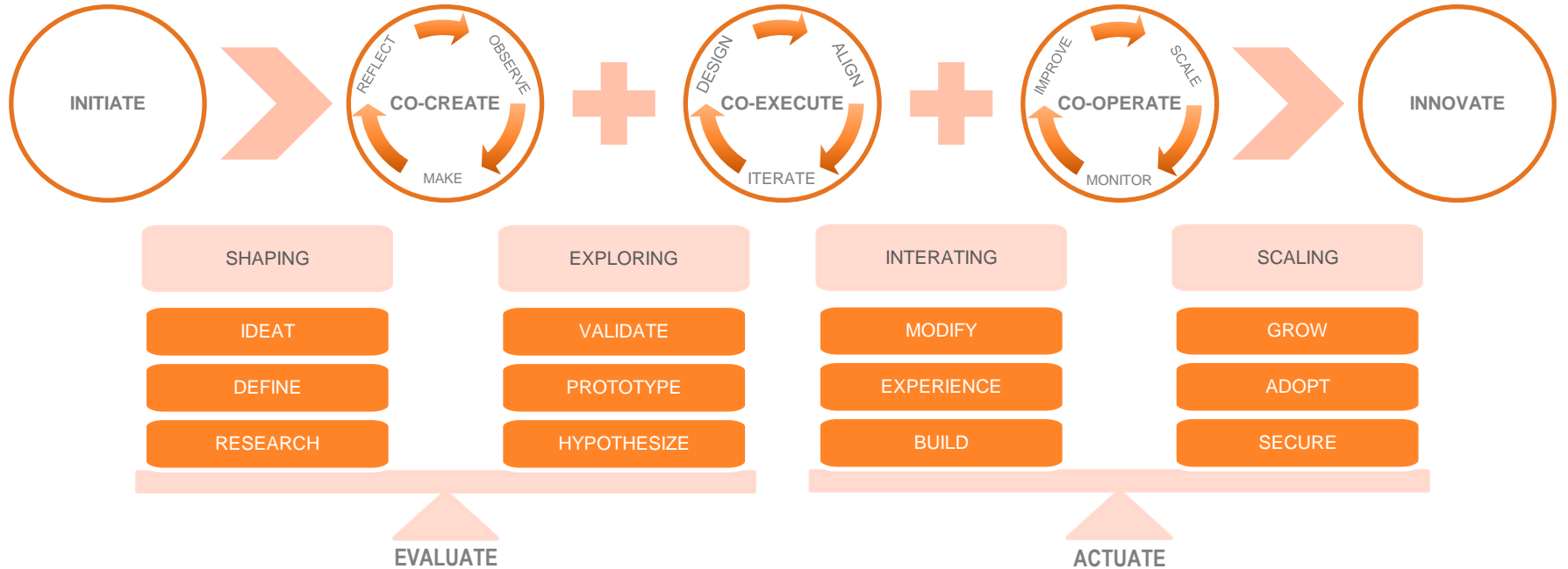
Restless Talent

- Identifying, retaining and building the right talent for a digital organization
- Creating a culture of design thinking, agile working digital adoption and experimentation



HOW WE DELIVER

Our Proven Methodology Adopts Enterprise Design Thinking As An Adaptive Delivery Enabler



OUR GLOBAL PARTNERS



Google Cloud

Google
Workspace



CUSTOMER SUCCESS REFERENCES



TD CANADA TRUST - CANADA



Retail bank unified digital channel technology strategy and business case



Client situation

- The client, a major North American Bank was facing significant competitive pressure to upgrade its digital channel offerings due to inconsistent client experience, low speed to market, high complexity and high cost of maintenance for the existing technology. The client wanted OPEXCELLENCE to determine an appropriate technology strategy and platform for unifying its digital channels offerings (e.g. Mobile, Tablets, & Online)

Approach

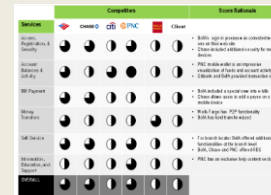
- Researched and analyzed North American digital channel trends and compared the digital channel offering of leading banks in US and Canada
- Facilitated workshop and identified future state strategies
- Performed a gap analysis between current and desired future state
- Develop a Conceptual Future State Digital Channel Architecture Platform
- Performed cost-benefit analysis for each strategic option
- Develop a business case for the most optimal strategic option
- Define initiatives and high level implementation roadmap

Key benefits

- Deliver practical recommendations for incrementally closing identified gaps and priorities, with particular focus on upcoming investment decisions
- Business case quantified the business benefits and risks for multiple options and the recommended the most optimal strategy
- Multi-year implementation roadmap defined to reach the target state of digital strategy in the bank
- Target state digital strategy delivers a “One Bank experience” to customers— regardless of LOB solutions and Channel

Sample deliverables

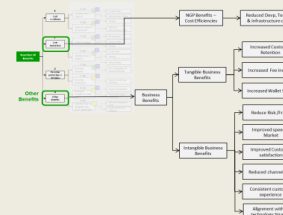
Channel Assessment



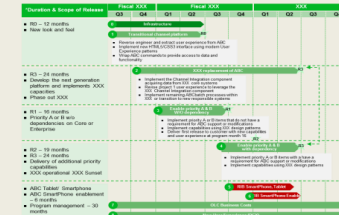
Target architecture



Cost Benefit Analysis



Strategy Implementation Roadmap



ROYAL BANK OF CANADA - CANADA



Wealth management digital client experience strategy



Client situation

- The bank plans to grow rapidly in the next 2 years. This growth agenda requires a strong digital banking strategy – inclusive of online, mobile, tablet and social media
- The current offering within the bank is a legacy Intuit (Digital Insight) platform tied to Open Solutions’ TellerPlus core
- The bank is looking to make a change to their digital offerings, distribute and RFI, RFP and go through a vendor selection process

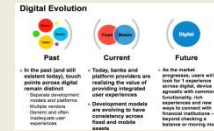
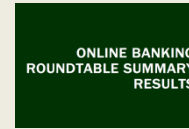
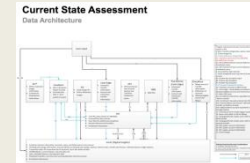
Approach

- OPEXCELLENCE conducted an initial short-term review of their current state offerings. We interviewed several thought leaders and stake holders across the organization including Sales/Relationship Management, Technology and Digital Channels
- Next step was to develop a future state strategy by reviewing vendors in the market and begin crafting our POV on the direction the bank should take in refreshing their online and mobile banking offerings
- Finally, we created and distributed an RFI on the bank’s behalf to 5 vendors that made the client’s shortlist, including Fiserv, Q2, Monitise, mFoundry and ACI (former S1/Fundamo offering)

Key benefits

- Provide thought leadership and industry POV on “what’s hot” in Digital Banking
- Assess the bank’s offerings and how it competes in the market – both against traditional and peer group financial institutions
- Develop a forward looking roadmap for the digital channel – inclusive of online, mobile and tablet
- Review the vendors’ RFI responses and our perspective on their offerings and proposed solutions
- Set the stage for deeper business analysis and creation of a rigid process for the bank going forward

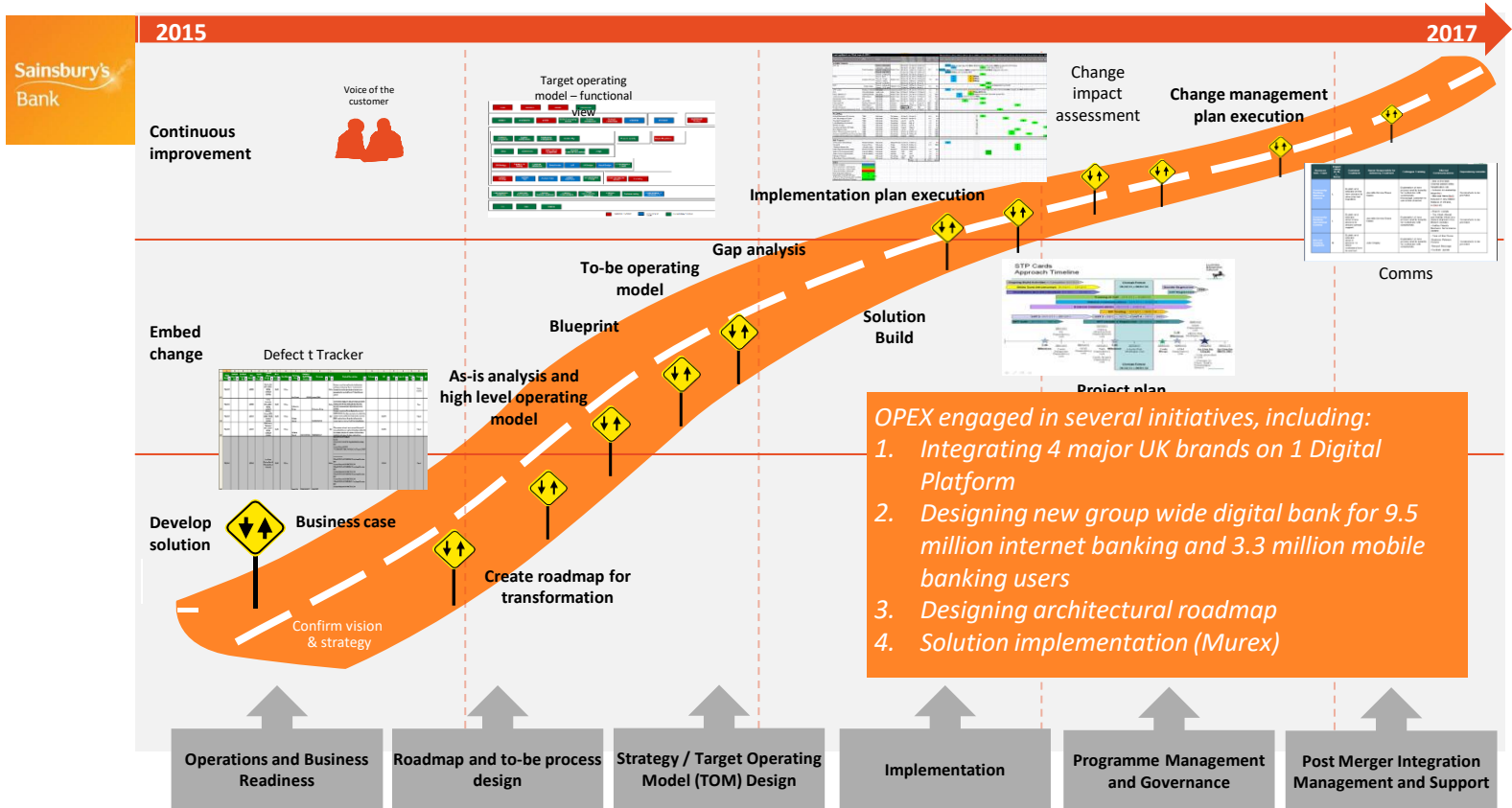
Sample deliverables

SAINSBURY'S BANK - UK



Multi-Channel Transformation



KÂL SALEM
PRESIDENT & MANAGING PARTNER

M: +1 647.773.4888

E: kal.salem@opexcellence.ca

@: www.opexcellence.ca



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