

OPEX[®]

Performance Monitoring Software for Mailroom and Scanning Operations



Why OPEX[®] Insight[™]?

Through continuous device monitoring and multi-dimensional analysis of performance, OPEX[®] Insight[™] is a software productivity suite that brings immediate visibility to OPEX equipment, unlocking the full potential of mailroom and scanning operations.

With three key modules — Status, Scanner Stats, and ONS+ Machine Stats — OPEX Insight provides instant access to key performance drivers that help managers anticipate downstream resource allocation needs, make informed and confident processing decisions, and pinpoint operational bottlenecks.

Features

Machine Productivity

Track equipment productivity by active run time and total wall clock time. Compare machine throughput by shift, operator or job to discover potential machine issues early and minimize downtime.

Operator Performance

Measure operator performance continuously, including volume, throughput, scanning time and current operator activity. Evaluate individual operator's performance against other operators, target thresholds.

Volume Information

Monitor volume by batch, transaction, and page, and gain access to information about all completed batches and jobs. Run comprehensive reports for internal planning, forecasting and client billing.

Visualization Tools

Configure Scanner Stats and the ONS+ Machine Stats Report to display a variety of predictive charts, tables and other graphics that are automatically updated in real-time throughout the processing day.

Advantages

Real-Time Information for Better Decisions

Using Insight Status Module, OPEX devices can be monitored in real-time, from virtually anywhere on the network. With a constant stream of minute-by-minute data, users can quickly access events as they occur and identify potential problem areas before they reach a critical level.

End-to-End Access & Visibility

Once all machines are configured, OPEX Insight continuously collects and aggregates data for analysis across the entire operation through real-time custom reports, advanced filtering and convenient tools.

Improved Resource Management

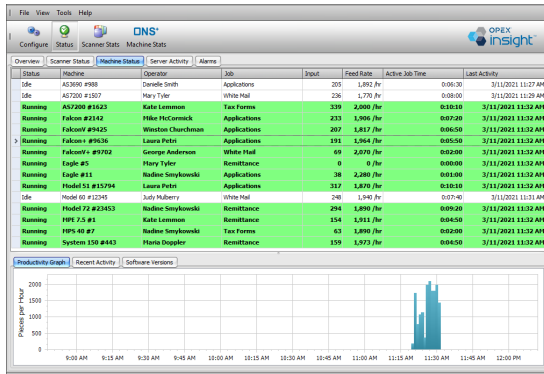
With OPEX Insight, managers can quickly and precisely determine the productivity level of their equipment and staffs. The capability to isolate and analyze subsets or filter by machine, operator, and job provides a real-time snapshot that facilitates holding everyone accountable for meeting productivity goals.

Data-Based Proactive Management

With multi-dimensional visualization tools, OPEX Insight exposes data relationships, emerging trends and fluctuations that are difficult to see in traditional reports. As a result, managers can anticipate future technology and labor needs and identify target areas for productivity improvement efforts.

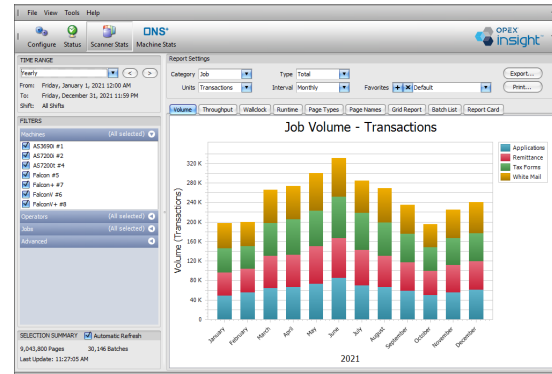
Insight Dashboards

Machine Status Overview Screen



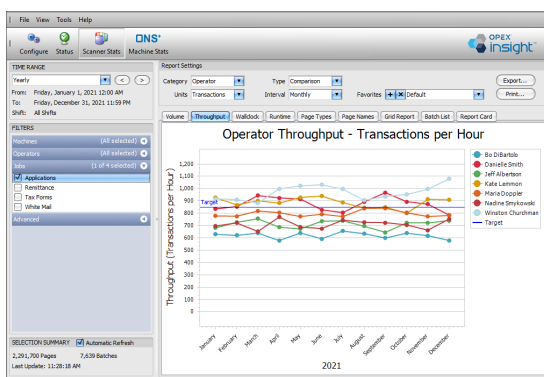
The top section shows a list of all machines at the site: Green indicates that the machine is running; no highlight indicates that the machine is idle. The bottom section provides a minute-by-minute graph of the selected machine's productivity.

Per-Day Volume Report, Grouped by Job



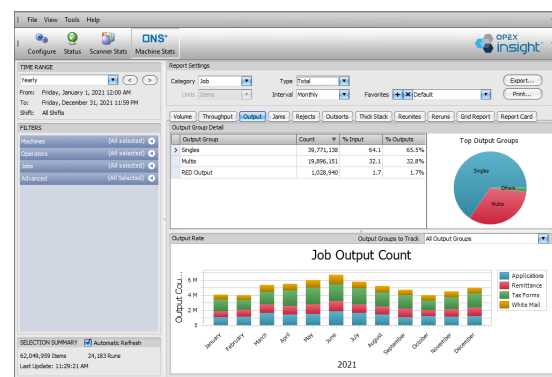
This report shows monthly volume across an entire year. Volume is broken down by each of the four jobs. (Applications, Remittance, Tax Forms, and White Mail.)

Operator Throughput Report



This report compares operator throughput (transactions per hour) on a month-by-month basis, across an entire year. The selected job (Applications) has a target rate of 850 transactions per hour, shown as the blue "Target" line.


Machine "Output" Report



This report shows a breakdown of the Output groups across all jobs. In this example, "Singles" made up 63.3% of the output, compared with 32.8% for "Multis".

Have questions?

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