Continuous ERP Optimization,
with Opkey

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Unlock ERP Value with AI-Powered Innovation: Optimize Cost, Business Processes, and End User Experiences

The Challenge: Unrealized Value, Unproven Success

Few businesses have the resources or ability to successfully manage the entire ERP lifecycle. After exhausting so much effort on deploying and migrating to a new ERP, teams will struggle through years of ongoing stabilization complicated by changing business objectives and requirements.

In theory, ERPs are well-positioned to usher in digital transformation across the business. They are the foundation for critical business functions like HR, finance, and supply chain management. But teams rarely have the bandwidth to finetune their ERPs – putting them to work for them. Doing so requires an expensive ecosystem of fragmented tools and workstreams, including consulting firms, performance and monitoring tools, and tedious modifications.

ERP optimization is how businesses unlock the full potential of an ERP investment; failure to do so can put the entire lifecycle at risk. The result? Rising total cost of ownership, inefficient processes, and unrealized ROI – a far cry from the value promise of cloud-based ERPs.

Key Challenges

$⌄   **Unrealized ROI & rising costs**

⚡   **Inefficient business processes**

🖥   **Clunky end-user experiences**

???   **Disruptive support interactions**
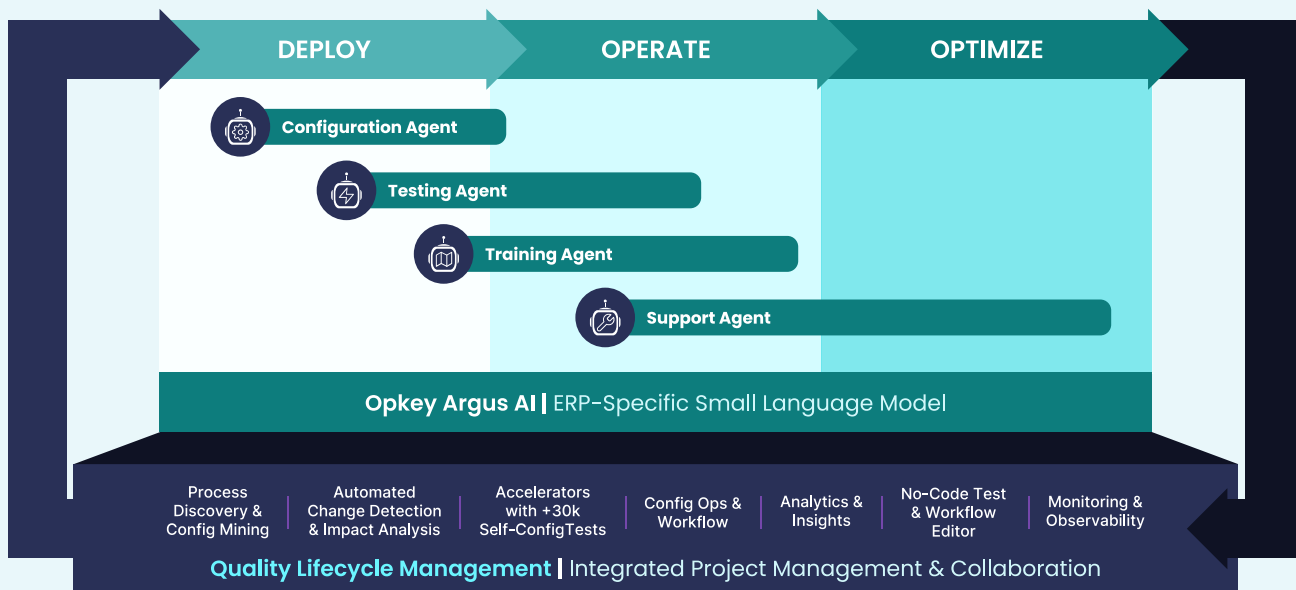
◻◯   **Unrealized features & benefits**

The Solution

Opkey – ERP Lifecycle Optimization Platform (ELOP)

Opkey is an AI-powered lifecycle optimization platform for cloud-based enterprise resource applications. It's the first and only purpose-built platform of its kind, designed to transform the entire ERP lifecycle: from deployment to operation, and ultimately – continuous optimization.

Opkey empowers you to unlock the full potential and value of your ERP. Drive sustained ROI by eliminating inefficiencies and optimizing experiences.

DEPLOY	OPERATE	OPTIMIZE

- Configuration Agent
- Testing Agent
- Training Agent
- Support Agent

Opkey Argus AI | ERP-Specific Small Language Model

Process Discovery & Config Mining	Automated Change Detection & Impact Analysis	Accelerators with +30k Self-ConfigTests	Config Ops & Workflow	Analytics & Insights	No-Code Test & Workflow Editor	Monitoring & Observability

Quality Lifecycle Management | Integrated Project Management & Collaboration

Business Value

Optimized End-User Experiences
Leverage data-backed insights and recommendations to make end user experiences more intuitive.

Adoption Success
Increase the speed and scale of feature adoption with personalized end user training and enablement.

Maximized Process Efficiency
Boost productivity by identifying and eliminating process deviations and bottlenecks.

Improved Support Experiences
Improve support triaging and response time and personalize responses to keep employees on track and minimize downtime.

35% Reduction In Business As Usual Costs (Support & Training)

How Opkey Works:

At Opkey's core is a powerful ERP small language model – Argus AI. Built on years of real-world ERP expertise, Argus intricately understands ERPs, their users, and the human-computer interactions between the two.

Equipped with advanced process mining, observability, and intelligent web automation, Argus is Opkey's command center. Drawing upon a vast repository of process maps and templates, Argus orchestrates a team of virtual agents. Each agent can recollect, think, plan, and act in its specialized role; executing complex, multi-step workflows at transformational speeds.

Opkey embraces a "human-in-the-loop" methodology, which combines the precision and speed of AI with human judgment. This means smarter, more context-aware decisions, delivered at a scale only possible with AI.

Human users interface with the platform through a seamless, intuitive combination of SaaS components and a chat bot powered by natural language prompting. This interface enables your team to easily access the power of Opkey's virtual agents. With human-in-the-loop, you'll confidently transition to the next generation of optimized ERP lifecycle management, and adapt with ease as you scale.

Agentic, AI-Powered ERP Operations

	Key Capabilities	Use Cases
Training Agent	An integrated change management and end-user enablement expert, engineered to maximize end user adoption and minimize resistance. • Automatically updates user guides with test case data • Trains users with personalized in-app prompts • Actively monitors user journeys to offer timely assistance	• Training guide creation & updates • In-app contextual prompts & guidance • New user onboarding
Support Agent	Delivers real-time, intelligent assistance to end users at scale, increasing productivity and reducing costly support loads. • Analyzes user journeys to identify & resolve issues • Provides real-time guidance & proactive troubleshooting • Enhances visibility with user behavior & support analytics	• Real-time ticket resolution • Precise root cause analysis • User behavior & support analytics

Key Capabilities

Use Cases

Leverages powerful ERP observability and analysis to continuously optimize processes, remove inefficiencies, and personalize end user experiences.

- Continuously benchmarks business process data against the standards they were designed to meet

- Makes AI-driven recommendations to address inefficiencies & opportunities for improvement

- Provides real-time visibility & analytics for end user behavior

Process Optimization Agent

- Business process optimization

- Process deviation & bottleneck resolution

- Personalized adoption training & support

Unlock the Value Promise of Cloud ERP

Cloud ERPs hold the promise of agility and innovation, but limited visibility often hinders true optimization. Opkey enables you to reclaim ERP value with powerful process observability, user behavior analytics, and support automation solutions. Gain deeper visibility, continuously refine processes and experiences, and drive sustained ERP value – with Opkey.

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Ready to optimize your ERP?

Request Demo

Opkey helps businesses maximize the value of their enterprise resource applications with intelligent, agentic AI-powered automation that assures every stage of the ERP lifecycle—from deployment, to operation, to ongoing evolution and business transformation. With Opkey's platform, businesses can seamlessly deploy cloud applications, adopt critical updates with confidence, eliminate human error in system testing, and minimize business disruptions. Trusted by over 250 global enterprises, Opkey is committed to de-risking cloud applications by driving efficiency, reducing costs, and accelerating digital innovation.

To learn more or request a demo, visit www.Opkey.com

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