

Maximizing Efficiency and Customer-Centric Digitalization: Enhancing Experiences through the ASL System

Is your organisation still using paper-based forms?

Asking customers to submit their information manually, using paper-based forms, carries a raft of potential challenges. As most customers now expect digital processes, and can quickly become frustrated with cumbersome paper-based systems, the potential for a negative customer experience is significant.

Your organisation's productivity also suffers when forms are completed by hand and data is entered manually, leading to reduced efficiencies and increased errors. If your data resides in a paper format, it can't be searched, checked or referenced—limiting your ability for insight and analysis. Manual forms also incur printing and paper costs, consume storage space, and aren't necessarily accessible to your entire customer base.

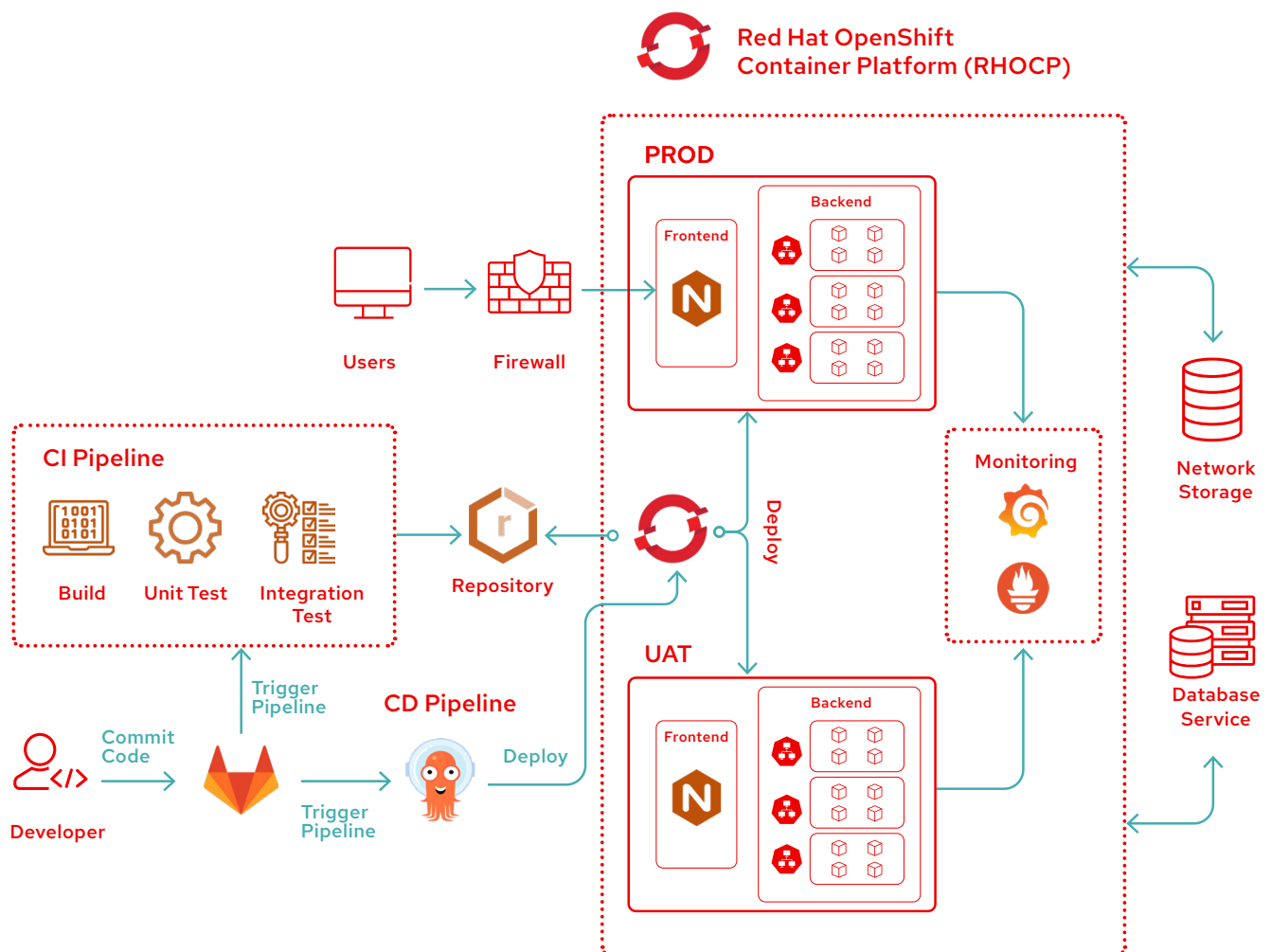
OptixProcess: the quick and easy way to switch to digital forms

Built on the Red Hat OpenShift platform, the OptixProcess offers a smart yet simple way to design and manage customer-facing forms.

By automating workflows and minimising manual processes, it accelerates decision-making. It also ensures accurate and reliable processing, and enhances the overall experience you provide to your customers.

- **Rapid set-up** – new, digital forms can be created in just a few minutes with the system's in-built eForm Builder tool.
- **In-built workflow** – automated workflows speed-up form processing and approvals; supporting seamless approvals or rejections at every approver level.
- **Efficient processing** – email reminders and automated approvals ensure forms progress smoothly through relevant workflows.
- **Full customisation** – the design, categorisation and workflow of forms can be completely customised and adapted to each organisation's needs. Updates can also be made quickly, at any time.
- **Comprehensive reporting and monitoring** – an easy-to-use dashboard provides at-a-glance insights into form processing and management.
- **Enhanced sustainability** – the system includes environmental metrics, enabling organisations to track and measure performance

- **Data security** – sophisticated user access rights management ensures robust data protection.
- **Automated processes and workflow** – facilitate rapid processing and remove the burden of time-consuming data entry.
- **Containerised storage** – ensures quick and easily scaling where required.
- **DevOps tools** – enables ease of set-up and management for internal IT teams.
- **Accountability** – robust reporting and monitoring ensures transparency and checks at every stage of the process.
- **Compliance and accessibility** – forms can be designed to suit a wide range of requirements and adherence with accessibility guidelines and compliance requirements.





Why partner with ASL?

ASL brings over 50 years' experience, a global presence, and fiscal strength as a publicly listed company on the HKEX.

A trusted IT services and solutions provider, ASL has a team of over 2,000 IT specialists, extensive partnerships, and a track record of implementing mission-critical applications.

Committed to corporate social responsibility and sustainability, ASL delivers innovative, customer-focused solutions which leverage cutting-edge technologies.

Built on



ASL helped a major government department

- Lower its carbon footprint by 40%.
- Improve process efficiency by 20%.
- Lower printing costs by 10%.



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Red Hat helps customers standardise across environments, develop cloud-native applications, and integrate, automate, secure, and manage complex environments with award-winning support, training, and consulting services.

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