

RNS Reach

26 September 2023

**ActiveOps plc**

("ActiveOps" or the "Company")

**Launch of ControlIQ Series 3**

*Commercialisation of ActiveOps' technology roadmap*

ActiveOps plc (AIM:AOM), a leading provider of Management Process Automation (MPA) software for running hybrid and global back-office operations, is pleased to announce the successful launch and go live with customers of ControlIQ Series 3, the most advanced iteration of its ControlIQ platform to date. All existing ControlIQ customers now have the ability to purchase Series 3, enabling them to take advantage of the latest in AI tools for the back-office. Moving to Series 3 requires zero technical or migration effort.

ControlIQ is a workforce management solution that helps organisations drive optimal productivity and operational performance by providing single view of real-time operations data, actionable insights, and intelligent management automation tools to forecast, plan, manage capacity, and balance performance and wellbeing.

ControlIQ Series 3 has been enhanced with additional AI-based features that enable customers to do more with data and insights. These include Smart Planning which automates planning, reducing the effort consumed whilst increasing accuracy. Smart Planning has been proven to identify an additional 5% of capacity which can be better used, in addition to the 15%+ increase customers have already typically achieved.

Following the official launch in August 2023, customers across multiple geographies and sectors are already using the new capabilities. Enhancements to the Series 3 offering continue with the availability in October 2023 of new features allowing customers to run engaging, data rich, operations review meetings with ControlIQ automatically highlighting the key issues which require attention and discussion. In addition machine learning algorithms which automatically determine the effort required to perform processes will be available, removing the need for costly and inaccurate human observation.

The speed of development and launch of these powerful AI features have been made possible by ActiveOps's long heritage in the world of back-office optimisation and the volume of data flowing through its existing platforms, on which to train and test the algorithms.

ControlIQ Series 4 will launch in 2024, with more new AI/ML based features including automatic skills cataloguing, a suite of new senior leader insights and the Company's first GenerativeAI based app, a virtual coach which predicts the interventions required by operations leaders and can prescribe the best action to take. With these new tiers of access to ControlIQ, ActiveOps customers will be able to select the level of capabilities that suit their needs, moving through the series as their goals and capabilities increase.

**Richard Jeffery, CEO, commented:** *"It is fantastic to see the commercialisation of our recent product development work, particularly in the area of AI, taking shape. With AI and ML technologies at the core of our enhanced product offering, we are enabling our customers to drive further capacity release, boost productivity and have a greater business impact by surfacing actionable insights faster and easier. It is an exciting time for the Group, setting us up well for continued progress."*

**For more information, please contact:**

**ActiveOps**

Via Alma PR

Richard Jeffery, Chief Executive Officer

[www.activeops.com](http://www.activeops.com)

Ken Smith, Chief Financial Officer

**Investec Bank plc**

+44 (0)20 7597 5970

*Corporate Broking & PLC Advisory*

Patrick Robb / David Anderson

**Alma**

+ 44(0) 203 405 0205

Caroline Forde / Will Ellis Hancock

**About ActiveOps**

ActiveOps is a leader in Management Process Automation (MPA), providing a SaaS platform to large enterprises with complex and often global back-offices. The Group's software and embedded back-office operations management methodology enables enterprises to adopt a data-driven, scientific approach to organising work and managing capacity.

The Group's enterprise platform comprises its MPA software products and AOM, the Group's operations methodology and framework for effective back-office management. Together, this combination of software and embedded methodology enables operations managers to balance the competing priorities of meeting service and quality standards while improving productivity and reducing cost.

As at 31 March 2023, the Group had 179 employees, serving its global customer base of over 80 enterprise customers from offices in the UK, Ireland, USA, Australia, India and South Africa. The Group's customers are predominantly in the banking, insurance, healthcare administration and business process outsourcing (BPO) sectors, including Nationwide, TD Bank,

This information is provided by Reach, the non-regulatory press release distribution service of RNS, part of the London Stock Exchange. Terms and conditions relating to the use and distribution of this information may apply. For further information, please contact [ms@lse.com](mailto:ms@lse.com) or visit [www.ms.com](http://www.ms.com).

RNS may use your IP address to confirm compliance with the terms and conditions, to analyse how you engage with the information contained in this communication, and to share such analysis on an anonymised basis with others as part of our commercial services. For further information about how RNS and the London Stock Exchange use the personal data you provide us, please see our [Privacy Policy](#).

END

NRAUVVKROAUKUAR