Services

- Evaluation of your current Business Process elements:
    - Protocols
    - Workflows
    - Decisions
- Evaluation of the BP use of data/metrics to manage/forecast key drivers; dynamically allocate human resources and periodically report on results.
- Evaluation of the BP use of existing technology for data and efficiency.
- Evaluation of the functional organization of the BP's to ensure 'key manager' authority/accountability for BP results.
- Evaluation of the existing human resource skills.
- Design of an aligned BP to provide accuracy, timeliness, control and optimized utilization of existing human resources. This includes:
    - Protocols
    - Workflows
    - Functional organization recommendations
    - Proposed standards for accuracy/timeliness
    - Use of existing human resources
    - Use of existing technology
    - Proposed reporting template(s) for periodic BP reporting to senior management.
- Provide options for scaling/phasing implementation of the BP design.
- Defining ongoing management processes to capitalize on opportunities, mitigate/address risks and adapt/modify the BP as appropriate.

Indicators that a BPM project would benefit your business

Address a specific BP issue:

- unanticipated backlog
- increase in errors
- increase in customer complaints
- inability to accurately measure, by workflow step, items in BP
- unanticipated human resource attrition
- increase in human resource expense without a superior increase in key BP measure

Address a significant change in your business environment:

- Product/Service volume increase
- Change in your product/service
- Addition of a New product/service
- Change in your customer market
- Change in the competitive environment

Address a significant business event:

- Relocation
- Acquisition
- Merger
- Reorganization