BPM Assessment
Streaming Processes to Optimize Agility

The BPM Assessment will identify process inefficiencies and propose specific measures that can be taken to stream-line existing processes.

Tuned business processes drive organizational efficiency, reduce costs, ensure compliance and improve relationships with business stakeholders

Overview

Innovative companies that are ahead on the digital transformation curve are motivated by not only the need to provide a phenomenal customer experience but by the rapid pace of technological change within their own industries. These organizations know they need to deploy leading-edge technology solutions to keep pace with their competitors. Automating and streamlining existing business processes and continuing to innovate are just a few of the strategies organizations employ today in their quest for process excellence in this era of digital transformation.

The challenge is that few enterprises have the time or expertise to carefully review all of their business processes and find new ways of automating and streamlining these processes. Such a project requires a very methodical analysis of how internal people, systems and information are used to drive outcomes. A complicating factor is that BPM automation often depends upon interfaces with multiple systems: CRM, third party databases and ERP systems just to name a few. It's not easy to assess all of the connection points and data transfers behind a workflow, much less develop a workflow automation plan.

BPM Assessment and the Need for Agility

Speed and agility are the name of the game and having a BPM solution that incorporates not only the tools but understands an organization's unique processes, policies and overall management practices is vital. This enables companies to take advantage of the latest innovations and be more flexible to address change.

Our BPM Assessment is a structured review of document-dependent work-flows that exist within a business and aims to identify and quantify opportunities for automation with a focus on discovering opportunities that are:

- Achievable with a reasonable, cost-effective amount of effort by expert resources
- Capable of delivering substantial benefits to the business in terms of cost savings, productivity, organizational policy compliance and customer/partner relationships
- Non-disruptive to the business

People, Paper and Processes

In many firms, employees have to review a collection of paper documents and extract relevant information from them before they initiate or continue a workflow process–often with a lot of manual inputting of data. Even in organizations that use digital capture, automated data extraction and document distribution, there may still be overhead associated with finding and sharing relevant documents, making collaborative decisions and coordinating workflows with various internal teams. The BPM Assessment will identify process inefficiencies and propose specific measures than can be taken to streamline existing processes, including the use of enterprise content management (ECM) and simple workflow management tools.

The Missing Puzzle Pieces

Ideally, an enterprise has access to all of the information it needs to make the right decisions before it processes orders, claims, payments or other business transactions.

However, in practice the problem of "dark data" haunts many enterprises. Information that resides in unknown repositories, or which is too time-consuming to find and review, is effectively concealed from workflow approvers. Incomplete contextual information can be a serious problem for an enterprise BPM solution, particularly when the company wants to streamline and automate processes. If this issue is identified by the BPM Assessment, an action plan will create a definitive path to ensure that workflows leverage all relevant contextual data at the right time and place.

Leverage All Applications

Typically, businesses acquire various CRM, ERP, and data storage systems at different times and for different purposes and may, or may not, have a comprehensive BPM strategy that leverages the full capabilities of these systems, or the information contained in these systems. The Assessment will document opportunities to tighten the linkage between business information systems and workflow automation.

Deliverables

- A comprehensive "present state" review of the customer's relevant operations.

- Documentation contrasting the present and ideal end-to-end process of the workflows, including key organizations, systems, processes, interfaces and data source requirements.

- Recognizing key problems, bottlenecks, inefficiencies or cost-drivers and how they may be modified with a workflow solution.

- Review of current resource utilization and how it will be impacted by changes in workflow processes (people, system or network use, etc.).

- Identification of cost issues or capital constraints in workflow automation.

- Uncovering system-related issues including: integration and optimization of present and/or planned ECM, ERP, CRM, data storage and security systems.

- Forecasting cost savings, business and operational benefits that may be achieved.

> "*In 2016, digital business transformation will replace cost reduction as the top driver for new BPM initiatives. Forrester expects to see a dramatic rise in the number of BPM initiatives focused on accelerating digital transformations. Leaders will adopt BPM software platforms to accelerate the digitization of key business processes, including customer onboarding, field service, and order management processes.*"

Future Look: BPM Programs Shift Gears to Accelerate Digital Transformation, C. Richardson, Forrester, Inc. May, 2016

About AI Foundry

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