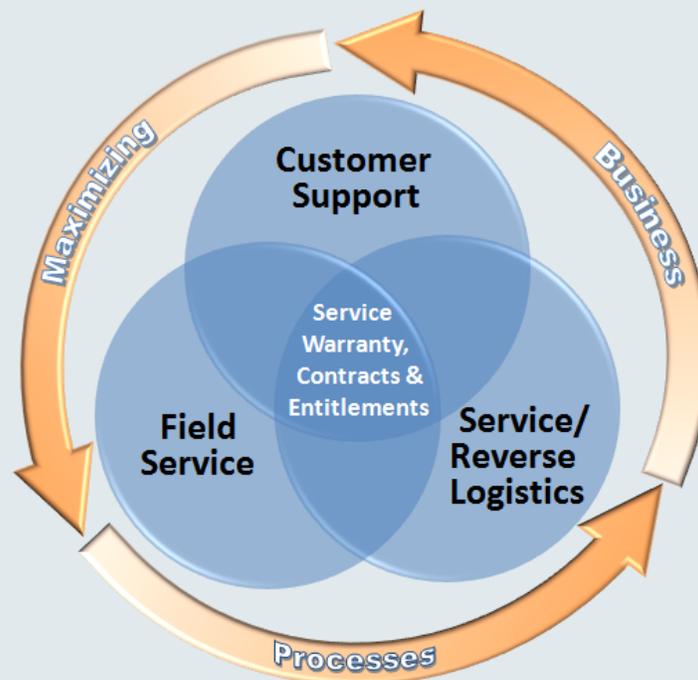




Business Process Mapping Assessment

Professional Services





The Assessment Identifies:

- Breakdowns in processes
- Duplicated efforts
- Gaps in performance
- Opportunities to reduce cycle times
- Suggested control points
- Areas to simplify and improve processes

Benefits

- Maximize customer interactions
- Identify departmental best practices that could be implemented elsewhere in the area of study
- Quantify ROI of systems and process changes
- Help align processes with your business objectives
- Provide the ability to respond more quickly to business and environmental changes when processes are fully documented

Business Process Mapping Assessment Overview

The objective of the Business Process Mapping (BPM) Assessment and Discovery is to evaluate the current state of service operations to identify gaps and areas of efficiency that can save your company significant time and money. Our methodology ensures that all organizational and functional processes and needs are thoroughly investigated, defined, and understood.

Our consultants use Business Process Mapping methodology to identify, document and analyze current processes. This gap analysis takes into account the strategy, direction and objectives of the company and service delivery operation, the actual work being completed and the impact the processes have on the end customer. Current processes will also be compared to industry benchmarks and best practices to align processes with industry standards.

The process will help your company improve your processes by closing the gap between the following:

- Any existing documented processes
- Processes that employees think exist (taking into account multiple perspectives)
- The process that actually exists today (how work is being performed)
- The process that should exist (the one that would generate the greatest possible value for your company)

How it Works

Prior to any work being performed, we will provide you with a questionnaire, an overview of roles and responsibilities, what data and internal documents we require, etc. The answers to these questions, as well as the information provided, allow us to arrive at your location (as required) prepared and able to start immediately. This reduces time spent at your site(s) and the overall impact on your operation.

Once our Business Process Mapping Assessment is complete, we will meet with you to present the complete process flow including roles and responsibilities for your service delivery process as well as the recommended improvements and potential ROI.



Assessment and Discovery Process

A typical engagement consists of four phases, including:



1. Project Organization

- Obtain sample copies of all appropriate client internal documents
- Identify key stakeholders and those who will be involved in the project

2. Project Definition

- Conduct project survey
- Review any identifiable future plans and growth potential that may impact processes
- Identify actual work being completed and the impact the processes have on the end customer

3. Process Definition

- Outline and flow chart all current service delivery procedures and processes including (as required):
 - Customer Support
 - Field Service
 - On-site Service
 - Sales Support
 - Warranty Process
 - Knowledge Dissemination
 - Problem to Resolution Process
 - Phone Routing Process

4. Deliverables

- Business Process Mapping including all steps, decisions and documentation
- Identification of new key business indicators based on defined processes that are documented and agreed to by client
- Acceptance of the business documentation to client's satisfaction. Prior to the commencement of this Phase, client and CSDP need to mutually agree on this satisfaction criteria.
- Note: these process definitions could be used as a baseline for the business requirements definition work for software evaluation if needed