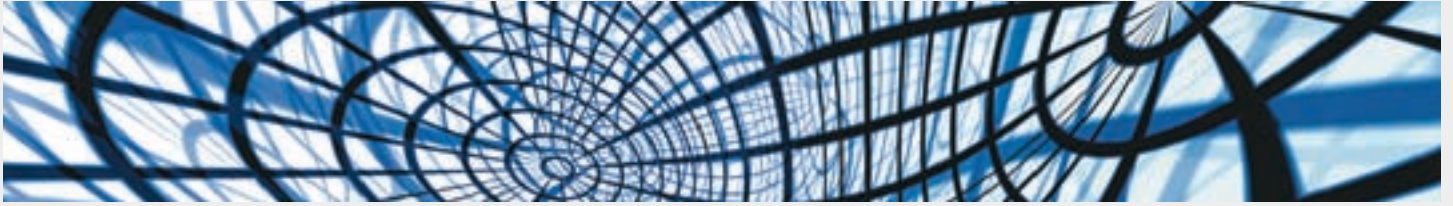


GLiNTECH's IBM-Enabled Process Improvement Workshop



What is GLiNTECH's IBM-Enabled Process Improvement Workshop?

The objective of the Process Improvement Workshop is to understand and document a current business process, to define a high level technology-enabled alternative process, compare the two using WebSphere Business Modeler's advanced simulation capability, and to review IBM industry solutions for applicability.

Benefits

The Process Improvement Workshop demonstrates various process modelling, analysis, and simulation techniques that may be used to more effectively evaluate data-driven improvement alternatives, including:

- ▶ Identify bottlenecks and high cost areas
- ▶ Calculate benefits of process change before it is implemented through simulation capability
- ▶ Assist with the documentation of processes in a consistent manner
- ▶ Increase cost savings and efficiencies as a result of improved processes
- ▶ Improve organisational ability to detect and respond to changing conditions

Process Modelling Workshop Activities

Key to the success of the workshop is the selection of a limited-scope process that enables us to demonstrate the value of IBM's business process improvement methodology. During the workshop we:

- ▶ Review business goals and objectives, establish process boundaries
- ▶ Model the activities that make up the current process, including decisions, failure points and exception paths
- ▶ Add business items, inputs/outputs, resources and roles, along with the duration, cost and revenue estimates
- ▶ Analyse the current process and classify activities as needed (e.g. regulatory controls); identify required and/or alternative business measures
- ▶ Brainstorm changes to the process that would result in an improved process
- ▶ Identify the required service components for application and process integration
- ▶ Model an alternative future-state process
- ▶ Develop simulation cases and perform static and dynamic simulation analysis

Engagement Process

- ▶ Meet with our consultants for an initial discussion to scope requirements
- ▶ Qualified engagements will proceed to workshop stage
- ▶ Workshop duration and cost are dependent on client requirements

To learn more about GLiNTECH's IBM-Enabled Process Improvement Workshop please contact one of our consultants on (02) 9299 3999 or email us at bpm@glintech.com.

