

Metastorm Business Process Improvement



Raising the Performance Bar

With ever-changing market demands, business processes quickly become outdated. Competitive products, services and channels of distribution make yesterday's processes too costly, too slow or unresponsive to customer needs.

But savvy organizations raise the performance bar to stay ahead of the pack. They renew core business processes to achieve performance gains and re-vamp deficient or inconsistent processes.

The Metastorm's Business Process Improvement Professional Services team helps you tackle critical process objectives and introduce winning practices. Whether you are trying to enhance customer relationships, strengthen supply chains, or effectively manage mergers and acquisitions, Metastorm's trusted consultants can address your specific process-driven challenges and help you elevate organizational performance.

With our proven and reliable methodology for visualizing, analyzing, and re-designing your core business processes, we use the Metastorm ProVision® enterprise modeling solution as the foundation and work with you to rapidly identify high-priority business process changes. Metastorm Business Process Improvement Services provide:

- Consensus-based, facilitated workshops
- Highly efficient, top-down modeling to yield consistent and detailed business models
- Concrete deliverables, which evolve through iterative modeling, publication and refinement

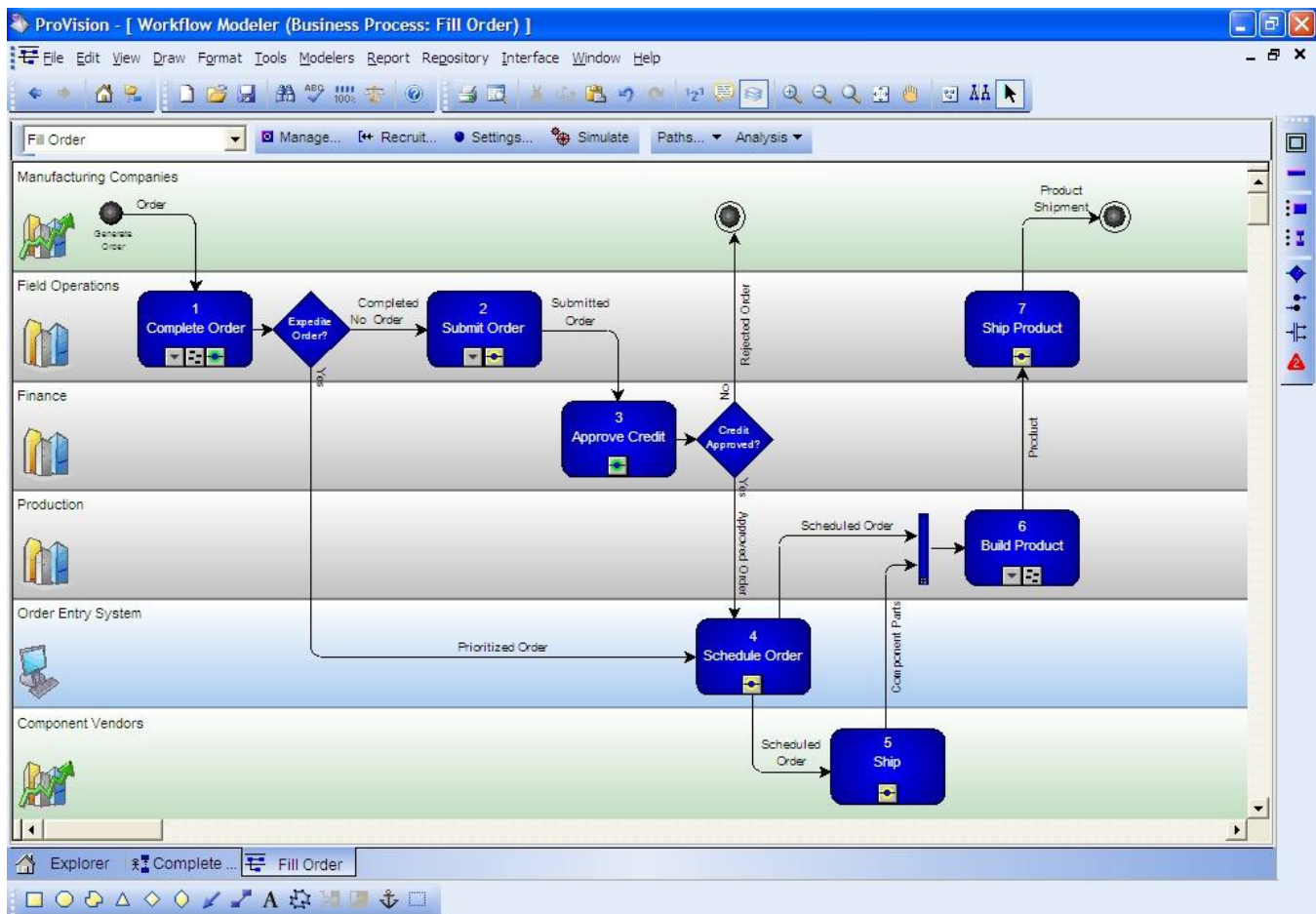
In each client engagement, current processes are modeled and measured, and desired performance objectives and goals are defined. The gaps between current and future business processes are analyzed and used as the basis for implementation planning, and processes are then redesigned and optimized to meet objectives. As a result of this work and analysis, Metastorm produces, refines, and validates the following deliverables in an accelerated and consensus-based project approach:

Highlights

Benefits

- Accelerated project structures provide rapid process redesign and implementation
- Repeatable proven methodology reduces project risk
- Efficient, top-down modeling yields consistent and detailed business models
- Model-based deliverables provide for effective communication
- Consensus is developed via facilitated modeling and process review workshops
- Fast and effective results
- Focus on strategic initiatives for your business

- Project Scope and Objectives – determine process boundaries, project participants and project size/duration
- As-is (or current) Process Model – depicts current business process steps, value-add, sequences, hand-offs and supporting organizational structure
- Improvement Opportunities – outlines future strategic business relationships, goals, opportunities and problems
- To-be (or new) Process Model – depicts future business process steps, value add, sequences, hand-offs, supporting organizational structure and operational goals
- Impact Analysis and Recommendations – reveal vulnerabilities and develop strategies for minimizing risk
- Metastorm ProVision Repository – houses key knowledge and intellectual capital using common appearance, terms and customized management procedures



Sample deliverable: Workflow Model

Proven Expertise

As a global leader in Enterprise Architecture, Business Process Analysis, and Business Process Management (BPM), Metastorm has invested in building customer-focused services. In virtually every industry and sector, Metastorm helps its customers better understand how their organizations operate and identify ways to maximize

overall operational performance and resource utilization. We help streamline processes, raise productivity, lower costs, achieve compliance, instill governance and reduce risk and complexity. We understand the critical issues you face every day, and we offer proven, comprehensive services to increase your competitive advantage.

Metastorm helps you realize results from your business process improvement initiatives through the deployment of the Metastorm ProVision and Metastorm BPM® software applications. Our experienced consultants employ enterprise modeling methodologies – capitalizing on best practices and unrivaled expertise to get your program up and running quickly and effectively – and then leveraging our proven, full life-cycle business process management suite to allow you to automate, integrate, deploy, and manage optimized processes.

In addition to business process improvement, Metastorm consultants can be leveraged for a variety of needs including enterprise modeling software implementation, enterprise and business architecture, business requirements analysis, process design and optimization, and BPM software implementation services.

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