

BUSINESS PROCESS MANAGEMENT & DIGITAL DEVELOPMENT

WHAT INDUSTRY WATCHERS AND CEO'S ARE SAYING

Embrace digital transformation or die

Don't be left behind; chances are your competitors are transforming

Only 14% of enterprises claim to have fully transformed their business through BPM

Businesses must eliminate silos

Different business units have different systems for the same purpose

Employees spend 50% of their time looking rather than 'doing'

Too much duplication of inputs

You need BPM if you want to revolutionise the customer experience

Old systems cannot keep pace with customer expectations

WHAT'S A BPM INITIATIVE?



It's the ability to streamline process and procedural inefficiency out the of business.



It's the ability to digitise new methods of operational execution.



It's the ability to web-enable business interaction.



It's another technique for discovering new business opportunities.

HOW DO YOU RUN A BPM INITIATIVE?

Firstly, look at the business from a macro strategic perspective, don't worry about the detail on day one, think about what the business wants to achieve.

- ▲ Think about how your business will cope with change, select your sponsors/project team carefully (really carefully), identify the 'doubters', the budget holders, and have a plan, that has 'top-table' support and delegated authority
- ▲ Use prototyping & design methods early (very early) to prove concepts and aid the definition and shared understanding of requirements
- ▲ Ensure you have the right tools and the right partner, for the development journey
- ▲ Make sure you have the right 'experienced' oversight of the total BPM & DD project
- ▲ Keep the business informed and ensure the plan is achievable and properly funded.



FUTURE
THINKING
TECHNOLOGY

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WHY EDGE IT GROUP?

EDGE FOUR PILLARS

What makes Edge IT Group the right partner is a matter of philosophy, values & execution, plus decades of experience.

ENGAGEMENT PHILOSOPHY

Five key attributes:

1. Clearly defined and considered BPM strategy
2. Experienced project management
3. A supply chain of proved development capability
4. The use of today's technology and techniques
5. Insistence on total customer 'involvement and commitment'.

METHODOLOGY

Six step plan for success (high-level summary):

1. *Strategy* - A concise mission statement that all key stakeholders sign up to
2. *Requirements* - Define the key personas & high-level requirements documents for each
3. *Conceptual Prototyping* - Using advanced prototype software, build a number of conceptual models. Sign-off prototypes and agree on the design concept, ratifying the scope and objectives of the initiative
4. *Design* - Defines the full scope of the requirement, including all its key features & screen layouts (UI & UX)
5. *Build* - Break down the design into 'packages' that can be coded in 2-4 week 'sprints'.
6. *Implementation & change management* - UAT test and fix, implement beta versions in parallel to maximise organisational exposure, train and communicate to the business.

QUALITY

Four ingredients:

1. With our methodology the vision matches the reality; the customer gets the quality solution you want, on time and to budget.
2. With experience comes the ability to avoid traditional pitfalls, and meet project objectives with quality deliverables
3. With structured control over a proven supply chain, Edge is not restricted to any single development enterprise's limitation, and will constantly monitor quality, against milestones
4. Edge has the authority and influence to ensure the 'supply chain' performs to agreed contractual & quality KPI's.

CUSTOMER SERVICE & SATISFACTION

The customer must feel in control and in-charge' and that Edge IT Group is there to provide 'advice, guidance, expertise & method'; success rarely happens by accident, success is a formula, success is having the wit and determination to manage and make hard decisions, Success is having trust and that trust being reciprocated to the highest possible levels by your partner.

When we have done all of this, we have customer satisfaction.



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