

Unleashing Operational Excellence

INSPIRING JOURNEYS OF

Leading Organisations Conquering BPM Challenges



Global Biopharmaceutical Leader

World's premier biopharmaceutical company

Objective

- Streamline its supply chain and operations.
- Building a centralised process repository for offices across Taiwan, Hong Kong, South Korea, Australia and New Zealand.
- Ensure process standardisation for similar processes/functions across the locations.
- Optimise the supply chain to improve efficiency and effectiveness.

The Approach

The company's APAC division adopted PRIME BPM as their chosen solution. The current state processes for Demand Planning and Logistics areas were mapped. A Process Champion Group was formed that received training and ongoing coaching from PRIME and internal experts, ensuring a systematic approach to process improvement and standardisation. The PRIME team worked closely with the Project Lead, helping them understand the methodology and long-term benefits of the PRIME BPM method.

The Impact

- USD 544,000** per annum total estimated **cost savings**.
- 2,770 hours reduced** in consultation and design time for SAP implementation.
- 2,995 hours saved** due to the elimination of non-value add process steps.
- 3,990 hours saved** due to the application of RPA at scale on standardised processes.



Largest Philippines Life Insurance

First and largest life insurance company in the Philippines

Challenges

- Manual, inefficient and undocumented processes.
- No clarity in roles & responsibilities.
- Siloed efforts in achieving efficiency across different business units, failing to deliver business results.
- Lack of a centralised, easily accessible process repository.
- Lack of an effective process management framework before proceeding with process automation.

The Approach

Before proceeding with its automation strategy to support its aggressive growth plans, the client recognised that an effective process management framework and a cloud-based, plug-and-play software were key to its success. PRIME BPM ticked the boxes for the insurance firm. The team identified 120 critical processes and documented these end-to-end processes with attributes, KPIs and up to date procedures.

The Impact

- Estimated **USD 7.5 million annual savings** from the ongoing projects.
- An estimated **30% reduction in manpower**.
- Clarity in roles and responsibilities.
- Reduction in the number of tools and licenses** due to consolidation on the PRIME platform.
- The team benefited from **standardised processes** and sharing process best practices across its subsidiaries.



Canadian County

Serves a population of 64,000 residents plus a large seasonal population

Challenges

- Paper-based and labour-intensive processes.
- Delay and lag in citizen services due to inefficiencies in current manual processes.
- Lack of a centralised repository and a single source of truth for corporate-wide usage, posing a risk of knowledge loss.
- Lack of availability of data or analytics to support strategic decision-making.

The Solution

Keeping citizen services at the centre, the county chose PRIME BPM, with an objective to boost efficiencies and optimise services to its citizens. The county became the first municipality in North America to put into practice its lean efforts through the acquisition of PRIME Business Process Management software.

The Impact

- **24 business process improvement** projects have been completed.
- The optimisation of the Create Journal Voucher process has **saved 280 hours of staff time** valued at approximately \$21,800 annually.
- **\$850,000 of operational savings** reallocated from 2023.
- The County **awarded** for driving continuous improvement with PRIME **at the 49th Annual CAMA Conference**, by the Canadian Association of Municipal Administrators.



Leading Australian Bank

One of Australia's largest customer-owned banks with 381,000 members

Challenges

- No mechanism to define user access to both front-end and back-end processes and procedures.
- Insufficient control, governance, and audit trail hindered compliance adherence.
- Unclear role and task ownership within the organisation.

The Approach

Due to its strong audit trail, approval process, and capability to have version control, PRIME BPM was chosen. Using PRIME, up to 2,100 processes have been documented to date, segmented by roles and procedures. The bank has also used process adherence and process approval mechanisms in PRIME to ensure that documented processes were being followed.

The Impact

- **Gaining a view of their product life cycles** for the first time.
- Defined process audit frequencies, to **maintain compliance** and privacy policies.
- A **single source of process and procedure truth** to serve customers better.
- Clear **process ownership**.



We wanted employees to know the attributes of their processes to navigate, improve and enhance them in the future. So, there was a need for a tool that could easily and effectively share process-related insights.

- Head, Business Excellence, Philippines Life Insurance



Whether it is reducing wait time, implementing technology or cost avoidance, PRIME BPM software has provided us with the data-driven information needed for our leaders to make informed decisions.

- Chief Administrative Officer, Canadian County



Trusted By



& many more..



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