

BUSINESS PROCESS MANAGEMENT

 It's process mapping in 4D

– *Robert C, TABCORP*

 Data-driven insights helped us reduce customer wait time and operating cost.

– *Sheridan Graham, Peterborough County*



TOP SOFTWARE FEATURES THAT CUSTOMERS LOVE

In-Built Methodology

Combining BPM, Lean, Six Sigma and Value Stream Mapping to drive continuous improvement.

Process Maps in Minutes

With drag-and-drop functionality & BPMN 2.0, create standardised process maps without expertise.

Process Prioritisation

Scientific method to identify processes that will deliver the highest ROI.

Process Analytics

With one click, get actionable insights related to process time, cost, efficiency and value.

Simulation

Run what-if scenarios to understand what changes will deliver value.

Impact Analysis

Understand who or what will be impacted by the process change.

Collaboration

Process stakeholders can suggest improvement directly against processes, ensuring sustainable process improvement.

GRC Module

Proactively identify risks and put controls in place with the in-built incident management.

Process Audit

Don't just set and forget your processes. Define audit frequencies and owners to drive continual improvement.

Process Comparison

Compare processes and understand variation in the processes and its matrices.

Process Accessibility

With one click, your front-line staff can search and find relevant processes and procedures.

Operational Intelligence

With a built-in timer, you can now get real-time execution and delay times for each task in a process.

“WE ARE FANATICAL ABOUT CUSTOMER SUCCESS”

QUALITATIVE AND QUANTITATIVE BENEFITS



COST REDUCTION

Insular Life, one of the largest Philippines-based insurers, estimates **USD 7.5 million savings** annually for the ongoing projects.



OPERATIONAL EFFICIENCY

South Gippsland Shire Council achieved significant efficiency gains, including **saving 173 hours/year** in the debt collection payment process and a **90% efficiency increase** in the customer refund process.



CUSTOMER EXPERIENCE

Reduction in **inconsistency and duplication** of work helped Australian firm **MYOB** improve customer response time.



COMPLIANCE

Great Southern Bank achieved compliance and gained **product lifecycle visibility** with a **Process Hierarchy** model.



ORGANISATIONAL RESTRUCTURING

Queensland Treasury successfully carried out a **restructuring initiative** and transformed the organisational capabilities to **embrace digital technologies**.



TIME SAVING

Ballina Shire Council achieved significant time and cost savings across its business, including a **57% time reduction** in a single process.



RESOURCE MANAGEMENT

Canada-based **Peterborough County** estimates **saving 280 hours** of staff time, equivalent to **\$21,800** annually by automating creation of journal vouchers.

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