



DIGITAL TRANSFORMATION

Improving the Business Process Management (BPM) Execution Gap

Are your business processes and workforce ready for the Age of the Digital Business?

- What processes are the best candidates for transformation?
- How do you change, manage, and optimize staff behavior to deliver more profitable outcomes for you and your customers?

The Challenge of Corporate Agility

A recent CEB report states “[t]oday’s enterprises must operate at higher speeds than ever before. More than 70% report that the rate of change has increased and that they expect further increases in the next three years. Several causes are responsible for this acceleration... But one theme is constant: business leaders are concerned and frustrated by their organizations’ inability to keep pace.”

The ability to stay ahead of today’s opportunities and threats requires the capacity to focus on fundamental change rather than incremental improvements. However, turning a transformational vision into reality is a major challenge. A Business Process Management (BPM) program that goes beyond a simple focus on process automation, can improve your organization’s agility and time-to-value competencies, enhancing your ability to compete in a digital world.

61% of organizations often struggle to bridge the gap between strategy [vision] and execution.¹

Importance of IT Speed to Achieving the Following Business Goals *Percentage of Business Leaders Agreeing*

Launch New Products/Services	77%
Enter New Markets	77%
Respond to New Types of Competitors	79%
Respond to Changes in Demand	80%
Comply with New Laws & Regulations	84%

n = 3,263 business partners across 17 business functions and five seniority levels.
Source: CEB 2015 IT Clock Survey.

DST Value Management and Operational Excellence Consulting

DST’s Value Management and Operational Excellence Consulting Practices help you develop a more holistic and integrated approach to process and workforce management. We take a unified approach to help your organization successfully navigate adoption and implementation challenges.

Three key reasons why Business Process Management (BPM) implementations do not successfully cross the execution gap are:

1. Assuming BPM is all about technology²
2. Not focusing on value²
3. Forgetting to manage change²

Learn More

Strategic Advisory Value Management Practice: <http://www.dstsystems.com/products-services/business-process-solutions/strategic-advisory-value-management-practice/>

Strategic Advisory Operational Excellence: <http://www.dstsystems.com/products-services/business-process-solutions/strategic-advisory-operational-excellence/>



MASTER COMPLEXITY™

Value Management Practice

Innovative Transformation Based on Outcomes

The cornerstone of a successful BPM implementation is to first focus on outcomes, rather than technology. The DST Value Management Practice engages your organization in a pre-sale solution discovery, analysis, and design conversation, focused on documenting and solving for your desired future state. We work with you to create a clear link between your BPM implementation and your corporate strategy, goals, and objectives.

Creating a Business Value Blueprint

Many times businesses ask – “where should I start my BPM implementation?” The answer is – where the most value exists relative to your desired outcomes. A lack of focus on business value can lead to a financially and operationally underperforming implementation, or even project failure.

DST's Value Management helps you identify unmined business value and provides directional guidance for your BPM deployment. Final deliverables include:

- Business Value Blueprint
- Technical Design Blueprint
- Indicative Business Case

Operational Excellence Practice

Change Management – The Secret Ingredient

Including a formal change management element in your BPM project plan is often the key to its success. Research and anecdotal experience shows that the cultural aspect of your organization is critically important to delivering on the transformational potential of BPM. In an Operational Excellence Practice engagement, we collaborate with you to apply best-practice workforce and management optimization principles to increase efficiency, enable proactive work management and increase associate engagement.

BPM is not about technology... It's about change
- Gartner Research²

References:

¹http://www.pmi.org/-/media/PDF/Publications/WhyGoodStrategiesFail_Report_EIU_PMI.ashx

²Source: <http://businessanalystlearnings.com/blog/2014/5/24/7-reasons-why-bpm-projects-fail>

Our Operational Excellence Practice helps you address both the workforce and analytics of your operations. Utilizing a data-based approach and LEAN principles, we work with you to eliminate waste and optimize the behaviors of your staff and management.

- Continuous improvement and performance optimization solutions
- Tools and training to implement proactive work management
- Metrics-based process measurement and data analytics
- Associate engagement improvement
- Process documentation and governance
- Process analysis and redesign

Business Value and Cultural Change – Where to start. How to finish.

Improve Corporate Alignment and Reduce Operational Complexity

- Cross the BPM “execution gap” with more confidence by applying a solution development approach to better align strategy with operational execution.

Master Work Itself

- Benefit from a structured method to create a business value blueprint, an indicative business case, and a technology roadmap to help prioritize your process improvement efforts.

Optimize Your Staff

- Enable your personnel to eliminate wasteful behavior and to better manage cultural change through a proven workforce optimization methodology.

Learn More

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