

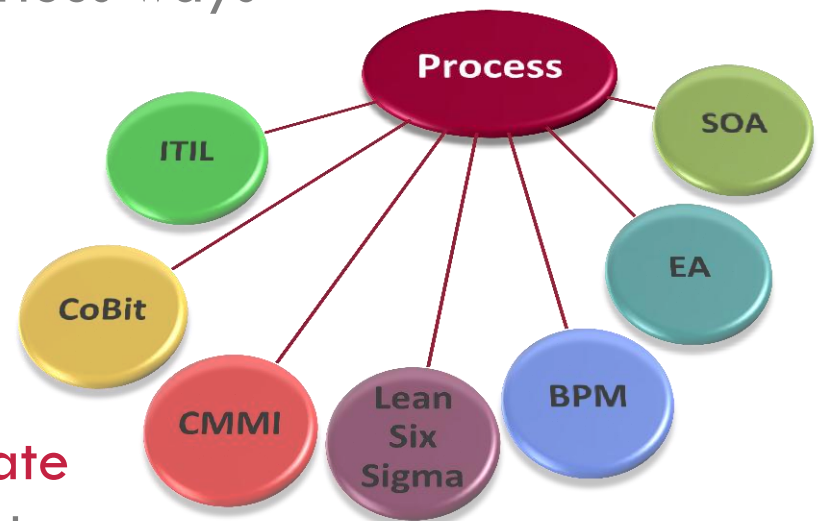
BUSINESS PROCESS & IT SERVICE MANAGEMENT



Sounds familiar?

- 🔗 End-to-end processes are complex
- 🔗 Process cycle times are too long
- 🔗 Processes are impacted by new regulations
- 🔗 Processes are obsolete
- 🔗 Identical tasks are performed in various ways
- 🔗 Resistance to change
- 🔗

➔ Find, adopt, optimize the **appropriate** methodology, framework.... for you!

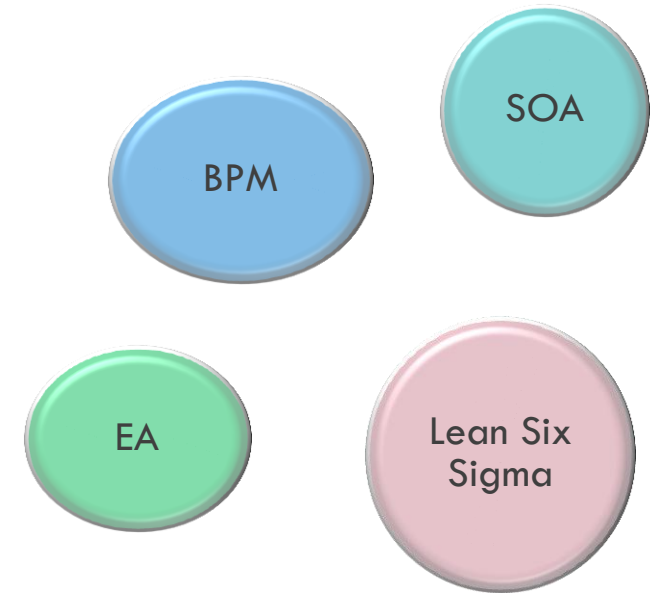


Our Skills

❑ Business Process Management

strives to continuously improve processes by

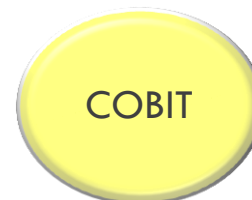
- ❖ Defining
- ❖ Measuring
- ❖ Improving/Optimizing
- ❖ Implementing
- ❖ Streamlining all processes



❑ IT Service Management

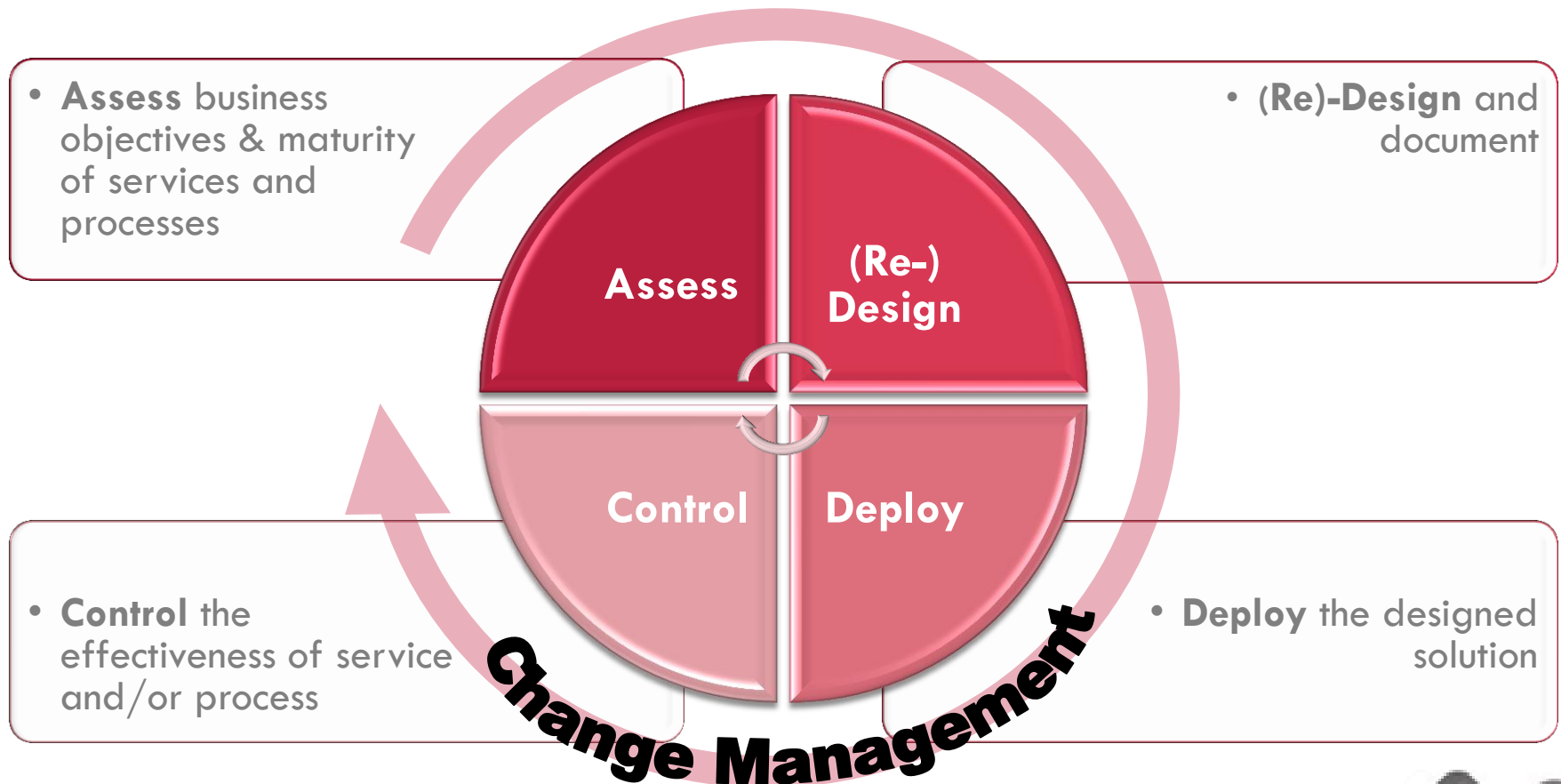
emphasizes on IT's added value and contribution to the core business by

- ❖ Optimizing IT operations (service desk, SLA,...)



Our Approach to Efficiency

- Improve efficiency through a **continuous improvement lifecycle approach**



- **Coaching and communication** within all phases

Approach To Efficiency

5

Continuous Process Improvement

Change Management
Communication

Assess

Understand
Business
Objectives

Evaluate
Maturity

Document AS-IS
& Analyze GAPS

Identify
Stakeholders

Determine
Solution
Roadmap

(Re-)
Design

Define Roles &
Responsibilities

Design Services
& Processes

Specify Tool
Standards &
Guidelines

Define Approach
& Use case

Define
Deployment Plan

Deploy

Communicate

Distribute Tool
& Training

Implement &
Evaluate POC

Implement
Process

Implement
Governance

Control

Monitor Change
Evolution

Monitor Skills

Monitor
Performance

Monitor
Compliance

Identify &
Manage
Improvements

Our Approach to Change

- Based on the **key principles** for effective Change Management



- Adopted **Change Styles** differ from organization
Collaborative, Consultative, Directive, Coercive

Your Benefits

- 🔗 **Alignment** of People – Process – Organization – Technology
- 🔗 **Close the gap** between what Business needs - expects & what IT delivers



Increase transparency & visibility
Increase productivity
Increase quality of service
Adapt more rapidly to changes



Reduce errors
Reduce cost
Reduce process cycle times

Contact



You get the **VISION**,
together we define the **STRATEGY**,
we assist you with the **IMPLEMENTATION!**

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