Business Process Management (BPM) Consulting Service Datasheet

Business problem

In general, all enterprises struggle to improve business performance. The Business Process Management (BPM) consulting service is a promising new way to achieve that goal. BPM focuses on aligning all aspects of your organization with the wants and needs of your clients. It promotes business effectiveness and efficiency while striving for innovation, flexibility, and integration with technology. BPM attempts to continuously improve processes and can therefore be described as a “process optimization process.”

Approach

SoftServe’s methodology is a top-to-bottom approach that starts with the identification of Process Groups at the enterprise level, and then goes as deep as the separate functions of the elementary data items. At the same time, your organization’s structure and IT landscape are captured to integrate the business process models with the people who actually execute those processes and tools they use.

We have mastered a wide variety of technologies and tools to handle different industries and domains to help you succeed. There are Business Process Model and Notation (BPMN), ARIS Platform, Integrated DEFINition Models (IDEF) and Unified Modeling Language (UML) among these approaches. The Business Analysis team has certified specialists in all approaches. Each enterprise is unique and our goal is to find the best approach and solution for your specific needs.

The BPM Service provides an iterative approach. The output of the Discovery phase is a scope of business processes to be analyzed. Then, the whole scope is decomposed into cycles depending on the complexity of your business processes, BA team, and schedule and iteration plan.

Business process information is elicited, analyzed, modeled and verified in cycles. At the end of each cycle your artifacts and models will be verified. This accelerates your business allowing you to react to the initial information immediately rather than wait for the BPM service to be completely finished.

By utilizing an iterative model and splitting the BA team, we can scale to handle a large scope of business processes with high complexity. It guarantees you will have regular deliverables throughout the BPM project and also provides efficiency within the BA team, eliminating travel expenses and switching between activities.

The phases and activities of our BPM service include:

Planning. This activity involves the initiation of the BPM service project, Project Plan and Business
Analysis Plan creation and is performed offsite.

**Discovery.** This activity involves meetings with your top-level business stakeholders including the project sponsor to elicit the detailed business needs and vision for the project and is performed onsite.

**Elicitation.** This activity involves elicitation of the information about business processes using interviews, surveys, observations, brainstorms and other business analysis techniques and is performed onsite.

**Analysis, Modeling and Specification.** This activity involves processing the gathered data and information about your business processes, business process models creation and specification. Generally, this activity is performed offsite. If required, to guarantee better performance and eliminate information transfer issues Analysis, Modeling and Specification, the activities can be performed onsite.

**Validation.** This activity involves ensuring that the models and specification are valid and specify your exact business processes without any gaps. This activity is performed onsite.

### Output & Deliverables

As an output we provide you with the following documentation:

- The Process Modeling Conventions document
- The Process Models in formats specified in the Modeling Conventions
- List of metrics for process control
- Analysis Reports

### Value Proposition

The Business Project Management consulting service provides the following benefits:

- A cost saving due to real business alignment of the software developed.
- Business process optimization before implementation - identifying potential bottlenecks and points of improvements.
- Improved transparency with process diagrams.
- Specification of the exact result of the business process, and the understanding of the business value.
- Understanding of the business process activities. Knowing the exact tasks and activities that have to be performed is crucial to understanding the details of the process.
- Understanding the order of activities. Activities can be performed in sequence or in parallel, which can help improve the overall time required to fulfill a business process. Activities can be short-running or long-running.
- Understanding the utilization of resources consumed in the business process.
- Understanding the relationship between people involved in the processes and their communication. Knowing exactly who communicates with whom is important and can help to organize and optimize communications.
- Understanding the information flow. Business processes produce and consume information. We will provide
an understanding of where information is going and where it is coming from.

- Usage of business process models as work guidelines for your employees who can introduce themselves to the business processes faster and more efficiently.