

Services Brief: IPL's Business Process Management Services

About IPL

IPL is a software & IT services company specialising in the delivery of intelligent business solutions. We help our clients to exploit corporate information assets to yield tangible business benefits.

IPL's consulting is renowned for its quality and value. We consistently exceed our clients' expectations through a combination of imaginative thinking, managerial and technical expertise and many years of systems engineering experience.

IPL's track record in end-to-end software solutions development is exceptional. Our proven development methodology allows us to cut through technical complexity, manage risk and completely focus on delivery. We always deliver reliable, efficient and accurate systems to a precise schedule.

IPL is certificated against three international standards:

- ISO27001:2005 (Information Security)
- ISO9001:2008/TickIT (Quality)
- ISO 14001:2004 (Environmental)

The company has a permanent workforce of 260, revenues of ca. £28.8M p.a. and 40,000 sq ft of secure office space in central Bath.



Why is Business Process Management important?

The Challenge

Business Process Management (BPM) seeks to gain an understanding of an organisation's processes in order to improve operational efficiency. The discipline of analysing, changing, monitoring and optimising business processes is usually supported by a BPM Suite of software. BPM's value to an organisation lies in its ability to match the demands of business process owners with operational realities.

Business processes are the activities used by organisations to deliver products and services. These activities are critical to the success of organisations because they generate value whilst consuming costs.

Understanding an organisation's business processes coupled with the ability to change, monitor, and optimise their performance can significantly improve how effectively an organisation operates by:

- Identifying areas of the organisation that are/are not performing
- Highlighting where efficiencies can be made to save money
- Ensuring regulatory compliance
- Promoting operational agility in changing environments
- Managing and balancing workloads
- Improving the skills of employees and supporting retention policies

Typically BPM initiatives tend to focus on solving particular problems or providing facilities where existing technology performs poorly. With a wide variety of techniques and tools available it is important to take a controlled and systematic approach to BPM.

Taking Control

Ultimately BPM aims to provide business owners with the facilities to understand and change processes as the need arises, without involving the IT department. Whilst recent innovations in BPM Suite technologies are helping to make this vision a reality, gaps still exist between the modelling and operational environments.

Successful BPM initiatives bridge these gaps by undertaking combinations of the following activities:

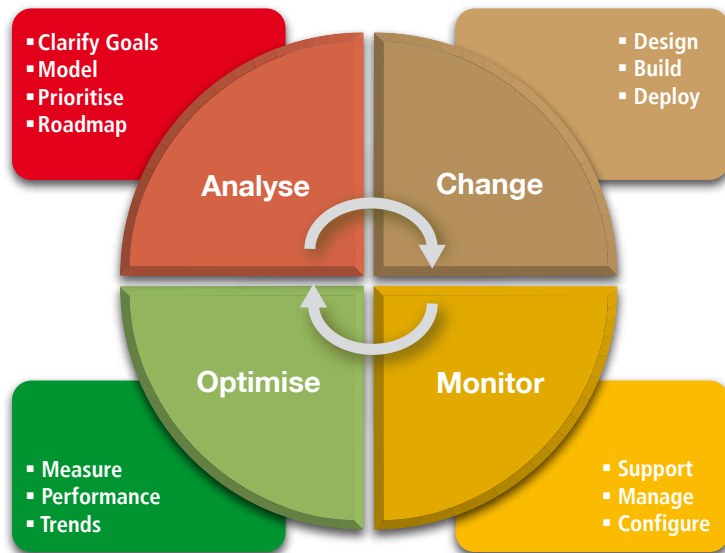
- Business Process Modelling
- Business Process Automation
- Business Rules Management
- Process Simulation and Optimisation
- Business Activity Monitoring
- Document Management
- Using a Repository to manage consistent definitions of process models, data definitions, metadata and rules

However success still requires focus on the core disciplines of upfront planning, team structure and the use of technology best practices.

Overall initiatives must remain pragmatic by avoiding lengthy modelling activities and segmenting projects into small, quick wins. IPL has developed a number of techniques for measuring how well BPM initiatives perform against our best practices.

IPL's Approach to BPM

BPM delivers most effectively and sustainably when it is used to deliver continuous improvements to business processes. IPL's experienced consultants work closely with business process owners during all aspects of the BPM lifecycle to help validate, prioritise and roadmap change. This approach is reflected in the four phases of an IPL BPM engagement:



Analyse

- Goals are clarified which may involve targeting speed (improved process throughput), cost (reduced process overheads) and/or brand (a better customer experience).
- After discovering what happens currently an aspirational view is developed to tackle problem areas.

Change

- Typically businesses use a BPM Suite (BPMS) to provide the tools which facilitate design, build and process deployment.
- Key features to consider are how testing and simulation features identify bottlenecks, highlight weaknesses, provide process runtimes and recommend improvements.

Monitor

- Activities revolve around ensuring that the operational steady state of processes matches the requirements of business process owners.
- Typical criteria used to assess performance include process activity/ result monitoring and charge-backs based upon usage and governance.

Optimise

- Optimisation seeks to determine whether the business goals identified during Analyse have been met by the changes been made to processes.
- This involves comparing metrics to assess whether predicated efficiencies are being realised and may also be used to highlight new areas for improvement.

IPL's BPM Services

IPL's BPM practice is uniquely placed to help organisations realise the benefits of a structured approach to BPM. Having worked with some of the world's largest multi-national businesses, our experienced consultants have the knowledge and understanding to apply world-class best practice developed over a number of years through:

- Engaging collaboratively and sympathetically with key stakeholders
- Analysis of core business and information assets
- Business process analysis and process modelling (e.g. BPMN)
- Configuration and management of business rules
- Workflow and document management
- Governing the integration links between models and physical assets
- Simulation and optimisation
- Business Activity Monitoring (BAM) and analysis

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