

Deloitte.

Driving Business Agility
through process/rules
automation

March 2011

Avi Sharabi



Content

- **Various performance barriers and associated solutions**
- **New market expectations and opportunities**
- **BPM/Composite applications**
- **Process automation what works**

Common performance barriers

Integration with legacy systems and other applications

- The ability to break down business process to an atomic, reusable and transparent set of activities has allowed organisations to create more open and extensible interfaces to legacy systems , untangle Point 2 Point integration

Increased operational cost/risk

- Manual processes are often inconsistent error prone and costly. Automating these processes utilising a BPM/BRM technologies serve to mitigate the risk. This is specifically relevant with case management applications
- Growing complexity of business processes increased the relevant cost. Streamlining business process allows solutions to be more extensible and agile in order to respond to growing demands

Increased compliance risk

- Modularising processes and business rules allows for more agile response to additional compliance requirements (Basel II, Basel III)

Increased customer (citizen) expectations

- Multiple requests, consistent response
- Multi channel response
- Customer Satisfaction Index (CSI)

Common performance barriers Cont.

Merger & Acquisition activities

Need to rationalise product offerings

- Codification of service offerings as part of a service release process, allows greater understanding of product overlaps and gaps in order to enable the rationalisation of product offering

Lack of transparent and consistent business processes across the merged organisations

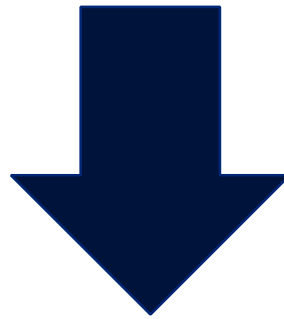
- Limiting manual process to absolute minimum necessary to enhance transparency of business process (CMS)
- Codifications of activities allowing for reuse across similar business process

Information not uniformly modelled or reconciled

- An Enterprise information strategy which caters for a unified and consistently applied information delivery

BPM — a shift in market expectations

The market is moving away from buying 'BPM' as a standalone solution (workflow management, automation and orchestration). Instead, they expect it as an inherent part of an overall solution (process re-engineering, targeted transformation initiatives, cost reduction/operational efficiency) of business-driven initiatives.



Opportunities

- Analyze improvements to business processes holistically enterprise wide
- Reengineer and rationalize current processes
- Identify new offerings

Choosing the right project

Various characteristics must be assessed before starting to design and develop composite/BPM applications

- User-Centric** Start with user-centric applications that require users from “multiple” organizations making decisions on business data
- Process driven** Look for business requirements that are process oriented which spans multiple systems and/or applications
- Frequently changing requirement** Assess if your organization’s business processes are constantly changing and requires reconfiguration
- Collaborative process** Business processes that are collaborative in nature and requires workflow as the key execution component
- Process Improvement** If the current applications are not meeting the business process improvement and simplification to drive efficiency
- Regulatory Compliance** Businesses driven through regulatory compliance requirements forcing companies to adapt quickly

Process Automation – What works



Deloitte.

About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu, a Swiss Verein, and its network of member firms, each of which is a legally separate and independent entity. Please see www.deloitte.com/about for a detailed description of the legal structure of Deloitte Touche Tohmatsu and its member firms. Please see www.deloitte.com/us/about for a detailed description of the legal structure of Deloitte LLP and its subsidiaries.

Copyright © 2009 Deloitte Development LLC. All rights reserved.
Member of Deloitte Touche Tohmatsu