



Discover, document, automate and improve
business processes and decision making


Westpac's BPM Journey to Date – From Concept to Reality

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Introduction

- Has heard of BPM
 - Believes it is a good thing
 - Has started their BPM journey (sit down if just thinking about it)
 - Has a head honcho backing them
 - Has bought some software
 - Has at least one process running in their BPM software
 - Has at least 10 processes running in their BPM software
 - Has demonstrated \$ value from BPM using their software
 - Has a queue of business users clamouring to be next and they're willing to pay!
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Key Learnings

- Executive Support and stakeholder buy in are critical
- Technology is awesome but on its own achieves little
- It's a journey – start with a small step that gets big bang for your buck.

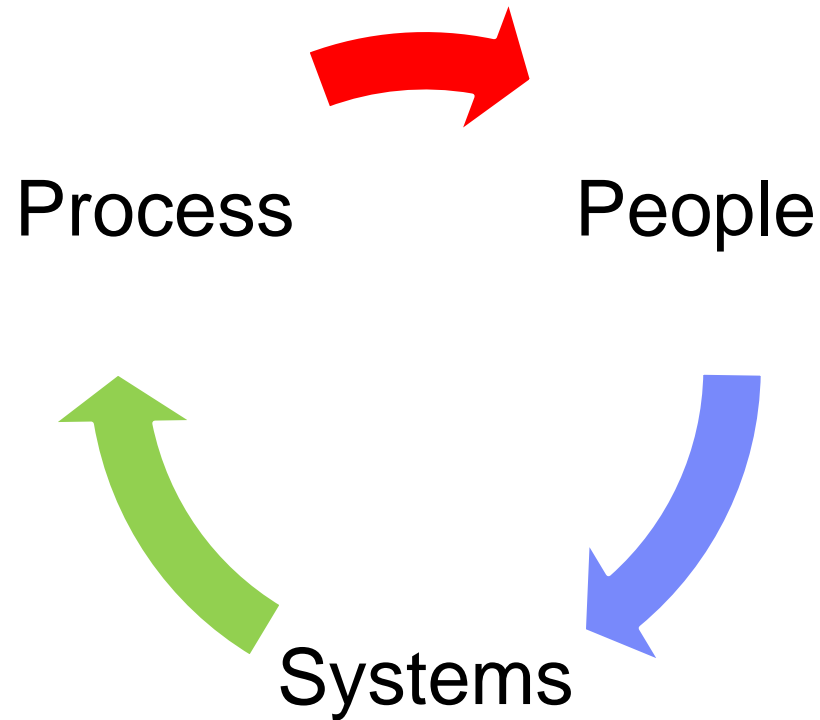


Executive Support and Stakeholder Buy-In

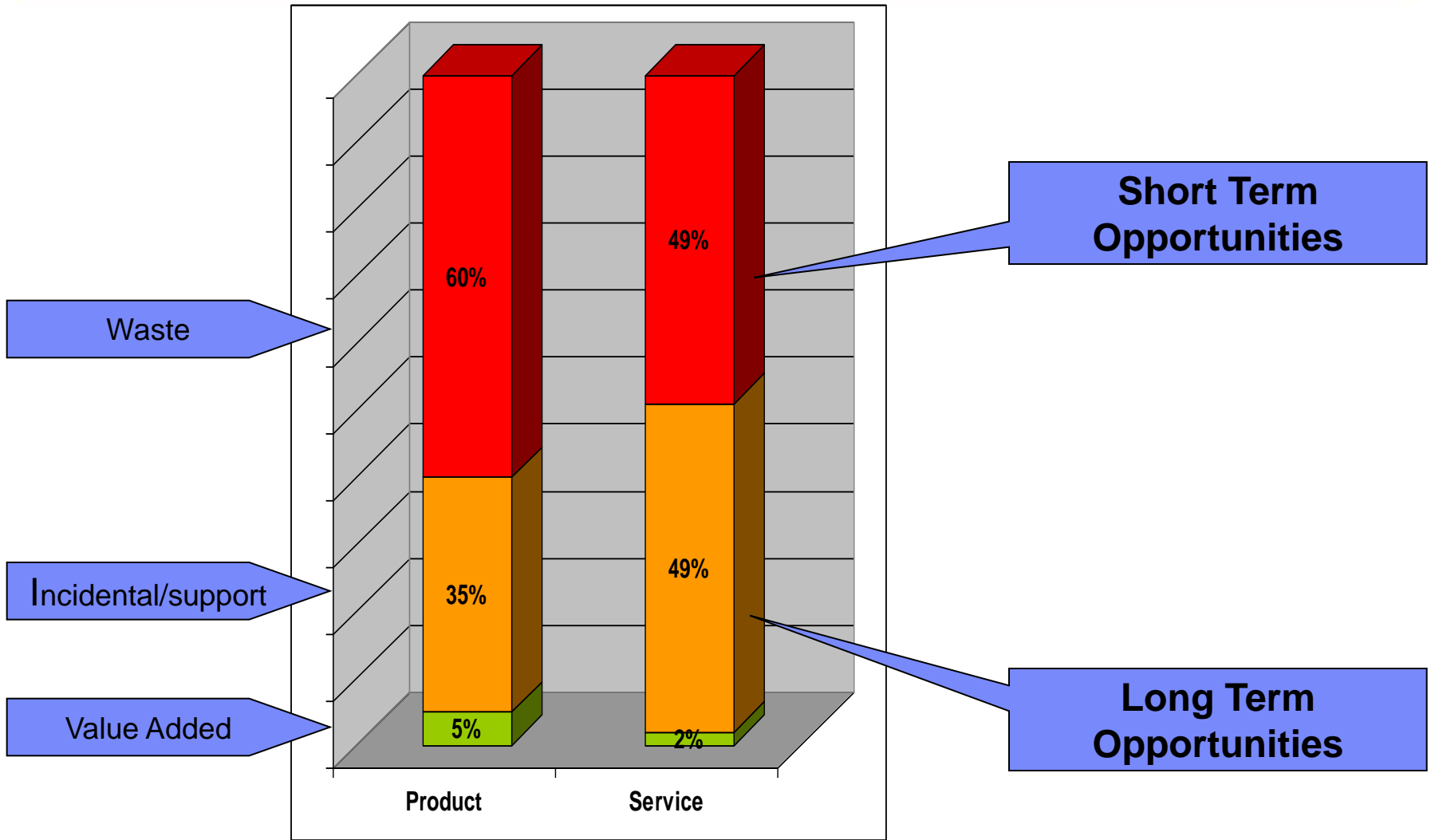
- Process Excellence Office
 - drivers
 - start up
 - slow progress
 - alternatives



Technology on its Own Achieves Little.



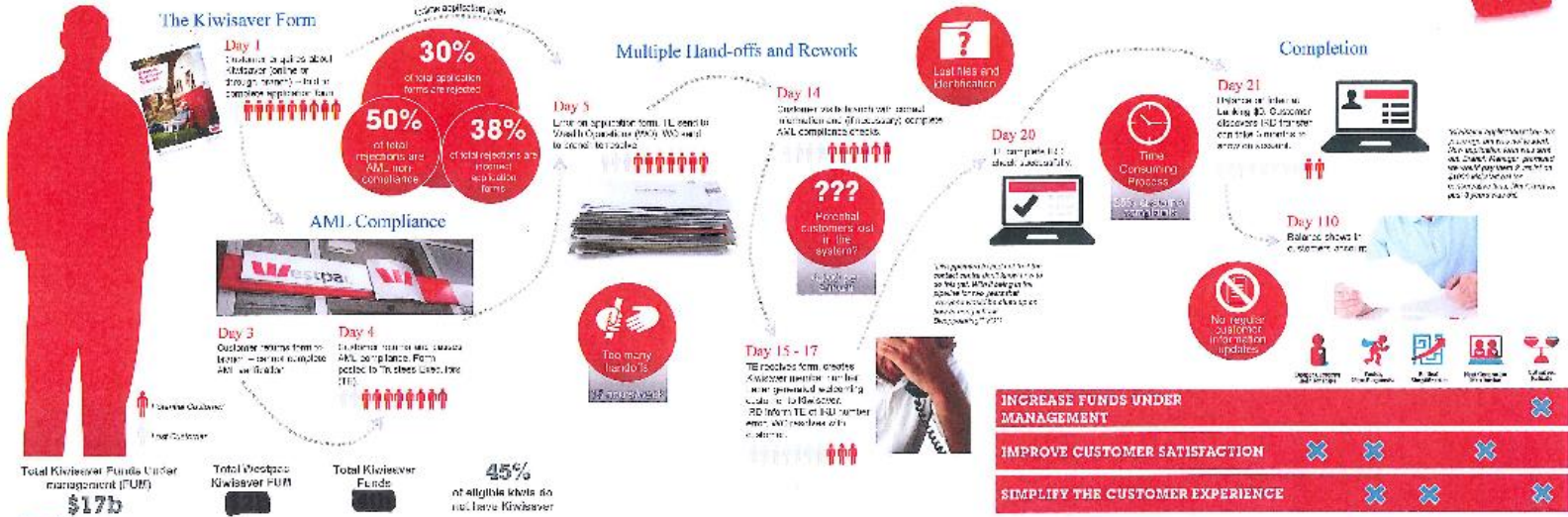
Studies of Value Add vs Waste



Source: LERC research



TODAY'S MANUAL PROCESS STORY



TOMORROW'S SMARTER PROCESS STORY



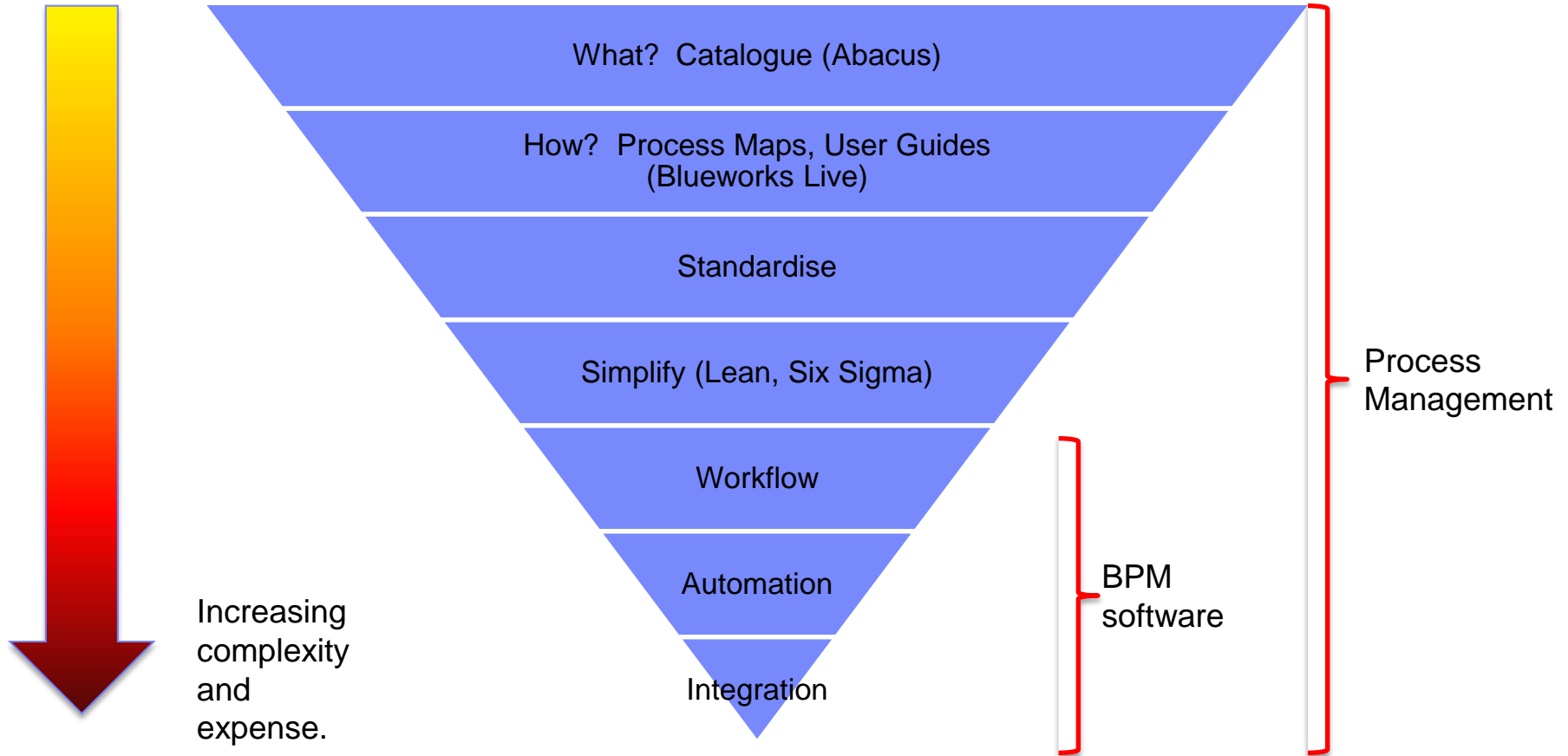
#1 Kiwisaver Provider (FUM)	Increased market share 35-55 year olds	Increased Revenue \$\$\$	Decreased Compliance %
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INCREASE FUNDS UNDER MANAGEMENT	✓	✓	✓	✓
IMPROVE CUSTOMER SATISFACTION	✓	✓	✓	✓
SIMPLIFY THE CUSTOMER EXPERIENCE	✓	✓	✓	✓

OUTCOMES

Lower Costs	Lower Reputational Risk	Greater Operational Efficiency	Process Viability	Improved Customer Experiences	Foundation for Revenue on other Projects
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Start Small

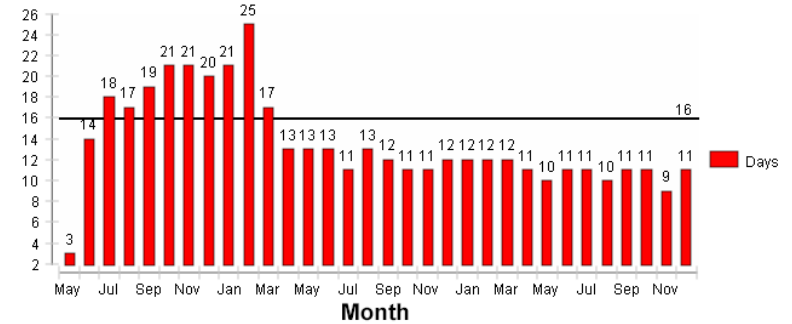
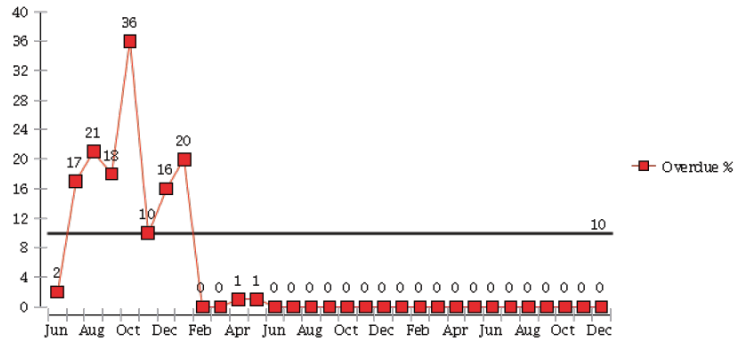


Example – Credit Card Disputes



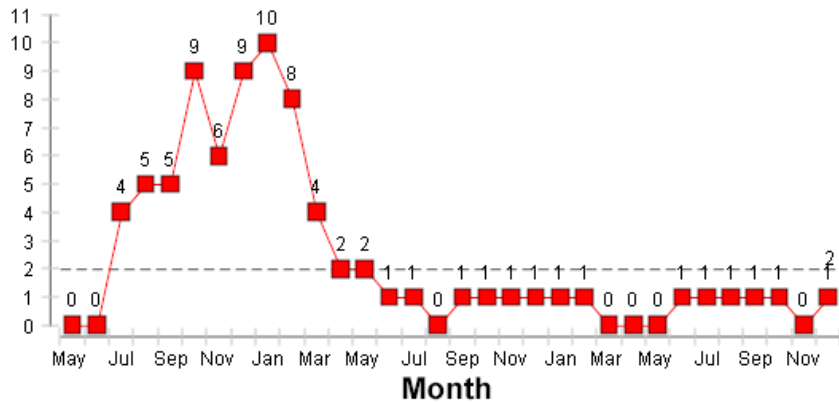
Average Turn Around Time

Overdue Actions

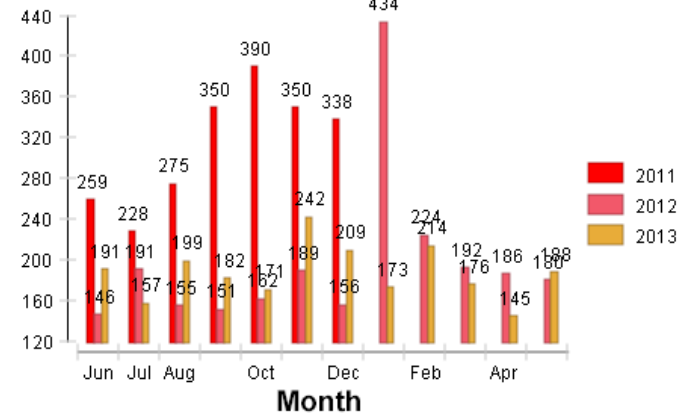


Work In Progress

Exception TAT



WIP -YOY



Summary

- Executive Support and stakeholder buy in are critical
- Technology on its own achieves nothing
- It's a journey – start with a small step, basic workflow

