

Process Design

Boosting Efficiency and Customer Satisfaction: Success in a Connected World

Optimizing processes across functional areas and tailoring solutions to customer needs are crucial in today's interconnected business landscape. It ensures completeness by visually tracking impacts on people, processes, and technology, covering all stakeholders for successful implementation.

Ensuring technology projects are in harmony with strategic goals and receive adequate support, process alignment during tech enablement is vital.

Value

Process design streamlines operations, enhances efficiency, reduces errors, and supports scalable growth aligned with business goals.

Delivery Excellence

Good process design boosts delivery excellence by establishing clear workflows and responsibilities, ensuring efficient milestone achievement.

Business Alignment

Effective process design aligns seamlessly with business strategies, ensuring technology rollouts support core organizational goals and drive unified progress through cross-departmental collaboration.





User Adoption

Well-crafted process design significantly boosts user adoption by simplifying and aligning changes with user workflows, reducing resistance and accelerating integration into daily operations.

What you should expect:

By prioritizing process design in technology enablement, organizations can anticipate streamlined operations that perfectly align with strategic objectives. This focus ensures that technological investments are not just about adoption but about creating measurable value, optimizing resource use, and significantly contributing to the organization's goals.

Key Benefits of a strong process design:

-  Minimize Rework
-  Enhance Quality
-  Reduce Costs
-  Standardization
-  Vendor Alignment

Our Strategic Approach

Jabian's strategic approach ensures process improvements align with overarching goals, providing critical insights through mapping and analysis to gauge program success. Our focused program design guarantees the realization of desired outcomes aligned with strategic objectives.

Three pillars of process design:

Business Landscape Mapping:

Establish a comprehensive view by scoping desired scenarios across all business areas, creating a Business Process Landscape for a top-level understanding of all functions and their impact.

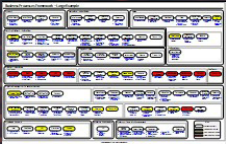
Process Flow Design:

Develop process flows detailing interactions with the solution, integrating business rules and scenarios. These visual flows form the basis for improvement efforts or business requirements.

Functional Impact Evaluation:

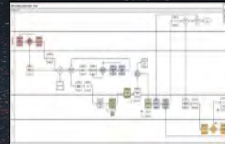
Assess the impact of each function within the process, guiding the detailed formulation of business requirements necessary to achieve project objectives.

Three main deliverables:



Comprehensive Strategy Formulation:

Craft a plan to overcome challenges by enhancing capabilities, refining execution, and fostering transformation.



Operational Harmonization Initiative:

Implement initiatives for integrator collaboration, harmonize operations, and establish reference models.



Process Design and Integration Framework:

Craft detailed process flows, leveraging frameworks for synergy among teams.

Operational outcomes:



Establishes universal reference model for business and tech teams.



Reduces costs, increasing savings and ROI per transaction.



Improves quality, reduces defects, boosts customer satisfaction.



Enhances project completion times, accuracy, and revenue opportunities.



Decreases cycle times for faster lead, processing, and response times.

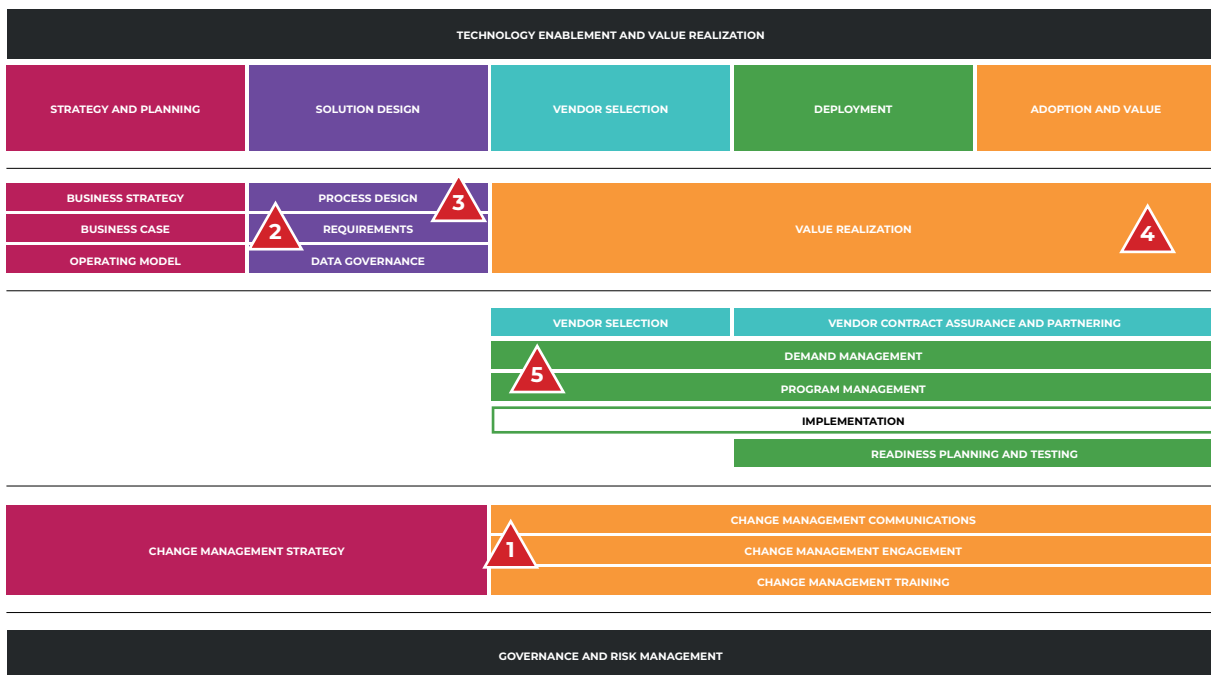


Improves on-time delivery, streamlining operational efficiency.

The Risks of Neglecting Process Design Work

When implementing new technology without a clear process strategy, organizations face multiple risks:

- 1 Stakeholder Misalignment:** Failing to communicate solution purpose risks project success and alignment.
- 2 Requirement Management Failures:** Neglecting meticulous process planning and documentation often leads to unmet project goals due to poorly managed requirements.
- 3 Inconsistent Methodologies:** Without a unified approach, projects suffer from inconsistent execution across the organization, complicating stakeholder coordination and vendor management.
- 4 Operational Disconnect:** Weak process strategy hampers linking objectives with execution, causing inefficiencies.
- 5 Engagement Deficits:** Lack of effective process management hampers business engagement, hindering tech adoption.



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