



# Business Process Engineering Solutions

DRK



## **Business Process Orientation (BPO) Benchmarking Assessment**

The unique Business Process Orientation (BPO) benchmarking assessment is based on a survey tool designed and developed exclusively by DRK research as a result of several years of investigating organizational best practices that result in improved business performance. The "survey" helps leaders pinpoint areas of progress and stagnation by measuring and comparing a company's current BPO practices to a database of over 100 companies across several industries. The results clearly show how to use BPO as a tool to improve organizational performance and clearly defines specific improvement actions that can be taken.

## **Business Process Engineering**

Business Process Engineering (BPE) uses a proven systematic approach based on the latest experiences and research to achieve significant improvements. The BPE process helps clients fundamentally rethink and reinvent the business processes needed to achieve the firm's strategic objectives through the maximum use of enabling technologies and organizational strategies. A BPE effort can result in 15% to 50% improvement in performance of the targeted business processes, depending upon whether a reengineering or an improvement approach is used in the effort.

## **Process Performance Measurement and Management**

This offering assists clients in defining and implementing measurement systems to achieve strategically aligned business results. The institutionalization of a business process management system provides a measurement, feedback and reaction system that is critical to continuous business process improvement and can, by itself, result in 5-15% performance improvements.

## **Best Practice Analysis and Implementation Services**

Performance improvements consist of good ideas and hard work that makes them fit together in ways unique to that situation. The DRK Best Practice approach recognizes this. Our approach leverages our network of best practice resources, our several years of best practice research, the experience of our consultants and the client's common sense on how to "fit" the good ideas together to realize sustainable business improvements.

## **Business Case Development Services**

The clear understanding of an IT investment's purpose and expected results can focus a firm's resources and leadership on the levers that will make that investment work. DRK's Business Case Development services help clients develop, document and communicate this critical part of an enterprise IT investment's success.

Confidential

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