

viewpoints

Business Process Management

Enabling the real-time organization

Dominion Digital discusses the business benefits that BPM provides your organization.

Imagine the following business scenario. As a Operations Manager of a property and casualty insurance company, you begin to notice a disturbing trend. As you review daily reports that track the performance of claim processing, you discover that claims are taking longer and longer to process. You quickly decide to address the problem.

After reviewing additional data with other managers, your team rapidly identifies the root cause of the bottlenecks and initiates the changes needed to address the issue.

Within only a few days, your daily reports show an immediate performance improvement. You and your team gain stature (and advantage) as your competitors struggle to meet the new benchmark you continue to set.

Sound far fetched? Not at all. In fact, Business Process Management (BPM) is proving to be a game changer for many organizations.

If you and your stakeholders have grown used to the idea that it takes many months to improve process performance, we have good news for you.

After implementing BPM, a real-world property and casualty insurance company experienced a 20% cost reduction in claims processing and a 66% reduction in claim processing time.

These results have prompted industry observers to state that BPM wins the “triple crown” of performance improvement – it saves time, it saves money and it adds value. In a recent CIO Insight study, IT executives ranked BPM as the #1 technology that will make the most significant contribution to carrying out their company’s business strategy.¹

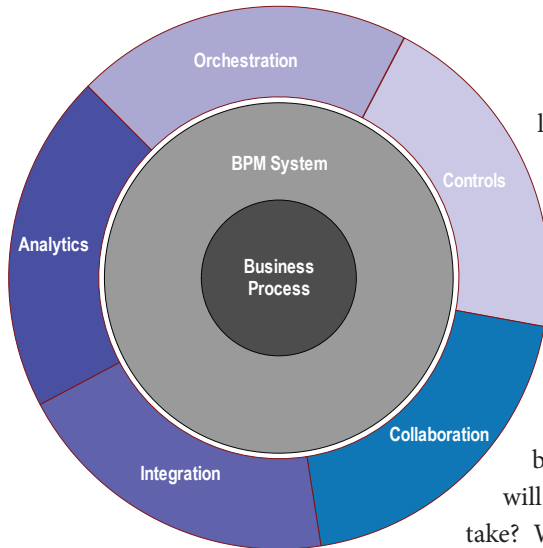
What is BPM?

At a business level, BPM can be defined as the management of business processes from beginning to end. This holistic definition includes management practices, standards, and methods for process management with the goal of improving agility and operational performance.

At a technical level, BPM focuses on BPM systems which automate and orchestrate business processes in addition to providing information about how those processes are performing. This automation includes integrating human and system tasks into an end-to-end business process. These systems typically include capabilities to support business & process analytics as well as business activity monitoring. In addition, BPM systems provide mechanisms for quickly making process changes, typically through a graphical user interface. In this way, BPM systems are designed to support reactive, ever-changing business processes. Finally, many BPM systems support human interaction by providing collaboration and document management tools.

While many of our clients understand that technology can dramatically improve their businesses, they are often

¹ Source: 2005 Future of IT Survey conducted by Ziff Davis Media and Equation Research, LLC



left with multiple questions on how best to proceed. Which technology? How do we choose, implement and integrate new solutions into our business? How long will a given process take? What tangible benefits can I point to after implementation? Do I really need to do this?

The promise of BPM – through automation and orchestration – is visibility into various business processes. Visibility means an ability to act on real-time information. You’ll know how you are performing today, not just last quarter or last week, and you’ll have quantifiable, tangible, game changing solutions to business process issues. This brings you several even more important benefits: competitive advantage, lower operating costs, improved quality, and a better customer experience.

Dominion Digital’s Business Process Management solution helps your organization improve both the efficiency and flexibility of your key business processes. We can help your business process managers improve service and performance, reduce costs, comply with regulations, and better respond to change. Business Process Management gives you the ability to make rapid process changes to meet new business demands. We can help you:

- ◆ Improve Your Process Performance
- ◆ Improve Your Ability to Rapidly Change Your Processes
- ◆ Evaluate & Select a BPM System
- ◆ Prioritize Your Processes for Fit With BPM
- ◆ Pilot BPM in Your Organization

The Difference

Dominion Digital brings a thoroughness of approach and a depth of experience to each client and to every project. We are here to help you achieve better business results rapidly. We are a relationship based consulting firm which means we work a little differently than other consulting firms.

For us, the only measure of our success is your own. It’s important to know how to architect new systems and processes, but for any consulting engagement to succeed, it’s equally important to know how to build successful working relationships with clients.

Companies and organizations that work with us can expect an atmosphere of collaboration and a working partnership that includes your people in our working sessions. You can expect a proven and well thought out approach to knowledge transfer.

Most important, you can expect rapid and dramatic results.

Our team has a breadth of real-world experience uncommon in a regional firm. Our people, many of whom come from larger firms, have large firm capabilities and small firm customer service practices.

As a local firm, we’ve helped over 100 businesses throughout Virginia and Washington, DC including Capital One, Bank of America, the University of Virginia, SunTrust Mortgage, PRA International, LexisNexis, CFA Institute, Shaw Systems Associates, GE, the Illinois State Board of Education, Plow & Hearth, Harvard University, Northrop Grumman, and the U.S. Navy.

In 2003, the Virginia Chamber of Commerce recognized our firm with a Virginia Fantastic 50 Award, having previously won the Ernst & Young Virginia Entrepreneur of the Year Award in e-Business Services.

For more information on our solutions, contact us at 1.877.334.4266 or solutions@dominiondigital.com. Or visit our web site www.dominiondigital.com.