

## Top 10 Benefits of BPM

There are many reasons as to why organisations embark on a journey of process transformation. This document gives you the highlights of top-line growth potential and bottom-line savings. The list is based on the collective experience of BPM consultants and solution providers working in a variety of industries and governmental organisations. This list only contains benefits that can be expressed as financially motivated improvements, in line with our **process2go** philosophy.

1. **Increased value and profitability of operations**, a renewed focus on the processes that matter: customer service provisioning, order fulfilment, quality of service and time-to-market for new product launch (weeks rather than months).
2. **Reduced process or transaction cycle-times**. Product development lead-times can be dramatically reduced by applying concepts of process re-use, elimination of administrative bottlenecks. Just-in-time availability of resource, technology and production facilities reduces the overall process costs dramatically. Reduced inventory costs alone can drive your costs of operations down with as much as 20-30% due to process transformation.
3. **Get the most out of your existing system platforms and databases**. BPM is not the next wave of complex systems integration projects to hit organisations. Because of its end-to-end architecture and connectivity to legacy environments and their inherent data structures, you will maximise the performance of your existing system components and re-use available data in an orchestrated manner.
4. **Measurement of operational performance against best practice**. BPM allows for the aggregation of process data (sales targets, resource costs, throughput, etc.) that can be measured historically or against industry benchmarks. Process performance can be improved by applying techniques like activity-based costing (ABC), or balanced scorecards.
5. **Increased process accuracy, zero defects and zero-latency**. Much can be learned from the Six Sigma (lean manufacturing) initiatives in manufacturing. GE manages to save £8.5 billion over five years. The principles of Six Sigma equally apply to service providers and governmental organisations. Six Sigma is an early recognition of the power of process.
6. **Reduced resource deployment and re-deployment costs**. Clear processes mean shorter introduction times so new starters can make a fast, positive impact on the business. BPM will help recognise where and how to re-deploy staff quickly and effectively to other parts of the organisation. Planning becomes easier and more predictable. This makes multi-processing and multi-tasking more likely (more with less).
7. **Improved business continuity**. In order to avoid process discontinuity or bottlenecks, managers can 'repair' end-to-end processes before they

- disrupt daily operations. Lack of process continuity means exposure and likelihood of deterioration of service or inability to respond to rapidly changing market conditions.
8. **Reduced training and development costs**, abundance of training manuals, policies and procedures can be directly associated with the process definition available on the operator's desktop. This enhances training logic, references and central maintenance of real-time repositories.
  9. **Increased control over outsourced processes (BPO)**, clear service level agreements (SLA's) with outsourced service providers that can be monitored with bonuses and penalties to achieve satisfactory process outcomes. It may even lead to renewed in-sourcing where strategic process performance is at stake.
  10. **Freed up management time**, reduced reduce time spent managing issues and correcting mistakes. Effective process management enables better decision-making based on a clear understanding of an end-to-end process and early identification of issues and risks. Reducing time spent 'fire fighting' will increase productivity, effectiveness and morale.

All of the benefits highlighted above can be achieved by adopting a process-based management approach. If a business can be described as the orchestration of business drivers, people, technology and processes, then you will find that the first three factors are already under close scrutiny. It becomes therefore inevitable to put processes in the spotlight and realise operational effectiveness by transforming them to meet your demanding customer and shareholder needs.

**Process2go** articulates these benefits so that they relate to your specific environment, using real life examples of successful BPM approaches in your or similar industries.