BUSINESS PROCESS RE-ENGINEERING EFFORT IMPROVES IT INFRASTRUCTURE TO ENHANCE SERVICES

BUSINESS SITUATION

The Management of our large energy holdings client recognized the need to develop a more robust software compliance methodology as they embarked on an effort to upgrade its IT infrastructure.

SOLUTION

Beaird Group was hired to fully document the organization's operational objectives regarding software compliance. A Beaird business process consultant facilitated numerous sessions with key stakeholders and project team members and drove consensus amongst the various groups.

The steps involved included:

Step 1: Identify Process. Understand purpose and objectives of the re-engineering initiative.

Step 2: Analyze "As-Is"". Perform an in-depth analysis of the process tasks and procedures. Develop a visual representation of the "as-is" process dependencies and interdependencies.

Step 3: Design "To-Be". Design the features and functionalities for the re-engineered process.

Step 4: Implement "To-Be". Prototype and then implement the fully re-engineered process. Monitor to ensure successful operation.

The outcome of the facilitated sessions was a detailed and documented "as-is" state and identified "to-be" state.

IMPACT

As a result of the engagement, our client secured an improved software procurement decision making methodology. Opportunities were identified for reducing operating costs. In addition, information quality improved and responsiveness to software vendors checking for software compliance increased.

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236 South Washington Street | Naperville, IL 60540 | 630-637-0430 | beairdgroup.com