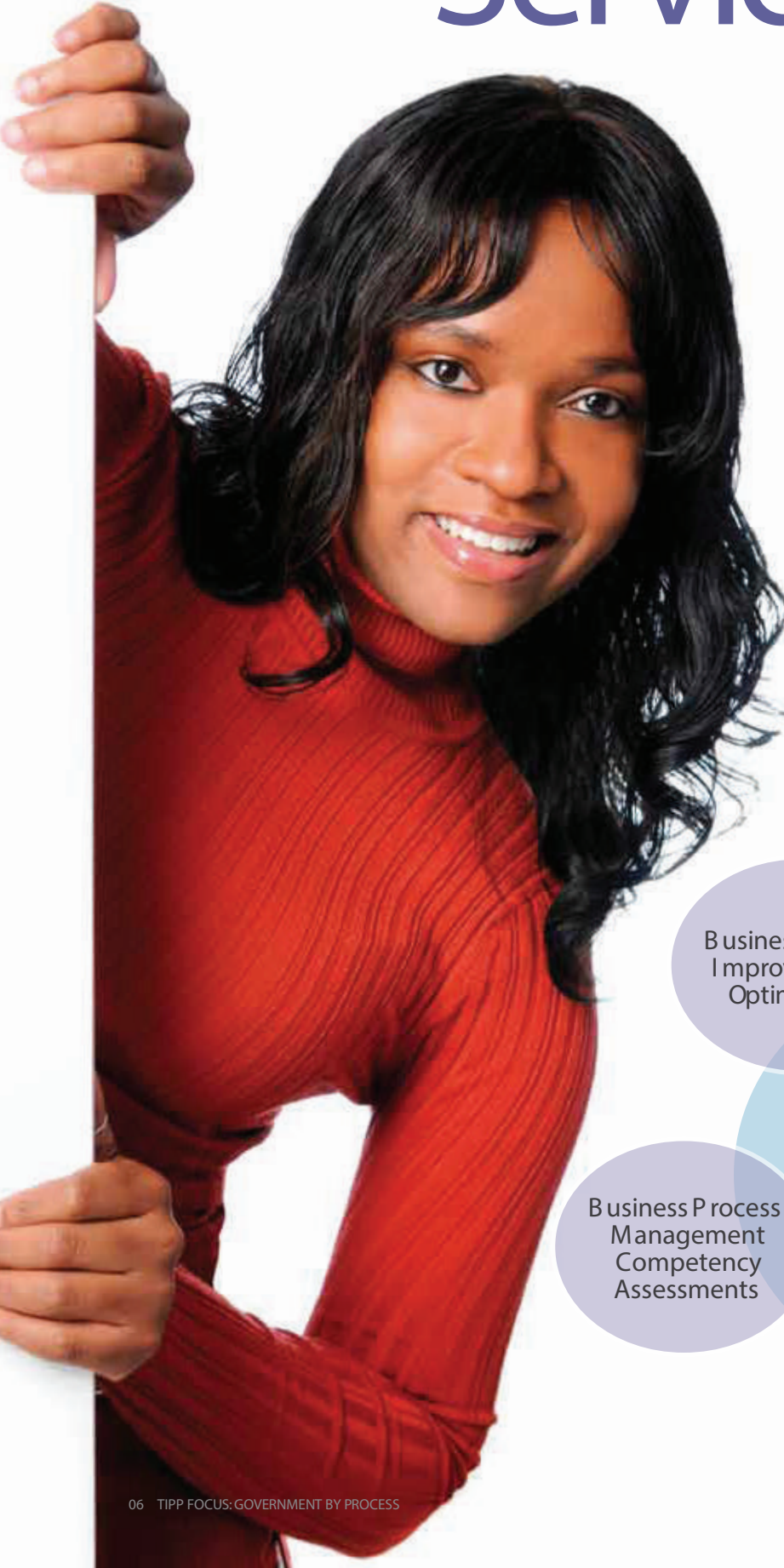


# BPM Consulting Services



## Business process Management overview

TIPP Focus's approach supports the whole process management life cycle. Our Process Management interventions answer questions like what are the enterprise's major business functions, organisational units, key information items, logical business units, locations and the relationships between them, taking account of future business plans.

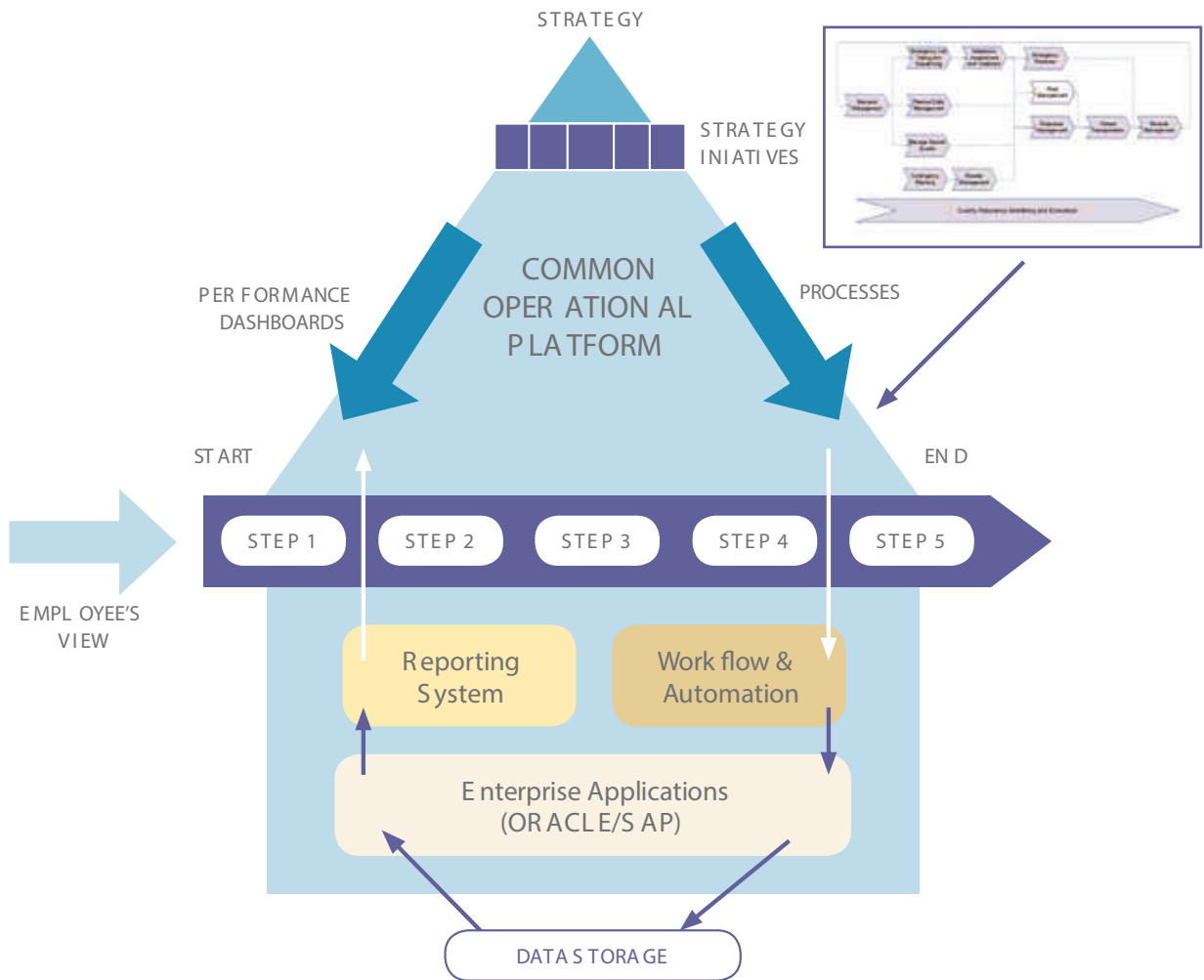
We analyse all value-adding processes, their proper integrated design, their deployment, their execution by means of a process engine, process control, process measurement, process monitoring, and continuous process improvement.

## What BPM Services does Tipp Focus provide?

At Tipp Focus, we are able to provide BPM services as a holistic, or an individual service as outlined in our service diagram below:



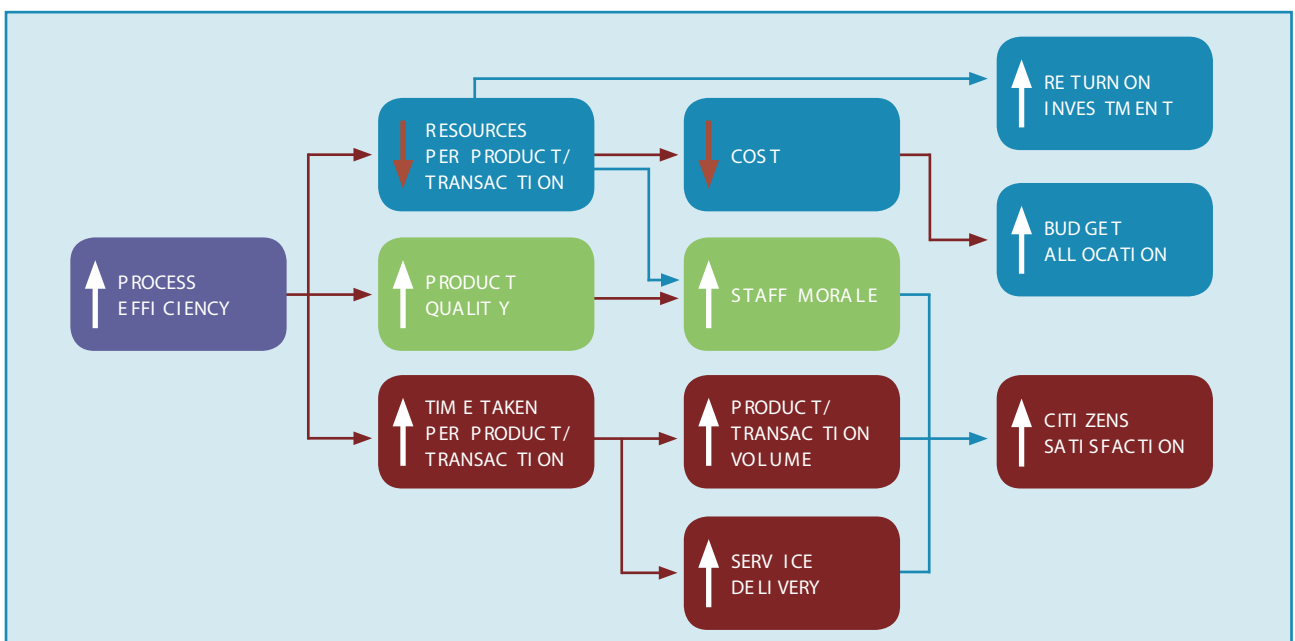
our BpM integrated implementation overall approach



**Benefits of BpM**

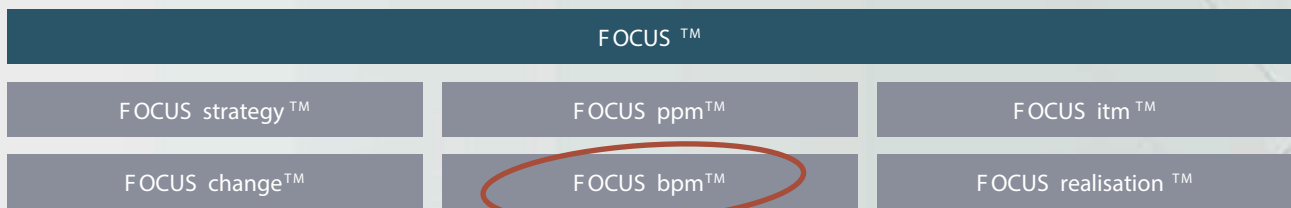
By reducing inefficiencies in their operations, Government organisations can reduce transaction times and costs per transactions, and improve their product or service quality.

This in turn can lead to improvements in meeting their public requirements, service levels and excellence in the delivery.



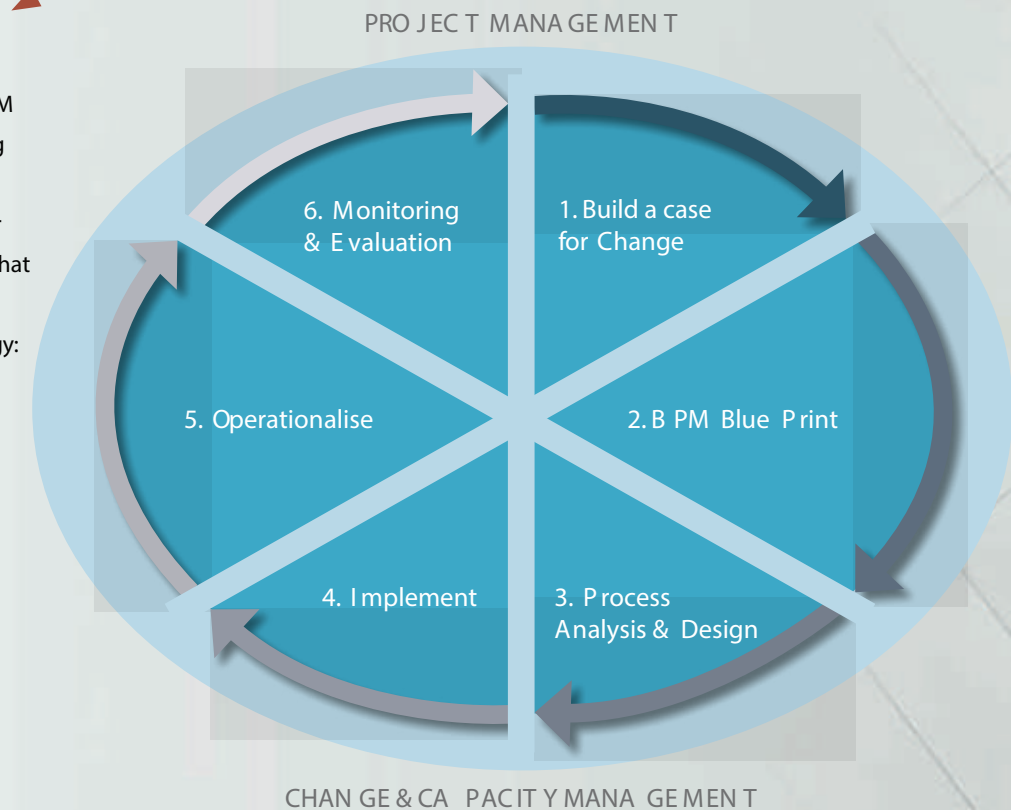
## Our FOCUS BPM Methodology

Our FOCUS bpm™ Methodology is part of our suite of methodologies that we use at Tipp Focus:



### focus bpm:

Over years we have used a number of best practice BPM methodologies in delivering our projects. We have experienced what works for our clients, and have used that knowledge in crafting FOCUS bpm™ methodology:



### 1. Build a case for change

Involves constructing the BPM business rationale by establishing direct and transparent correlation between the BPM value drivers and the organisation vision and strategic objectives.

### 2. BPM Blue print

The conceptual definition of the revised (engineered) business model designed in a two dimensional perspective; the first perspective relates to processes, whereas the second relates to the organisation (re)design in support of the process perspective.

### 3. process analysis and design

Analysing process timelines, cost and quality; Benchmarking processes and identifying change levers; Identifying areas for improvement; Reviewing process objectives; and identifying critical processes for improvement. Design processes by performing simulations, cost-benefit, feasibility analysis, decision tree analysis, fish bone analysis and Activity Based Costing to identify the best possible scenarios for implementation.

### 4. implement

Implementation strategy by developing migration strategies,





action plans, metrics for measuring performance during implementation, new organisational structures, training curriculum. Decide how new technologies will be introduced and develop enterprise architecture and transition to the new technologies. Enterprise architecture integrates a complete enterprise view of the organisation, with the technical solution to facilitate the organisation's transition to an integrated environment. Introduce phased approach of process automation.

### 5. Operationalise

Operationalise through Change Management process which

involves Training at different levels ( Process Training, Staff Training, Methodology Training, Application Training), Leadership Alignment, Communication, Champions Alignment, Stakeholder interaction, and Benefit Realisation.

### 6. Monitoring and evaluation

Definition of performance indicators to measure process inputs, outputs, and outcomes. Use of performance automated tools to plan, manage and collect process performance data. Analysis of process challenges or failures to introduce corrective measures.