## What Does This Solution Do?

Desai's Business Process Management (BPM) solution consists of methods for formal business-process definition and execution, plus monitoring and control of key performance indicators, resulting in execution of repeatable, scalable, and measurable business processes.

Understanding how to define and manage business processes opens up a customer's ability to improve effectiveness, efficiency, and productivity. Desai's BPM solution brings together years of experience, focused skills, and Desai's collection of components, principles, and processes. The resulting flexibility ensures that they can address all aspects of the customer BPM needs, from small to large, simple to complex, and manual/automated processes for software development. Desai can partner with customers to help bridge from strategic objectives to execution, identify core processes, and apply appropriate elements of their framework for analysis, to help ensure customer success.
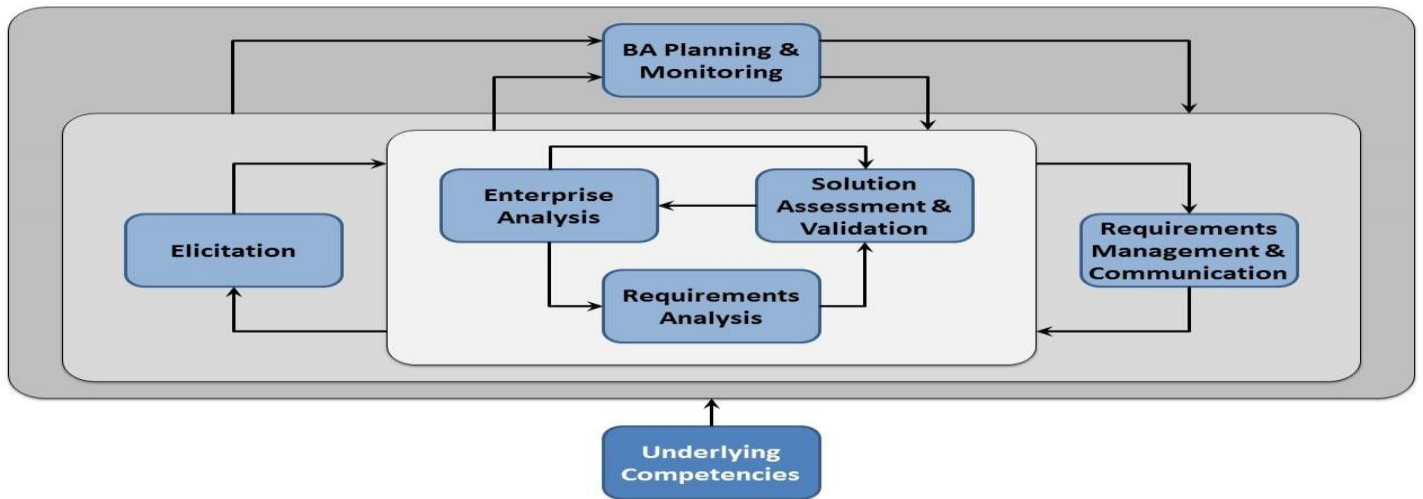
Desai's deep understanding of organizational change management as a BPM critical success factor ensures that their work products can be successfully implemented within the customer organization. Desai places great emphasis on understanding the customer's overall business context, from strategy to execution, to properly plan and deliver their solution. This helps Desai define and implement the right key performance indicators and measures of success, so that all business decision-making can be fact-based. Desai's suite of methods and experienced staff are grounded in IIBA's BABOK industry standards for BPM, ensuring lasting value and standardization of work products and ease of knowledge transfer to customers

What Customer Deliverables Are Produced?

Desai's approach to Business Process Management uses a customer-specific mix of industry-standard practices and flexible methods as appropriate. Your specific project will likely have a unique set of deliverables defined, that may include:

- Business Process Analysis
  - Future capability needs' inventory
  - Future process descriptions and definitions
  - Future state (to-be) requirements
  - Core process identification based on Strategy
  - Current state (as-is) discovery and documentation
- Business Process Modeling
  - Workflow/use case construction
  - Related data-flow diagrams documented and cross-referenced

- Business Process Skills and Governance
  - Desai course offerings for BPM & BA
  - BPM assessment, measuring:
    - Skills
    - Process
    - Maturity
    - Benchmarking and Best Practices
    - Gap Analysis and Action Plan
  - BPM Governance processes, roles and responsibilities
  - BPM Center of Excellence blueprint and plan

What Benefits Does It Provide To Customers?

The principle value proposition of BPM is its ability to help organizations process more goods and services with less effort, with higher quality, and at reduced cost. This customer value proposition quickly widens – the more an organization implements BPM, the more strategic benefits it can realize, such as:

- Increased customer satisfaction and shorter time-to-market for products and services
- Improved business agility and operational accountability, compliance, and regulatory performance
- Enhanced business intelligence through more effective measurement and performance visibility
- Continuous improvement through more effective operational and risk management
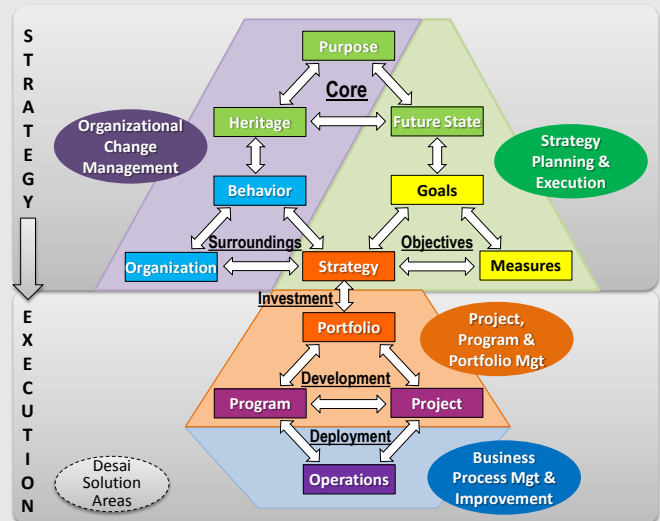
Desai's BPM solution employs methods and tools to enable each of these benefits and more. Likewise, their experience directly addresses many of the pitfalls to avoid in implementing BPM.

Desai's BPM solution and supporting staff are ready to help with projects from small to Enterprise. *Let's get to work.*

Three Factors that set Desai apart:

- **ValueBlox**SM is Desai's proven methodology for assembling the appropriate services from its inventory to create specific solutions that meet customer needs. Desai uses **ValueBlox**SM in conjunction with its **Framework for Strategy Execution (FSE)**, ensuring that each customer's needs are addressed as part of the broader business landscape. **ValueBlox**SM + **FSE** lets Desai deliver exactly what the customer requires—in any situation, at any point in the business lifecycle.
- 24/7/365 **Knowledge Access**SM is Desai's total commitment to customer service – meaning customers have access to the Desai team around the clock, throughout the entire engagement and beyond.
- Desai is relentlessly driven by results, which is why the unmatched Desai **Performance Guarantee**SM is based on one simple idea: if the customer is not satisfied with Desai's work, they will not be charged.

Desai **Framework for Strategy Execution** (FSE)