

BUSINESS PROCESS EXCELLENCE

- A Journey with ARISE Consulting -

Presented by



WHO ARE WE

ARISE Consulting is an **END-TO-END SOLUTIONING PARTNER** with regional offices in Singapore, Malaysia, Indonesia and China. We specialise in **Business Process Management & Enterprise Architecture** using the best of breed software tools from our partners



as our preferred platform to deliver on BPM and EA **PROGRAMS** **THAT FOCUS ON VALUE EXCELLENCE** for our clients

***“Process improvement is and
will always be, the final goal.***

The thing is HOW to do it.”

Go-BPM

CHALLENGES YOU TARGET TO RESOLVE

RESOLVED VIA BUSINESS PROCESS EXCELLENCE

Complex, multi-system, cumbersome process

Increased **risk for error** due to manual intervention

Lack of control of information flow

Low productivity due to low motivation & employee satisfaction

Time consuming & resource intensive

Standardized and streamlined business processes

Error proof automated processes

Real time visibility of information flow for enhanced control

Increased productivity through elimination of repetitive or redundant activities

Optimized allocation of resources

Lean business processes that eliminates bottlenecks

Transparent and visible monitoring of business activities and performances

Faster time to market through Plug and Play process components

Competitive advantage by implementing industry best practice business processes

Single point of truth for processes across global operations

Unavoidable **bottlenecks** in workflows

Lack of transparency, therefore no visibility for monitoring performance

Customer demands for top quality products in little time

Pressure from competitors with more streamlined processes

Difficulty streamlining processes across global operations

The diagram features a large red circle on the left containing the title and definition of BPX. To the right, three white rounded rectangular boxes are arranged vertically, each containing a list of characteristics for Process, People, and Technology. A dotted line with three gray circular markers connects the red circle to the first box (Process), and another dotted line with three gray circular markers connects the first box to the last box (Technology).

WHAT IS BUSINESS PROCESS EXCELLENCE (BPX)?

A discipline charged with
architecting, designing, sharing,
enabling, monitoring, analyzing,
improving and governing
business processes

PROCESS

- Standardized process language
- Horizontally and vertically integrated
- Customer driven
- Process oriented analysis and re-engineering
- Data driven decision making and control

PEOPLE

- Transparent Process Culture
- Disciplined Value-Based Paradigm
- Consistent ENTERPRISE Cultural Beliefs

TECHNOLOGY

- Single point of truth for business process
- Continuous monitoring of organizational performance & efficiency
- Accelerate process improvement activities via digital means
- Augmented workforce via automation

OUR MANTRA

A good business process should be...

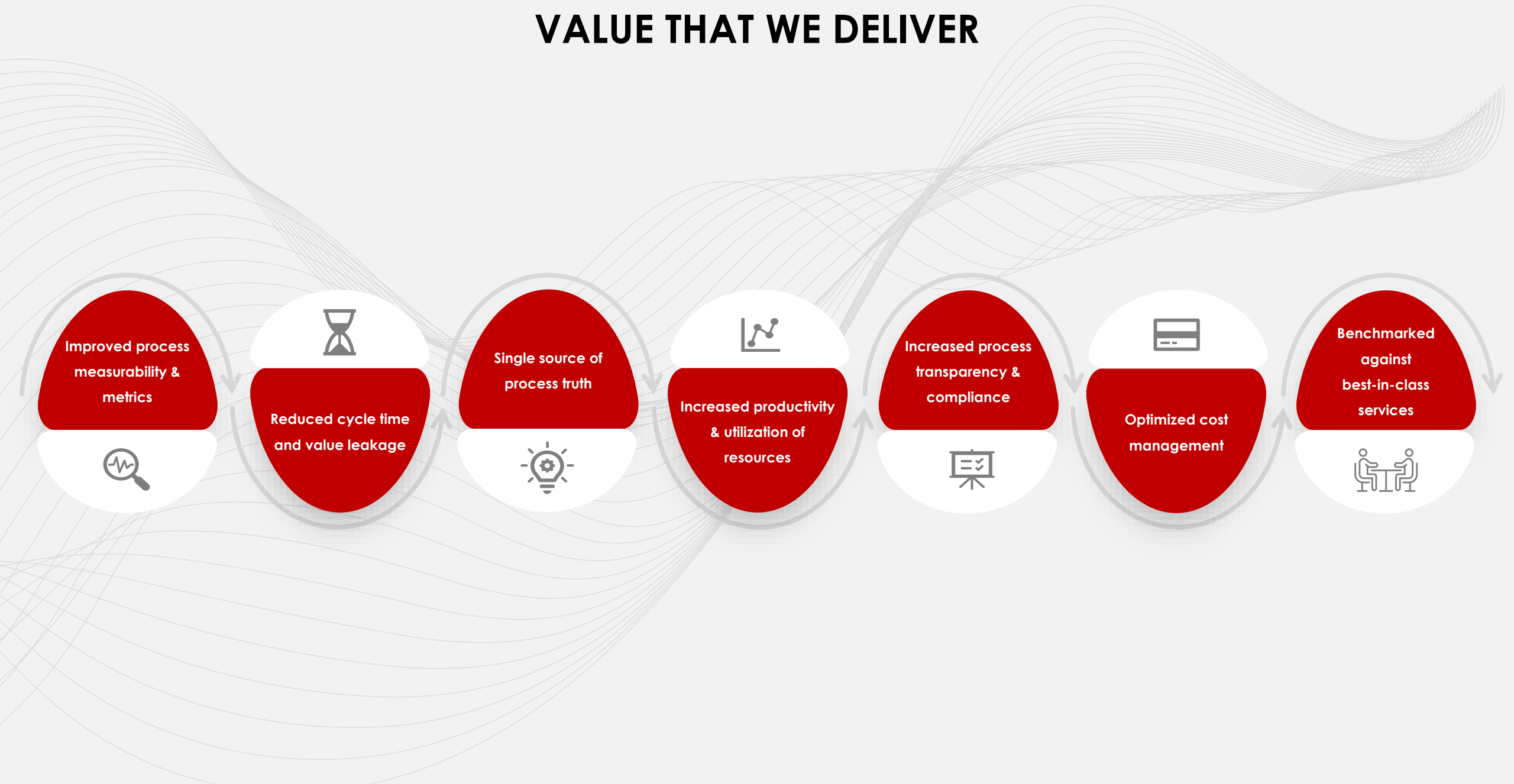


STANDARD

EFFECTIVE

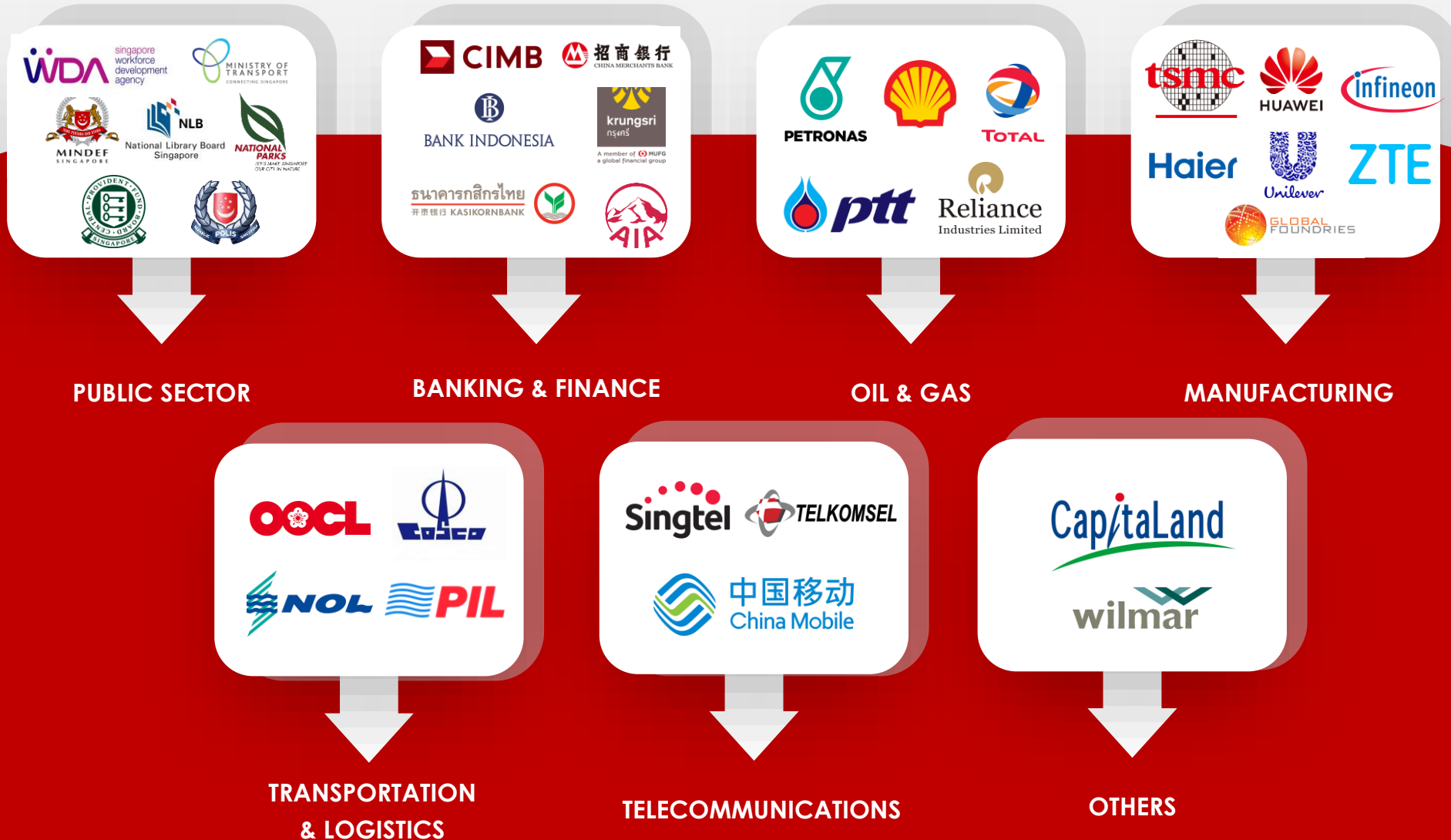
SIMPLE

VALUE THAT WE DELIVER



OUR CLIENTS

Our **highly skilled team** have delivered **best in class Business Process Excellence** services to optimize organizational performance or simply improve the customer journey experience for our **global network of partners** in diverse industry sets.



SUCCESS STORIES

A government agency managing the Provident's Fund, a savings scheme for the general public recognizes that by setting up enterprise architecture, they would be able to reduce and better manage the organization's CAPEX and OPEX.

GOVERNMENT

EA – Standardization & Impact Assessment

- Managing IT resources is challenging, with high-cost investments and operating costs.
- IT applications' functions and features are either overlapping, not delivered as per intended business requirements or performance.

To jump start cost reduction initiative, ARISE Consulting was engaged to establish a robust enterprise architecture along with its critical success factors, design principles, approach and control measures

Challenge

The ARISE approach:

- The utilization rate was determined for benefit analysis, followed by impact analysis between current and expected business processes various data, people, system & integration requirements.
- The redundancies and duplications were then removed, and a holistic set of architectures were established to increase visibility and transparency over business activities, enabling standardization & reusability.
- Future immediate change impact assessments were also made feasible, allowing the ability to make sound decisions before any investments or change is done.

Solution & Benefit

SUCCESS STORIES

A fortune 500 Oil & Gas company in Malaysia had recognized that standardized, lean & effective processes is necessary to achieve Operational Excellence.

OIL & GAS

Governance, PCE, Improvement & Monitoring

As a publicly-traded company, the customer recognized that process transformation success for a large-scale connected business processes requires an “enterprise” approach that would:

- Resolve process inconsistencies and disparate data source issues
- Simplify long winded and complex change request and approval processes
- Minimize cost of projects and silo-ed system implementation

Having over 3000 business processes for multiple assets spanning across continents, the organization concluded that these challenges could not be resolved with conventional process management. ARISE consulting was selected to digitally transform the way they manage their business process.

Challenge

The ARISE approach:

- Develop process blueprint for holistic visualization, integrated horizontally and vertically for strategic decision making by applying global standard BPM methods, notations and tools.
- Establish single point of truth for transparent and seamless business processes management.
- Enable repeatability and reusability of process artefacts via standardization.
- Integrate process execution with monitoring mechanism to enable collaboration, analysis and continuous process improvement.
- Use case.

Solution & Benefit

SUCCESS STORIES

A Malaysian top 3 financial institution providing banking and financial services across the region was going through a major transformation in their core banking system. They understood that the need to shift business from transitional process mapping in desynchronized manner to a standardized system-based platform is paramount to actualize its business goals and aspiration to advance into Industrial Revolution 4.0

FINANCIAL INSTITUTION

SDLC - Automation

Managing more than 3,000 business requirements for the new Core Banking System to be implemented across multiple regions will be time, cost & resource intensive and is not feasible with traditional SDLC means Customer recognized the need for:

- Fast track documentation effort and error proofing of business requirements and functional specifications for the financial transactions
- Comprehensive yet rapid testing of the enhanced systems to ensure system stability
- Ability to quickly make informed and effective changes

ARISE was provisioned for business process excellence services to DESIGN – DEVELOP – TEST – DEPLOY - MAINTAIN a process-driven dynamic digital solutions.

Challenge

The ARISE approach:

To introduce a state-of-the-art BPM methodology driven by business processes to effectively consolidate the organizations' processes and artefacts into a centralized and standardized repository embedded with automation solutions to enable:

- Auto generation of approximately 3000 Business Requirement
- Auto generation approximately 3000 System Functional Specifications
- Auto generation of approximately 300,000 test cases
- Future system enhancements catering to process changes is now seamless with the established and interconnected process architectures, enabled by the accelerated impact assessment and automation solutions.

Solution & Benefit

BPX SERVICES ECOSYSTEM

Services that we provide

Business Process Management (BPM)

- Process discovery & documentation
- Iso 9001 sop generation
- Process re-engineering
- Process governance
- Process architecture (SCOR, APQC, ETOM)
- Process monitoring
- Centre of excellence (CoE)

Governance, Risk & Compliance (GRC)

- Risk evaluation
- Control monitoring
- BASEL II, ITIL, ETOM

Business Process Automation (BPA)

- Robotic process automation
- Workflow automation
- RFID based INTERNET of THINGS (IoT)
- Business rule configuration

Enterprise Architecture (EA)

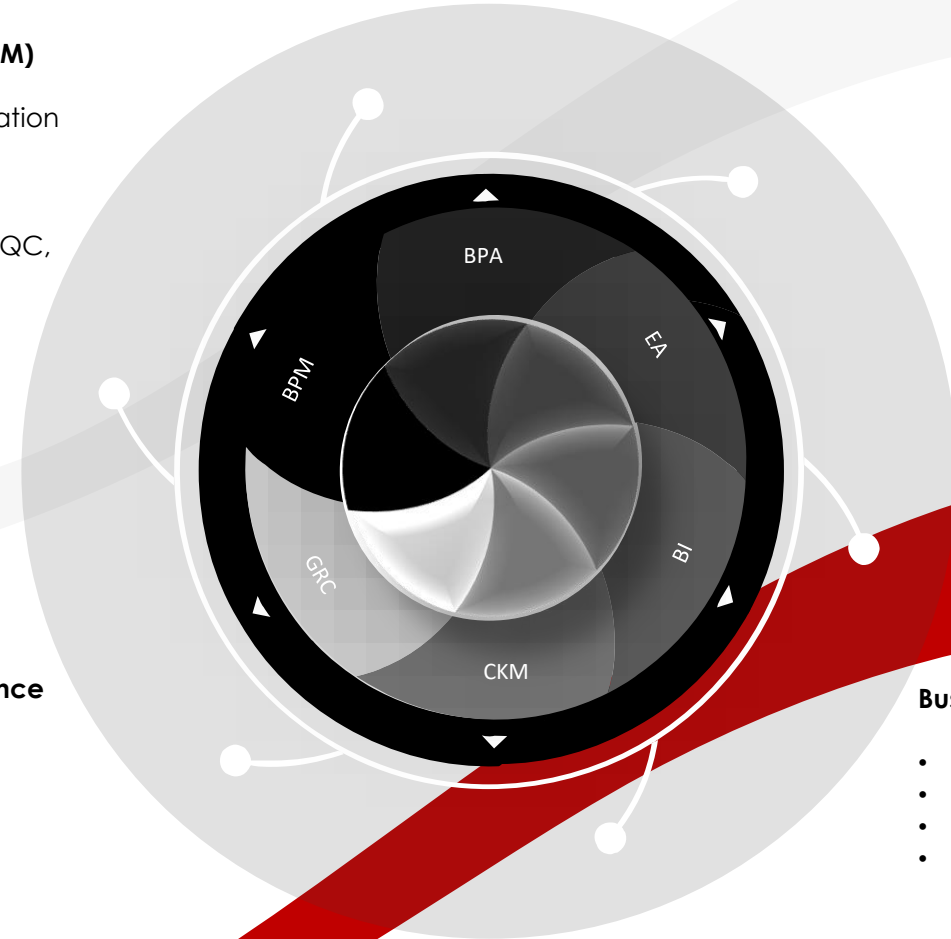
- IT portfolio management
- Program / project management
- Process driven SDLC
- Process driven testing
- Cobit / valit advisory

Business Intelligence (BI)

- Big data analysis
- Blockchain embedment
- Machine learning
- Artificial intelligence

Change & Knowledge Management (CKM)

- Management of change
- Capability embedment
- ADKAR based acculturation
- e-Learning



THANK YOU

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03-23867723