



DATASHEET

COIN – Business Process Improvement Approach

COIN-ing a Better Way: A Methodology for Streamlining and Enhancing Business Processes

About Business Process Improvement:

As businesses continue to operate in a dynamic world with increasing competition and commercial pressures, the need to continually improve operations, and overall effectiveness is paramount.

Managing business processes in a structured manner provides confidence to senior leaders of the organisations for team's abilities to appraise, plan and implement change using reliable and proven methods.

Insight's **Business Process Management (BPM)** specialists are adept in continuous improvement methodologies to ensure that **day to day operations are optimised** in a structured manner.

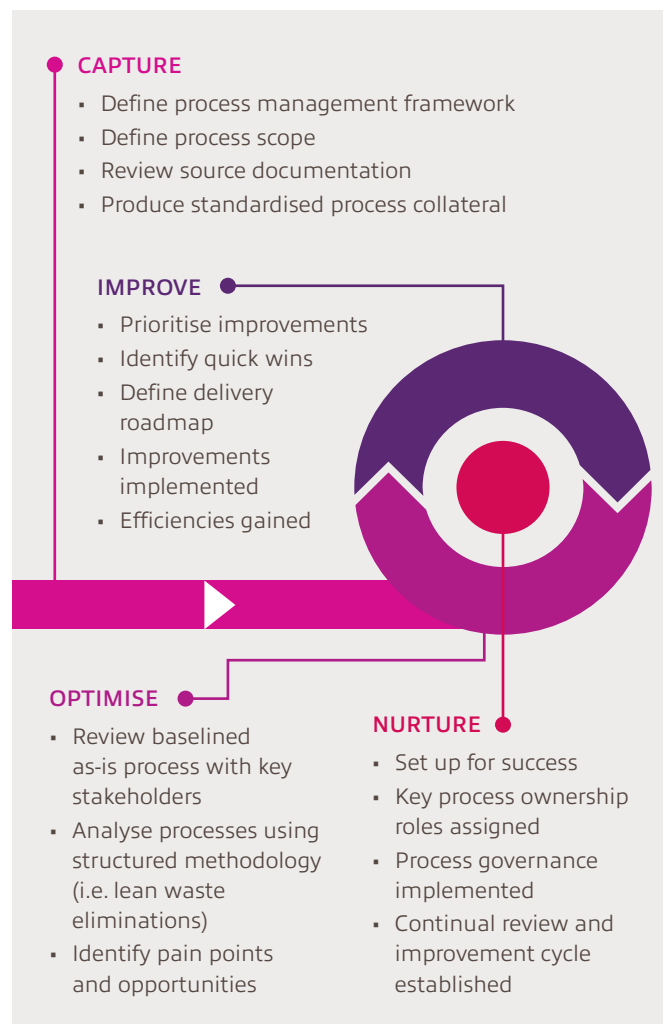
Recognising the importance of leading industry methodologies e.g. BPMN and Lean, we utilise a global platform "Nintex Process Manger", **which allows us to efficiently manage the process lifecycle, through Insight's Capture, Optimise, Improve and Nurture (COIN) methodology.**

Why this solution can help streamline business operations:

Due to the increasing pace of economy and market change, coupled with rapid advancements in technology across all domains, organisations are looking to **work more efficiently, decrease volatility of staff turnover and organisational restructure, support mergers / acquisitions, execute on transformation programs and comply with audit requirements.**

Our approach offsets these risks whilst improving efficiency across the business, looking at business, technology, and the end-user experience whilst **rapidly driving out quantifiable opportunities for improving** your business. This is achieved through a pragmatic approach capturing process through a defined process management framework. Our proven approach can be quantified through such feedback as *"The format for presenting the information collected was suggested by Insight and agreed to very easily because it delivered what we were seeking at both an initial summary level and then at the detailed level required for future more detailed analysis."*

Insight's Business Process Capture, Optimise, Improve & Nurture offering is a short-term engagement that aims to give you a firm understanding of how your business area operates and prepares you for any unexpected change. At the **conclusion of the engagement**, Insight will present a **unifying vision across the process captured, as well as a clear roadmap of initiatives that address your actual challenges and enable your strategic objectives.**



How this offering is unique to Insight's other Strategy & Design offerings:

This offering produces a rapid assessment of business process in terms of their current performance and opportunities for improvement. Utilising Lean methodology, opportunities will be framed in terms of improvements to time, cost and quality alongside the road-mapping of opportunities for process automation, changing working practices and enabling technology.

Typically, customers would engage Insight to perform this service at the beginning of their improvement journey. Common triggers include feedback from customers regarding their experience of interacting with a service, feedback from staff concerning overly complicated business processes or curiosity concerning the impacts better ways and / or technology to support improved business operations.

How we help you improve your business processes:

Capture: Collaborate to document existing business processes. Define business processes through a tailored engagement (typically involving documentation reviews, workshops and interviews) using a standardised framework.

Optimise: Review current state process with key stakeholders to identify pain points. Lean methodology can be used to categorise potential improvements in a way which provides clarity on where opportunities lie.

Improve: Propose improvements to address identified pain points. Improvements may include technological (leading to ongoing services delivered by Insight), process or people and skills. Delivery of an achievable roadmap for implementation of improvements.

Nurture: Set up the client for success through the establishment of process governance, continual review and improvement of the business process suite, supporting the development of a BPM Centre of Excellence

What we do:

We help you to understand where **inefficiencies** lie within the business and where **opportunities** for improvement can be captured. Our consultants work with you to understand, analyse and implement meaningful improvements to your business.

Typical client challenges we address include:

- Supporting organisational knowledge through the creation of meaningful reuseable process assets (addressing reliance of key people / staff churn).
- Identifying and addressing non-value-added tasks to focus on delivering excellence to customers (waste assessment and elimination, Lean process improvement)
- Identification and recommendation of process automation opportunities
- Ability to respond in an agile way to changing business practices, technology and ways of working (continuous review and improvement, process governance and ownership)
- Responding to audit findings and implementing actions to ensure prompt compliance
- Providing quantifiable measurements to process improvement and cost / benefit reporting
- Delivery of suggested roadmap for delivery of identified improvements

About Insight

Insight Enterprises, Inc. is a Fortune 500 solutions integrator with more than 11,500 teammates worldwide helping organisations accelerate their digital journey to modernise their business and maximise the value of technology. We enable secure, end-to-end transformation and meet the needs of our clients through a comprehensive portfolio of solutions, far-reaching partnerships and 33+ years of broad IT expertise. Rated as a Forbes World's Best Employer and certified as a Great Place to Work, we amplify our solutions and services with global scale, local expertise and a world-class e-commerce experience, realising the digital ambitions of our clients at every opportunity.

What is offered:

- Workshop with Key Stakeholders and Subject Matter Experts to Capture, Optimise and Improve processes
- Lean assessment analysis and presentation
- Process documentation, validated and detailed in a standardised framework. Candidate process owners and Opportunities for improvement are defined
- Implementation roadmap to achieve process maturity

Benefits:

This service is tailored to each client's unique requirements, objectives and current process landscape. Some of the typical outcomes we aim to achieve include:

- Engaging and re-useable process collateral created
- Non-value-add process steps identified and categorised against Lean methodology
- Improvement opportunities identified and benefits presented (costs / process elapsed time)
- Implementation road map to enact process improvements (including views across technology, people and process)
- Assurance against regulatory / audit compliance matters
- Deliverables: Current State Business Process assessment, Lean optimisation assessment, Future State Roadmap, Summary/playback report of findings and recommendations.

Duration: 4-6 weeks