

BPM 5 – Using the XeP3 Tool to Dramatically Speed Up Benefit Delivery from Your I.T.

What would it be worth to you, if you found out in no more than four weeks that you have an opportunity in your business to improve staff productivity or reduce costs by at least 20% - in a sustainable way? And further you could begin to access this opportunity in some three weeks later taking advantage of the under-utilized features of your existing I.T. investment? Even further you will be able to stretch the deliverable simultaneously to improve your service to key customers and begin to build your organization's capability to continue to make these gains faster than your competition?

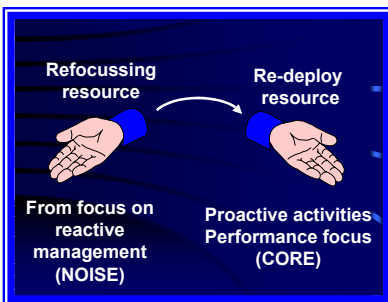
The **XeP3** Tool from Bevington Process Management Tools, supported, where required by experienced **XeP3** support analysts from our strategic partner will deliver on precisely these business issues. Why is it different? – You will have an integrated tool which will meet all of your key change needs, and the support, if you need it, to achieve real results. All this based on a 300 project track record of achieved business outcomes.

Why is it different? Firstly it is quick yet rigorous because it uses process recording principles, not laborious, iterative process mapping. Process recording provides business case data instantly – because it records resource commitment. It is also always accepted and understood by everyone because it records reality – what everyone really does. And finally it can easily be maintained and extended because of the way the data is held by team.

Secondly, **XeP3** is integrated as a comprehensive business process management tool. It provides much more than a proven mapping capability. It has features to allow an organization to model its processes. It provides a comprehensive and integrated suite of planning and monitoring tools with enhanced measurement features which allow management to see that the planned change is occurring.

Thirdly, **XeP3** provides the capability to virtually eliminate the time consuming and error prone documentation writing because it automates the generation of your procedures and policies for use on your intranet.

Know with the Investment of 3-5 hours per Team Exactly What Everyone in the Organization Really Does



XeP3 enables you to achieve results by providing you with the tools to pinpoint Noise (the 30% of time which reduces customer service including duplication and re-work) so that it can be eliminated. It also gives you the tools to define the changes in business rules needed to drive process restructuring to take advantage of e-commerce, workflow and wrap around technologies. It will also enable you to manage the redeployment of some or all of this time to performance

driving Core activity to enable your organization to dramatically improve service and revenue etc. It does this by:

- Supporting your teams to get the real data which describes what people really do
- Truly engages staff and management
- Then provides the tools to support the achievement of change

XeP3 therefore can deliver the platform for your organization's Continuous Improvement and Strategic Process Management. **XeP3**, because it is also a measurement and modeling tool, will provide you with the data to drive the most challenging of Six Sigma programs.

Data which reflects reality – **XeP3's** use in over 300 programs confirms the obvious – if the data does not pinpoint and quantify the actual business drivers (**XeP3-CORE**), and process failure drivers (**XeP3-NOISE**), as well as what needs to be changed then priorities cannot be set or addressed. Most traditional process tools record only what should be done so critical Core and Noise occurrences are simply not captured – change then is like driving blindfolded – accident prone.

Engagement of staff and management - A further very real problem in IT projects is the difficulty in engaging the staff doing the work to make the changes in their work practices. **XeP3** gives these people the tools and training which enables each team to document and confirm how they do their work and the mechanism to re-engage at every point you need them – and they will welcome the opportunity.

Flexibility to Define or Redefine your business processes when You need to. Using the powerful modeling features of **XeP3** the data is easily assembled into the relevant business processes electronically. This has three advantages: speed, reality and the removal of barriers.

- *Speed* - because for virtually any organization this rigorous data can be established in 3 weeks with the input of about 2-3 hours per person.
- *Reality* – it is what happens and thirdly,
- *Removal of barriers*, because the data is prepared and committed to by the staff and management. This has a huge impact on success, as it is the key to re-engaging the staff once the new features in the IT systems become available.

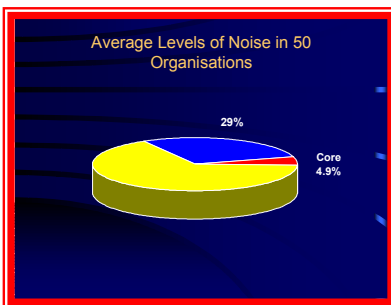
Immediate Quantification of the Opportunities. Categorization of Noise enables **XeP3** to quantify the opportunity to dramatically improve customer service for you. Customer afflicting Noise has averaged 29% in over 50 organizations who have used **XeP3** in the last 18 months – and Noise opens everyone's minds to the likely changes available. Further, this same data allows you to immediately pinpoint the changes in policies and business rules to enable you to define and cost justify, quickly and easily, the new breakthrough processes your colleagues are seeking.

No Longer Be Constrained by the Boundaries of Your Own Organization. You will find in **XeP3** a tool that will allow you to engage your suppliers and customers in the end-to-end management of the process. Extension of the **XeP3** data-base to include partner organizations is simple and quick. They too can then share the common language that

XeP3 provides to gain fast understanding and agreement to the changes that will, from the data, be obvious.

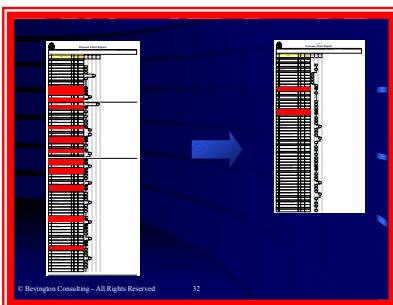
Need maps of your business processes quickly? Some organizations just simply don't have the time or resources to map their business processes or those of their partners to the level needed to easily derive the change needs. Why not consider using our mapping service? We will supply an experienced **XeP3** support analyst to do the work with your team and the work will be complete in one to four weeks maximum.

ROI Focused Investment - Know in a further 2 - 3 weeks Precisely What you need to Change



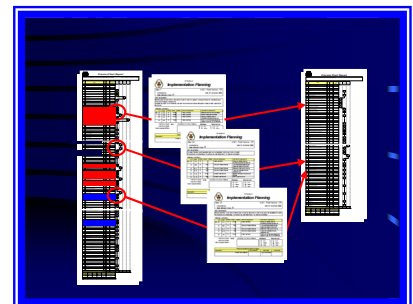
Once you have the **XeP3** data you can move on to use the **XeP3** tool to identify the improvement opportunities and quantify and agree the benefit. The diagnostic process is typically completed within a further 2-3 weeks and will have enabled you to prioritize your proposals to address the highest ROI opportunity. Most importantly, this ROI will be based on genuine business solutions not generic templates. With a licence for the **XeP3** toolkit and the analytical process training, your staff will be able to objectively review other areas of the business to develop a sustainable business improvement program.

Commence real delivery of the benefits within a further 3 weeks



Equipped with detailed knowledge of current processes and the utilization of incumbent I.T. systems, you will be able to dramatically shorten the delivery cycle of IT systems. With **XeP3** you will know which activities should be eliminated rather than automated so the IT task will already be lessened. You will also know which changes give the greatest return – so you will be able to decide where progressive delivery of business benefit can, and desirably should, be achieved.

The **XeP3** toolkit then enables you to plan and monitor implementation now on two fronts – technically to ensure that the focus is on the right features and business wise. Business wise to ensure that the promised business benefits are occurring.



Speed Up and Integrate Implementation with the Documentation Stage. Change results are won and lost based on the ability to link priorities through plans to the changes themselves. **XeP3** provides the tools to model the changes, develop plans, establish measures and monitor the results and then provide intranet based procedures and policies to support and maintain the overall change.

..and build your organization's capability to stay ahead of competitors

Your first use of the **XeP3** tool will provide a database of team activity as well as of each process. This data base can be updated and added to at will. This will provide your organization with the capability to be able to quickly to the inevitable changing business needs – ongoing, strategically focused, business process management.

XeP3 – unique, powerful and a proven performance driver.