

Bluespring Rapid Process Assessment

Service Overview

Make Better Investment Decisions for Your Business Process Improvement Initiatives

Executive View

Leading organizations are making better process improvement investments by first using Bluespring RPA to gain a clear understanding of the current process, identify and prioritize actions, and quantify the expected performance improvements.

With today's pressure to improve operational and financial performance, most organizations are actively looking for ways to improve key business processes.

Many organizations have initiated strategic, enterprise-level programs such as Lean Transformation, Six Sigma, and Total Quality Management (TQM) as over-arching frameworks for performance improvement. But whether or not they are applying these methods, most organizations have an immediate need to drive efficiency gains through some combination of process re-engineering and/or deployment of new technologies. Since all such efforts require investment, executives need to be sure they will deliver the desired results before resources are allocated or expenses incurred.

So how do you perform the proper level of analysis quickly and cost-effectively in order to move forward confidently with important business process improvement efforts? Bluespring Rapid Process Assessment (Bluespring RPA) has been developed to address exactly that need.

Bluespring RPA leads you through a rapid, but thorough, business process assessment, providing management with quantitative data to make informed decisions about business process improvement efforts in just 5 to 15 days. It provides a proven, well-structured approach delivered by experienced process improvement specialists using powerful Business Process Analysis (BPA) tools to deliver clear visibility of a current business process, a roadmap for

improvement towards specific business objectives, and a detailed business case for change. Similar engagements by most consulting companies take weeks longer, cost much more, and rarely deliver the in-depth quantitative assessment offered by Bluespring RPA.

Proven, Rapid Approach

Bluespring RPA enables you to thoroughly analyze an existing business process and identify the most impactful opportunities for improvement within a very short period, and with minimal time required from in-house personnel.

After a management kickoff gets everyone on the same page by establishing the business objectives for the target process, discovery activities such as interviews and observation are performed by the RPA team to gain initial insight into the process.

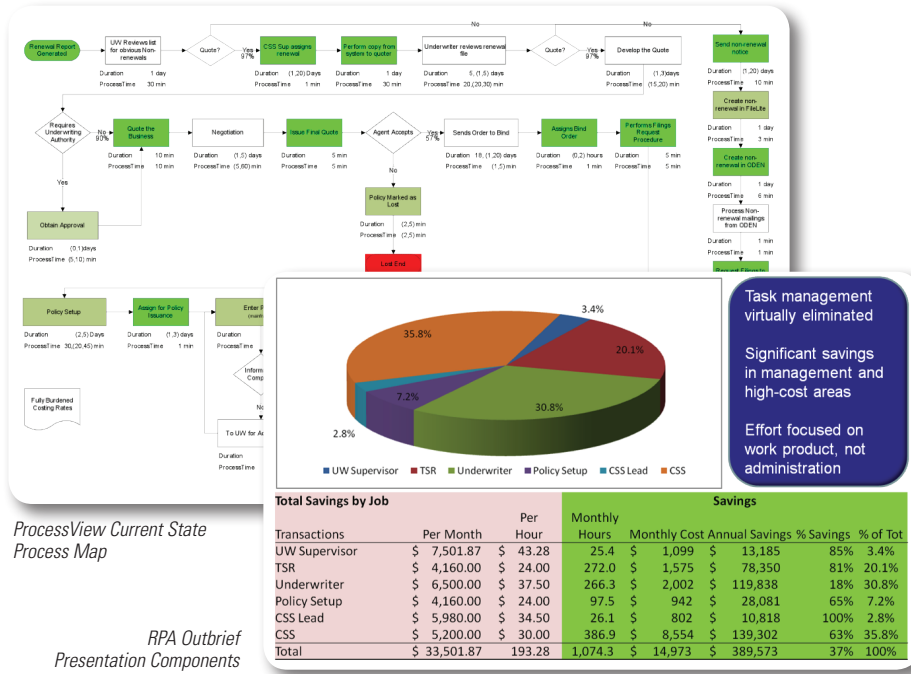
Current-State Process Mapping creates the foundation for analysis by engaging the team to interactively build the "current state" process model, collect process data, test, refine and validate the model. Typically performed in just one day, this approach makes highly efficient use of company personnel. Process Analysis is then performed by the RPA team to clearly identify process bottlenecks, as well as time & cost drivers, and other key aspects of the process related to the business objectives.

Future-State Process Mapping identifies the potential improvements that best address the business objectives by again engaging the team in a time-effective session to interactively modify and test the process model. The future state model is based on best practices, team

Features	Benefits
Proven, rapid approach	Quickly gain the insights you need
Experienced process improvement specialists	Confidence in the results and recommendations
Powerful BPA tools	Thorough, scientific process analysis to drive recommendations
Clear, actionable results	The information to make informed investment decisions, and effectively communicate them to stakeholders
Microsoft Visio and Sharepoint	Fast, easy process definition and team collaboration

suggestions, the potential for automation, and other possible changes. Various future states are modeled, analyzed, and validated. Comparative Analysis is performed by the RPA team to create detailed cost, time and other differentials between the current state and future state model(s). This information becomes the basis for prioritizing the process improvement opportunities.

Microsoft Visio makes it fast and easy for the team to interactively develop a highly visual process flow diagram, even for the most complex of processes. ProcessView Attributes extend Visio to capture the key information needed for each activity to drive analysis. The ability to use averages and ranges for activity factors such as time, cost, and resources, and to apply probabilities to various paths, makes model building both practical and accurate. The ability to save and share diagrams electronically via SharePoint greatly expands the opportunity for team collaboration.



ProcessView Current State Process Map

RPA Outbrief Presentation Components

The ProcessView Analysis Engine produces a tremendous amount of information from the process model in a matter of minutes. Using sophisticated algorithms to apply Graph Theory for the identification of process paths and Queuing Theory to quantify the impact of variability, it clearly identifies bottlenecks, provides key performance indicators, and calculates resource and activity capacity requirements.

ProcessView outputs turn this wealth of data into exactly the information the team needs to fully understand the process and identify the best opportunities for improvement. They clearly identify the activities with the longest times, highest costs, and greatest resource load. They simplify complex processes by isolating and illustrating particular paths within the overall process flow. And they automatically calculate the net change in time, cost, and other factors between current and future state models.

Experienced Process Improvement Specialists

Bluespring RPA is performed by a team of process improvements professionals with strong backgrounds in Industrial Engineering and a thorough understanding of the principles of waste elimination (Lean), variability management (Six Sigma), and error prevention (TQM).

The Lead Facilitator leverages extensive process improvement and project management experience to ensure rapid execution, effective use of company resources, and creation of clear management recommendations. A Process Analyst with in-depth knowledge of Bluespring's BPA toolset produces the extensive analytics and output deliverables upon which the RPA recommendations are based. An IT Specialist is available as needed to provide technical assistance when the use of technology tools is considered for process improvement or automation.

Powerful BPA Tools Accelerate the Process

The speed of Bluespring RPA is enabled through use of Bluespring's industry-leading BPA toolset, ProcessView™. Integrated with Microsoft Visio and SharePoint, ProcessView is used to rapidly develop highly visual and complete current-state and future-state process models, perform analysis and comparisons, and generate detailed outputs that clearly identify and prioritize opportunities for improvement.

Clear, Actionable Results

Bluespring RPA enables you to make fact-based decisions to move forward with process improvement initiatives by providing a roadmap for the actions that will best achieve the business objectives.

The RPA Outbrief Presentation makes it easy to communicate the results of the analysis to executives and team members by providing a succinct and highly visual summary of current and potential future processes with the supporting time, cost, and resource utilization information.

The RPA Summary Report provides management with clear recommendations, including a statement of the original business objectives, an outline of the opportunities explored, the recommended process changes, how the new process will perform, and the business case for change.

Process Maps, Models and Output Files make it easy to communicate results and action plans throughout the enterprise. With an optional ProcessView license and ProcessView training, in-house personnel can go on to perform further analysis (e.g. for later improvement stages).



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Bluespring Software is a leading provider of Business Process Innovation (BPI) products and services. Using a "Rapid Process Assessment" methodology combined with advanced solutions for Business Process Analysis (BPA), Business Process Management (BPM) and Operational Excellence (OE), Bluespring helps organizations clearly understand and significantly improve key business processes in order to reduce cost, increase customer responsiveness, ensure quality, maintain compliance, and support growth. From process discovery and analysis through design, automation, management and optimization, Bluespring has the expertise, services and tools to support every stage of the BPI Life Cycle.