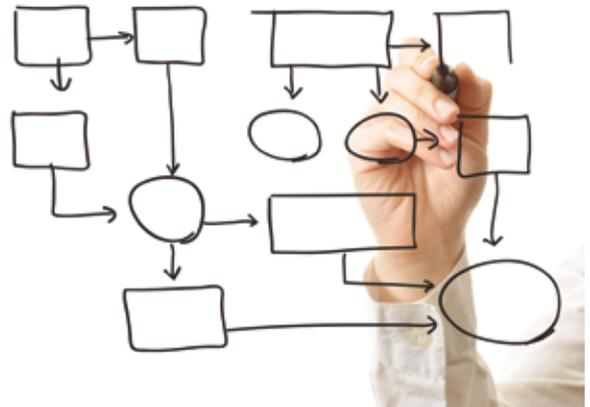


Process Transformation Consultancy

Optimising and sustaining business value through process improvements



CREATING BUSINESS VALUE THROUGH PROCESS TRANSFORMATION

Processes are the means for organisations to create business value. Businesses need to respond quickly to the continuous challenges that they face and organisations that fail to keep their processes relevant, efficient and effective invariably lose their competitive edge.

In this constantly changing business environment, process transformation helps to ensure that organisations have the capacity and capability to continuously create greater business value.

WHY NCS?

At NCS, we take a holistic and structured approach to process transformation. NCS focuses on delivering outcomes for our customers' time to value and stakeholders.

NCS uses our patented Bizval™ Suite of Methodologies to create business value for our customers' process transformation. It aligns key organisation components to enable a smooth and successful transition. Our approach incorporates Lean Six Sigma techniques coupled with functional domain reference models to help customers incorporate best practices into the To-Be design, thus shortening the project timeline and achieving "quick-wins."

CHALLENGES

- How do we respond more quickly to changes in the business environment to better meet our customers' needs?
- How can we improve the performance of manual and convoluted processes?
- How do we align our organisational processes and IT systems to better support our business?
- From a process and IT perspective, how can we do more with less?

SOLUTIONS

- Process maturity assessment
- Process improvement and governance
- Process and ICT alignment

BENEFITS

- Improved effectiveness, efficiency and agility
- Tighter alignment of ICT to processes
- Improved customer satisfaction
- Reduced operating costs
- Better control of business processes

NCS PROCESS TRANSFORMATION APPROACH

NCS Process Transformation focuses on the following objectives:

■ Increase Efficiency

Our solutions minimise the resources used and time spent, creating significant savings.

■ Enhance Effectiveness

NCS creates better results and greater business value by making sure that our processes focus on not just doing things the right way, but also on doing the right things.

■ Improve Agility

By establishing and embedding review and feedback channels in the processes, we make your business more agile and responsive to changing customer and business needs.

Improvement Objectives

Effectiveness

Efficiency

Agility

Potential improvements to be gained

- Embedded stakeholder requirements in the process
- Defined, measured and monitored effective service levels
- Improved turnaround time for application approvals
- Standardised work processes
- Reduced manual processing/ monitoring
- Clarified roles and responsibilities
- Reduced bottlenecks and unnecessary handoffs
- Improved decision making
- Reduced non-value added activities

NCS Process Transformation Guiding Principles



NCS PROCESS TRANSFORMATION SUITE OF OFFERINGS

The NCS Process Re-engineering for Value (PRV™) methodology uses functional domain process reference models to help organisations incorporate industry best practices into their process design. Our approach and methodology also shorten the project timeline and help organisations achieve "quick-wins."

Our areas of services are:

■ Process Maturity Assessment

Assess an organisation's processes to measure their maturity level in terms of process capability and performance. This is followed by identifying possible gaps and "quick-wins."

■ Process Improvement and Governance

Redesign processes to create value-based improvements.

This is followed by quantifying the resultant business value of these improvements and subsequently prioritising the implementation stages. NCS also helps to sustain improvements through the introduction of process governance in terms of organisation, guiding principles, reviews and performance monitoring mechanisms.

■ Process and ICT Alignment

Review current processes and define new processes to be better aligned to the organisation's business objectives before specifying functional requirements for system implementation, followed by suggesting the most appropriate solution, and developing a comprehensive business transition plan.