Advisory Services: Business Process Improvement

Improve procedures and workflows that drive business growth.

In today's fast-paced, hyper-competitive business environment, there is one constant: CHANGE.

Organizations need to innovate and adapt faster than ever before, which has led to an aggressive approach to implementing new technologies. The result? A vast array of disparate and disconnected ways of getting things done. Add in mergers and acquisitions, line of business (LOB) demands and evolving technologies, the processes that fuel teamwork and power a business can quickly spiral out of control. The good news - we're here to help.

As a technology company, we understand the importance of the technology that powers a modern business and how work processes are extensively affected by the underlying technology. But we have also learned from years as a technology service provider that starting with the business requirements before the technology leads to best-fit solutions that scale as a business grows.

As the demand to modernize and grow your business continues to increase, so do customer and employee expectations. In addition, new technologies continue to hit the market, all while the competitive landscape just keeps getting more challenging. Now more than ever is the time to hone your business into a well-oiled machine that can respond in real-time to the ever-changing marketplace. By clarifying and fine-tuning business processes, Business Process Improvement (BPI) can reduce waste and/or variation in processes to achieve the desired outcome by using existing resources in a better way.

At OneNeck, our BPI services utilize a structured-methodology approach that helps organizations evaluate and redesign their existing business operations for more efficiencies, generating better results and increased customer focus. By reducing operational inefficiencies, costs and time to market go down, which in turn enhances customer service and improves the quality of products or services.

Business processes can be informal or formal and touch a variety of company functions: information technology, department efficiency, customer service, really every aspect of the business. Regardless of the process you are trying to define or enhance, the improvement process follows a similar path.

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The BPI methodology approach the OneNeck Advisory Services Team follows is:

1. **Identify and Document Current State:** A careful study of your business processes will help you close the gap between what processes are currently delivering and what they must consistently deliver. This stage asks questions around:

   - What processes are documented?
   - When was the last time processes were updated?
   - Who is responsible for writing and maintaining them?
   - Are written processes followed?

2. **Establish Baseline Processes:** As businesses evolve, new initiatives come from above and new technologies emerge, processes must also change. Baseline processes must be defined, and this stage is where these are determined. This stage includes questions like:

   - Has your organization gone through a recent audit?
   - What areas (if any) were identified as issues or risks?

   - Were the issues and/or risks prioritized by technology or business improvement?
   - How do they impact your organization, resources and stakeholders?

3. **Analyze Current Processes (Gap Analysis):** A careful review of your existing business processes will help you close the gap between what processes are currently delivering and what they must consistently deliver. In this phase, we determine what areas need process optimization, or even where there no process at all.

   - What in the process is broken?
   - Which steps in the process create roadblocks?
   - Which steps cause cost and resources to rise?
   - Which steps impact quality?
   - Who are the correct resources to involve in the process?

4. **Create Improvement Strategy:** After we've determined the areas for improvement, our team will deliver an improvement strategy document that addresses the process issues and opportunities, and suggestions for process optimization and/or definition.
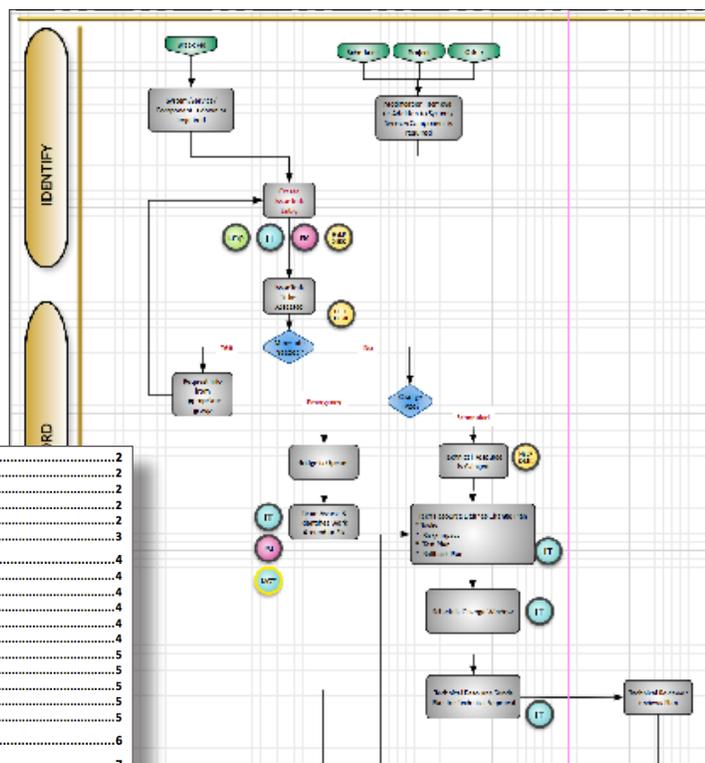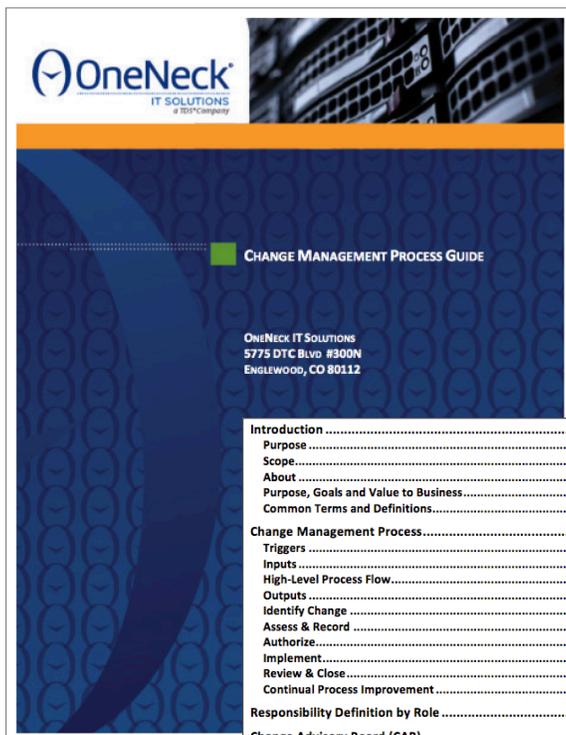
Use Case

A large organization conducted an internal audit which identified several areas of IT deficiencies. While speaking to a OneNeck security architect about addressing these deficiencies, it was identified that not only was technical remediation needed, but they needed to take a closer look at their processes and procedures to ensure that their policies were clearly written and that the procedures were properly followed.

OneNeck was engaged as a strategic partner to evaluate their IT processes and procedures, and assist in documenting a series of processes that outlined clear, actionable steps to be followed by IT, ensuring adherence to policies and procedures.

The Outcome

- Defined service management process framework for change management and incident management process.

- Documented workflow, roles, procedures and policies.

- Created an action plan for technical remediation for customer and OneNeck resources.

Defining Processes that Enables Success

Organizations are facing greater challenges than ever before. To remain relevant and competitive, they must operate efficiently and reduce complexity. A firm grasp on their processes will help them lower costs, increase efficiencies and reduce time to market, fueling continued growth and a sustainable trajectory for the future.

About OneNeck® IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

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