

Concepts...



"Concepts" is published by Parvidya Design Partners to raise as many questions as it answers. It is driven by the belief that the industry, its products and its services are ever evolving. The ideas reflect the challenges faced in the continuous journey of innovation and improvement.

The Indirect Benefits of Business

Process Monitoring:

Business Process Monitoring (BPM) is a new field that is expanding in many industries. There are several attractive, direct reasons to embrace business process monitoring as a management tool, but there are also other *indirect* and less obvious benefits, which would also arise from a focused business process monitoring initiative.

With the 24x7, globally delivered, multiple entity dependent products which pervade the financial services industry, there has been an increased interest in communicating and managing *real-time business status* via BPM. Currently, many companies are also looking at business process monitoring as a means of monitoring risk responsibilities in general or related to regulated instances such as Basel II or Sarbanes-Oxley. Another area of interest is in the better management of the sales process. The delivery of revenue against identified pipeline of business is the critical future lifeblood of an organization.

With the above and other processes, the direct benefits of BPM include:

Focused Communication: The right people will receive the right critical process information at the right time.

Disciplined Monitoring: Critical tasks can be set up to be monitored and published to a select audience.

Reduced Risk: The greater focus on status should allow the process risk to be mitigated through better communication on the issues and resolution of the causes.

Reduced Cost: There could be some savings in reducing MIS and communication expenses but there should also be reduced losses due to fewer "Risk Events" occurring.

Improved Service: Overall, the management of business process status combined with the communication and positive affirmation of successful processes should lead to improved service and the means to more easily justify the service improvement.

The indirect benefits of BPM are less obvious but may prove to be more appealing:

Iterative Process Refinement: BPM inherently will create the information, analysis and discussion for continuous improvement in the business process.

Business Knowledge Capture: The value and benefits of monitoring a process should quickly allow you to identify

critical processes and a "real" understanding of what is important to business success.

Succession Planning Data: By identifying the critical missions in each department, a newly assigned business manager should be able to begin his or her role with a list of critical functions and the means to actively manage them immediately.

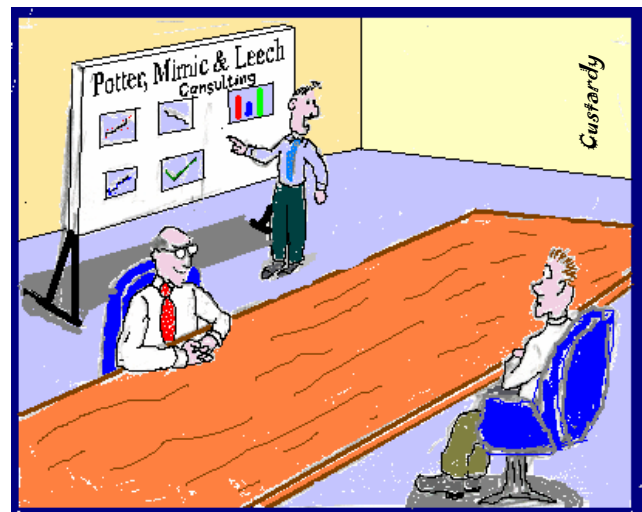
Business Transformation Impact: BPM will provide the means to measure processes before, during and after a major change (e.g. Merger, relocation, systems migration).

Historical Analysis: BPM will have historical data ready for both error-cause-analysis and justification for success.

Contingency Planning: An actively managed process should be easily replicated for disaster recovery purposes.

A focused business process monitoring initiative will realize many benefits for your business. However, if managed diligently, the indirect benefits can yield even greater results, which could justify undertaking the initiative on its own.

Parvidya Design Partners would be pleased to discuss the realization of these concepts with you further. We thank you for your consideration.



We like to recommend that one process is left "out of control" to help justify your existence!

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