



Construction



The Brief

One of Australia's leading contracting and property development businesses, needed to better define and manage its business processes including those linked to several information technology projects currently in progress. Prior to the involvement of BAPL, the company's approach was unstructured and inconsistent resulting in each division having its own IT system that performed the same functions.

The Challenge

Existing approaches to process modelling had delivered mixed results. What documentation did exist lacked context, used rudimentary flow charting, and modelled at inconsistent process levels.

Processes were typically presented at a functional level to suit software applications, rather than from an end to end business process perspective. A lack of structure around process modelling hampered process improvement efforts and made specifying and configuring IT systems problematic.



► Client Case Study

Our Approach

Business Analysts Pty Ltd (BAPL) worked to develop a business process classification framework and approach. Having the framework in place allowed a top-down approach from which supporting templates were developed to complement and apply the framework. BAPL also provided consultants who were familiar with the templates and framework, and who could deliver outcomes against the framework with minimal training and setup.



The Outcome

The business process classification framework and complementary templates were used to successfully run a project to understand and change the way IT finances were managed. Existing 'As Is' processes were understood; allowing a more efficient set of future 'To Be' processes to be developed. This produced an immediate practical benefit of reducing the administrative effort in all commodity IT purchases. This allowed procurement resources to focus their efforts on the complex procurements that had a bigger impact on business performance.

The resulting time savings scaled and applied to the entire organisation delivered a potential \$2.2 million annual saving.

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