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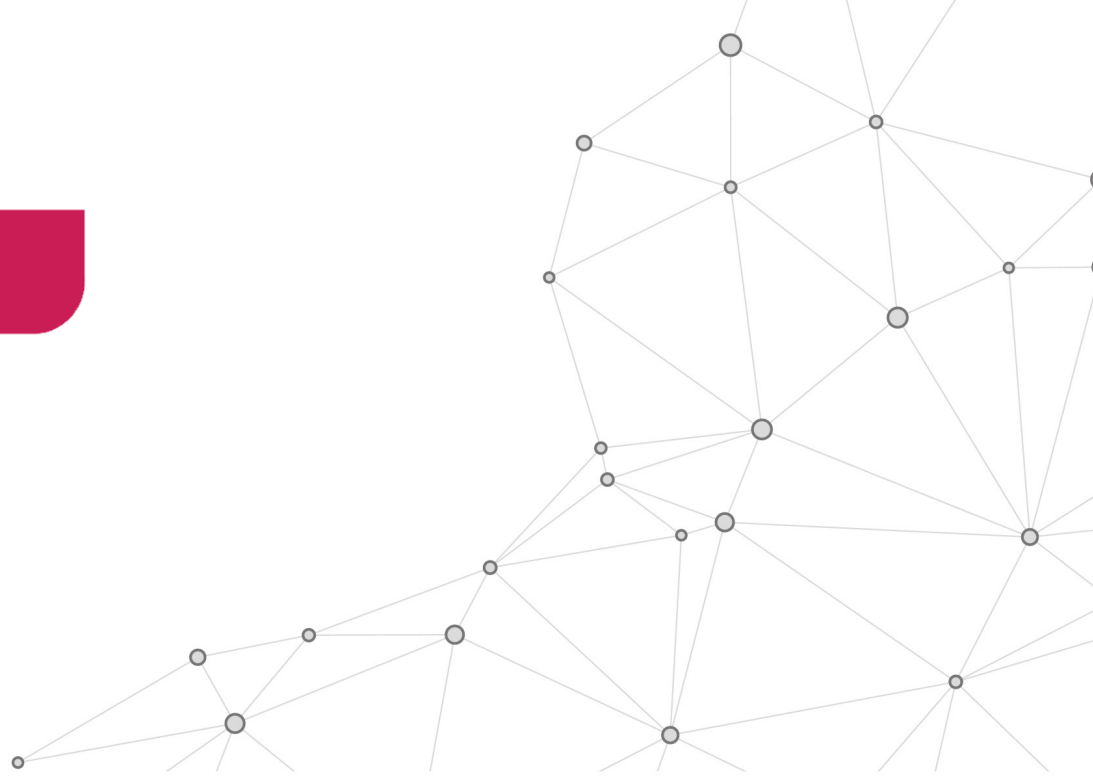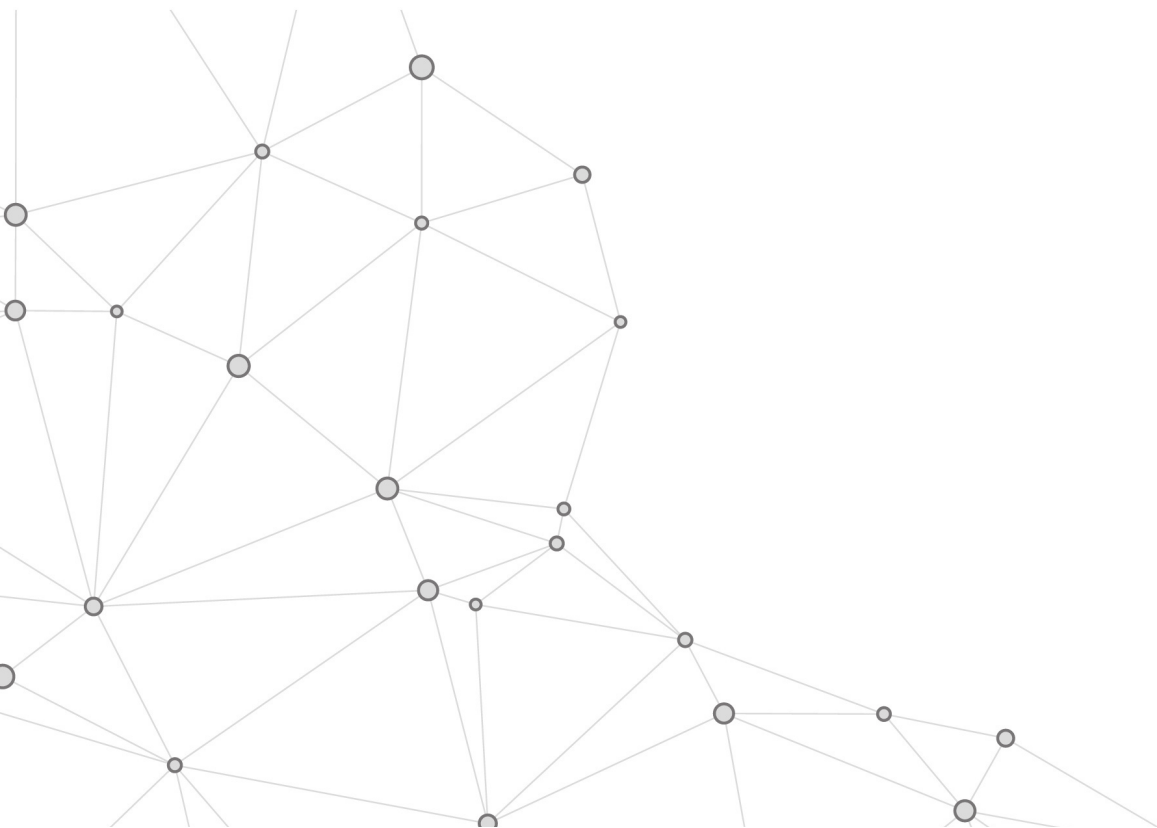
Adapting Effective Business Process Re-engineering with Streamlined Workflow

Executive Summary

In recent times, 'Business Process Re-engineering (BPR)' implies some form of revolutionary change within the business operations strategically by sliding-in through process optimisation to increase efficiency and accuracy to achieve the business objectives and goals.

To remain competitive, today's businesses need agility with major resulting changes from marketplace shifts to adoption of new technologies. A BPR enables a robust framework for driving the organisation through major changes in corporate restructuring.

In this business case, we will present an overview of an organisation's challenges, opportunities, directions for analysis, implementation through business processes re-engineering and effective streamlined workflow management. And as a measured outcome, the organisation benefitted by cutting down the enterprise costs and process redundancies on a huge scale with the improved business process-centric approach.

Business Challenge

Financial institutions are adopting the unique concept of fundamental rethinking and radical redesign of the business processes to achieve striking improvements. However, to become market leader banks require a breakthrough in corporate performance by adopting Business Process Re-engineering.

As businesses prolong, delivering real-time information to their decision-makers, organisations have mission-critical requirements to move towards intellectual initiatives for their provisioning services and by having optimised operational process.

The largest professional service organisations understand that business processes are not static and that the time of transformation has been progressively increasing. On the other hand, small and medium enterprises are struggling in process automation and management and try to adopt the changes coming from multiple controls at the same time. They are fascinated in automating the jobs with streamlined workflows and the targeted improvement with an automated approach that yields significant lasting benefits across the organisation.

Problem Statement

Business Process Re-engineering (BPR) isn't always easy. For as long as there has been BPR, there's been a revolving door of challenges, objections, issues, and problems, from scepticism over new technology to an entrenched reluctance to think and behave differently.

One of our client, a leading bank with services amid personal banking, business banking and corporate banking decided to enhance the business operation. Despite being a leading industry player, they lacked in high-tech delivery. A combination of manual, paper-based process and collaboration incompetence created problems internally. The bank's internal processes operated on a legacy workflow software suite couldn't deliver a comprehensive solution which created collaboration inefficiency, resulting in slower response times. The legacy product architectural solution wasn't delivering the level of accountability nor scalability. Communication between departments and human errors created a negative effect that subsidised to the inadequacies in cross-collaboration. The client did not have proper technology to support mass digital identification efforts and had to resort to manual processes. Furthermore, the lack of intellectual workflow software made it difficult to comply with compliance changes.

The dynamic changes in banking and business environment enforced the bank to re-engineer the operational process for better performance. The business process intended to meet the emerging challenges of process consolidation and improve the enterprise service through Business Process Re-engineering with a streamlined workflow to address the service gap in the banking sector. The organisation wanted to improve and simplify the workflow management process without losing the information. The bank required an intuitive solution to capture, manage, store, and leverage the documents and turn the intellectual assets into business assets and stay competitive in the market.

The organisation planned to enhance the below business process:

DATA MANAGEMENT
Migrate data from individual workstations to a centralised environment and need a robust application.

OPERATIONS & MANAGEMENT
Insights for evaluating process performance and efficiency and track the progress.

PROCESS STANDARDISATION
Business operation processes need to be organised and managed more efficiently with predefined and automated workflows.

IMPROVED SERVICE
Reduce the response time on business enquires and improve the performance and service.

The bank's objective was to overcome the above challenge by procuring a robust solution to improve security and stay compliant and also required a system to automate and streamline the workflow process.

Macro Global's Approach Framework

The 'Redesigning' has become popular across business industries as organisations try to foster problem-solving techniques for the innovation process. Macro Global's Aira Enterprise Document and Workflow Management System (DWMS) succoured the bank to automate the process with no-code platform. The bank's operational and compliance process were optimised, and workforce was able to collaborate, and productivity turned out in a prolific manner. The implementation of Macro Global's Aira Enterprise DWMS facilitated the control on business information and increased the visibility on the entire business document lifecycle.

Our Aira Enterprise DWMS platform being intuitive enabled the organisation to enhance the business process with unified workflows by organising and aligning operational process in a cloud-based Aira Enterprise Document and Workflow Management System. When the process model is incorporated into a workflow, the workforce can better manage the process execution and gain increased visibility from workflow tracking features. Further process optimisation can be amended based on the task life span which helped to achieve defined timelines. At Macro Global, we believe in the below factors to drive successful business process evolution.

- Validate business strategy and measure operational performance
- Derive the KPIs and organisational metrics
- Address ad-hoc workarounds in the business operations

A mature continuous improvement inducing business operation gives process experts a mandate to make incremental improvements. The real progress starts by taking one step at a time with a structured approach.

Prioritising Business Architecture

Comprehensive framework to prioritise the targeted process optimisation efforts and workflow analysis within the business process.
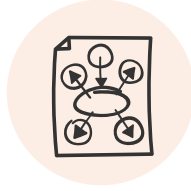
Mapping Business Rules

Identify the key performance indicators (KPIs), adopt target metrics on phased timelines and map business rules to understand if process optimisation is yielding the desired results.

Business Process Re-engineering

Explore the inefficiencies to be addressed, including the automation of work organised outside the applications, streamlining the approval workflows, and the elimination of hand-offs between users.
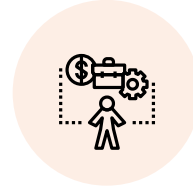
Managing Business Process

Dashboard provides insights over document storage and task priorities/task life span which helps to pinpoint the challenges and actively drive operational efficiency.

As a result, the organisation was able to achieve a sustainable and effective process improvement with proven methodologies by eliminating paper and manual routing and increase the efficiency, document control, and visibility, and drive productivity through the strategic process.

Macro Global's Aira Enterprise DWMS – BPM Suite

End to end solution to manage, monitor and improve the business process that endows the organisations to roundtrip the process life cycle within a single cloud-based platform. Macro Global's Aira Enterprise DWMS proffers the below functionalities at an eagle's view.

- Centralised repository and robust search engine to retrieve the documents.
- Mechanism to classify, categorise and organise documents through indexing.
- Role-based access control and permission rights to control document actions (upload/download/sharing) and maintain version history.
- User-friendly GUI which supports the business processes and monitor based on the real-time insights over document and task status.
- Capture strategic business requirement, process forms and map business process for automation to solve business needs.
- Build workflow process to automate the task and create a seamless process layer across multiple workforces with auto/manual escalation.

Business Benefits

To be successful on the re-engineering journey, the organisation must avoid the potential pitfalls. There is no doubt that process automation brings tremendous benefits in terms of productivity and efficiency improvements in the financial processes.

For organisations who desire to automate manual tasks, our **Aira Enterprise Document and Workflow Management System** is the valuable platform to employ during process optimisation initiatives. The established methodology and intense focus on increased efficiency add great value to the business operation uplifting and enhancing the likelihood of success. The **Aira Enterprise DWMS** designed as a one-stop-shop solution allows companies to distribute process management to business users within the organisations rather than relying on one individual.

Improving Competence	**Enforce Homogeny**	**Process Swiftness**	**Bang the Technology Change**
BPR improves the way the business process is resolved which leads to higher efficiency, productivity, output, and finally profits.	Standardisation involves finding the proficient way and how the processes should work which steers the transparency and accountability.	Develop a culture of innovation and revolution by constantly tweaking the business operations.	Organisation will be able to beat and outlast the global technology change and competition in the long-run.

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If you want to know how we transformed businesses using our unparalleled industry and domain expertise?

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