

# Driving Operational Efficiency through Business Process Management

**Maximize speed, minimize delays, and record metrics with a business process platform**



Line-of-business operations are often a complex series of tasks, actions, and business logic. For instance, a customer onboarding scenario may involve tasks which must be completed by several users or departments. As these tasks are executed, there exists the potential for delays or interruptions. By introducing automation through the use of an effective business process management platform, organizations can maximize the speed of execution, identify and eliminate any obstacles or delays, and provide the ability to track progress and record metrics. Business process management provides a uniform framework from which processes and their workflows can be institutionally built.



## **BPM Enables and Sustains Continuous Process Improvement**

### **Who We Are...**

At EVC we are process experts... whether operational, financial, or strategic, we understand how to break them down to their base elements, identify bottlenecks and constraints, find opportunities for improved efficiency, and effectively implement change.

### **What We Do...**

We offer a comprehensive, end-to-end solution which blends process engineering with technology. More than just process mapping or a software offering, we help you to build efficiency through process transformation.

### **How We Do It...**

We first collect information about your processes – starting with first-hand observations of how they are currently being conducted and supplemented by data that measure performance. We then work with the staff members who live the processes to create a detailed map. Then building on our experience and industry best practices, combined with your specific environment and staff inputs, we implement changes that yield more efficient processes. Finally, we create a performance monitoring and sustainability plan, complemented by a process automation tool that ensures the new processes are followed and remain effective.

### **Why It Works...**

We are committed to our clients' success, measured through operational improvements, cost savings, and revenue enhancements. Whether you need support with management functions or customer-facing tasks, we have the expertise and tools to add efficiency to and remove cost from your organization.

### **Benefits...**

- Increases process efficiency/productivity
- Enables continuous process improvement
- Improves process quality/consistency/compliance
- Reduces costs
- Promotes increased customer satisfaction
- Provides better reporting of process performance

### **Contact Us Today!**

To learn more about EVC's process improvement consulting and automation services, please contact us.

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