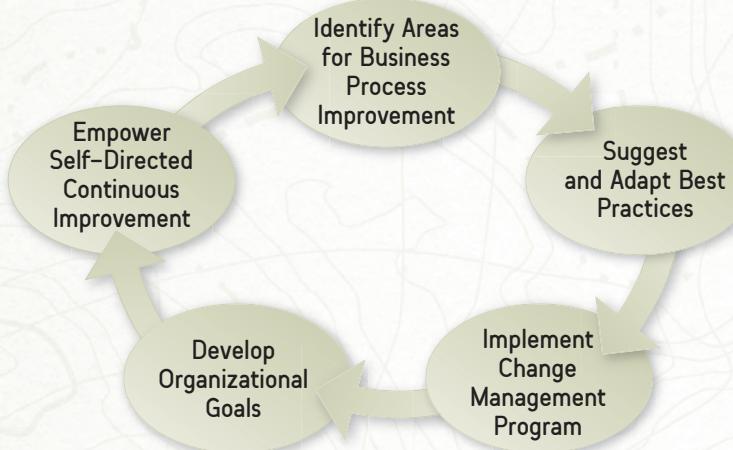


# Business Process Redesign

In an environment that is increasingly competitive, businesses need to re-evaluate their processes to increase efficiency and effectiveness across organizations. Kenway Consulting has the expertise to help businesses align their support processes with their business strategy and goals.

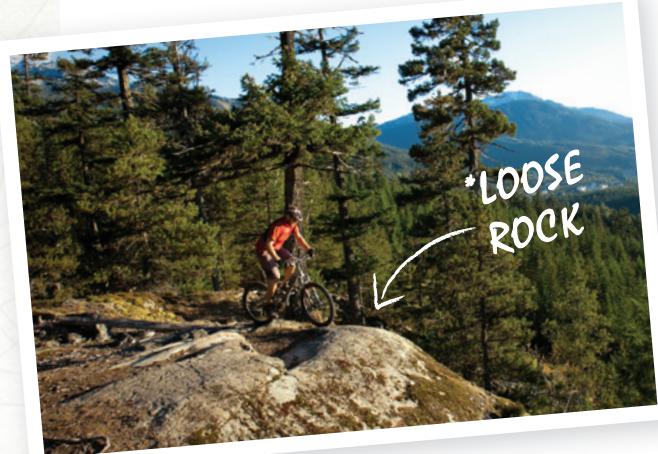
Kenway Consulting's Business Process Redesign holistic approach focuses on Organization, Strategy, Technology and People. Our methodology will help maximize value and minimize cost by:

- ✓ Securing management support to drive organization acceptance
- ✓ Helping the client organization develop specific, measurable, attainable, realistic, and timely goals
- ✓ Implementing a change management program
- ✓ Suggesting and adapting best practices to fit the organizational culture
- ✓ De-emphasizing technology as the sole means to gain efficiency
- ✓ Empowering the organization to implement a self-directed continuous improvement program



*“Business Process Management [investments] often produce higher ROI than a number of comparable investments in IT.”*

– Gartner Analyst



## Client Success Story

**Business Challenge:** A major financial services institution was struggling to effectively service its banking clientele due to the various systems, documentation, and teams involved in supporting inquiries, work requests, and issue resolution.

**What We Delivered:** Kenway Consulting assessed the current state of the organization. A solution was developed where all work efforts were captured and managed from a single system. The solution was nimble enough to also quickly accommodate new processes and work flows. In addition to streamlining technology, processes and teams were centralized to ensure work was being captured consistently and routed to the teams that were best equipped to handle the work request. Change Management deliverables were created and implemented to ensure a seamless transition to the new technology, processes, and organizational structure.

**The Result:** The redesigned process significantly reduced the time to market for new processes, reduced the average time to complete a work request, and reduced work request errors. Additionally, the centralization of teams allowed for individuals to support a larger array of work requests and complete more work requests than in the past.

