

Business Requirements Analysis

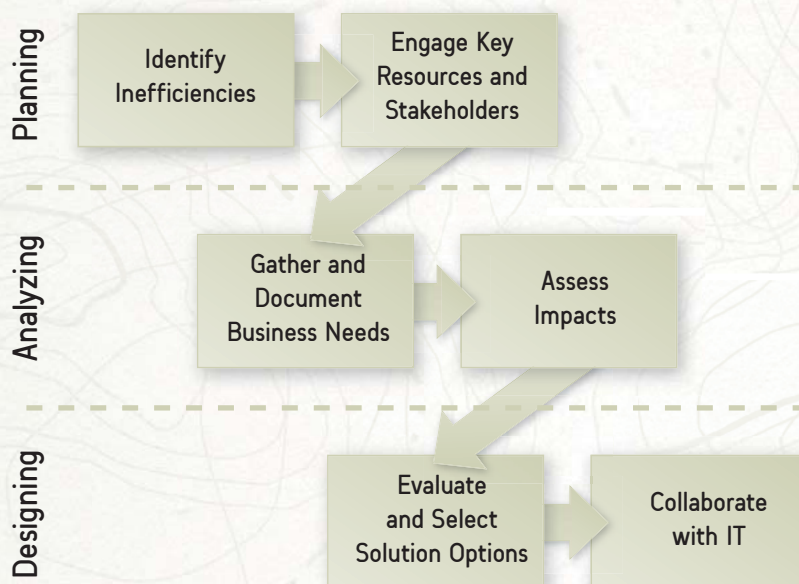
Many companies struggle with turning fundamental core business needs into solutions that work. Business needs generally require translation into requirements documentation. Additionally, business needs oftentimes necessitate a transition from business concept to technical vision.

Kenway Consulting brings a wide range of experience in bridging the business and technology requirements of clients by facilitating interview sessions, identifying business needs, documenting requirements, recommending solutions, and creating and managing the processes to track and maintain them throughout the delivery lifecycle.

We Are Proven Leaders In...

- ✓ Conducting business user interviews
- ✓ Creating requirements documentation and use cases
- ✓ Bridging the gap between Business and Technology organizations
- ✓ Recommending solutions
- ✓ Establishing and maintaining traceability

Our Methodology



Client Success Story

Business Challenge: A major telecommunications company had an initiative to consolidate several Interactive Voice Response (IVR) systems to improve customer experience by providing a single point of entry into their customer service systems. The program included several projects and required significant coordination across multiple IVR support teams and organizations.

What We Delivered:
We...

1. Gained an understanding of business needs across multiple teams
2. Documented those needs as requirements
3. Assessed viability of implementing the technical solution by understanding the system capabilities
4. Identified and took action to improve requirements gathering documentation

The Result: Due to the requirement documentation updates Kenway made, the client's IT organization was able to bypass one of the deliverables normally produced within their methodology and move immediately to solution approach, which reduced several weeks off of the program timeline. Additionally, our strong knowledge of the business allowed us to operate as content experts during requirement transition to IT. This allowed business users to spend more time focusing on supporting the day-to-day operations of the IVR systems and addressing more immediate business needs.

