



*case study*

## **PROCESS**

### **CLIENT:**

Large IT firm servicing Fortune 500 clients

### **CHALLENGE:**

Rapid growth strategy required well defined processes and procedures to support new product line development, work flows, and automation.

### **BKW APPROACH:**

- Facilitate roundtable sessions to identify stakeholders in the end-to-end process
- Conduct reiterative reviews to identify processes that can be eliminated, replaced, merged or automated
- Develop visual map of “To-be” process flows for delivery of products and services
- Create fulfillment and delivery processes for new product line

### **RESULTS:**

- Developed process flows within and across functional areas for product and service delivery
- Reduced external stakeholder involvement and process time by up to 30% by streamlining purchasing and pricing processes flows
- Improved efficiencies of internal and external stakeholders by developing formal process flows for product development, visual maps and written procedures
- Developed a ‘quick reference’ guide to anticipate and manage changes driven by growth