SGS4618

ELEVATING PERFORMANCE THROUGH PROCESS IMPROVEMENT

Financial services and energy companies face an array of obstacles along the path to better business performance. Operational inefficiencies can impede execution of business strategy and efforts to deliver greater customer value. Maintaining service levels becomes more difficult as the business grows. Auditing and achieving transparency into critical performance data remains elusive.

Today, companies are increasingly exploring business process management (BPM) as a means to overcome these challenges. SunGard Global Services can help your company achieve its objectives by deploying BPM to improve, manage, and control essential business process. We can assist you in using automation to reduce operating costs, improve customer service and facilitate work distribution.

WHAT WE OFFER

We take a results-oriented approach to BPM deployment. Instead of focusing on tools, we work to understand how business process management can support your product and service strategies. We can help you use BPM to meet key business objectives, including:

- Improvement of customer service, enabling you to retain and attract customers
- Roll out of new products and services with greater agility to boost revenue
- Standardization of business processes across multiple product lines and business areas
- Reduction of manual work to improve cost effectiveness
- Implementation of controls to produce consistent results and reduce the need to "fight fires"
- Improvement of processes to ensure compliance with legal, regulatory and governance requirements
- Improvement of risk management
- Control of operational costs by overcoming the lack of back-office scalability

We leverage Six Sigma techniques and process automation tools, including SunGard's industry-leading Infinity Process Platform, to analyze and design business workflows that integrate people, data, systems and networks. Infinity Process Platform combines SunGard's most valuable assets – industry expertise, technology solutions and collaborative services – with service oriented architecture (SOA), BPM and software as a service (SaaS).

OUR SERVICES

We employ a comprehensive methodology to identify your specific needs and deploying a tailored BPM solution:

- **Business vision and strategy** – Define a vision for process excellence, strategic objectives and focus areas for improvement. We work with you to establish a project charter, rationale and business case
- **Gap analysis** – Define critical-to-quality objectives and functional process focus areas, gather metrics to begin process analysis, and validate data
- **BPM transformation** – Identify baseline statistics and leverage Lean and Six Sigma principles as appropriate to transform processes
- **Business process management system automation** - Leverage automated workflow and BPM tools based on human-, document- and integration-centric requirements and deploy enhanced dashboards and metrics
- **Business application development** – Develop composite applications and portals that are dynamic, user centric, role based and process driven, employing rich Web 2.0 interfaces

SUNGARD GLOBAL SERVICES BPM SERVICES

STRATEGIC ALIGNMENT

- Mission and values
- Strategic imperatives
- Value chain
- Competitive benchmarking
- Customer drivers
- Business case for change
- Assessment of core processes
- Improvement portfoilo
- Technology enablers

PROGRAM MANAGEMENT

- Targets and plans
- Resources and roles
- Communications
- Sponsorship
- Regulatory compliance
- Process owners
- Business case tracking
- Centers of excellence
- Standards and procedures

PROCESS MODELING AND IMPROVEMENT

- Process models
- Organization mapping
- Applications and data
- Cost analysis
- Simulation
- Training
- Best practices
- Value added activities

PROCESS AUTOMATION

- Process engine
- Workflow control
- Application integration (EAI)
- Straight through processing (STP)
- Document management
- Services orchestration
- Exception and notifications

PROCESS MEASUREMENT AND ANALYSIS

- Balanced scorecard
- Optimization
- Service level agreements
- Process warehouse
- Monitoring (BAM)
- Total cost of ownership
- Real-time feedback
- Constraints

TECHNOLOGY ENABLEMENT

- SOA/Services orchestration
- Event based monitoring
- Front-end process guidance
- Process based applications
- Software as a service (SAAS)
- Flexible access

ORGANIZATIONAL EFFECTIVENESS

- Stakeholder assessment
- Change readiness assessment
- Work distribution
- Skill and competencies
- Maturity model
- Measurement and feedback

LET US KNOW HOW WE CAN HELP

SunGard Global Services can help your organization deploy BPM to achieve new levels of performance, efficiency and transparency, while adapting to an increasingly networked world.

About SunGard Global Services

SunGard Global Services combines business consulting, technology and professional services for financial services firms, energy companies and corporations. Leveraging SunGard's global delivery model, more than 5,000 employees worldwide help customers manage their complex data needs, optimize end-to-end business processes and assist with systems integration, while providing full application development, maintenance, testing and support services.

For more information, please contact us at: **globalservices@sungard.com**

For more information visit:
www.sungard.com/globalservices

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