

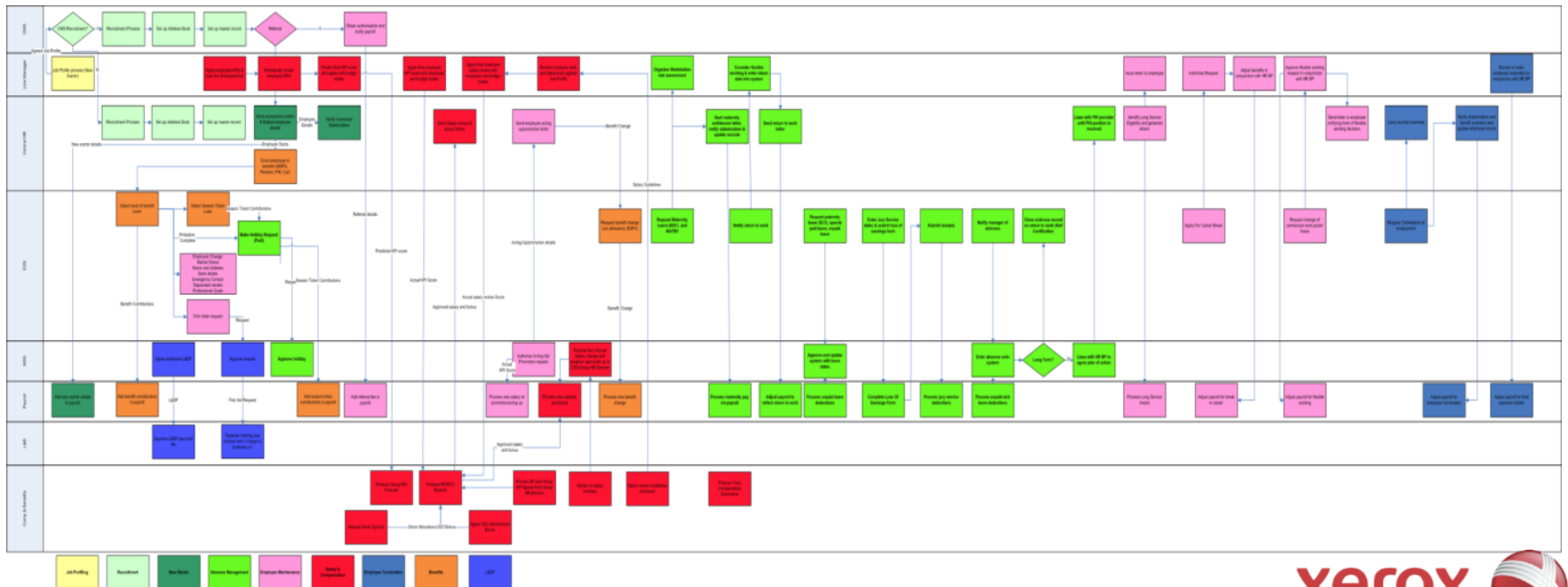
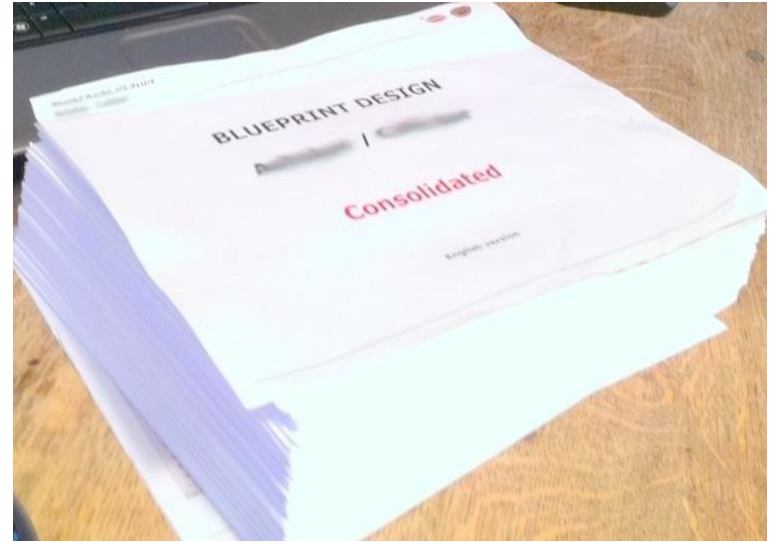
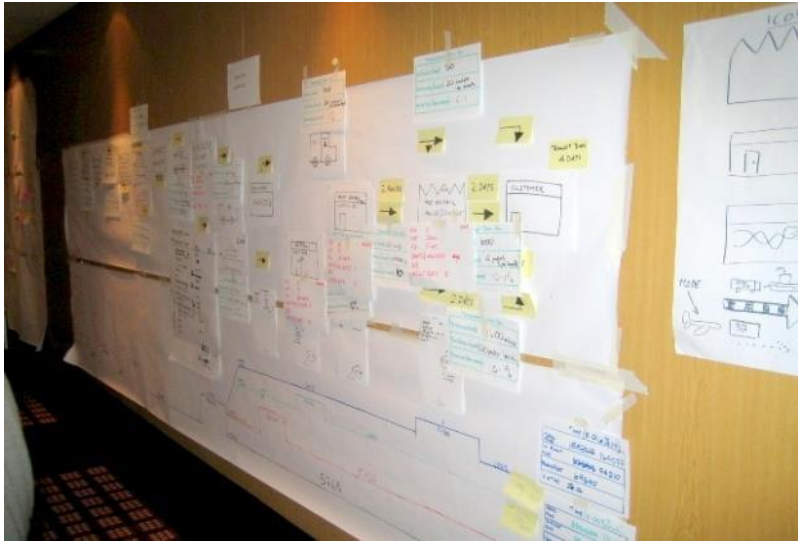
# Xerox Consulting Services

Workflow with a KISS

# Improving Process

- What is BPM?

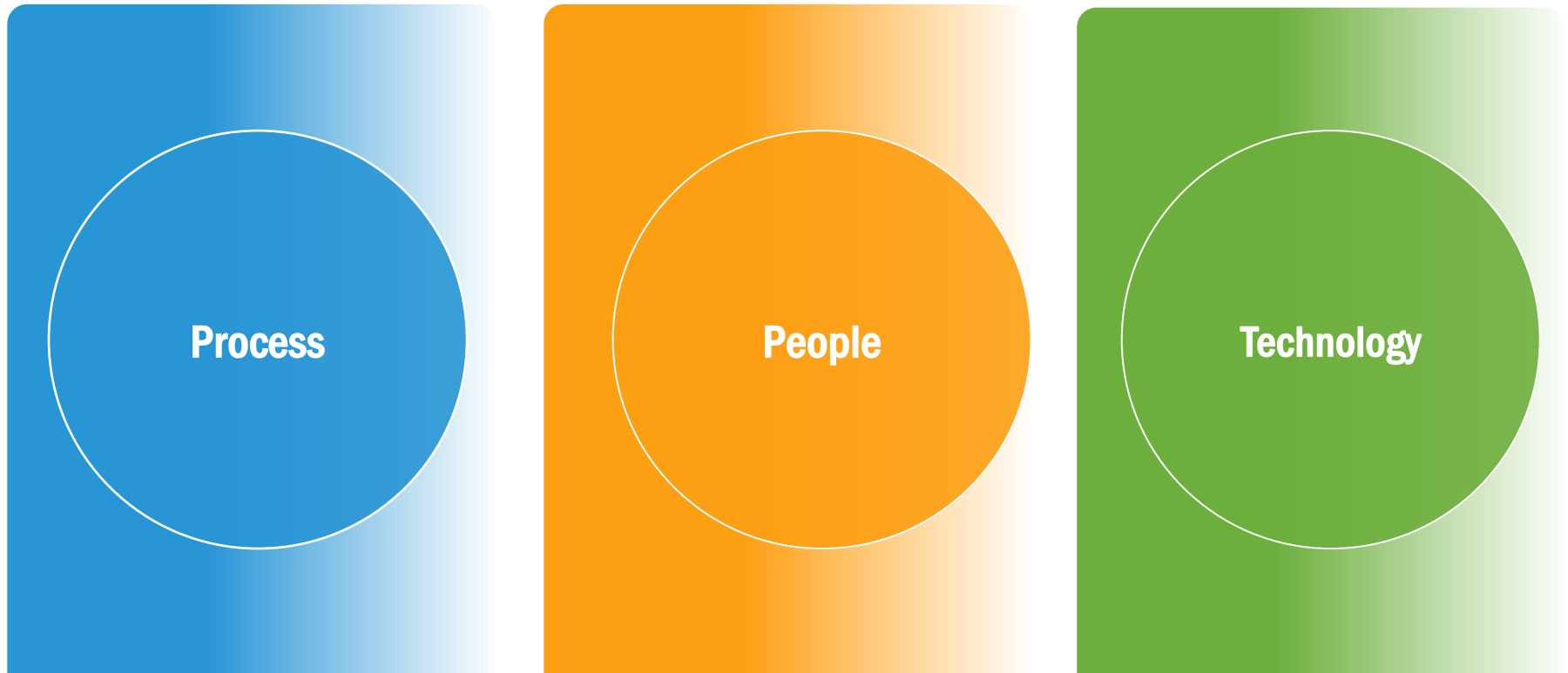
# Understanding Your Business



# BPM Approaches

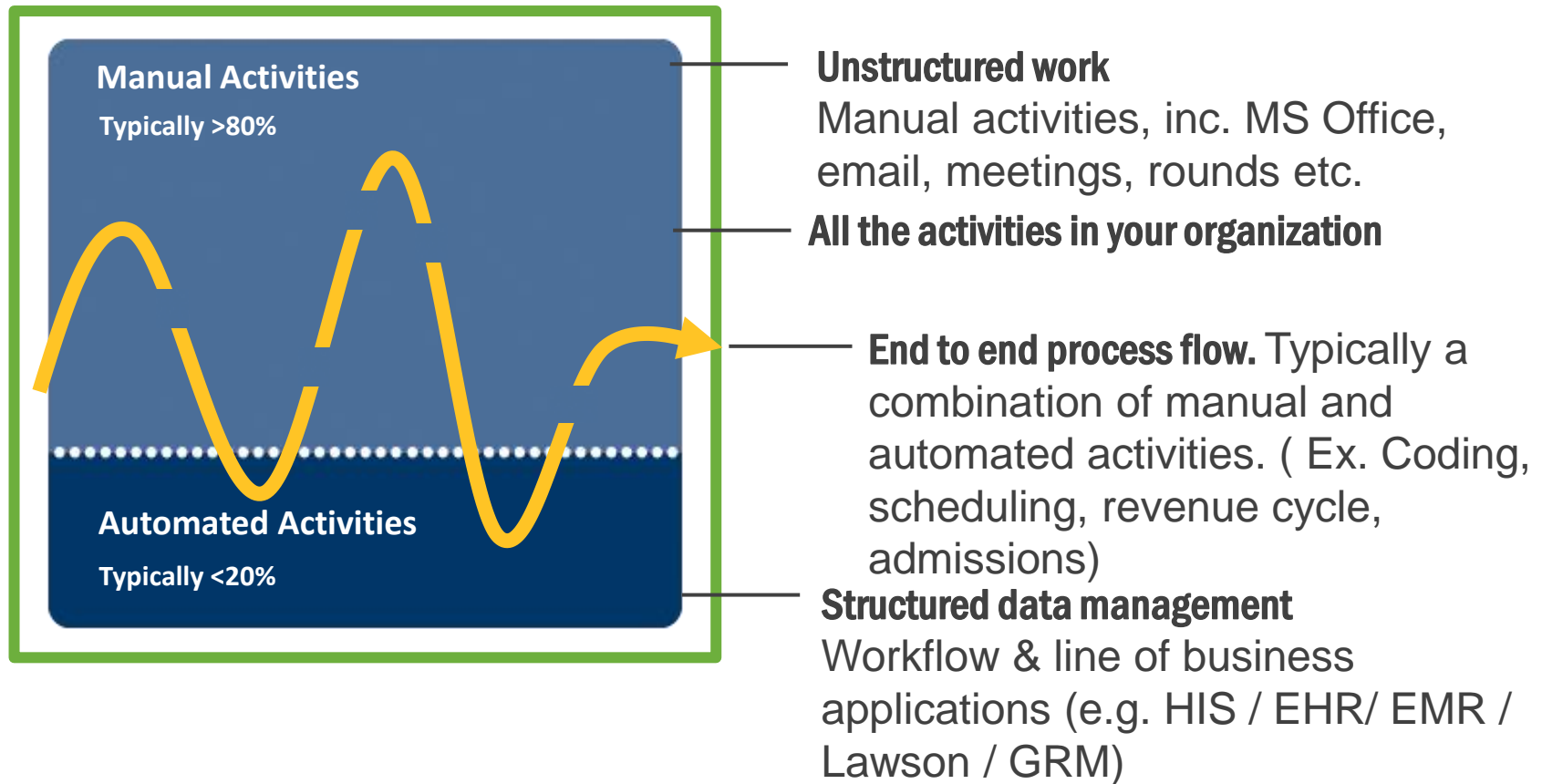
- **Business Process Improvement (BPI)** - a systematic approach to help any organization make significant changes in the way it does business.
- **Continuous Improvement** - an ongoing effort to incrementally improve how products and services are provided and internal operations are conducted.
- **Service Oriented Architecture (SOA)** - provides patterns for design, development, deployment, and management of loosely coupled business application infrastructure. In this framework, business functionality is published, discovered, and consumed as part of a business ecosystem of network aware and reusable technical and business services.
- **Business Process Reengineering (BPR)** - a management approach aiming at improvement by means of elevating efficiency and effectiveness of the processes that exist within and across organizations.

# Successful ECM Strategy

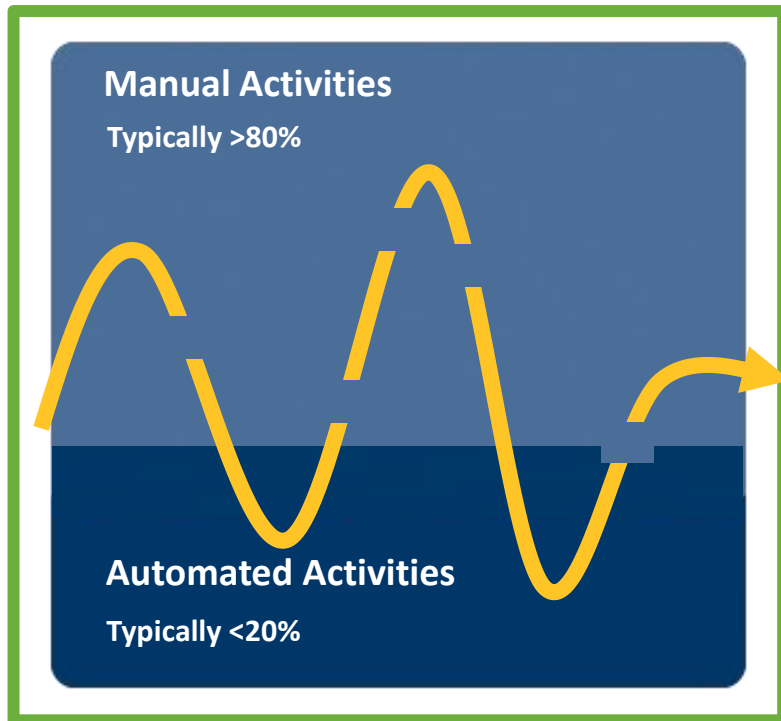


Data: Structured and Unstructured

# The Xerox “BPI” Approach: As-Is State

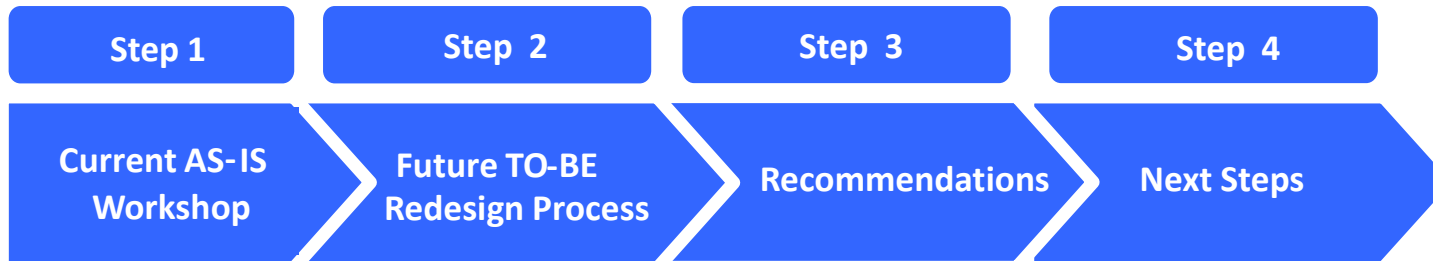


# The Xerox “BPI” Approach: To-Be State



1. Identify and eliminate gaps
2. Re-engineer, rationalize and lean
3. Automate and lock in gains

# Xerox Business Process Assessment Methodology

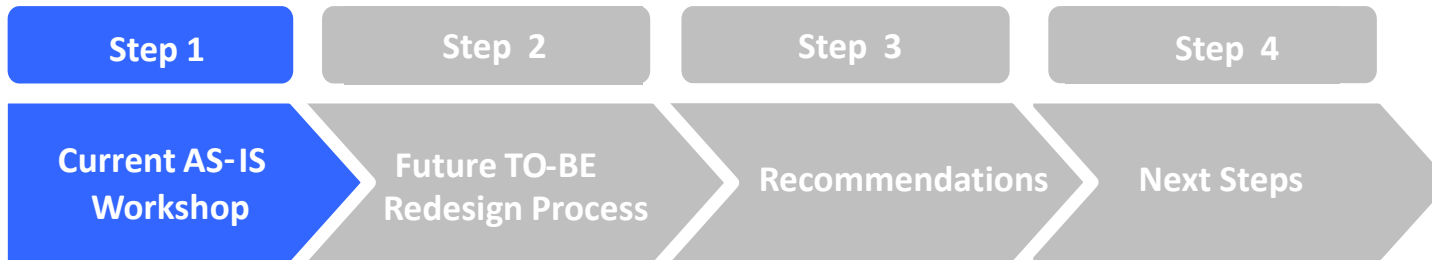


## The Xerox Business Process Assessment Methodology:

- Standardized, teachable, repeatable and lightweight improvement methodology
- Understood by all stakeholders -- Easy to read business friendly notation
- Single view of how business operates for all stakeholders
- Based on live, real time process capture and validation workshops



# Current (AS-IS) Workshop

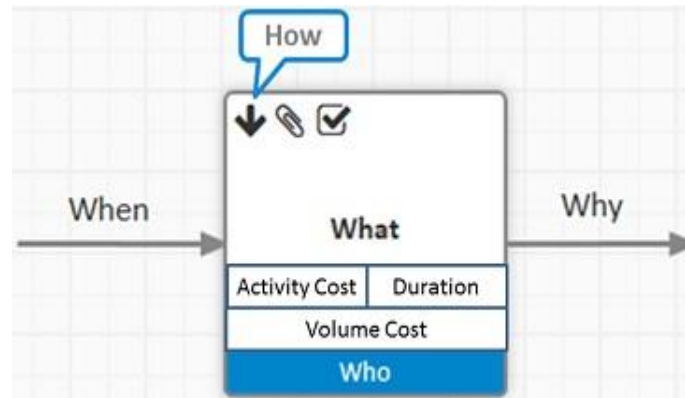


## Capture Processes Participants:

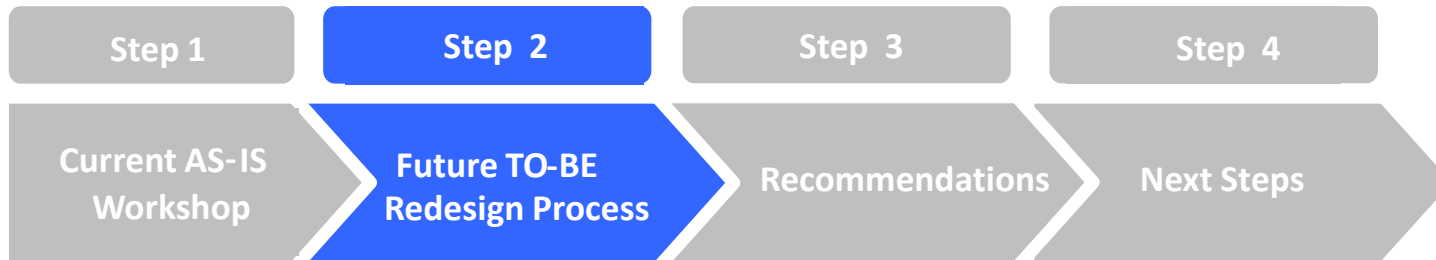
- Session Leaders
  - Facilitator
  - Process Author
- Client Participants
  - SME's
  - Process Owner
  - Process Managers

## Capture Activity:

- What is done
- Who does it and what systems used
- Durations, volumes and costs
- Pains and business requirements
- Receive agreement/validation



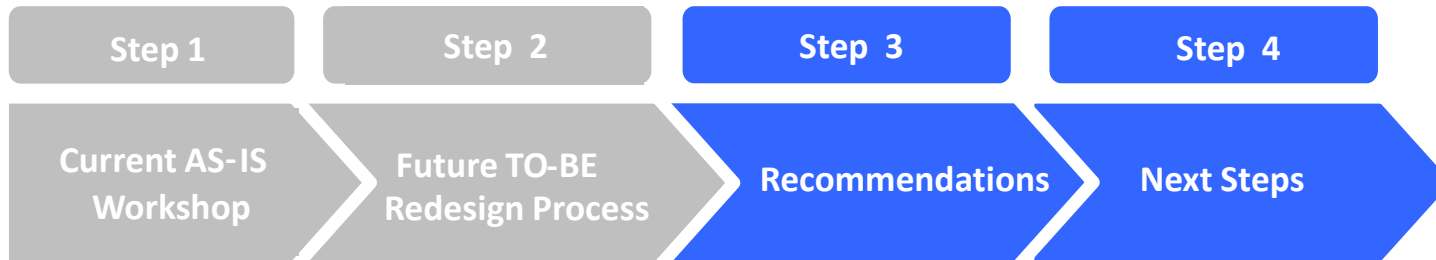
# Future (TO-BE) Redesign Process



- Identify what's done well
- Identify opportunities for improvement
  - Streamline work processes
  - Address pain points and frustrations
  - Apply Best Practices to fully maximize system and workflow benefit
- Provide vision of how it could be
- Demonstrate Cost savings/ROI



# Next Steps



## Recommendations:

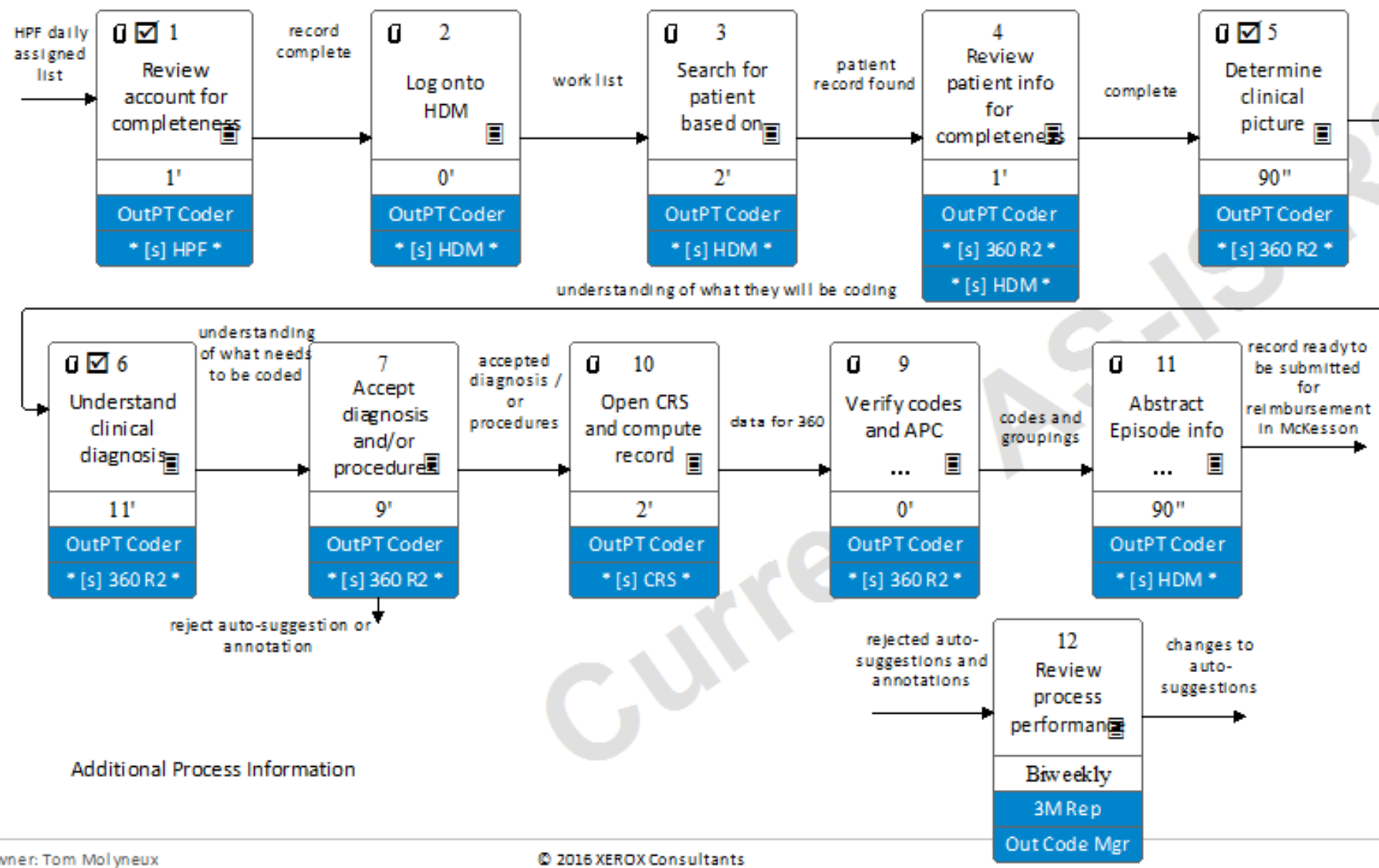
- Detailed findings and recommendations for changes are documented and presented to Stakeholders
- Processes working well are highlighted

## Next Steps:

- Next steps to complete recommendations are outlined
- Review of other areas that may benefit from the Xerox Business Process Assessment

**BPI Example : Reducing costs and getting value from system by  
applying leading practices**  
*Outpatient Coding*

# Perform Outpatient Coding (Current AS-IS) - R2



Additional Process Information

Owner: Tom Molyneux

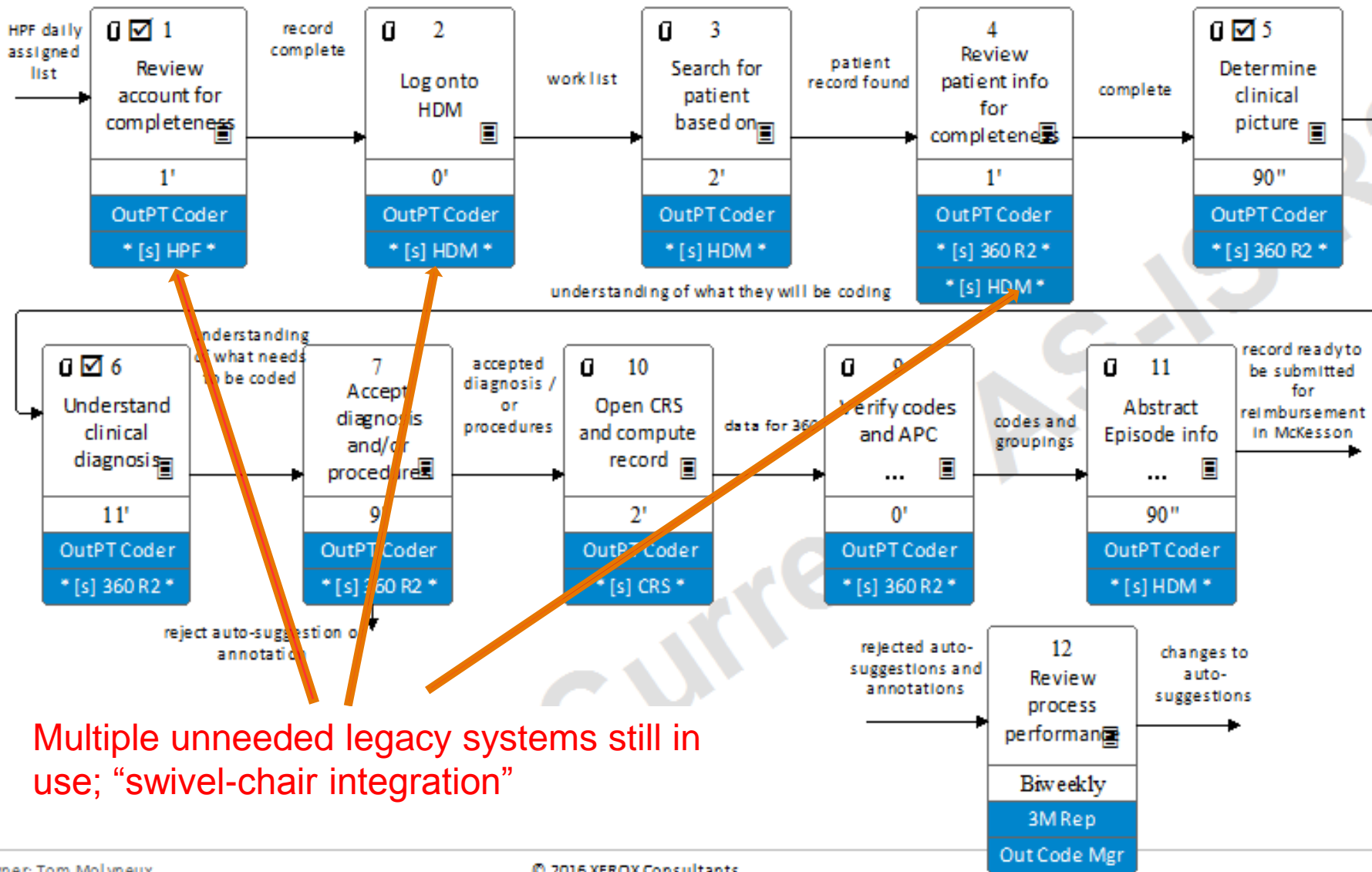
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Volume: 70000.00 Per Year

Cost Per Year: \$692,300.00

F.T.E.: 17.32

# Perform Outpatient Coding (Current AS-IS) - R2



Multiple unneeded legacy systems still in use; "swivel-chair integration"

Owner: Tom Molyneux

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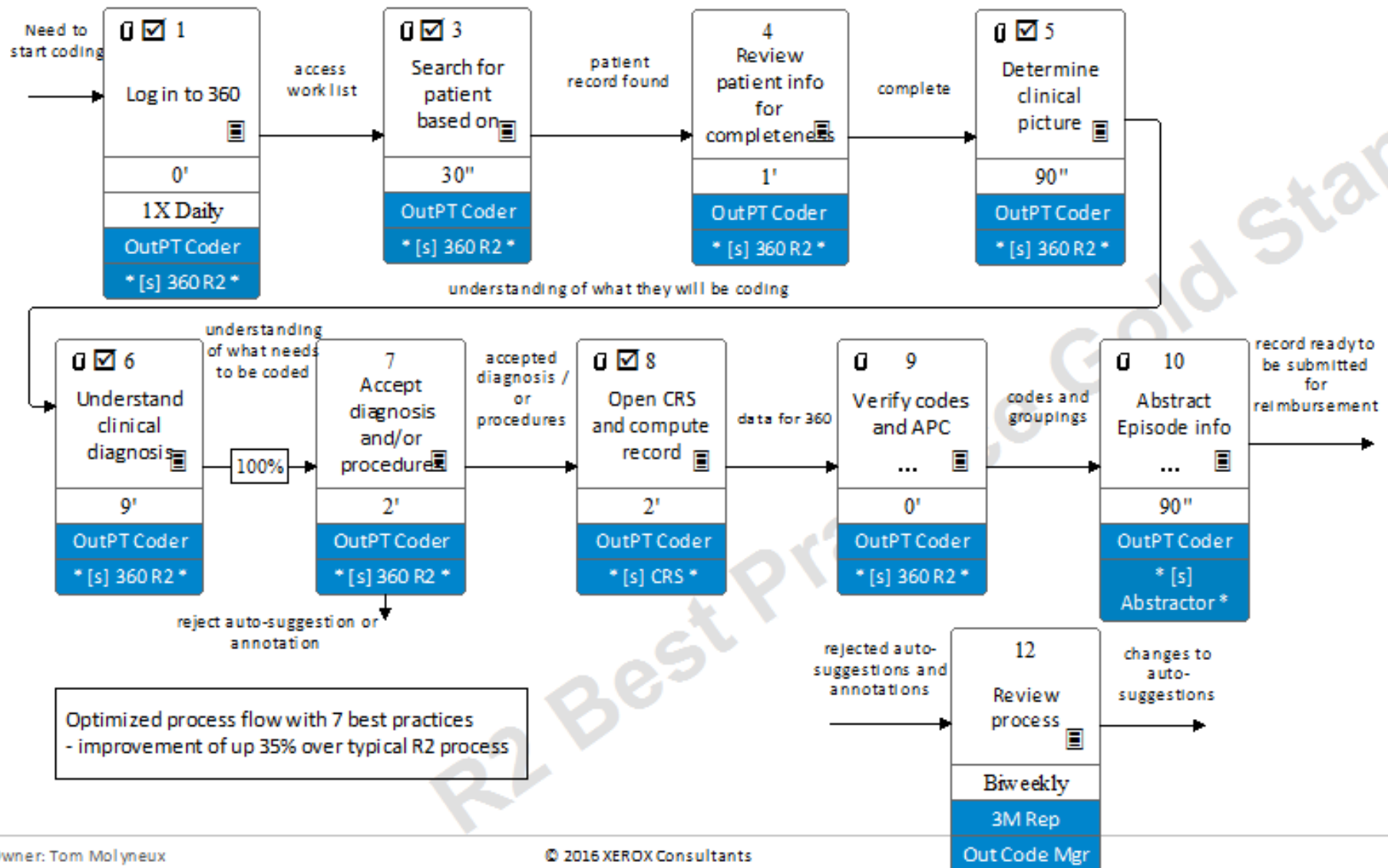
Volume: 70000.00 Per Year

Cost Per Year: \$692,300.00

F.T.E.: 17.32

**TO-BE workflow of same process removing unneeded legacy systems and applying leading practices and configurations**

# Perform Outpatient Coding (Best Practice TO-BE) - R2



Owner: Tom Molyneux

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Volume: 70000.00 Per Year

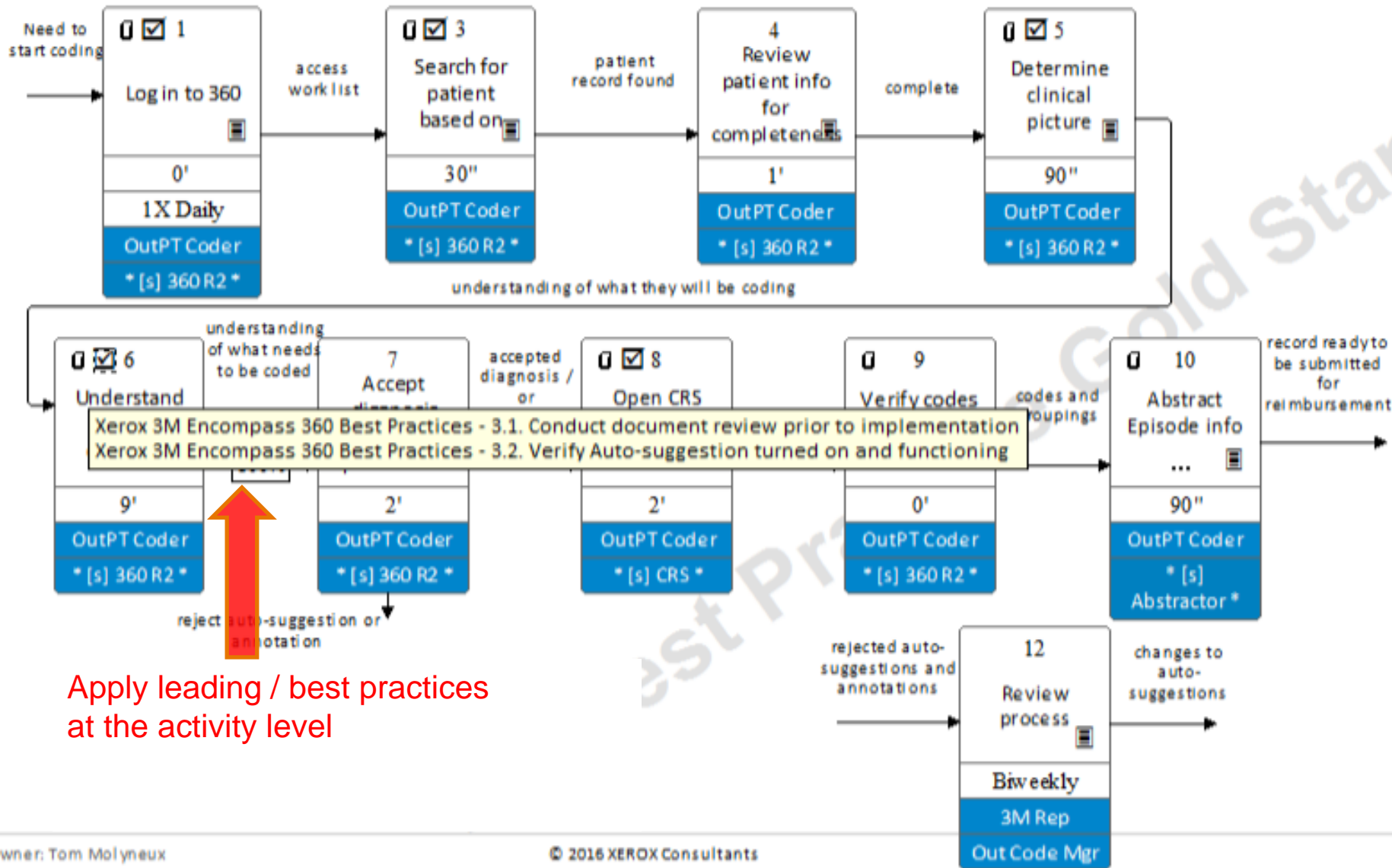
Cost Per Year: \$412,300.00

F.T.E.: 10.33





# Perform Outpatient Coding (Best Practice TO-BE) - R2



Owner: Tom Molyneux

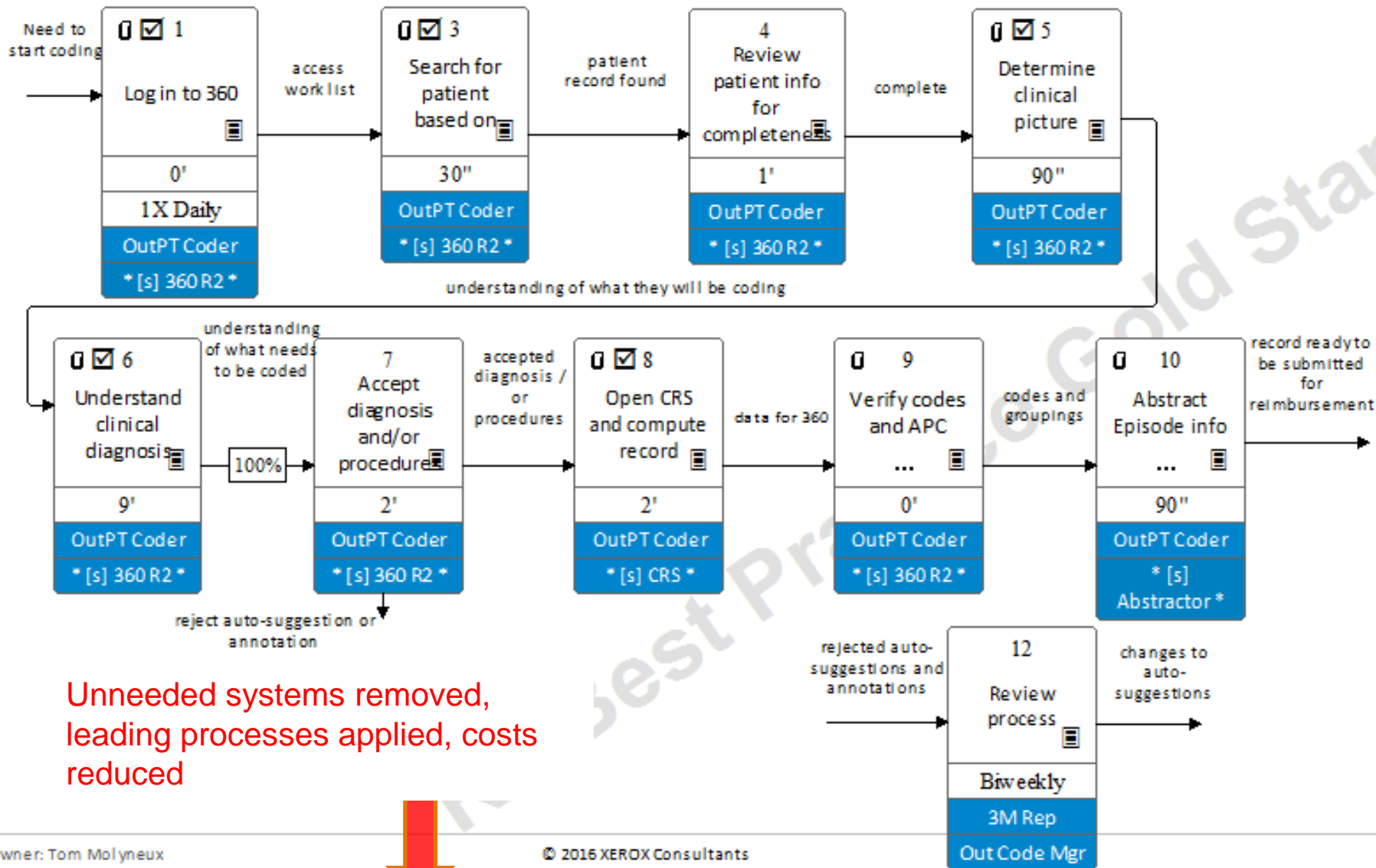
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Volume: 70000.00 Per Year

Cost Per Year: \$412,300.00

F.T.E.: 10.33

# Perform Outpatient Coding (Best Practice TO-BE) - R2



Unneeded systems removed,  
leading processes applied, costs  
reduced

Owner: Tom Molyneux

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Volume: 70000.00 Per Year

Cost Per Year: \$412,300.00

F.T.E.: 10.33