

THE 'AS-IS' AS IT REALLY IS.

Process Visualisation from Fujitsu Services

Responding to the urgency of change

Now, more than ever, market pressures are forcing dramatic changes on organisations. A global shortage of investment capital and the increasing likelihood of new regulation and legislation are driving many organisations to resort to drastic restructuring actions, such as mergers & acquisitions, consolidation or separation. For many organisations, the goal of this structural change is to reduce costs and risk.

Whether you are restructuring your whole organisation or just reviewing your cost base, it is essential that you have a good understanding of your 'as-is' operations and processes. Embarking on a transformation journey without full visibility of your starting point (and hence an understanding of your change path) incurs significant business risk. And risk today is more expensive than ever.

Understanding the 'as-is' situation is a challenge for many organisations and knowing how to improve without risk is thus almost impossible. This is why Fujitsu has developed Process Visualisation. Using interaction data in application data stores, Process Visualisation enables you to rapidly obtain detailed current-process diagrams that visualise what is taking place today in reality. We call this the 'as it really is'.

"YOU'VE DISCOVERED IN THREE WEEKS WHAT IT WOULD HAVE TAKEN US THREE MONTHS TO DISCOVER."

Utilities client

There is a need for an evidence-based approach

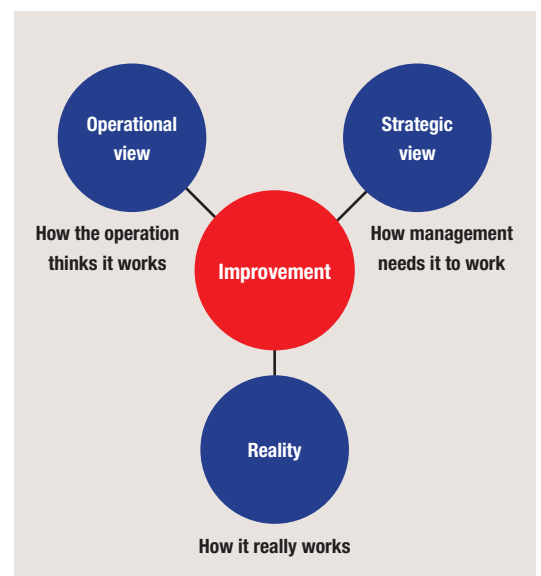
The traditional approach to process discovery is to talk to operational staff, to find out how they believe the process works.

There are a number of reasons why the resulting operational 'as-is' view may not be accurate:

- Most operational staff don't deal with the end-to-end process, they only deal with parts of it
- They only experience a small number of the process instances
- It's easy to recall the rule but harder to capture all the exceptions
- People are reluctant to provide information that might reflect negatively on them
- Much of the process may be hidden in systems written many years ago by staff long gone.

"YOU MANAGED TO FIND OUT SO MUCH IN SO LITTLE TIME."

Financial Services client



A new vision

Fujitsu's Process Visualisation tools and services deal with this challenge.

Systems often record detailed information during an interaction process, the footprints of which are stored in the system databases. Process Visualisation enables the reconstruction of current processes from application data stores, converting interaction data into valuable information – the 'as it really is' insight.

The 'process reality' is a network of flows of varying occurrence – each with its own value, cost, risk and compliance implications. Understanding which flows hinder a process and how to deal with them becomes the first step to improving the process.

At Fujitsu, we are pioneering Process Visualisation through our BPM-e (Business Process Management by Evidence) technology and our BPM-e Process Discovery service. Using our consultants' experience and skills, we are able to go beyond the creation of current-process diagrams to uncover the real process issues and identify priorities, benefits and the most effective improvement path.

"FROM CHAOS TO CLARITY! SEEMS PRETTY UNIQUE."
Industry Analyst

Not just borrowing the watch

Process Visualisation is helping our clients understand their processes as they work in reality, discovering issues they have not been aware of previously. Feedback from these clients is that the insight we have given them in weeks would have taken them months manually.

One of our clients in the utilities industry sector was trying to understand why their debt-management process was failing to effectively recover monies owed. By using Fujitsu's Process Discovery approach to visualise the actual processes used for thousands of customer journeys, target improvements were identified. Such comprehensive analysis would have been virtually impossible through the traditional approach.

A financial services client required 'as-is' diagrams of the consumer loans process. Through Process Visualisation, Fujitsu produced accurate and detailed end-to-end process models that covered a number of sub-processes and applications. We found evidence that it was possible to reduce 20% of the process cost due to rework. We also found the process exposing the organisation to higher risk within certain exceptions flows.

"THIS SERVICE IS GOOD FOR IDENTIFYING HIGH-RISK SITUATIONS / EXCEPTIONS THAT COMPANIES CAN'T PLAN FOR."
Industry Analyst

The 'as-is' as it really is

Process Visualisation is giving organisations the option to understand their current-state processes more rapidly, in more detail and at lower cost than ever before.

To find out what Process Visualisation could uncover in your organisation, please contact us.

ASK FUJITSU

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