

Are You Doing *Different* Things

or Are You Doing *Things* Differently

Doing Different Things

Strategy - Innovating for Competitive Advantage

Knowing how to define a competitive business strategy and translate that into reality is our business! We can help you move from a Functional orientation to one focused on Services and Processes. We will assist you no matter where you are on this journey, helping to facilitate and train your organization in:

- Setting a **Transformation Strategy** around the delivery of “**Great Customer Experiences**” (see [video](#))
- Designing the **Service-Oriented Business Architecture** to support the designed Customer Experience
- **Architecting Processes** To Support Those Services
- **Engaging the People** to deliver Great Customer Experiences



Derek Miers



Dr Allan Webster



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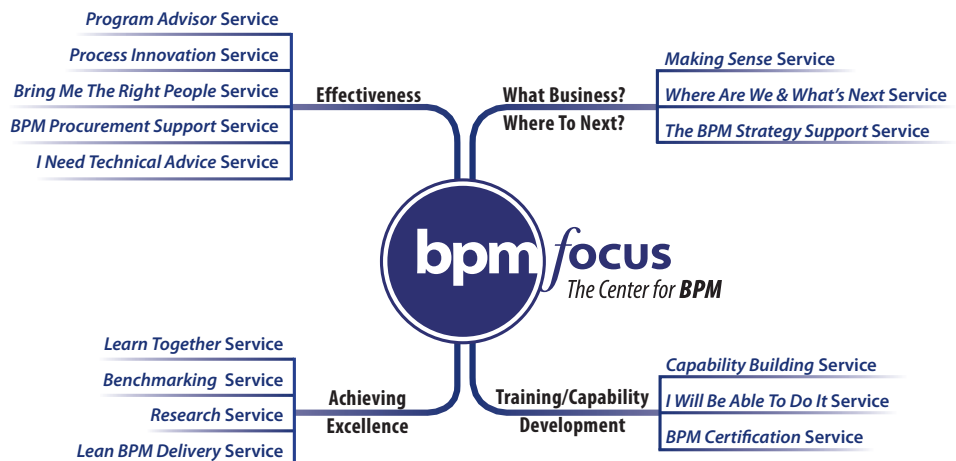


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Given the awesome power and potential of BPM Technology, it is obvious that firms should first look at **Doing Different Things** – deciding what business you are really in (the strategy), developing a new customer/process-centric vision and planning for the transformational challenges your organization will face on the journey. That BPM journey starts with an exploration of innovative strategies, leading to service definitions backed up by effective customer experience descriptions. It moves down into deciding on the processes (to support those experiences), then on into the models that help people communicate these things (and drive the work itself). Alongside that journey is another pathway – developing a culture that inspires and empowers people to perform, while all the time delivering on the expectations of their customers. Collectively, these two strands of development drive the creation of long-term competitive advantage for the enterprise.



Doing Things Differently

Continuous Improvement - Delivering Value!

Wherever you are on road, we will help you select the appropriate tools and techniques that suit your needs. We focus on helping the enterprise develop its own capabilities. This may take the form of structured learning and training in BPM techniques, or facilitation and program support covering:

- **Developing A Structured Project Method Set** and building the **BPM Center of Excellence (CoE)**
- Developing effective **Process Architectures** and **Metrics**
- **Training** in Process Modeling Fundamentals (for one of our technique expertise areas see www.bpmreferenceguide.com)
- Program and **Project Management of BPM Initiatives**

The Center comprises a Core Team of real experts – they are literally “giants” in the BPM industry, recognized for their insight and expertise and their light touch interventions that have an impact far greater than their inputs. Their hands-on engagements range from the delivery of strategic advice and guidance, through to custom research, coaching/mentoring and direct program support. Furthermore, we are able to provide additional (temporary) resources to support your program. The Core Team validates, trains and provides second level support through these independent associates. Our Services are your Outcomes. For a quick assessment (half day engagement), send an email or contact Derek Miers on the number below.