



## Business Process Improvement

### OVERVIEW

Given today's changing and competitive business landscape, successful businesses are more than ever focused on balancing available resources and demands. Anticipating change and addressing improvements has become a constant challenge to business leaders.

Omnisolve helps you to optimize and measure cross-functional work processes in order to deliver the intended value. We assist you in understanding opportunities required to improve business processes and ensure an effective collaborative work environment. We bring a fresh perspective, best practices, years of experience, lessons learned and the right resources to focus on the problems at hand.

Omnisolve has knowledgeable staff that is certified in Six Sigma (Master Black Belt, Green Belts, and Lean). We have developed a comprehensive business process improvement (BPI) framework with a complete set of reusable assets that can be leveraged as standalone solutions or be integrated into any Systems Development Lifecycle Methodology (SDLC).

Our Business Process Team specializes in creating practical solutions for complex business process challenges. By improving processes, an organization can gain internal efficiencies, effectiveness, adaptability and service levels. Omnisolve's approach also incorporates elements of Knowledge Management to address information sharing and knowledge retention.

To rapidly create and optimize process-driven solutions, our methodology integrates Information Technology into standard operating procedures. We identify enhancements to existing systems and are experienced in implementing Business Process Management Systems (BPMS) when desired. BPMS helps customers achieve operational responsiveness, gain greater ROI, and provide superior customer experiences. BPMS creates a sustainable process improvement and governance culture across the organization by enforcing, measuring, and auditing policies and practices of the organization.

### CHALLENGES

New technologies and changing market pressures have added to business complexities, causing many business leaders to "step-back" and redesign their operation to handle changes. Part of this challenge is to align cross-functional processes with stakeholder needs and deliver the intended value, while balancing resources with demands.

To do so, we will educate ourselves on your operational processes to better understand the business environment and challenges you face. We recognize that process improvement is a gradual practice and sometimes change inevitably generates resistance. We will work with your business leaders and staff at all levels to provide a truly independent and unfettered perspective about how and where to focus the business process improvement efforts.

### APPROACH

IT professionals are becoming full participants in key business processes such as product development, marketing, logistics, and customer support. The traditional approach of users defining requirements is being replaced by a collaborative, cross-functional approach. These multi-skilled teams seek to leverage the collective knowledge of all participants to ensure a sharper definition of requirements, a better design, and faster deployment of technology-enabled solutions for:

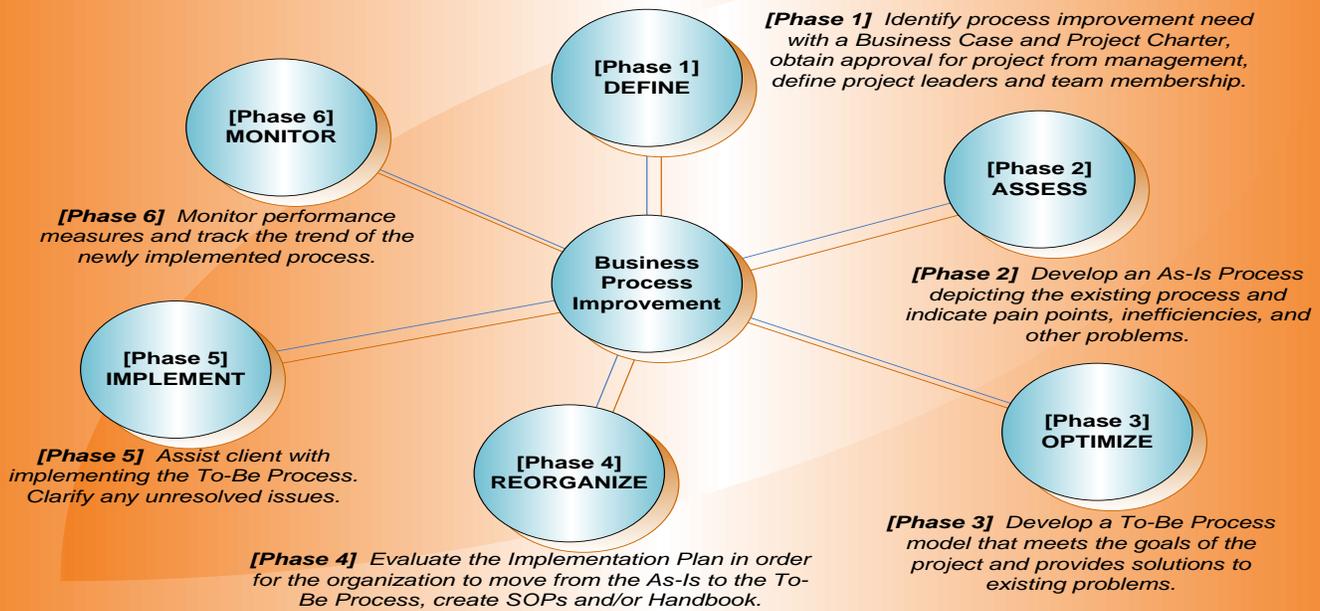
- **Facilitating workshops to encourage consensus and address repeatability and training.**
- **Identifying and documenting current processes.**
- **Identifying process improvements and opportunities.**
- **Analyzing opportunities for IT consolidation and optimization**
- **Capturing knowledge of the workforce.**
- **Creating an efficient, knowledge sharing environment.**

### CLIENT BENEFITS

- **Talented, experienced, highly trained consultants with strong focus on teamwork**
- **Certified Lean Six Sigma Master Black Belt and Green Belts**
- **In-depth experience in business process and requirements analysis to ensure solutions conform to customer needs**
- **Experience in working with business lines and providing practical solutions to solving business problems**
- **Results oriented approach demonstrated by successful past performances**

# Omnisolve Process Improvement Methodology

Figure 1



## EXPERIENCE

Omnisolve has participated in a multitude of business process improvement projects, ranging from relatively simple solutions to highly complex.

The follow reflects some of our past performance within our Business Process Improvement Service Offering:

- **GSA's National Rent Bill Management**  
National initiative to improve accuracy of billing and lessor payments.
- **GSA's Reimbursable Work**  
National initiative to improve how reimbursable services are managed throughout their lifecycle – from inception, vendor acquisition, to vendor payment and customer billing of services.
- **GSA's Small Projects**  
National initiative to develop consistent process, tools, and resources for Small Projects to support Project Management, Design, Acquisition/Procurement, and Construction phases.
- **GSA's Occupancy Agreement**  
A regional process automated using a Business Process Management (BPM) tools to address Occupancy Agreements and data accuracy issues.
- **GSA's Budget Tracking System**  
A national initiative to address processes related to Budget Formulation and Budget Execution.
- **GSA's Global Project Management (gPM)**  
A regional process initiative to implement gPM principles to maximize customer satisfaction and service in accordance with federal statutes, regulations, and policy.

## COMPLEMENTARY SERVICE OFFERINGS

Other services offered by Omnisolve that complement this offering:

- **Program Management Office**
- **Project Management**
- **Application Development**
- **Application Integration**
- **Enterprise Architecture**
- **Performance Management**

For further information about the material presented in this document, or to arrange a consultation, please contact:

## APPROACH HIGHLIGHTS

- **Tight oversight and control to ensure projects remain on schedule, on budget, and deliverables are high quality and to the customer's satisfaction**
- **Strong facilitation and communication experience**
- **Ability to meet with senior management to understand goals and priorities of the organization**
- **Ability to develop Standard Operating Procedures, provide training, and help implement and evaluate results**
- **Experience in evaluating, configuring, and implementing Business Process Management (BPM) Systems**

**Omnisolve**

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