



## SOLUTION BRIEF

### Our Industries

Government  
Justice and Public Safety  
Health  
Energy  
Commercial

### Achieving Results

**Client:** \$1 billion health and dental insurance provider.

**Issue:** Client CEO determined there were administrative inefficiencies within the organization.

**Impact:** Administrative inefficiencies impact service quality delivered to clients, increased staff required to deliver in a price competitive industry.

**Solution:** Sierra Systems used its Administrative Process Transformation methodology across the 700 person organization to guide the client through a series of evaluation and improvement exercises, coaching the client in performance management techniques as well as supporting the client to create a continuous improvement mindset across the organization.

**Result:** 13% reduction in staffing costs while increasing service level delivered to customers.

## BUSINESS PROCESS TRANSFORMATION

Management Consulting

## CHALLENGE

Setting the direction. Charting change. Implementing transformation.

Transformational success depends not only on what an organization wants to achieve, but also on how it plans to get there. Sierra Systems has a proven record of success in defining the route. As trusted advisors, our strength is in designing the business processes and policy frameworks required to reach a strategic destination, and in working with clients to transform activities taking place across an organization to achieve a unified goal.

When aligned with an organization's overall strategy and organization design, Business Process Transformation (BPT) is a powerful way to enhance the performance of specific units while transforming the climate of an organization as a whole.

## OUR SOLUTION

How we do it is as important as what we do.

The art of BPT is itself an insightful, disciplined, collaborative process. Strategies must be defined and cohesive. Existing processes must be understood, validated and measured prior to the start of any transformation initiative. There needs to be clear understanding of the transformational expectations and the strategic goals of the initiative.

Our approach starts with the use of our powerful methodologies and assessment techniques. Existing work processes are analyzed against both operational and strategic goals. Process options are developed and evaluated. Work processes are re-engineered to align with the identified goals and achieve higher levels of operational efficiency. As part of the transformational process, Sierra's insight can also serve as a guide for specific changes in associated information systems and organizational structure.

### Business Process Transformation Delivers:

- More effective business processes by streamlining and sharing existing processes, reducing redundancy in support of a more effective and efficient method of achieving the business goals.
- Improved service delivery to clients by reimagining service delivery from a client-centric perspective and transforming processes or automating workflows to build a stronger and more responsive platform to meet a client's needs.
- A reduction in organizational costs through detailed spend analysis review and the adoption of more effective and strategic approaches to the sourcing of goods and services required to support the business functions.

### Learn More

To learn more about how Sierra's Business Process Transformation approach can help, contact:

contact@sierrasystems.com  
1-877-688-1371  
sierrasystems.com

Within the overall framework and integrative approach, we employ proven methods and tools to assist our clients with envisioning, developing, and implementing BPT. Each tool and process is ultimately linked and woven into Sierra's complete approach and knowledge is transferred throughout the initiative to empower our clients with a new way of approaching their business.

## OUR SERVICES

### Setting the Direction

- Transformation strategy, establishing the drivers for change, vision, goals, objectives.
- Review the current state of people, processes and technology to gather a base line.
- Define road-maps to achieve the desired future state.
- Design key performance indicators and program evaluation.
- Organizational health checks and financial analysis.
- Benchmarking to leading practice comparisons.

### Charting Change

- Planning both the opportunity and evaluation development.
- Future state business model development.
- Operational and core service reviews.
- Shared service development.
- Business process improvement, including process design, development and assessment of improvement opportunities to guide the changes within the business and its associated systems.
- Activity Based Costing Models (ABCM).
- Supply chain management , including strategic sourcing, logistics, inventory management, etc.
- Improving asset management processes and systems.

### Implementing Transformation

- Implementation planning, including change management.
- Governance and organizational change.
- Reporting and communication.
- Performance Management Framework design and measurement.

### Scalable BPT To Fit Your Need

Sierra Systems' BPT service is highly integrated with its strategy development, organization design and change management services. Sierra is able to provide a comprehensive end-to-end approach to business transformation that delivers measureable results for clients.

Whether the business initiative is at the highest level of business design or is supporting the deployment and user-adoption of new technologies and processes, strategic thinking is at the core of every project. The designated focus of Sierra helps guide clients to successful project outcomes. We offer the flexibility of customizing specific activities needed to support the initiatives within an organization to meet the unique requirements and deliver the most value to our clients.