

## Business Process Management

Business managers and CIOs alike are increasingly balancing requirements to increase their organization's level of service and process performance while holding the line on costs and ensuring the reuse of existing core technological assets.

There is also increasing pressure to think holistically about how to redesign business processes and support systems. No longer is it acceptable to put in place stove pipe solutions that provide process improvement for one group of employees while creating barriers to other stakeholders. Today's business processes often need to be exposed as Web services and used to orchestrate activities that occur within existing business systems.

Further, to comply with initiatives such as Sarbanes-Oxley (A-123 Circular), business processes and business systems need to provide process auditing and reporting capabilities.

### **Booz Allen is your complete consultant for Business Process Management**

Booz Allen Hamilton has significant experience in helping organizations leverage the power of Business Process Management (BPM) software and approaches to transform traditional business functions from paper-based, insular processes to fully integrated, business-managed, performance-driven processes that cut across departmental and organizational boundaries.

We apply domain knowledge, established process improvement methodologies, and an in-depth understanding of process and technology to deliver the vision, tactics, and tools that organizations need to build systems focused on human-to-human, human-to-system, and system-to-system interaction.

Booz Allen brings experience and best practices in the following service areas:

- Developing business cases, gap analysis, and strategic/operational vision documents. These documents outline how BPM-based solutions will address current challenges and opportunities while supporting the organization's long term enterprise architecture
- Selecting the best-fit BPM software platform based upon an organization's specific requirements based on cost, complexity, technical capability, inclusion on the GSA schedule, and need for integration with legacy systems
- Developing "As-Is" and "To-Be" process maps to support process redesign, business rule identification, and setting of performance targets
- Performing full system design and development activities required to rapidly digitize business processes and back end technical capabilities including data repositories
- Integrating the BPM-based process and systems capabilities with the existing technical infrastructure
- Providing training and deployment services
- Executing change management strategies to assist in managing the roll-out and adoption of the new business processes
- Providing program management for long running process improvement initiatives

### **Booz Allen delivers a holistic approach to process management**

Unlike many services vendors, Booz Allen is both an experienced systems integrator and a respected provider of management consulting services. The distinction is vital as it ensures that our clients receive world class process analysis and strategic advice coupled with the technical capabilities to implement the agreed upon solution.

After all, it is the "soft side" of BPM projects that require the most attention and where projects are positioned for success or failure. Problem identification, gap analysis, process design, requirements definition, stakeholder analysis, architecture planning, among other activities are each primarily functional in nature. Therefore, to be successful, projects need functional expertise as well as technical know-how, and that is why Booz Allen exceeds in BPM services delivery.

### **About Booz Allen Hamilton**

Booz Allen Hamilton has been at the forefront of management consulting for businesses and governments for 90 years. Booz Allen, a global strategy and technology consulting firm, works with clients to deliver results that endure.

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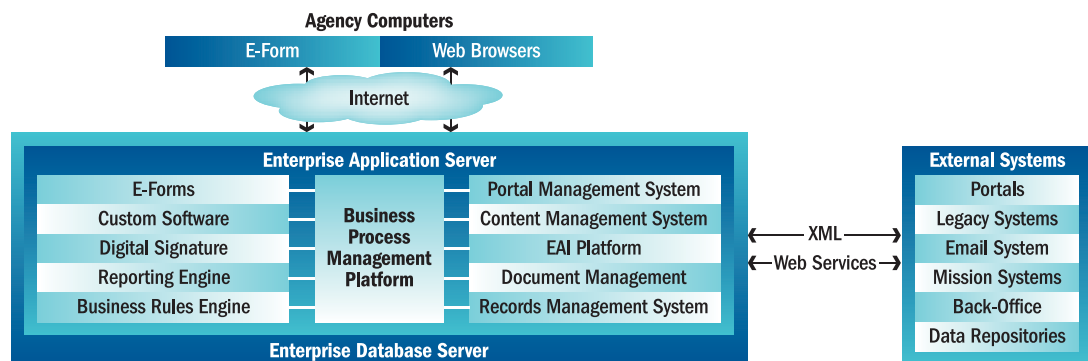
## Booz Allen can help you with line of business or enterprise applications

Our service offerings (described above) and associated experience in the Federal and commercial arenas ensure that we can handle needs of any scale. This is especially important as BPM tools inherently allow you to avoid the risk of “big bang” development projects by piloting new processes and technical capabilities with a localized group of users before extending the process across the organization, while building an enterprise capable process platform.

For example, case management, correspondence control, Sarbanes-Oxley compliance, or the on boarding process for new employees are all processes that cut across organizational departments. However, it is faster and less risky to focus on priority process areas first while also putting in place the business process management framework. From there, pilots can grow exponentially larger both by including new user groups, new processes and additional software products needed to expand the process across the enterprise. Thus, continuous process improvement—in both functional and technical terms—is achieved over time.

Booz Allen leverages experience and knowledge across a variety of technical capabilities to build world-class BPM platforms. Here’s a quick look at how BPM works with other technologies to bring about continuous process improvement and the resulting stack of capabilities that support enterprise-wide process automation:

- Document Management—BPM extends the ability to route documents at an enterprise level to further manage document centric business processes, particularly by providing exception management capabilities
- Enterprise Content Management—BPM can provide the business process layer behind Web sites, Intranets, and portals so actions taken on the front end trigger workflows on the back end
- Enterprise Application Integration—These products provide a middle tier that enables applications to exchange data, but BPM allows these process transactions to be managed and modified by business users, not just technical staff



BPM Orchestrating Enterprise Processes

## The Booz Allen BPM Community of Practice provides the mix of talents needed for BPM

The Booz Allen BPM Community of Practice unifies capabilities from across the firm that are critical to building business process automation and process optimization capabilities into departmental or enterprise business systems. Drawing from expertise across the firm, the Community of Practice has experts in areas from strategy, business process design, mission engineering, change management, solution architecture, COTS evaluation, and the full range of technical integration and implementation services surrounding BPM tools.

The Community of Practice maintains a large amount of intellectual capital designed to optimize solutions. For example, the Community of Practice has developed a detailed set of best practices for BPM implementation, and has designed a BPM Capability Maturity Model to help clients move towards process optimization goals. The Community of Practice is concurrently building a process library of common process maps in areas such as a procurement, grants and case management. The resources, tools and information available through the BPM Community of Practice serve as a catalyst for bringing process management and process improvement techniques to life within commercial and Federal organizations.