

Best Practice Processes

Client Need: A leading captive European automobile finance company intended to strive for excellence in customer service and higher productivity of its business acquisition -, proposal- and contract management processes by identifying and implementing Best Practice processes and tailoring software to support this processes.

Solution: BenchMark Consulting International analysed current workflows, processes and procedures documented in Business Requirement Statements and evaluated congruency of current processes with Best Practice. From that analysis were key performance enhancement indicators and automation potential identified and mapped in form of recommendations presented in close concurrence with the client.

Result: Shorter cycle times, increased precision and reliability of system controlled sub-processes and decisions result in a higher degree of automation for the entire organisation with potential annual savings of several times the engagement fee.