

Business Requirement Statement

Client Need: A German subsidiary of a European captive truck financing company required support in their participation of a Europe wide standardisation of processes (involving minimal adjustments for country specifics) in order to implement unified software solutions. The organisation sought an objective assessment of processes and internal organisation. This assessment was required to identify recommendations for Best Practice processes and for the mapping of a Business Requirement Statement to be presented to their head office. In addition detailed IT requirements to enable the implementation of Best in Class processes were also required.

Solution: BenchMark Consulting analysed and documented current processes, identified key-potential for process improvement and automation, and offered recommendations to restructure several areas. These were primarily contract origination and customer service. Several suggested process and organisation changes were implemented in the course of the on-site visit. With a focus on European wide standardisation of processes we designed Best Practice processes and defined key requirements. This required reviewing and revising the draft of the Business Requirement Statement.

Result: The client received detailed process documentation and organisational improvement opportunities. Our study enabled the reorganisation of existing operations and improved several processes. We also delivered Business Requirement documentation including a detailed description of IT requirements to support Best in Class processes. This documentation enabled the country organisation to hold factual discussions with their Head Office regarding future European software solutions. Total savings of ~20% of overall operational costs for the German organisation were identified.