

## **Process Re-engineering for New System**

**Client Need:** A global captive for a major premium brand was to replace the major wholesale and retail systems suite in their largest world market. They wished to review approximately 60 selected processes and establish new process maps and workflows as a basis for system enhancement to global 'best practice' standard.

**Solution:** Prepare detailed workflows for all sub processes based on existing client material, global best practice input, local best practices in market and local regulation compliance. 20 of these were selected to be supplemented by Use Case formats detailing the requirements for the vendor. All material was reviewed in workshops with the 'C' level board and with the business areas impacted to ensure complete understanding and adaptation of the local practices would be challenged.

**Result:** Client requested we hold one week of workshops with the IT vendor to present and review the recommended workflows in detail and has adopted the material provided in order to progress the project to next stage of specification.