

Use Cases as a basis for Process Documenting on IT developments

Client Need: As a basis for IT system vendor development, our client required a number of processes to be documented as Use Cases where the system vendor did not have existing functionality. These should incorporate re-engineering of a standardised approach for the selected process areas in Floorplan/Wholesale across major markets.

Solution: BenchMark facilitated a series of workshops over 16 weeks to solicit the basis for the standardised processes to be adopted for 3 large European markets which together represented over 70% of the captive organisation volumes

Result: Use cases were developed to reflect the standardised process as a basis for gap closure by the system vendor.