



Service Offering

Operational Excellence

Improve customer satisfaction through
process and organizational excellence



Agenda



Operational challenges



How OpEx adds value



Our value proposition



Value delivered

Why OpEx Is More Important Than Ever

Increasing customer expectations regarding products, as well as service quality and technological advances, force companies to improve process effectivity, efficiency and agility to stay competitive

BUSINESS MODELL DISRUPTION



Customer expectation

Today's customers demand the right offer for the right price at the right time. Optimizing products and services on customer demand is key to survive within dynamic markets.



Customer experience

Customer experience is a key driver of growth. In addition to great products, a great end-to-end experience along the customer journey is no longer an option, but a necessity.



Digital transformation

Digitization of processes along the whole value chain enables various opportunities to lift revenue, efficiency and productivity, both for businesses and their competitors.



Competitive pressure

In today's market, due to lower entry barriers, companies are under intense pressure, both from highly-specialized competitors and an increase of newcomers (start-ups, fintechs).

PROCESS EXCELLENCE



Self-contained processes

Departments' processes are not coordinated along the whole customer journey holistically, but partially, leading to loss of quality, service issues and process bottlenecks.



Improvement barriers

Organization's process structures were not initially designed for continuous improvement without interrupting daily business, thus slowing down change initiatives.



Technological advances

Advances in Machine Learning, improved data management frameworks and the rise of Robotic Process Automation enable new levels of process efficiency and productivity.



Management overload

Management tends to be too much involved in operational activities and decision making, thus hampering managers from dealing with strategic topics.

COMPANY CULTURE



Siloed thinking

The demand on reliability, flexibility and faster decision-making exacerbates the need to reimagine team dynamics, collaboration and interaction with other departments.



Talent gap

36% of global executives identify skill gaps (e.g. IT sec, AI, agile) as their top challenge, pushing businesses to cancel or shift innovations and reduce overall efficiency.



Leadership buy-in

Change needs both commitment and resources. A lack of sponsorship or leadership support has doomed more change initiatives than bad project management.



Change-resistant culture

Internal resistance and fear of change, caused by a lack of transparency, unwillingness to embrace new technologies or siloed thinking, can prevent important improvement initiatives.

Business Impact of Operational Excellence

Companies who embrace change as an opportunity to continuously improve their service quality, process effectiveness and workplace culture will have a competitive edge on the market



CUSTOMER SATISFACTION

The rise of self-informed customers has led to an increased level of dissatisfaction with a 'one size fits all' approach. The winners of this business model adaptation will be determined by how fast and effective companies can translate these personalization challenges into service quality to improve customer satisfaction, acquisition and loyalty.



To improve the perceived service quality, companies must both improve **customer experience** (real time, convenient) and add value (personalization, accessible) to stay competitive.



Loyal consumers may forgive a minor **product defect**, depending on the impact of the flaw. A product which fails to meet basic expectations will even cause loyal customers to switch brands.



Due to competitive pressure, companies are constantly looking for ways to reduce costs and increase perceived value by **process automation**.



OPERATIONAL EFFECTIVENESS

With the digital transformation, the rise of AI and RPA, new chances of productivity lifting have been enabled. It will show, which business will be faster and more effective than others in adapting these methods and using these opportunities, increasing their efficiency and productivity, thus securing sustainable advantages.



With the implementation of **process automation solutions**, the productivity and quality can be lifted by shortening process durations, idle times and information transfer duration.



Businesses must **standardize and streamline** their processes to decrease process complexity. The gain of transparency can be used to identify and eliminate process bottlenecks and cost drivers.



With Automation, effective **process monitoring** and KPI analytics are enabled, allowing assessment of improvement needs and progress.



CULTURAL IMPROVEMENT

Ultimately, operational excellence is not just about reducing costs or increasing productivity in the workplace. It's about creating a culture within the company that allows you to produce valuable products and services for your customers and achieve long-term sustainable growth.



The submission of responsibility from employees to management must stop. **Employee empowerment** helps to free up management time to focus on growing the business and increasing revenues.



Team **agility** and **cross-functionality** must be encouraged. A comprehensive cooperation has the potential to break up siloed thinking, increase service qualities and decrease expert demand.



A wide and elaborated range of **upskilling** courses must be provided to employees to enable lifelong learning, design thinking and close the talent gap.

Our Value Proposition

We believe customer satisfaction can be lifted most effectively by both rethinking existing processes and utilizing intelligent automation while creating a continuous improvement culture



Process Redesign

A redesign of processes holds the potential to identify and eliminate bottlenecks, thus increasing service efficiency and quality to raise **customer satisfaction**.

We assist you in the evaluation and prioritization of your processes, frameworks and routines using analytics to improve your service efficiency, and therefore the **customer experience**.

Digitalization and automation of processes enables both data and transparency, laying the foundation for **intelligent automation**, thus enabling progress monitoring to identify further improvement options.

Intelligent Automation

Increased customer expectations and competitive pressure forces companies towards **continuous improvement**, increasing product and service quality through process efficiency and productivity.

We support you in the implementation of **standardization and automation solutions** to improve your productivity while reducing costs by minimizing employee involvement and process durations.

By utilizing **machine learning** algorithms, we enable access to AI supported semi-automation, thus providing performance improvements without restricting control.



Organizational Excellence

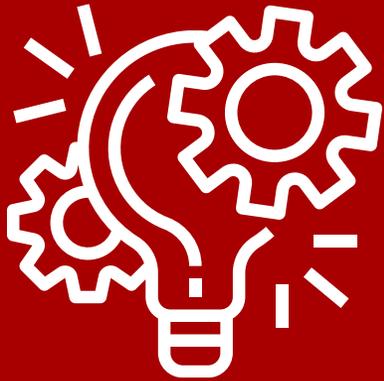
For excellence initiatives to take beneficial effect, **improvement culture** must be accepted and lived by both teams and leadership.

We offer **trainings and workshops** targeting agile frameworks, upskilling in advanced topics such as RPA, and progress acceptance to lift the approval and support of innovation in your company.

We assess your current **OpEx status**, assist you in the specification of your excellence initiatives and identify technological and operational capabilities needed to implement value adding projects successfully.

Value delivered

Process Redesign



“An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage.”



Process Optimization Assessment

Success is the sum of small efforts, repeated constantly. The identification and prioritization of process improvement opportunities using analytical methods (e.g. pareto, FMEA, Weibull) allows the continuous increase of service and product quality as well as customer satisfaction and experience.



Digital Twin

Optimizing complex, interactive processes by ‘trial and error’ can result in customer dissatisfaction. Digital twins enable the optimization of processes through simulation and outcome analysis of process parameters, while taking business and external constraints into account.



Process Mining

The digitization of processes enables large amounts of untapped data to be analyzed, thus identifying process improvement opportunities. Process mining solutions analyze process logs to identify bottlenecks and optimization options, therefore increasing process quality and efficiency.

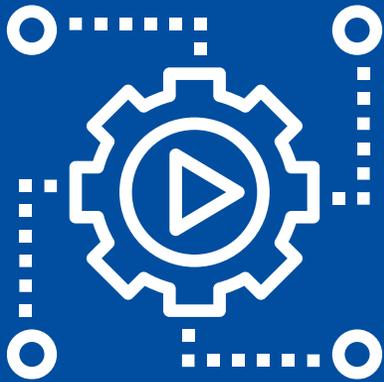


Progress Monitoring

The automation of processes does not only increase efficiency, but also transparency. The implementation of a KPI and metric monitoring framework allows measurement of continuous improvement progress, detection of deviations and benchmarking with industry standards.

Value delivered

Intelligent Automation



“Process automation can improve the performance of almost any business process. Beyond enabling reduction in labor costs, it can raise throughput, increase reliability, and improve quality.”



Robotic Automation

Companies that do not continuously optimize their processes lose touch with innovative companies. Robotic Process Automation minimizes employee effort through automation of non critical processes with little or no expert supervision, thus enabling value adding processes like result analysis.



Cognitive Automation

The growing adaptation of connected devices and digitization of processes enables predictive AI decision support. The automated analysis of data-intensive tasks providing decision-options enables a semi-automation of processes, where the final decision is made by experts.



Virtual Assistant

Instead of sifting through FAQs or creating a help desk ticket, automatically search through various knowledge bases to provide immediate contextual responses to business queries as well as follow up questions, allowing you to boost employee productivity and reduce average process duration.



Automation Governance

The overhead of orchestrating automation solutions is still underestimated. As the process automation scales, the focus switches from optimizations of individual processes to scalability, model monitoring, holistic process performance, co-operation and enterprise architecture.

Value delivered

Organizational Excellence



“Sustainable success of your digital transformation is based on a carefully planned change process that meets two key objectives, the company’s culture, and empowering its employees.”



OpEx Maturity Assessment

Assess your current operational capabilities along the dimensions processes, technology and organization. This enables you to prioritize investments towards upskilling, processes redesign and technologies needed to implement, operate and maintain value adding processes successfully.



Agile Coaching

Maximize the delivery of value by optimizing your organization's greatest asset, your employees. We coach teams to adopt the continuous improvement way of working explaining agile frameworks, practices, mindset and tool selection and how to use them.



Target Operating Model

A goal without a plan is just a wish. Specifying the OpEx initiatives’ goals, milestones and benefits along the dimensions data, processes, organization and technology, enables a company wide understanding by all stakeholders to strengthen user acceptance of the initiative.



Upskilling

It is essential that training, processes and systems are aligned and synchronized with how work is performed in practice. We identify the objectives for operational and technical upskilling and perform workshops on advanced topics like AI, RPA, DevOps and design thinking.

Contact us



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