



## The Efficiency Requirement...

### Overview

- *Increased competition is something that every business has to face. The growth in internet business has only added to competition*
- *Squeezed profit margins due to increased competition, customer expectations, increased operational costs is a continual threat*
- *With growth and expansion, comes greater operational costs and the risk of inefficiency of scale*
- *To succeed, people have to be at the heart of processes. These need to be adaptive processes in order to allow users to do their jobs, quickly, efficiently and to a high standard*

With so many threats to profit margins it has never been more important to ensure your business operates efficient business processes and practices.

Business processes, simple or complex, structured or unstructured, are carried out within all businesses each day. These processes and their efficiency set the pace of your organisation; they dictate your effectiveness and have a massive impact on your organisations long term success.

### Operational costs

Business processes form a large part of the operational cost of any business. The work carried out within these processes, the staff

levels required to deal with this work and their ability to locate, analyse and process this work and its related information all adds up.

Empowering end users with the right information at the right time, and providing them with the adaptive capabilities to promote flexible working, ensures improved process execution and ultimately customer services.

Reducing operational costs increase profit margins and ultimately your organisations ability to make a profit in the long term.

Efficiency within business processes drive down organisation's operational costs.

### Flexibility

Short term flexibility and effectiveness to deal with customer requirements and market trends has an untold impact on business. The ability to provide good services; be able to react to market requirements; take the lead with market innovations, all help in building a solid foundation for attracting and maintaining a sound customer base.

Business process efficiency provides the flexibility and speed required to act on initiatives and react to customer demands.

### Collaboration

Collaboration can be increasingly difficult if the required parties work in different areas, departments, offices, countries or even different organisations. Collaboration challenges often slow down complete business processes.



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By providing structured business processes where required, organisations can encourage and take advantage of collaboration.

Collaboration also enables new ways of working, rather than a “production line” type of process, it empowers teams to “swarm” around work items in order to complete them quicker than conventional working processes.

### **Information**

Without information, business processes grind to a halt. It is estimated that in a 1,000 strong organisation, up to six weeks is lost per person, searching for misplaced information.

Information efficiency gains, supplying the right information at the right time to the right people improve every aspect of your organisations processes, decision making and short term effectiveness.