

Creating World-Class Processes

Case Study

Fast growing Pharmaceutical company uses BusinessOptix to build world class process capability

As a fast growth pharmaceutical company this organization's processes had lost alignment with the business. Due to the pace of growth, many duplicated and disconnected processes had been created, often making them difficult to sort, find and reuse.

Rather than focusing on the negatives of this situation, the organization saw this as an opportunity to make transformative changes that would lead to millions of dollars in savings through aligning investments to areas where it is valuable to do so. In doing so they would also focus on improving the creation and management of the processes required to operate existing and new business units.

From this starting point the organization wanted to build a world class process capability that focused on delivering value in line with the business goals. Starting with a small team, a POC of BusinessOptix was used to upload their capability model and a priority list of core processes, capture best practices, and implement and test collaborative ways of working and approval processes. Through the POC they were able to set the foundations for their wider initiative, prove the platform capabilities met their needs and kick-off rollout to the wider team in multiple countries. During the POC work they also started defining things such as roles & responsibilities and standards for modeling.

With the POC complete, BusinessOptix has now been rolled out to 100s of process designers around the world and is now being used to deliver capability modeling and process design and re-design in existing and new business areas. Part of this work has included rationalizing the existing toolset, so BusinessOptix is the primary tool across the organization. The business is now firmly on its way to achieving its objectives.

About BusinessOptix

At BusinessOptix, we help organizations Control Today, Navigate Tomorrow™ to achieve the next level of customer and operational excellence. Our cloud-based Business Process Transformation suite is used by hundreds of global firms to capture and redefine business operating and process models, accelerate transformations across the enterprise, improve operational efficiencies and streamline go-to-market processes.

For further information please visit our website, or contact us:

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