

## Solution Sheet

# Change powered by BusinessOptix

## Navigate the Complex Landscape of Change with BusinessOptix

### Introduction

Many organizations face challenges in successfully implementing digital, process, and system improvement projects. These challenges can lead to projects failing to deliver their intended benefits, resulting in wasted resources and missed opportunities.

Some of the key issues include:

- **Projects not delivering the expected benefits:** For example, many organizations have invested in extensive RPA initiatives that promised significant returns but ultimately fell short of this achievement.
- **Lack of cross-functional buy-in:** Change often faces resistance from various departments, exacerbated by information being scattered across different sources, making it difficult for everyone to see their part in the change process.
- **Gaps in implementation:** When translating the design of a change into day-to-day operations, gaps often emerge, leaving front line staff struggling to adapt quickly.

Recent research indicates that less than 30% of digital transformation projects achieve their goals<sup>1</sup>, and organizations waste nearly 10% of their project spending due to poor project performance.<sup>2</sup> However, the top 10% of companies that have successfully delivered digital transformation outperform their industry operating margin averages by 122%.<sup>3</sup>

In this fact sheet we share how our customers use the BusinessOptix platform to drive and enable successful change.

## How BusinessOptix Helps Drive and Enable Change

BusinessOptix provides our customers with an integrated suite of transformation tools on a single platform to support from planning through to benefit realization, fostering collaboration and creating more predictable and stable change portfolios.

Here's how our customers typically go about using our BusinessOptix platform to enable effective change:

### **Step 1: Discover: Rapidly understand the way you currently operate**

Predictable change starts with a thorough understanding of current processes. Our customers use BusinessOptix's extensive suite of rapid process discovery tools to ingest processes help them understand how things work today across systems, processes, data, and people. This comprehensive understanding is essential for designing and planning changes. Getting to a thorough understanding doesn't have to be time-consuming. Functionality such as process mining uses system data to visualize how your process actually works, while crowd-sourced discovery gathers input from a wide range of people on how their part of the process works, eliminating the need for expensive workshops.



### **Step 2: Analyze: Spot Opportunities Visually**

Change is complex, and most change projects fail to realize their benefits due to unintended consequences. These consequences may include downstream functions being impacted in ways that weren't considered, system gaps emerging, or local requirements being overlooked. Organizations that successfully analyze how they work are more successful at delivering change.

BusinessOptix enables customers to analyze their processes by making it easy to visualize how things work from a process, systems, data, and people perspective, all in one place. Stakeholders from across the business can interact within the models to understand the bigger picture, not just their part. The platform also provides a breadth of analysis

techniques from leading frameworks like Lean 6 Sigma and TQM, all within the same platform. Moreover, the variant and the comparison features both allows users to easily and visually analyze differences in how the same process operates across different teams or locations.

### **Step 3: Design: Design with Precision**

Designing a change in isolation might be easy, but designing a change that comprehends the end-to-end real-life impact is much more challenging. Effective change design isn't just about big thinking; it's about understanding how the changes you are making will work in practice within the organization.

BusinessOptix's design and transformation tools make it easy for anyone designing a change to balance ambitious objectives with organizational constraints. Users can model the current state, potential changes, and end state to understand the specifics of the changes they are making and the impact they will have across processes, systems, data, and people. The platform allows users to compare different options for the changes they want to make or how different locations or departments will be impacted. Scenario modeling can be used to test the impact of changes on how the business operates before implementation.

In doing so, they take the guesswork out of knowing both the right direction to go in, and what's likely to happen when they make that change.



### **Step 4: Deliver: Change with Confidence**

Great designs don't deliver benefits. Actual changes in how people, processes and systems work do deliver.

Change projects can face many disconnects when translating a great design into practical, detailed day-to-day guidance on how to do things differently.

BusinessOptix customers address this challenge by using our process modeling and work instruction features to make it easy for end-users who need to adopt the change to understand both what they need to do now and how their role fits into the wider context of the end-to-end process. This empowers staff to implement changes with confidence, ensuring that the organization reaps the benefits of the transformation efforts.

### **Step 5: Optimize: Baking in Continuous Change**

Change is never complete, and there is always room for improvement. In many cases, the knowledge organizations gain through the change process gets lost once the project has finished.

BusinessOptix customers ensure they continue to derive value long after the initial project is done. They use the platform's dashboards to continuously monitor operations and keep the baselines for how the new process operates updated. When it comes to the next improvement, they can reuse the discovery and analysis work from previous projects to move rapidly toward delivering new changes.



**“BusinessOptix has enabled us to capture our process knowledge and create an environment where continuous improvement is ingrained in our work”**  
**Financial Services Customer, Continuous Improvement Specialist**

Don't let your organization's digital transformation efforts fall short. Join the top 10% of companies that have successfully delivered digital transformation and outperformed their industry operating margin averages by 122%. Embrace the power of BusinessOptix to enable and drive digital change, and transform your organization's change portfolios into predictable and stable success stories.

About BusinessOptix: Process Intelligence. Delivered.

BusinessOptix is a leading business process management and transformation suite that provides total operational visibility of how business processes, people and technology interact. This allows clients to create a digital copy of their enterprise with holistic models linking strategy to key processes. Clients around the world use our process discovery, modeling and simulation tools to identify improvement opportunities and navigate change confidently. Serving a diverse customer base across sectors including finance, healthcare and manufacturing, BusinessOptix collaborates with a world-class network of technology providers, Business Process Outsourcers (BPOs) and consulting firms. This partnership approach empowers clients to become highly competitive and resilient in today's complex business landscape.

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