

Solution Sheet

Organizational Resilience with BusinessOptix

Introduction

Organizations today face an increasingly volatile and unpredictable business environment. Unforeseen events such as COVID-19, geopolitical disruptions, and changing regulatory regimes have forced companies to adapt quickly or face potential failures, fines, or losses.

It has become essential for organizations to develop resilience in order to anticipate, prepare for, respond, and adapt to incremental changes and sudden disruptions, ensuring their survival, growth, and prosperity.

Resilience is not just about survival. The top 20% of most resilient organizations have been shown to deliver an average Total Shareholder Return (TSR) of 15% compared to 0% of the bottom 20% of companies. Similarly, this top 20% of most resilient organizations return to growth following downturns 1.5 years ahead of their peers*.

In this fact sheet, we share how our customers use the BusinessOptix platform to be part of the top 20%.

How BusinessOptix Helps Increase Resilience

BusinessOptix offers a comprehensive solution that enables organizations to develop a strong understanding of their most critical processes to design and implement the right continuity measures.

Here's how our customers typically go about increasing their resilience using the features of BusinessOptix:



Step 1: Discover: Understand the lay of your organizational land

Our customers share a common perspective – resilience starts from understanding exactly how a business operates. That means having a firm grip on how processes, systems, data, people, and controls play together.

BusinessOptix customers use our extensive range of business modeling features to rapidly document their current operations. Complete with metadata and metrics, this visual representation makes it easier to identify potential risks and select the most effective countermeasures.

Step 2: Analyze: Expect the Unexpected

No one wants the first discovery of a hole in their shoe to be on a wet day when the water is already seeping in.

Our customers feel the same about their businesses. They want to know where their gaps are before something exposes them in the moment.

That's why they use our scenario modeling features – to test how their business will react in different situations. Process simulation in BusinessOptix can, for example, illustrate the impact of potential disruptions on various services, allowing for informed analysis.

This means that the holes that were not previously visible to you, can be spotted while the sun is still shining.

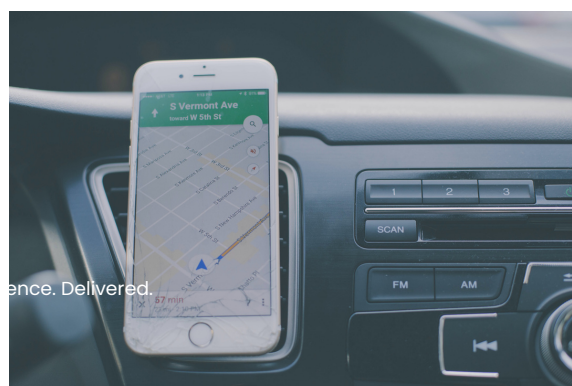
Step 3: Design: Test to Remove the Guesswork

Most challenges can be solved in multiple different ways. Some may be cheaper, some faster, and some lead to greater resilience.

Organizations are complex. Changes rarely turn out exactly as you would expect. Unintended or unforeseen consequences are around every corner.

BusinessOptix customers prepare for these challenges. They use our process transformation and Simulation capabilities to model and scenario test multiple different solutions to the problems they face.

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: Turn Theory into Reality

Becoming more resilient requires people to do things differently.

Turning your newly designed and resilient processes into how the business operates means helping people in your teams understand what's new, what's expected of them now, and why.

Our customers use our work instruction functionality to connect their processes, controls, and step-by-step instructions together in a way that is easy for people in their business to digest and understand.

Step 5: Optimize: Resilience is Continuous Process

Becoming more resilient is not a once-and-done activity. As internal and external environments change and disruptive events occur, truly resilient organizations have built a capability to permanently stay on top of how they operate and look ahead at what else might happen.

BusinessOptix customers use our platform to seamlessly integrate their controls and processes and enable them to continuously monitor and maintain compliance during both normal operations and recovery from disruptive events. Dashboards provide a simple and visual way to identify where controls have been breached and remedial action is needed. Whenever a change is needed the full suite of BusinessOptix organizational resilience capabilities, from modeling to simulating are there to enable you to act fast, efficiently and with precision.

When it comes to audit or demonstrating compliance to regulators, our customers can demonstrate how their business operates; what controls they have in place; how they are applied; the stress testing they have done; and how they monitor ongoing compliance with those controls in one place. In doing so, their effort to both demonstrate compliance and undertake any remediation work is significantly reduced. This in turn reduces the cost of audits and responding to other regulatory requirements.

"...we used BusinessOptix as a tool to model all of our future state finance processes through the course of that transformation. We very quickly saw the value of the tool having a central repository of process flows, having robust version control and workflow approval processes and quickly decided to integrate that as a key piece of our governance process"

Business Transformation Lead, AECOM

Resilient companies enjoy better outcomes than their peers. By adopting an organizational resilience model with BusinessOptix, you can continuously identify, analyze, and mitigate risks, ensuring your organization thrives even in the most challenging circumstances. Don't leave your company's success to chance – equip yourself with the tools and knowledge necessary to not only survive but prosper in an ever-changing business landscape.

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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