processSTREAM
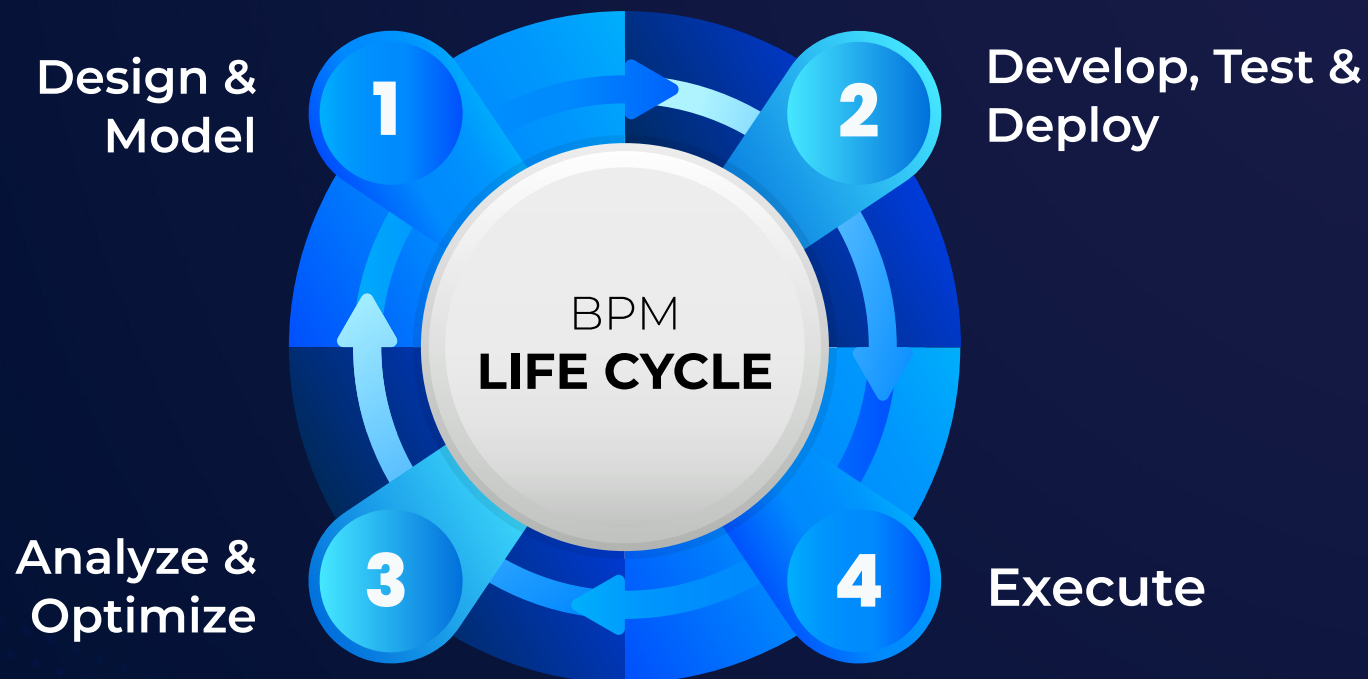
A Comprehensive
Business Process Optimization & Re-engineering Service

A consulting service by: **TIMESTREAM**

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CALCULATIONS

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SMM STATISTICS COLLECTION

What is **processSTREAM** service?

- A comprehensive business process optimization and re-engineering service.

- Business process management (BPM) is the discipline in which people use various methods to discover, model, analyze, measure, improve, optimize, and automate business processes.

- Our practice is built upon BPM discipline.

- Use of BPM enabling technologies targeted towards reduction in overall process time based on BPM concepts.

Design & Model — 1

Develop, Test & Deploy — 2

BPM
LIFE CYCLE

Analyze & Optimize — 3

4 — **Execute**

How we **Deliver?**

We use Business Process Management Concept and Outside-In approach to optimize your services and processes.

Overall Process Time

100%

TASK TIME	IDLE TIME (HAND-OFF TIME,TASK WAITING

5%
Actual time a task is worked upon (Manually or on system)

95%
Business Process Management (BPM) Target

> Based on best-in-class optimization methodologies and frameworks.

> Service Value Stream mapping methodology

> Outside-in" Approach to Process Optimization through process maturity assessment and optimization using CEMMethod™

> Analyzing Process Steps (PS), Moments of Truth (MoT), Break Points (BP), Business Rules (BR) and calculating Points of Failure (PoF).

> Process optimization methodologies deployed resulted in more than 140M AED endorsed savings for a major semi-Government group in Dubai.
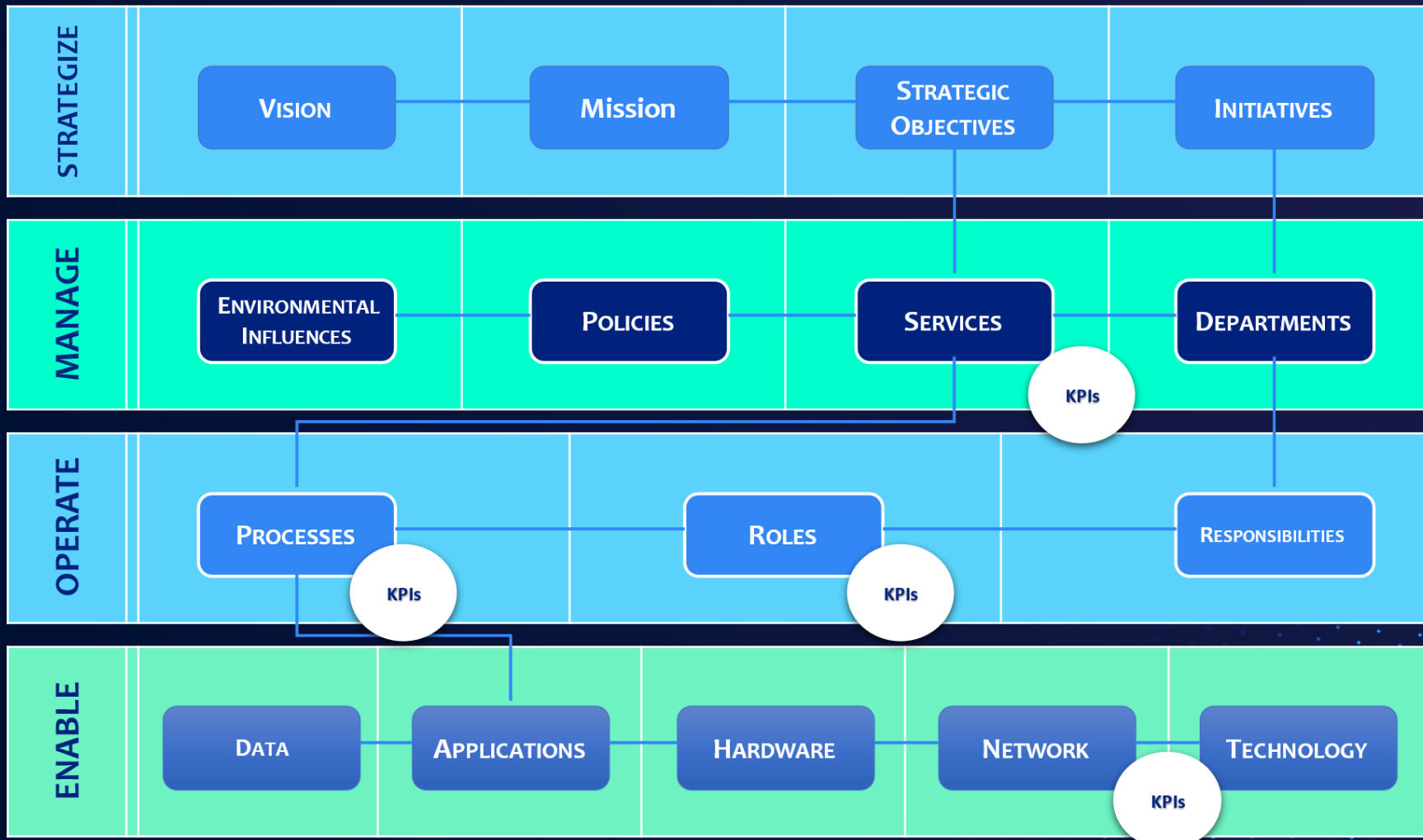
Leveraging IT Investment & Digital Transformation

> Further possible optimization through Software AG Platform for strategy execution and value realization.

> webMethods, THE integration market leader and the #1 application integration platform of Software AG. With webMethods, integrating everything—applications, clouds, mainframe systems and even IoT devices—makes your business processes more efficient and your enterprise more agile.

> Analyze your process KPIs and automatically identify the patterns that influence them via AI. Use a process mining tool to discover weaknesses and resolve deviations.

> Simulate scenarios to identify efficient ways to achieve process improvement. Adapt your existing process design and make it the blueprint for execution and rollout with ARIS.

> By combining process management and robotic process automation (RPA), you can scale and make your investment in RPA a guaranteed success.

Capitalize existing IT Investments to align with **organizational strategy and results**
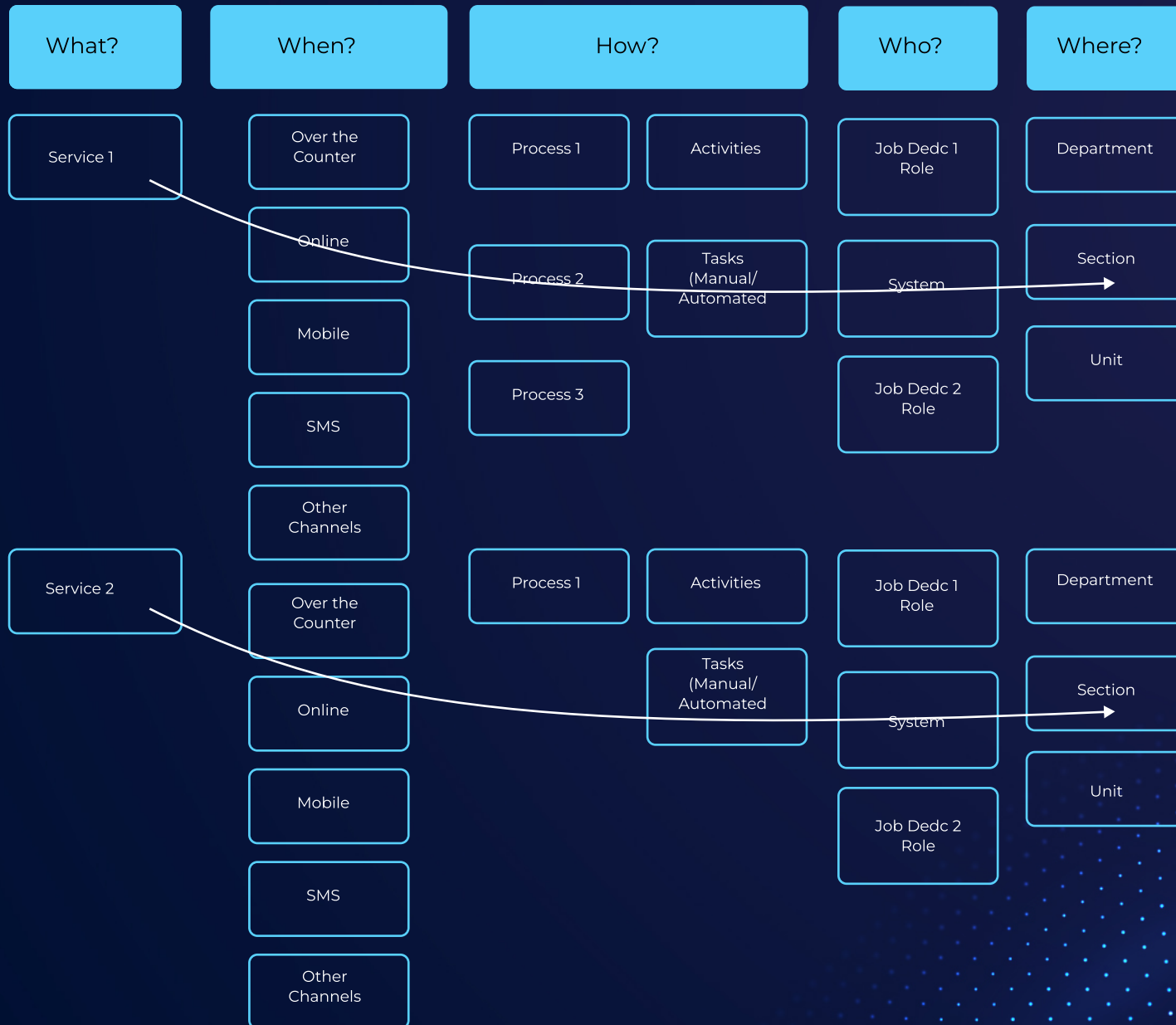
› Making sure your existing IT Investments add measurable value to your business.

How much does it cost to provide your **Services?**

- Service Provisioning costing methodology implementation to provide near actual cost using Activity Based Costing.

- Extending Service Value Stream Mapping to Cost Element Level

- Using Process Automation Tools (BPM Tool) to capture actual time-based cost for near accurate Activity Based Costing (ABC)

- Service delivery cost optimization for organization as well as customers to enhance customer satisfaction.

- Customer visit reduction

- Elimination of Non Value-added Activities (NVA)

- Reduction in hand-offs

Service Value Stream Mapping **Methodology**

What?	When?	How?		Who?	Where?
Service 1	Over the Counter	Process 1	Activities	Job Dedc 1 Role	Department
	Online	Process 2	Tasks (Manual/ Automated)	System	Section
	Mobile	Process 3		Job Dedc 2 Role	Unit
	SMS				
	Other Channels				
Service 2	Over the Counter	Process 1	Activities	Job Dedc 1 Role	Department
	Online		Tasks (Manual/ Automated)	System	Section
	Mobile			Job Dedc 2 Role	Unit
	SMS				
	Other Channels				

Service Costing **Methodology**
Task Level Example

System cost as booked for the cost center calculated for one day as: Cost for the month / number of days in the month . Per transaction cost = Cost per day / number of transactions processed per day

System

Print Certificate Task

E.g., Rate AED 50.00 per hour = 0.83 AED per Minute

Inspection Officer

E.g -.1 AED per Certificate

Certificate Paper

Print Certificate

Printed Certificate

E.g 0.1 AED per Certificate + ink or toner cost per page

Depreciation cost per Per day / No. of transactions in one day

Printer

For more information, contact

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