



business analysis

► Client Case Study

Improve | Innovate | Digitise

Not-for-Profit Organisation



The Brief

The client, a large independent industry-funded body, briefed Business Analysis (BAPL) to provide them with business analysis to improve end-to-end value streams across the whole organisation.

The Challenge

Current business processes across the entire organisation were inefficient, involving a high amount of manual effort, time, and cost to support all its necessary business functions and operations. Customer-facing staff had to navigate various disparate systems. A new initiative was needed to improve the business's service efficiency and accuracy, reduce its redundant and inaccurate data, and enable accurate corporate reporting. A new enterprise business model was developed, streamlining all its necessary functions and operations, and an enterprise resource planning solution sought to support this new model.

Melbourne

Sydney

Brisbane

Canberra

Adelaide

Perth

T 1300 33 11 64

info@business-analysis.com.au

www.business-analysis.com.au

Our Approach

BAPL worked with the client to deliver multiple business requirements specifications to ensure end-to-end service delivery and prepare to engage in tendering for a technology platform. For each of its business units, BAPL used its experience in adopting a world-leading business-process classification framework and business analysis best practices, tools, and templates to build a current-state business model and a future-state business model to meet the business objectives.



The Outcome

Some of the key successes included:

- developing a future-state business model, improving service delivery
- improving business value streams across end-to-end service delivery
- establishing key performance indicators (KPIs) across end-to-end service delivery and business units
- improving role and activity clarity across end-to-end service delivery and business units
- improving reporting and data dashboards to enhance decision making
- preparing a tender document to go to the market to choose the right vendor and the most appropriate enterprise resource planning solution.

Conclusion

After performing business analysis for the client, BAPL successfully improved business analysis across the organisation, fulfilling the client's brief. As a result of the business analysis service, BAPL developed a future-state business model, improved business value streams, established KPIs, improved role and activity clarity, data dashboards and a precise set of requirements based on business needs for a tender.