



Superannuation: Process Framework



The Brief

The client, a large superannuation firm, briefed Business Analysis (BAPL) to review a previously implemented process framework for the investment arm of the business in preparation for the implementation of a new investments solution.

The findings from BAPL's review showed that the framework was not scalable across the business, and was not reflective of the services delivered. BAPL was asked to develop a new process framework based on industry best practice to enable cross-functional alignment and synergy.

The Challenge

The client faced the following challenges:

The client wanted to develop a process framework based on industry best practice that would:

- enable a high-level understanding of key functions within the business
- develop an understanding of the sequence of functions/events
- provide a view of their business processes ranging from the strategic level down to the tactical level
- capture risk and controls within the process hierarchy
- highlight cross-departmental handover points and identify potential areas for improvement.

Our Approach

With over 10 years of in-depth experience providing consulting services, BAPL are experts at building capability and delivering business analysis services within organisations. Our large team of experienced consultants has an enviable track record in delivering outcomes based on exceptional business analysis. Our consultants tailor-make your engagement to ensure you achieve true business value.

Using the industry standard frameworks, BAPL was able to determine fit-for-purpose processes, potential reduction in initiative timeframes, and best value for the client. Once identified, BAPL worked with the stakeholders to agree and understand the breadth and depth of their current needs as well as how they would improve efficiency and effectiveness in the future.

Collaboration between the project stakeholders and subject-matter experts enabled a better understanding of the operational workings of the client and their value drivers. Using this information, BAPL delivered several tailor-made elicitation sessions to extract organisational processes, activities, and tasks. The resulting information was then played back to stakeholders for validation and agreement of the current state.



Finally, BAPL performed a gap analysis investigation to compare industry best practice and desired future state. Special consideration was given to an examination of risk and controls, to ensure compliance to regulatory bodies, and allow earlier indication of business risk and continuous improvement opportunities.



The Outcome

Some of the key successes included:

- implementation of a multi-million-dollar investment solution that covered the true breadth of the company's activities
- complete preparation to face any audit and regulatory compliance review
- increase in IP retention rates
- reduction in training time for new and existing staff
- new solution and improvement initiative rollouts occurred more effectively and efficiently
- experienced a companywide improved customer focus through the removal of silos and greater focus on collaboration between teams.