



Business Transformation

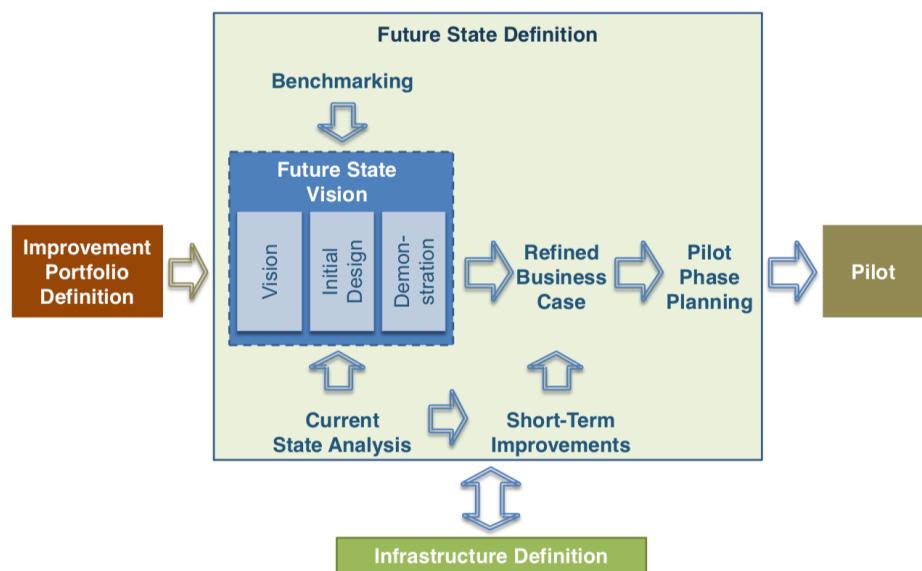
Remaking the Enterprise So It Can Efficiently and Effectively Respond to Market Need

Privatin's Business Transformation methodology creates real, quantifiable improvement

Business Transformation is an opportunity to evaluate current operations, conceptualize improvements, and make the changes necessary to bring those improvements into operation. Privatin's Business Transformation Methodology was developed with the simple goal of driving realistic, practical improvements that will create lasting value in our clients' operations. A successful transformation begins with the design that encompasses the people, process, and technology characteristics of the future state process, including:

1. A description of how the process and organization will function over time
2. Identify critical success factors and objectives that drive competitive advantage
3. Provide a communication tool for discussing the future state
1. 4. Evaluate stakeholder needs for the future state process

Future State Design Phases



Business Transformation Imperatives

Create real, lasting, and quantifiable benefits

Create alignment with customer and partner needs

Fit the business environment where the transformation is being implemented

Create a practical, realistic path to buy-in and implementation

Further the organization's responsibilities and control matrix

The keys to successful application of the methodology are developing a broad contextual understanding of the client organization and cultivating open communication with client staff.

Creating efficiencies and driving business transformation

At Privatin, business transformation starts with working closely with clients to define an improvement portfolio – a solution that is not influenced by current business constraints and practices. We work with resources in functional areas to understand not just what is being done but why. At the same time internal and external benchmarks are leveraged to develop a gap analysis. The findings from the improvement portfolio, gap analysis, and current state analysis drive the development of a future state vision. A good vision is one that sets direction, establishes value, defines approach, stretches thinking and sets targets, is inspirational, creates personal impact, and is stable over time.

While the need to transform is evident at times, it is essential to develop a quantifiable business case that enables the vision. The business case must consider both business benefits and costs. This will determine the most effective way to allocate financial resources among the many proposed efforts. This model should also illustrate the payback period of each initiative.

Areas often considered in business transformations:

Ensuring Goals and Strategy Are Aligned to Address Market Need - Business transformation starts with ensuring goals and strategies are still in sync with where the enterprise fits in the market. Analysis of stakeholder interests and multi-year strategy (benchmarked versus peers) ensures efforts are all driving toward the most critical objectives and opportunities.

Removing or Consolidating Steps - The most traditional of business process improvements involves the removal of redundant steps or the collapsing of multiple activities in processes into fewer, simpler steps.

Resource Rationalization - Adding or redeploying resources to bottle necks can yield efficiencies down the line and improve process throughput.

Improving Support Infrastructure - Reducing processing time or automating elements of the process through specialized software or technology leads to increased efficiency and throughput of the organization.

Consolidating Responsibility - There are often too many individuals involved in a process; when the key activities are assigned to fewer individuals the processing time and controls are often improved.

Staff Training and Capability Development - Business assessment can highlight specific tasks that are creating bottlenecks. Responsible staff can be trained or better equipped (with guidance, tools, communities of practice, etc.) to perform those tasks more effectively.

Modifying External Relationships - Organizations are increasingly dependent on close partnerships with suppliers and customers. The interface with those entities can often be improved to yield efficiencies and boost market responsiveness.

Business Transformation Key Questions

How do we define our major market segments?

What goals unify our enterprise?

What business systems work well, and can they be used enterprise-wide?

How do we leverage information technologies to align the organization?

What are our key barriers to transformation— leadership, business systems, culture, talent management, etc.?

What standards will align our organization without undermining agility?

How do we support ongoing learning within and across our business divisions?



About Privatin Consulting

Privatin is a consulting firm that focuses on driving extraordinary client outcomes in government and non-profit environments. We enable our clients to achieve unsurpassed results by increasing productivity, reducing costs, and improving efficiencies through our strong subject matter expertise.

Our Consulting Focus

- Category Management
- Organizational Redesign & Change Management
- Program Management
- Business Intelligence Capabilities
- Operations Strategy
- Supply Chain Strategy and Implementation
- Sourcing and Supplier Management
- Logistics, Transportation & Distribution
- Outsourcing Services

SBA Certified Small Business

Past Performance – International NGO

In a prior phase of work, Privatin diagnosed major problems with the NGO's procurement and supply chain operations, which drove multi-week delivery days, reduced reliability, and weaknesses in audit readiness. The NGO engaged Privatin to plan and implement new IT-enabled processes. Program success drove quantified improvement on all program targets.

Strategic Direction

- Engaged key stakeholders to detail current and future state; used data analysis, interviews, and iterative process mapping to gather valuable feedback and build early buy-in
- Provided thought leadership to jump-start strategy and design an end-to-end system, leveraging best practices, market insights, research of the global health sector, and understanding of the role of procurement and logistics in the organization
- Gathered requirements for business enablement, workflow, and user groups; conducted market research; and evaluated eProcurement solutions from a user experience perspective

Operational Capability

- Developed metrics to track internal compliance and solution usage and designed supplier performance metrics and reports
- Worked with country offices as well as the solution provider to agree on practical business rules to embed in workflow
- Developed scenario (persona based) scripts which enabled users to simulate actual transactions
- Developed a phased rollout plan to ensure effective strategy and rollout; designed and successfully completed multiple proofs of concept as part of a multi-phase eProcurement system rollout in the U.S., Europe, Asia, and Africa

Organizational Buy-In and Capability Development

- Developed a framework to communicate project progress and success to the governance committee and key stakeholder groups
- Provided briefings for the CEO, directors, and country executives on program metrics and success
- Organized and led town hall style meetings to address topics and questions of concern or risk to the organization
- Developed working groups of program staff to understand how the e-procurement implementation was impacting them and what could be done to improve their experience

Privatin Consulting, LLC

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