



Business Process Redesign Increases Revenue by 25%

Is time not on your side?

For the past few years, a specialty logistics company had started to realize that it had a problem that was only growing worse as time went on. With a presence in 50 countries worldwide, it was becoming more and more difficult to maintain complete visibility into their operations at all times. Workflows were naturally growing inefficient, and making the best, most-informed decisions possible was becoming increasingly cumbersome. They realized that they needed to look inward, executing the type of holistic business and technology transformation initiative that would both reposition them as industry leaders in the 21st century and generate the momentum needed to carry them into the coming decades and beyond.

As a part of this transformation, Pariveda was asked to identify opportunities for the client to create process flows for all of its functions at all locations. As part of a business process re-engineering effort, we needed to assess the current process flows and recommend new ones. Based on these new process flows, we needed to re-examine the technology side of the business to support this transformation. Finally, Pariveda also needed to quantify the investment needed to implement the transformation and the benefits that the client would achieve once the transformation was complete.

Redesigning the business on a global scale

Over the course of our work with the client, Pariveda engaged in a complete business process assessment and redesign. Pariveda mapped processes, activities and tasks across the board. We identified the resources that were currently being used for these processes, including people, technology and other assets. Additionally, we collected a massive volume of data containing all of the above information for roughly 1,000 unique activities worldwide.

Once that was complete, this put us in an ideal position to generate a significant number of improvements in cooperation with more than 200 subject matter experts from all 50 countries that the client operated in. Pariveda representatives both designed the future processes and identified the people and systems required to make them a reality. Most importantly, we also identified both quantitative and qualitative benefits from the new design, and created a business case to prove the feasibility of the transformational program.

Earnings increase by 25%

At the end of the engagement, the results more than spoke for themselves. The recommended business process and technology redesign for the client is expected to create \$14 million in value each year, representing a 25 percent increase in EBIT. The client has already secured funding approval from its parent company, using the business case that Pariveda provided as a baseline. The final deliverable also made it significantly easier to select the right technology vendor to help make this all happen,

In the end, this business and technology transformation has made it easier for the client to cut through the fat that naturally existed in their processes over time and streamline the core areas of their business necessary to achieve the most important goal of all: providing better, more reliable solutions and services to their clients.