

# Business Process Automation for a leading facility management company

**About the client:** The client is Asia's leading provider of sustainable urban solutions and is uniquely placed to undertake urbanization projects spanning townships, mixed-use developments, and business and industrial parks.

**Business requirements:** Legacy solutions, manual processes, and lack of collaboration between multiple functions had started to impose limitations on scaling up of internal operations which are key to any business growth. There was a need to retire these legacy solutions and eliminate/limit manual process to empower the

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**Solution:** Cybage was involved to assist in designing and automation of all functional processes that mapped across HR, Legal, IT, Finance, Operations, and Support Functions. Implementing Business Process Management (BPM) has showed significant success and contributed to improve operational efficiency, productivity, minimize human error, and monitor progress through analytics built over these processes.

**Tools and technologies:** K2 Blackpearl, SharePoint 2015, and MS.Net

**Cybage experts involved:** Solution Architects, Business Analysts, and K2 Blackpearl Experts.

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