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G-Cloud 14
Service Definitions

Process Excellence

making sense of technology

Many organisations over-complicate and over-engineer their technology and data initiatives. We help organisations make sensible technology related decisions and then help deliver the expected benefits

we are a technology consulting business that really understands business

Our hands-on and real-life experience helps to ensure that common-sense is applied to technology, data and digital transformation

We sit shoulder to shoulder with clients to ensure benefits are realised

we help clients embrace technology in sensible and pragmatic ways

We balance very strong technical capabilities with experienced business leadership

This enables us to deliver effective technology and data solutions that are aligned to the organisational strategy – not just deliver expensive "shiny new toys"

we have very strong values that make sure we always deliver great work

Our values guide how we work with our clients and each other. They make sure we are always focused on the right things:
- we do the right thing
- we cut to the chase
- we work together

we don't try to be expert at everything – and work with great partners

We will always make sure that we give you the best advice – and often work with partners to help deliver an end-to-end solution

We have strategic partnerships with some of the world's best technology companies - Microsoft, UiPath

Established in 2017, and with a team of over 40 highly qualified experts, we are well placed to help organisations embrace new technology in sensible and pragmatic ways

we do the right thing
for our clients & each other
doing the right thing is more important than anything

we cut to the chase
no technical jargon or waffle
clear, down-to-Earth advice is surprisingly hard to find

we work together
helping each other to succeed
working together to solve problems is just what we do

Our G-Cloud services

Data transformation

embracent help clients turn data into insight to improve business performance and answer business questions. We deliver tailored strategies and roadmaps to clients seeking to become data and insight driven. We help clients govern their data so it can be trusted. We offer data and insight as a service

Digital finance

We help the CFO refocus finance, automate the routine and reshape finance talent. Our digital finance framework assesses today's maturity to create the strategy, target operating model and change roadmap. Our transformation support includes ERP/Finance Cloud systems adoption, process automation, insight using AI and visualisation tools

Digital strategy & transformation

embracent brings deep business and technology expertise to help you deliver your digital transformation agenda. Our tried and tested transformation framework helps you develop the business case for your digital future, deliver a clear roadmap to achieve it and provides the implementation skills to support making it a reality

Programme excellence

With a solid governance framework and pragmatic approach, embracent have a proven track record in Programme Management, Project Delivery, Project Assurance, Project Management Office (PMO) and Programme Recovery. With an emphasis on people, process and technology, our hands-on delivery team use Waterfall and Agile methodologies to drive successful outcomes

Process excellence

Using a lean, quality-management approach, embracent critically challenges organisations on their end-to-end process efficiency, working together to deliver improvements, realise benefits and implement change. Our excellence framework also enables organisations to build a continuous improvement Centre of Excellence, powered by process intelligence and automation technologies

Intelligent automation

embracent offers Intelligent Automation as a service, enhancing processes for ongoing advancement via process excellence. Our end-to-end approach, from analysis, development and benefits realisation through to support, is driven by a commitment to excellence, tailoring the tools we use to resolve your specific challenges

Managed services

embracent managed services portfolio offers effective 1st, 2nd and 3rd line technical support following best practices and iterative ITIL approach to ITSM. We implement and support cloud platforms including Microsoft 365, Azure, SharePoint, MDM, Business Intelligence (BI), RPA (UiPath), Machine Learning, AI, and Power Automate delivered by our team of experts

Artificial Intelligence

embracent specialises in providing bespoke AI solutions meticulously tailored to address your unique business challenges. Our commitment is to deliver an AI service that is as adaptable and dynamic as the marketplace you operate in, ensuring that you stay ahead of the curve with solutions that are innovative and applicable

Process excellence – overview, features and benefits

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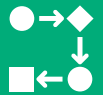
Service overview

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▶ Key service features

- High level landscape reviews, assessing BPM/PEX baseline and future vision
- Process discovery and documentation through collaborative workshops
- Lean Six Sigma reviews to identify waste and data issues
- Prioritise processes for improvement, setting scope for change
- Utilise tools and techniques to simplify processes, removing waste
- Create evidence-led business cases to enable effective decision making
- Implement best fit technologies to deliver and track efficiencies
- Design and implement a durable self-sufficient Centre of Excellence
- Implement mechanisms for continual assessment and evolution of processes

▶ Key service benefits

- Established "As-Is" and vision for "To-Be" process excellence strategy
- Roadmap plan to excellence in line with your business vision
- Continuous Improvement approach aligned to ISO9001 Quality Management System
- Best practice process architecture and visibility of data flows
- Non-value adding waste eliminated with Lean Six Sigma methods
- Improved process efficiency across your organisation
- Processes built around the customer voice and their needs
- An embedded change culture to ensure continuous refinement of processes
- Digitised business intelligence on core processes and metrics
- Technology leveraged to improve service, lower cost and add value

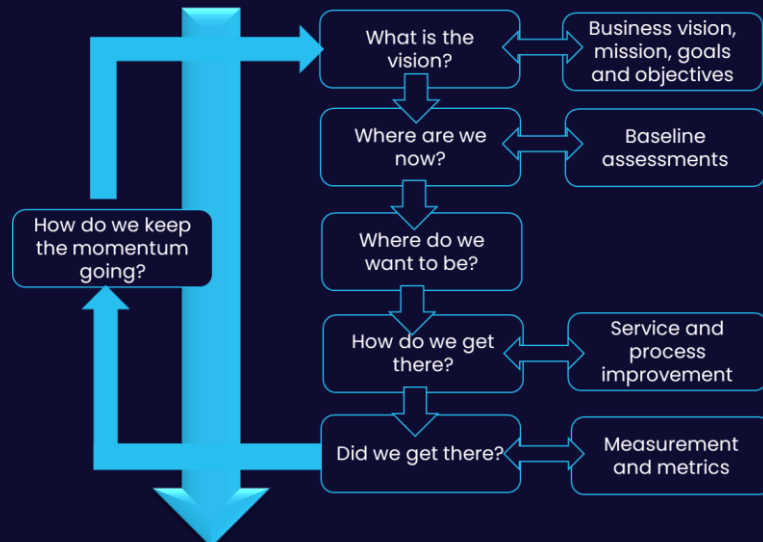# Process excellence – overview, features and benefits

Every organisation, at a basic level, is a collection of processes. An organisation can only reach its full potential when all processes are as efficient and effective as they can be. Optimise the process flow and you optimise your organisation.
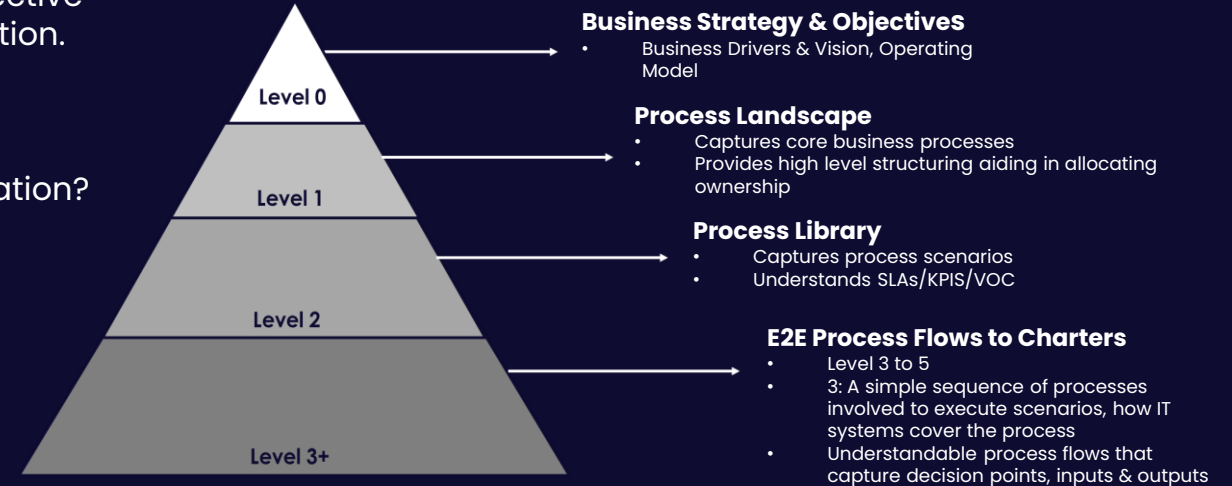
We challenge process excellence with the following questions:

✓ Do you understand how information gets from **A to B** across the organisation?
✓ Have you captured those end-to-end processes?
✓ How effective are they for your customers and your people?

Our Excellence Methodology

Process Visibility Triangle

Business Strategy & Objectives
• Business Drivers & Vision, Operating Model

Process Landscape
• Captures core business processes
• Provides high level structuring aiding in allocating ownership

Process Library
• Captures process scenarios
• Understands SLAs/KPIS/VOC

E2E Process Flows to Charters
• Level 3 to 5
• 3: A simple sequence of processes involved to execute scenarios, how IT systems cover the process
• Understandable process flows that capture decision points, inputs & outputs

Our Process Excellence strategy utilises a **Lean Six Sigma** and **Quality Management** toolkit to:

• Bring visibility to your processes
• Understand and benchmark to improve your data quality
• Capture task times and customer lead times for evidence led, tangible business cases
• Identify process pain points including bottlenecks and delays
• Build processes with your customer at the heart
• Inform areas for improvement and deliver change
• Track, assess and amend to realise benefits
• Embed a change culture and governance to ensure you continuously improve

Process excellence – tools and methods

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Quality Management Methodology

We recommend a Quality Management approach to process excellence governance, documented using a standardised and repeatable methodology

ISO 9001 contains the requirements an organisation must comply with to become ISO 9001 certified and is based on Seven Quality Principles that align with the {embracent} approach

{e} approach	Customer Experience	People & Culture			Process Understanding	Continuous Improvement	Process Efficiency
ISO 9001 Quality Principle	Customer Focus	Leadership	Engagement of People	Relationship Management	Process Approach	Improvement	Evidence Based Decision Making
	Know and meet your customer's current requirements, predict future customer needs and always strive to exceed their expectations	It is the responsibility of Top-Level Management to create an environment where everyone can work to achieve the organisation's objectives	Training employees to ensure they have the tools and techniques they need to do their job and contribute to the organisation's success	Select suppliers and stakeholders that can create value by managing costs and optimising resources	Business activities should be managed as a process to achieve your desired result in the most efficient way	Your organisation should always strive to continually improve their overall performance – this should be a permanent objective	When data reveals that an area is underperforming, it is important to take corrective actions to improve performance

Objectives

Define {Evaluation to Improvement Plan}

What is the vision?
Clarify the problems to solve

Decide how you will measure the current situations

Agree on what will be considered as success

Measure {Evaluation to Improvement Plan}

Where are we now?
Understand the current situation ("As-Is"):
- How do processes and systems currently work?
- How well do they perform?

Analyse {Evaluation to Improvement Plan}

Where do we want to be?
Understand the root causes behind current performance levels

Identify where to act to achieve the best results

Improve {Improvement Plan to Execution}

How do we get there? Did we get there?
Identify potential solutions

Prioritise, build and sign off on recommendations

Control {Realisation to Evolution}

How do we keep the momentum going?
Process learning & Performance Capture

Ensure improvements are maintainable

Build mechanism for continuous improvement

The **objectives** drive the measures to be conducted

The **measures** highlight priorities to analyse

The **analysis** provides root causes to address in "improve"

Improvement recommendations are turned into an implementation plan

Ongoing measurements allow assessment and **continuous improvement**

Activities

Detail Objectives, Vision and Scope through Basic – Next Gen assessment

Define Bullseye – core process landscape and measures of success

Automation Proof of Concept

SIPOC & HL Process Maps

"As-Is" process performance metrics

Standardised Approach (QMS)

Set up Centre of Excellence

Detailed Lean Six Sigma Review & Process Redesign

Business Case for Change

CoE review

Implementation Plan

Set up IT infrastructure

Implement To-Be Process

Testing & Quality Review

Training and Business Change

Embed Process to BAU - validate that objectives have been met

Reporting – Conduct measures similar to the 'Measure' phase

Benefits Realisation – Back to Analyse or Evolve, Identify new opportunities for improvement

Lean Six Sigma tools and techniques

We use a **Lean Six Sigma (LSS), Continuous Improvement** approach to our roadmap

5. Evolution
4. Realisation
3. Execution
2. Improvement Plan
1. Evaluation {You Are Here}
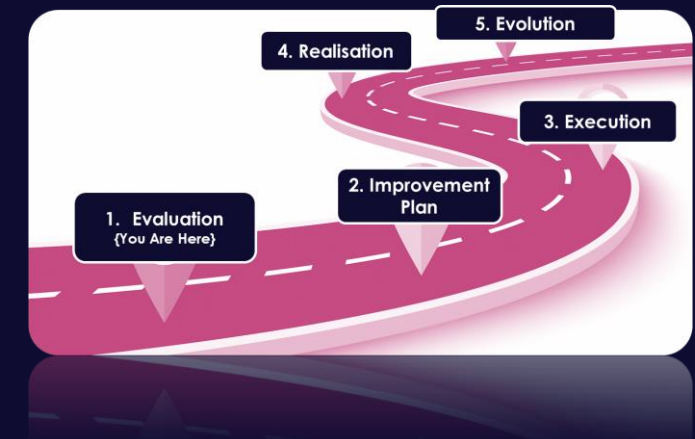
Process excellence – our experience

Insurance FinTech
Process Improvement

Client situation
A need for scalable and efficient Onboarding and Finance processing due to rapid growth in business. The objective was to sustain current FTE levels whilst providing great customer service and maintaining employee morale

What we did
- End to end process workshops to understand the "As-Is" processes and current pain points
- Conducted Lean Six Sigma assessments to strip waste, standardise happy path, root cause issues, identify best fit technologies
- Collaboratively designed, built and embedded "To-Be" processes with robust training on new and existing systems to boost confidence and best practices. We continue to partner.

Benefits and outcomes
Removal of manual process variation through upfront validation and digitisation of processes. Implementation of automation and system integrations to reduce processing times and improve data quality. Better utilisation of existing systems, reducing hand offs between business areas

Bus and Train Operator
Process Improvement

Client situation
Manual, repetitive and paper-based payroll and leavers processes. No centralised view of data to gain insight. Multiple manual hand offs between business areas and single point of failures due to lack of process documentation and offline processing

What we did
- Virtual process Gemba walkthroughs to track all process steps/detail and document in a standardised and centralised repository
- Identified opportunities for efficiency during the walkthrough which were turned into a business case and improvement plan
- Utilising existing access to Microsoft technologies to implement a digital input form, application access and control layers across all business areas and data outputs in spreadsheets and visual reporting, all automated using Microsoft Power Flow

Benefits and outcomes
Utilised existing technologies to reduce costs and optimise ROI, alongside softer benefits. Removed single point of failure and largely reduced processing times, improving an internal service. Validated and standardised entry forms reduced defects and associated rework.

Membership Body
Process Improvement

Client situation
1) Manual member facing processes sat around custom-built systems which were error prone and costly to support and improve. 2) Senior level KPI reporting did not support tactical decision making due to time consuming manual processes

What we did
- Audited the business processes, documenting the "As-Is" information flow
- Carried out Lean assessments to identify waste, data quality/security issues
- Gathered and prioritised "To-Be" requirements from SMEs and stakeholders
- Facilitated demos with appropriate vendors and conducted fit-gap analysis of requirements
- Recommendations for a future "To-Be" solution

Benefits and outcomes
1) Identified two SaaS products to fit two core member facing processes (award and grant management), reducing support costs whilst meeting all core requirements and creating process efficiencies. 2) Digitised KPI reporting, removing manual effort through automated data extraction and user access to insight through dynamic, visual dashboards

Commercials and Contact

Pricing

Please refer to our Pricing document which includes the Skills Framework for the Information Age rate card, where details of our pricing and rates can be found. All quoted rates are in GBP and exclude VAT at the prevailing rate

Onboarding and off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service

embracent shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service

Terms and Conditions

Please refer to our Terms and Conditions document for our G-Cloud services, which can be found on each Services page on the G-Cloud website https://www.digitalmarketplace.service.gov.uk/

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