

Service Definition: Business Process Management

Crown Commercial Services | G Cloud 15 framework



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1. Executive Summary

Roc Technologies Limited (Roc) is a UK headquartered IT & transformation services provider that specialises in delivering services to secure and sensitive industries.

Roc's Business Process Management (BPM) Service helps organisations create positive, tangible business outcomes from process-based improvement and change. Roc provides:

- Process mapping platforms scaled and priced to your specific needs.
- Process consultancy to get you started or to support your process initiative.
- Ongoing support and maintenance options.
- Full managed service options where you don't have to buy the software first (or at all).

Roc has deep experience in delivering process solutions on a global scale with a number of UK and international customers. Our consultants have worked on a broad range of projects where process has played a key role in success. Roc enables customers to move from strategy to execution, using business process as a critical enabler. Customers can achieve measurable results whilst creating a lasting BPM capability that ensures that benefits are sustainable over time.

Our approach is based around clear, easy to understand communication. We primarily focus our effort on business process, and although we can and do use process to support solution development, it is business activities driving outcomes that we focus on understanding and communicating. Typically, using Universal Process Notation (UPN) we carry out rapid process discovery, recording important information at the speed of conversation, often in live (and online) process workshops. A diagram explaining UPN is shown below.

The process workshop approach that we use facilitates better understanding and communication of critical thought processes amongst participants and produce tangible results that can be shared immediately with extended stakeholder communities. Our consultants will capture, improve, and present business processes that can drive business improvements and enable customers to achieve their goals.

Our process related services form part of Roc's hyperautomation capability that can flow from idea to the implementation of solutions and operational capability. They help to create, foster and maintain a process culture and enable a focus on continuous improvement. We select from a variety of capabilities to enable a customer to achieve their desired outcome in a repeatable, sustainable, and properly governed manner. These hyperautomation capabilities include:

TECHNICAL	BUSINESS
Process mining Solution prototyping Rapid application development Process automation	Quality Management Systems (QMS) Process architecture development Process mapping (standardisation, optimisation, improvement)

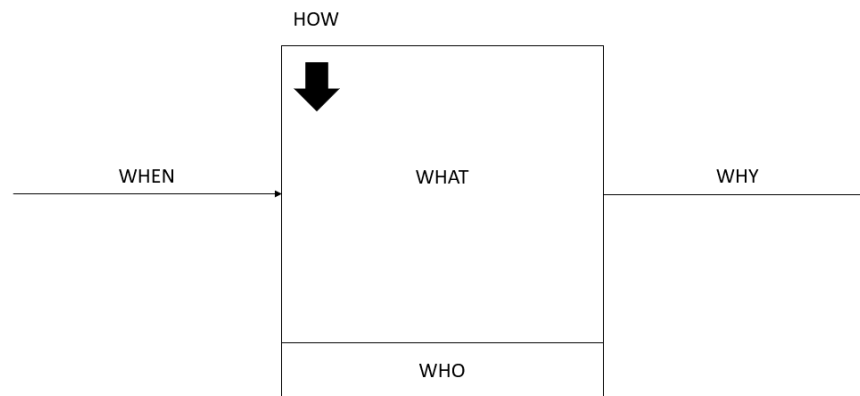
Our customers have seen success in a broad range of initiatives including, for example:

- Building a universal communication approach for Quality Management Systems.
- Creating a governance framework to enable deployment of organisational knowledge.
- Selecting, implementing, and rolling out software products (e.g. SAP, Oracle, ServiceNow).
- Deployment of shared service operations (Finance, HR, IT).
- Development of Target Operating Models (TOM).
- Supporting mergers, acquisitions & divestments.
- Managing governance, risk & compliance (GRC) approaches.
- Managing third party risk (TPRM).
- Understanding customer journeys and touchpoints (customer, student, supplier, patient, etc.).
- Increasing understanding of the interaction between manual and system processes.
- Delivering step change in a controlled manner.

The power of building a set of organisational process assets is that once in place, this master data can deliver value time and again in all the above areas.

2. Service Summary

Roc's Business Process Management Service enables the creation of high-quality process diagrams quickly and easily. The UPN notation (shown below) is a readily understood notation, which anyone in the organisation can engage with and follow without the need for formal training.



Because it is so easy to understand UPN is perfect for communication of even the most complicated processes and unlike more technically focused alternatives such as Business Process Modelling Notation (BPMN) will not require costly formal training for the user population to understand how it should be read. Building a strong foundation of process understanding has the benefit of enabling greater participation in improvement initiatives and successful change activities.

Roc works with customers to map detailed end-to-end processes capable of supporting any project or change initiative (large or small, tactical or strategic). Once in place, the business can focus on improvement efforts in the knowledge that process assets are properly controlled and governed providing a reliable source of knowledge.

The development of process capability and assets empowers people to:

- Find the information they need to complete their work.
- Train new employees on how things get done.
- Review processes prior to performing uncommon tasks or exceptions.
- Communicate changes to all stakeholders.
- Learn about new products or services.

Roc has a number of process software options available to deliver this service. This scales from a managed service approach where we author and maintain content on your behalf, through to a fully delivered service that is then handed over to you to maintain yourselves.

In the simplest model we can provide a process managed service to your organisation without the need for you to own the software, in this instance we will act on your behalf, developing process assets and maintaining them for you whilst delivering content to everyone that needs access to it across your organisation.

2.1 Process Platform Features

We will help you to select the right software to suit your objectives, needs and budget. Whilst there are differences between software offerings broadly the software will enable the creation of a set of process assets that equate to your single version of the truth. By developing a centralised repository for process assets customers can expect to achieve:

- An increased sense of collaboration and engagement.
- Improvements in governance and control of change.
- Better communication and understanding.
- A consistent look and feel for process guidance, to an agreed standard.
- End-to-end process visibility and integrity.
- Top-to-bottom process visibility and integrity.
- Increased customer satisfaction.
- Reductions in operating costs.
- Benefits to staff performance and effectiveness.

Creating a process culture can have profound, long-term benefits.

2.2 Service Management

The Roc Business Process Management Service Helpdesk is available to customers for some of our process platforms. We offer support over and above vendor services and can connect you to your trusted advisor in process matters.

2.3 Service Levels

The Helpdesk will respond to service-related incidents and/or requests submitted by the customer within the following time frames and based on the case criticality level.

Severity 1	"Severity 1" is an emergency production situation where the process platform is totally inoperable or fails catastrophically and there is no obvious workaround.
Severity 2	"Severity 2" is a detrimental situation (and there is no workaround) where (a) performance degrades substantially under reasonable loads causing a severe impact on use, (b) the process platform is usable but materially

	incomplete; or (c) one or more mainline functions or commands is inoperable.
Severity 3	“Severity 3” is where the process platform is usable but does not provide a function in the most convenient manner.
Severity 4	A request will be classified as “Severity 4” if the fault does not seriously affect the execution of daily processes in the operation of the process platform.
Information	A request will be classified as “Information” where information regarding the use of the process platform is required.

3. Service Pricing

Please refer to Roc's Pricing document.

Roc's published Rate card or the Additional Service Points purchased as part of the service.

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