

ESKER DeliveryWare 4.0 Business Process Analysis Services

Document management touches every aspect of your business, including purchasing, invoicing, order management, and other processes. The right mix of technology and proficiencies can help your company speed up the revenue cycle, improve customer satisfaction, and increase profitability. This is where Esker Business Process Analysis Services come in. Applying knowledge gained through practical experience, the Esker team of expert consultants analyses your document processes to identify at-risk points and define comprehensive automation solutions - along with best practices for maximising your return on investment in document process automation.



Discovery of Current Environment

Esker consultants begin onsite to observe in detail the business issues to be resolved within your environment, working directly with your teams to gain an in-depth understanding of the systems and processes used to manage business documents. They will follow a process from start to finish and examine each step, gathering information and asking key questions to understand perceived efficiencies and deficiencies within the process. By defining key performance indicators, Esker consultants are able to identify requirements for business cases to improve the document process.

Discovery Analysis Report

Following the discovery phase our team will document the findings, compare notes, and create business cases that detail the essential aspects of the document process. Esker consultants will then report the business case details to your teams in order to verify there are no differences between how your organisation works and the way we understand your organisation to work. This phase often includes further refinement of the business case and allows for your team to express issues they may have not voiced during the initial discovery phase.

Design Customised Business Models

With a thorough understanding of your current document process, we apply our years of experience and technology expertise to custom-design business models for automating the process. These models preserve essential requirements of the existing business procedures while taking advantage of intelligent automation technology to eliminate manual document processing. We examine with your team the advantages and disadvantages of each proposed solution and its options, assessing the benefits and potential risks of automating your document process compared with maintaining the status quo. With your organisation's goals in mind, we define a document process automation solution that will best fit your requirements for future growth.

Recommendation

Once you are comfortable with one of the proposed document process automation solutions, we detail key requirements for implementing the solution. In this phase we work with your team to determine goals and expectations as well as specific functionality required of the new solution. We can provide a sample system configuration including basic hardware requirements, as well as an estimate of implementation time and costs.

Typical Project Outline

Introduction: Meet with Esker

About Esker

- Who we are
- What we do
- Organisational chart
- Our facilities

Getting to Know Your Business

- Process information
- Key users
- Document volumes
- Processing times
- Description of infrastructure

Process Walk-Through

- Follow typical document processing procedure

What You Will Get From Esker

1. Initial Analysis

The initial analysis document includes all the information Esker consultants recorded from the initial walk-through of the business process, presented in an easy-to-read business case.

This includes:

- Identification of document process requirements and objectives
- A functional description and model of the existing manual process
- A detailed process narrative
- Process flowchart

2. Automation Solution Proposals

This document will include all business models suggested to automate the existing document process. It will include a detailed description and pros and cons of each proposed solution.

Based on the existing process, these models will offer solutions for key objectives such as:

- Reducing document processing time and costs
- Reducing errors
- Accelerating the revenue cycle
- Improving customer and vendor satisfaction
- Increasing profitability

3. Solution Requirements

This document describes what you need to implement the document process automation solution(s) proposed by the business models. For a turnkey solution, we itemise specific hardware and software requirements in the form of both a system configuration and cost proposal. This document provides an initial quote by Esker for complete implementation of a document process automation solution.

Contact Esker today for more information about Business Process Analysis Services at **+61 2 8596 5100** or email **info@esker.com.au**

For more information, please contact:

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