

# A Proven Process that Makes a Difference...

## ***There is a better way to transform your business.***

Large IT initiatives often make little progress, if any, and frequently drain millions of dollars in the process.

Successfully transforming process to meet business challenges on schedule requires more than technology.

ASRCC/EPSScentral's proven Business Transformation process is unparalleled in the industry. We drive a project strategically from the business perspective.

Our results are undeniable. ASRCC/EPSScentral BT efforts have repeatedly shown:

- Decreased time to competency
- Technology serves the business
- Reduced system and support maintenance costs
- Reduced error rates to below 1%
- Savings and revenue increase in the millions per project

## THE SITUATION

Large IT business initiatives drag on for years, drain millions of dollars and either never truly meet the business need or worse, are cancelled. Such failures result in world-wide losses of over \$20 billion annually. The conventional view of Business Transformation (BT) is largely about implementing new technology in support of business processes where technology is the driver. Consequently, business processes are forced to conform to configurations of the technology and often do not properly serve the processes and the people who do the work.

The result is that the core missions of organizations are subverted by:

- Lack of visibility into finances, personnel, sales, and supplies and acquisitions
- Unmitigated compliance violations
- Lengthy delivery of critically needed items to the war fighter or other key recipients

For most organizations, BT is merely a lesson learned, with no clear vision or process for closing the gap.

## THE CHALLENGE

**Successfully transforming process to meet business challenges on schedule requires more than technology.** While the technical challenges are vast, the management challenges are far greater. The need is greater than ever for a comprehensive approach to BT to successfully manage change and develop effective strategies to mobilize the organization, increase speed to competency, and sustain business results.

## THE SOLUTION

Business success requires a deep understanding of what BT is and a proven process for delivering real business results where:

- **Business process is the key driver, not technology**
- **People, process, and technology are addressed together, not as discrete functions**
- **Data and facts determine root cause, not conjecture**
- **Organizational competency is the primary focus, not training**

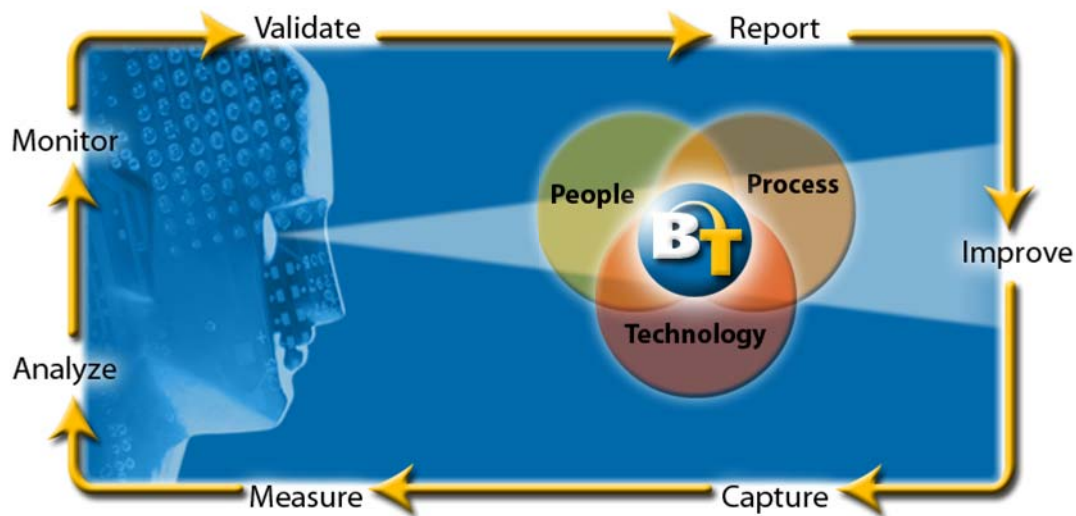
*Technology only succeeds if people use it and organizational performance improves.*

## **BUSINESS TRANSFORMATION**

ASRCC/EPSScentral's Business Transformation methods and techniques are unparalleled in the industry. We have successfully transferred Quality principles used in manufacturing and applied them to the rapid rate of knowledge work – **no one else in the industry has done this effectively**. This includes having the capabilities to quickly measure and analyze business process tasks and activities on a scale commensurate with how people accomplish work, and with technology and techniques that yield results.

BT includes key elements of Project Management Office (PMO), Business Process Improvement and Reengineering, Human Factors Engineering, Governance, Change Management, Knowledge Management, and Quality principles (e.g., Six Sigma). We have devised a BT methodology that works in harmony to integrate these critical processes iteratively, keeping focus on organizational improvement. People, process, and technology are addressed together, not as discrete functions.

### ***The Business Transformation (BT) Cycle***



BT ensures that:

- Communication and change management are present and active throughout the BT cycle
- All stakeholders are engaged and accountable
- Quality principles are applied, top-down and bottom-up
- The lifecycle reflects high levels of maturity in all phases of a project
- Gaps are continuously identified and closed, in real time
- The end goal is speed to competency and productivity

## **RESULTS**

The results are undeniable. Using our approach, you will be able to measure your organization's results in terms of performance, reduced expenses, and increased revenues. Our past results have shown:

- Business processes are established first and systems are aligned and supportive accordingly
- Over 80% of training costs are eliminated
- Error rates are reduced to below 1%
- Workforce is competent and productive in record time

#### **Contact Information:**

Joseph Arthur  
Vice President, Business Development  
ASRC Communications  
301.837.9071  
jarthur@asrcc.com

Shirah Cohen  
Vice President, Business Development  
EPSScentral LLC  
703.652.4388  
scohen@epsscentral.net