

Hitachi Consulting has the significant experience and capabilities necessary to deliver Business Process Management (BPM) and Application solutions, including:

- **Development of a shared vision, including an operating model and identification of competitive differentiators**
- **Process analysis, design and modeling to identify business solutions that better support strategy and competitive advantage**
- **Experience defining requirements for and implementing core banking, lending and deposit/cash management systems**
- **Financial Services technology knowledge that can be applied to automating and optimizing processes and controls**
- **Program and project management capabilities for prioritizing, coordinating, and helping implement process and/or technology initiatives**

We invite you to contact us to further discuss how Hitachi Consulting can team with you to successfully implement an improved operating model.



## **Business Process Management (BPM): Aligning Processes, Technology, and People**

### **Background**

Financial Services companies face constant pressure to reduce costs, improve controls, and provide internal and external customers with higher quality and a better experience. However, siloed business and support unit activities often result in duplicate, uncoordinated efforts that drive higher costs and create a sub-optimal customer experience. Additionally, workforce/staffing levels may not be based on identified activity drivers tied to business strategy. And, sequential and serial processing with multiple handoffs, disparate systems and manual data entry extends processing time and increases risk of control failure points.

To address these issues, Business Process Management (BPM) and Business Application solutions encompass the deployment of improved operating models to better align front and back office services to meet client demands more efficiently through optimized processes, integrated technology, and appropriate staffing.

Hitachi Consulting has worked with numerous clients to deploy BPM solutions and business applications successfully.

### **Critical Areas of Focus**

The scope of BPM and Application-related activities encompasses process, technology, and organizational elements, as described below. Systems and business application areas of particular focus for Hitachi Consulting include: core banking, lending, and deposit/cash management. We can assist you in creating the business case for change and then managing the components holistically.

Focusing on these critical areas can lower your costs of acquiring and serving customers, improve risk management through process standardization and automation, and enhance internal and external customer satisfaction due to shorter cycle times and higher-quality service.

### **Target Operating Model**

- Development of a shared vision
- Identification of external drivers and competitive differentiators
- Clarification of design principles
- Delineation of business processes boundaries (included/excluded)
- Development of organizational structures
- Definition of key metrics and SLAs

### **Process Analysis, Design and Modeling**

- Process documentation and flowcharting
- Measurement and baselining
- Benchmarking versus industry and peers
- Process analysis and design
- Process modeling
- Quick win identification
- Implications to roles and responsibilities

# Business Process Management (BPM): Aligning Processes, Technology, and People

## ***Application and Systems Requirements, Selection and Implementation (e.g., Core Banking, Lending ,and Deposit/Cash Management)***

- Development of business and technical requirements
- Current technology assessment versus business requirements
- RFP management, including vendor qualification
- Technology evaluation and selection
- Contract negotiation

## ***Technology Integration***

- Design/develop system interfaces
- Design/develop custom applications, COTS modifications
- Data conversion and scrubbing
- Reporting, including integration with strategic reporting, scorecard/dashboards, and data warehouse
- Packaged-system configuration
- Test planning and execution
- Implementation management

## ***Change Management***

- Change-readiness assessment
- Change and/or change-management workshops
- Communications and feedback
- Training (e.g., on new systems or changed processes)

## ***Project and Program Management***

- Program/project planning and coordination
- Project prioritization and approval
- Definition of success measures and metrics
- Risk identification, mitigation, and management
- Contingency planning
- Program-related oversight, management structure, and reporting
- Coordination of external parties (vendors, contractors, etc.)

### **About Hitachi Consulting Corporation**

As Hitachi, Ltd.'s (NYSE: HIT) global consulting company, Hitachi Consulting is a recognized leader in delivering proven business and IT solutions to Global 2000 companies. With a balanced view of strategy, people, process and technology, we work with companies to understand their unique business needs, and to develop and implement practical business strategies and technology solutions.

Hitachi Consulting's client base includes nearly 25 percent of the Global 100 and many leading mid-market companies. From business strategy development through application deployment, we help clients quickly realize measurable business value and achieve sustainable ROI.

Hitachi Consulting –  
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To learn more about how Hitachi Consulting can support your organization's successful BPM or Application initiative, please contact:  
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