

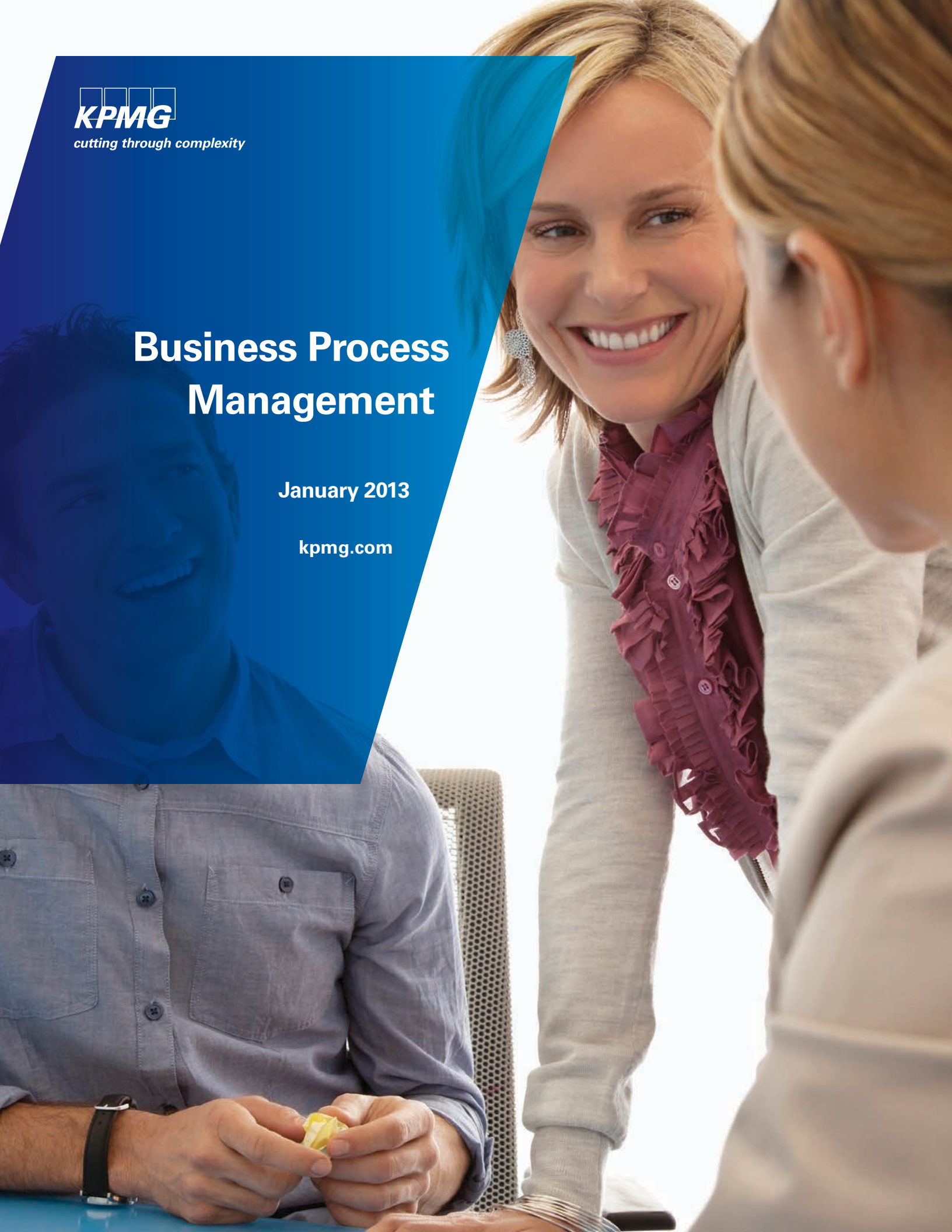


cutting through complexity

Business Process Management

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kpmg.com





Business Process Management

KPMG's Business Process Management (BPM) practice leverages our firm-wide knowledge and experience to deliver process-based solutions.

Our strengths in risk and process implementations yield practical and valuable solutions for our clients in all key industries, including Financial Services, Life Sciences, Health Care, Telecommunications, Energy, and State and Local governments.

KPMG's methodology captures, designs, and implements processes that encompass wide-ranging client issues, particularly in Compliance and Automation. Our expertise, methodologies, and technology partnerships are the foundation to helping our clients establish their process centers of excellence.

Who We Are, What We Do

The global economy is becoming increasingly commoditized. To stay competitive, companies must focus on driving value through process efficiency, service differentiation, and speed to market.

KPMG's BPM practice leverages methodology and reusable assets to accelerate the delivery of end-to-end BPM solutions and services for our clients. We bring:

- **A Seasoned, Experienced Workforce:** Our professionals are adept at business process modeling, simulation, requirement definition, project management, architecture, and project delivery.
- **Deep Industry Knowledge:** We leverage prior experience in architecting, designing, and delivering solutions for clients in the Telecom, Cable, Pharmaceuticals, and Financial Services industries.
- **A Proven Architecture Framework:** We developed a reference architecture framework that outlines functional and service-oriented views of the major components of a BPM solution. It also illustrates the vendor spectrum and areas of flexibility for vendors in the architecture framework.
- **Adaptable Implementation Methodologies:** We define activities and deliverables per phase, deliverable templates, job aides, as well as strategy and approach documents.
- **Wide BPM/Integration Experience:** We implement complex BPM and SOA-based integration solutions across multiple industries, technologies, and vendors.
- **Strong Vendor Relationships:** To improve our client service, we have working relationships with some of the leading vendors in this space.

We help affect real change toward optimization Our Value Proposition

KPMG's BPM Practice provides technology integration services, linking business drivers to technology implementations. We understand the challenges of our customers and their business processes, how to effectively measure them, and how to better manage them from a risk perspective.

Our work accelerates the realization of business value from technology.

In today's competitive marketplace, hiring the right team makes all the difference. In our experience, a common pitfall of BPM implementations is a lack of understanding of the business drivers. That's where we can help. Our practitioners have the right blend of technology and effective business process experience to help you fully realize the benefits of process improvements.

KPMG provides significant value beyond the technology. We understand that BPM lies at the intersection between technology and process, and requires deeper business knowledge beyond system integration to succeed. In order to provide un-paralleled service, we reach out to our vast network of technology and process experts across industries in order to address your needs.

KPMG has a longstanding reputation as a trusted advisor to our clients. We have earned this over time and we appreciate how business processes work. Through process automation solutions, leveraging a combination of industry process and technology implementation experience, and our depth and breadth of expertise, we eliminate inefficiencies and identify areas to improve for our customers.

Our Solutions

We bring deep industry experience with a comprehensive suite of business process management services to drive value from your transformation initiative.

Enterprise Process Governance

We assist our clients in assessing their current process maturity and develop an enterprise process architecture strategy and roadmap based on results. We deliver services that establish an overall process organization and governance framework to align process initiatives across the enterprise.

Business Process Modeling & Architecture

As a foundation of establishing a process centric organization, KPMG helps clients establish a business process modeling and architecture framework. The framework consists of standard practices for modeling and managing business processes as enterprise assets within a single repository that will enable collaboration and reuse. Furthermore, we assist clients in establishing communication portals, documentation repositories, and integration to other enterprise architecture assets.

Business Process Analysis & Design

KPMG helps clients document, analyze, and improve their business processes. We leverage the business process modeling framework to improve the capture of business requirements and process metrics. We apply lean sigma techniques and process simulation to validate business cases for quality, efficiency, and cost reduction. These services enhance the requirements–capturing the process and providing process owners the ability to visualize the transformation prior to implementation.

Business Process Execution & Integration

KPMG delivers solutions to automate and integrate business processes with an existing IT environment. We define functional and technical specifications and offer several cost-effective models to manage and deliver BPMS implementations.

Business Process Performance Management

Ongoing business process performance management is essential in realizing the value and benefits of a business process initiative. KPMG offers services to establish frameworks for defining, capturing, and monitoring process metrics through Business Activity Monitoring.

Process Center of Excellence

KPMG assists clients in establishing a BPM Center of Excellence to provide a structured framework that will enable the enterprise to be constantly engaged in the process of innovation, exploration, design, and implementation. The BPM COE provides a methodology, organization, operations, and governance framework.

Key differentiators to our solutions

- **Delivery Accelerators:** Proven approach to provide assessment, strategy and roadmap, design, implementation, and operation solutions. Documented accelerators encompass governance and program management throughout the project life-cycle.
- **Industry Experts:** Solutions that address business challenges in specific industry sectors, based on leading business practices, comparative benchmarking, and reference architectures.
- **Technology Agnostic:** Solutions that apply architecture fundamentals to various technology and vendor products. We leverage our relationships with technology service providers and our proven methods.



Enterprise Process Governance					
Enterprise Process Strategy	Process Maturity Assessment	Process Organization	Process Governance Structure	Process Roadmap	Process-based Portfolio Governance

Business Process Modeling and Architecture	Business Process Analysis and Design	Business Process Execution and Integration	Business Process Performance Management
Enterprise Process Model/Repository	Business Performance Improvement (BPI)	Process-based execution & integration (BPMS)	Process Scorecards
Process Communication Portal	Process simulation	Process-integrated business rules	Process Dashboards
Process Documentation Management	Process Sig Sigma/Lean integration	Process user Interface Development	Enterprise Process KPI's
Process and EA integration	Process Analysis & Design	Process-driven technology requirements	Process Measurement
Process/Industry Framework Integration	Process-enabled capacity planning	Process-enabled software testing	

Process Center of Excellence (CoE)							
BPM Leadership Development	BPM Assessment	BPM Marketing	BPM Education	Enterprise BPM Business Case	Enterprise BPM Scorecard	Enterprise BPM Standards	BPM Technology Assessment

Staying a Step Ahead

We work with our industry teams to understand and act upon the needs of our clients. Our BPM practice employs KPMG's well-established methodologies and technologies to drive process improvements for our clients.

We provide global services

KPMG's global community is fully coordinated to deliver best-in-class BPM services. KPMG personnel from the Americas, Europe, and Asia-Pacific collaborate to address common issues across industries. Additionally, we offer specialized offshore development capabilities. Our secure global delivery platform focuses on providing high quality and cost-effective services to our clients by leveraging a globally consistent approach.

Value Proposition:

- **Cost-effective** and **highly efficient** operating structure that **enhances agility** through a 24x7 service model
- **Scalable capacity** that provides access to highly experienced practitioners who support the end-to-end delivery of technology services that are globally deployable
- **Depth and breadth of experience** in key service areas
- **Drive business innovation** through Centers of Excellence in specific industry and cross functional domain areas
- **Enable consistency** in service delivery, governance, and knowledge management.

We help companies use BPM to provide tangible and sustainable value. We:

- Deliver on business imperatives
- Improve business efficiencies
- Uncover bottom-line cost savings
- Automate processes to help operations reach their potential
- Identify and mitigate risk
- Facilitate compliance through governance
- Achieve better control of processes
- Increase speed to market through enhanced delivery

Contact us

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KPMG's Global Services

- Governed by KPMG ELLP, KPMG U.S., KPMG India, and KPMG INTL
- Provides Advisory services with a strong cross-functional capabilities in Research and Creative Services

Location Centers

- Global delivery centers in Gurgaon and Bangalore

Global Advisory Professionals

- 600 skilled employees who provide competitive advantage by delivering high-quality services



Key Foundational Benefits

We leverage our core strengths in industries and functional areas to deliver world-class solutions utilizing Business Process Management methodologies and technologies. In doing so, we:

- Effectively transform existing processes and information system investments into new and improved business capabilities.
- Reduced development cycles and maintenance costs while improving quality.
- Enhance IT responsiveness as well as business performance through modern integration approaches and technologies.
- Institutionalize knowledge and methods to enable continuous improvement, performance gains and consistency.
- Provide BPM solutions that offer more flexibility, are simpler to market, and help companies reinvent themselves to become more agile and efficient.