



The Whitehouse Difference  
Whitehouse has experienced business analysts who understand project methodology and can efficiently document and review business processes. These consultants bring operational and functional experience in their respective fields.

When undertaking Business Process Modelling, Whitehouse's preferred tool is Nimbus Control 2007, which is ideal to develop comprehensive models that are easy for business users to understand. Using Nimbus Control 2007 saves time, effort and costs - both in the application of this approach and in the processes it models.

The result of working with Whitehouse on business process modelling is a clear, understandable, easy-to-maintain process map to manage business processes and provide a sound foundation for future change and improvement, and therefore a competitive edge.

## People and Processes

The way that employees work, and the operational processes that make up their day-to-day activities, is the most important part of an organisation. People are the drivers of business processes. Every person in every organisation has a part to play in process management.

Process alignment and improvement becomes easier if this substantial knowledge asset is properly managed. It allows the organisation to reap the benefits: cost reductions, compliance, and the control required to become and remain an agile, high-performance business.

Process modelling performs a vital part in equipping a business to compete effectively: by recording the existing processes and developing the new processes with the end-users; documenting resources and metrics, and the relationships between them; and by describing the activities, roles and accountabilities for each person involved.

In addition, many of the projects and initiatives an organisation faces now and in the future have one thing in common: they need an understanding of the way that processes work within the organisation.

### Improving Performance Step 1: Documenting existing business processes

Very few organisations have up-to-date, documented business processes. Those that have typically use Word, Visio or another mapping tool. This is an inefficient method because it does not facilitate the updating of the models as the business processes change over time, and the maps can be difficult for the business user to understand.

The benefit of documenting business processes in a powerful, purpose-built tool is that it ensures these processes are reflected correctly in information systems. It also allows easy maintenance.

In structured, interactive workshops with the business users, the tool is used to map the current processes quickly, note issues with them, and capture comments and suggestions for improvements. Other documents and data such as URLs, screens, forms and data tables can also be attached to the models, ensuring all information is kept together and ready to develop the new processes. This approach ensures good user buy-in, better scoping and helps with adoption of the new system.

### Improving Performance Step 2: Planning and implementing new processes

New or improved business processes are then developed, based on the agreed current processes, incorporating captured issues and comments. Reports enable new and old processes to be compared so that changes can be easily identified. These new processes can then be implemented within the ERP system.

### Improving Performance Step 3: Managing and optimising processes

When the relevant processes have been captured, the tool allows associated roles, information and performance metrics to be linked to the appropriate point in the process. By capturing this data, the business has the means to fully understand the purpose and impact of each process. And this understanding ensures that processes that don't work or aren't satisfactory can quickly be identified and optimised.

On-going user training can be developed to reflect changes in the business, as they occur. The Intelligent Operations Manual gives the organisation the capability to own, manage, improve and use every process. This understanding and clarity is essential when facing new initiatives and future challenges.

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