

viewPoint Application Review

Get the Most Out of Your Global 360 Investment

In today's marketplace, remaining competitive dictates that businesses do more with less and maximize their technology investments. At Global 360, we are committed to ensuring that you get the maximum value and return from your Business Process Management (BPM) investment so you know your business goals are supported with BPM best practices and techniques.

- » Is your Global 360 solution designed for maximum performance?
- » Are you taking advantage of the latest product releases and features?
- » Do you understand the unique requirements of the key roles that support your processes?
- » Do you know how to get more value from your investment?

A Focused Approach for Optimized Results

Our Professional Services experts partner with you to conduct a holistic and thorough review of your Global 360 solution from both a business and technical perspective. The viewPoint Application Review includes interviews and over-the-shoulder observations of process participants, managers and builders to ensure you are taking advantage of best practices, product capabilities and expansion opportunities to optimize your BPM investment.

Realize the Full Potential of Your BPM Investment and Improve Your Business Performance

Our viewPoint Application Review provides you with a thorough examination of your existing Global 360 BPM solution to:

- » Ensure your solution is aligned with corporate and line-of-business strategic goals
- » Determine how your solution can be leveraged to help you better compete in the marketplace
- » Explore how to expand the use of your system to achieve greater return on investment (ROI)
- » Uncover opportunities to improve service level agreements and customer service

Dramatically increase productivity and accelerate business performance:

- » Uncover the barriers preventing you from getting the most out of your workers and your business processes
- » Ensure your BPM solution is keeping pace with anticipated growth plans
- » Learn how to take advantage of new product enhancements and features to derive more value from your investment

- » Uncover inefficient worker practices and provide recommendations for improvement
- » Investigate knowledge gaps that may be affecting worker productivity or missed opportunities to leverage solution functionality
- » Verify you are working with a supported release level and that proper business continuity and IT procedures are in place
- » Take advantage of new products and features that can help drive additional worker efficiency and ROI

Recommendations That Drive Results

At the conclusion of the viewPoint Application Review, Global 360 Professional Services will create and present a comprehensive report detailing:

- » Analysis of the “current state” of your BPM solution
- » Summary of findings and opportunities gleaned from the interviews and observation sessions
- » Roadmap for attaining process, productivity, business and ROI improvements
- » Opportunities for BPM solution expansion
- » Global 360 product capabilities for further value improvements

Getting Started

The viewPoint Application Review can typically be completed with a two-day onsite visit consisting of interviews with key stakeholders. We then develop the report, and the following week, deliver the comprehensive viewPoint Application Review including our findings and roadmap of recommendations.

Led by our Professional Services team, we begin by interviewing executive-level business sponsors to identify strategic objectives and focus areas for the review. Next, interviews, and where appropriate, over-the-shoulder observation sessions are conducted with the line-of-business manager, super user(s), team lead(s), IT management, and IT lead. Interviews take about two hours as we gather information and observe work in progress.

Take advantage of Global 360’s viewPoint Application Review and get the knowledge you need to make informed decisions that lead to greater business success and return on your BPM investment.

“As the Global 360 system has grown and matured, we’ve seen a return on investment not only in terms of better customer service and efficiency, but also in raw dollar savings.”

State Employment Security Commission

“Global 360 has allowed us to increase productivity by 40%. We are seeing real dollar savings equivalent to 100 full-time employees with an internal return rate of 34%. That has enabled us to strengthen our financial positioning significantly.”

Large Financial Institution



CORPORATE HEADQUARTERS

5400 LBJ Freeway, Suite 300 • Dallas, TX 75240 • Tel: 214.520.1660 • Toll-Free: 877.825.8259 • Fax: 214.219.7218 • www.global360.com