

# Business Process Management

Regulatory requirements, your competitors' strategies, economic policies and globalization — these are market conditions that can change rapidly and be unpredictable — inhibiting revenue growth and threatening your competitiveness.

To succeed, your enterprise must be able to respond rapidly. This requires **flexible applications and streamlined business processes** that are easier to create and easier to update as market conditions evolve and change.

Dynamic business applications built through BPM initiatives are increasingly becoming the foundation of an enterprise's business agility and making a fundamental difference in operations and results. It forces organizations to model, assemble, deploy and measure business processes, which saves effort and guarantees that process and software are in sync.

Where do you start?

## The Solution is Syntel's BPM – Focused on the Process

Simply put, BPM is the integration of people, applications and information into your business processes with the ultimate objectives of growing customer relationships, enhancing competitiveness and increasing operational efficiency.

Syntel considers BPM to be a methodology and environment for governance and optimization of processes spanning multiple departments and stakeholders. It is not a software tool.

Our approach to BPM is highly process centric and we measure our success through clear measurable improvements in our customer's business processes.

We base our BPM approach on the following principles:

- **Focus on business process with a process centric rather than a technology/tool-centric approach.** This ensures an objective solution recommendation, rather than bias to one tool or another.
- **Deliver a proof of concept pilot project in a key operating area on a priority basis to demonstrate value.**
- **Build and maintain a centralized warehouse retaining the knowledge of customer centric business processes, best practices, standards and lessons learned from previous engagements.** This wealth of knowledge is leveraged by BPM projects across the organization, ensuring higher levels of success.
- **Ensure reduced risk in enterprise wide BPM efforts with a modular and incremental approach.**
- **Construct and customize governance models as the projects grow.**
- **The solution must allow end-to-end management of the business processes to promote productivity in a flexible manner.**
- **The system must be a comprehensive solution for automating and managing end-to-end business process and continuous process improvement through close monitoring.**
- **Flexibility to act on readings and optimize processes.**



## What is BPM?

Business Process Management (BPM) is the automation and co-ordination of the assets and tasks that comprise your business processes.

Business Processes can involve people and IT systems, be internal or external to organizations, be easily modeled and repeatable or vary for each situation. In most business environments, they are constantly changing, based on unique business events and conditions.

## Product Partners



# BPM Benefits

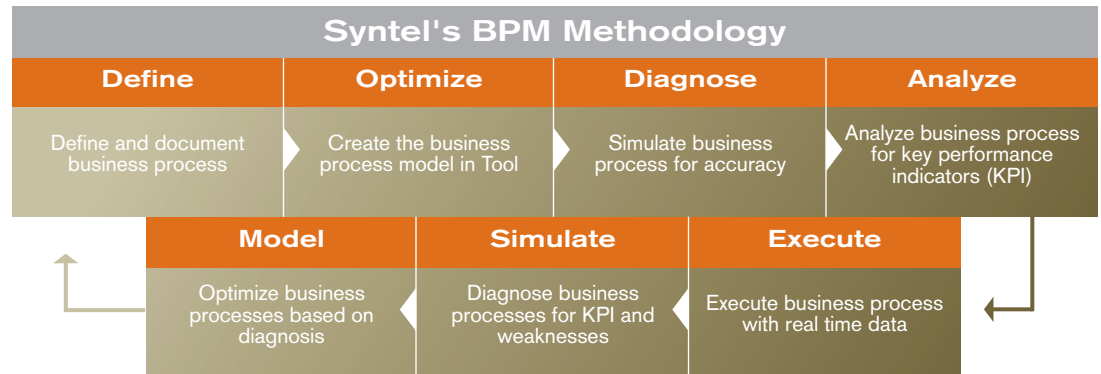
- Improved customer experience
- Process consistency across organization units
- Processes as the common "language" between IT & business
- Cost reduction through flexible automation – typically 20+%
- Process optimization & streamlining across applications and the enterprise
- Continuous, non-disruptive process improvement
- Identification of process bottlenecks
- Base for new automation
- Supports regulatory compliance
- Faster implementation of changes in processes – typically 30+%
- Optimizing skills usage in the business

With Syntel's approach, you'll benefit directly from increased productivity of process workers, ability to dynamically change processes based on business demands, and real-time visibility into key business processes. This comes through improvement in process cycle times, significantly reduced opportunities of failure and risk elimination.

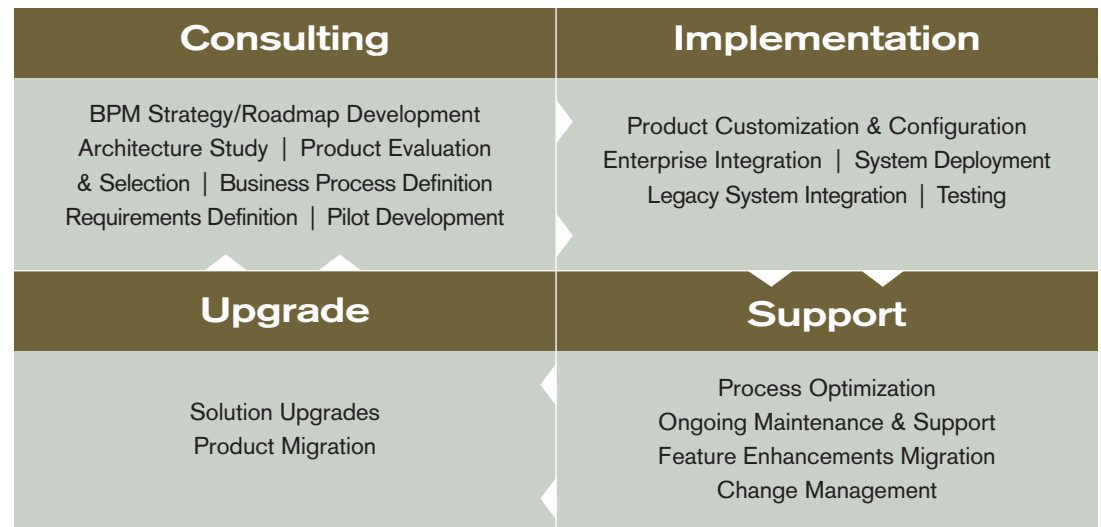
Our solutions create a framework of how the business process can be integrated and automated. The streamlined process can serve as a standard of consistent process execution and can be replicated across other parts of the organization.

## Syntel's Methodology for BPM Solutions

Our service is focused around the Business Process, and the goal is to help our customers Optimize, Model, Automate and Monitor business processes to their competitive advantage.



## Syntel's BPM Lifecycle Services



## BPM for Leading Bank

- Requirements** – Integrated platform for cash management and comprehensive healthcare revenue cycle management processes
- Model and execute processes handling activities from pre-registration to collections/processing of payments
  - Provide business intelligence on revenue status across the outgoing and incoming processes
  - Reduce turnaround time and improve productivity by eliminating redundant processes
  - Create an extensible and scalable platform for handling multiple data files
  - Reduce operating cost for transaction processing
- Challenges** – Processes to be modeled facilitated data exchange in near real time with external business partners and information providers
- Multiple interfaces and proprietary formats were used in the process
  - HIPAA validation was being conducted on non-standard formats
- Syntel's Solution** – Designed and developed a scalable and flexible system with SOA to re-use key services across the organization, reducing maintenance costs and improving productivity
- Benefits** – Business process automation yielded significant cost reduction
- Ability to accept and process multiple proprietary transactional data formats widens customer base
  - Achieved desired results through integration of Cash Management, Electronic Transaction Processing and Patient Revenue Cycle processes
  - Transaction Processing, Patient Revenue Cycle
  - Integrated business solution using re-usable components via SOA-based architecture
  - Reduced throughput time via business process
  - Real time and near real time information integration for both synchronous and asynchronous data

## BPM for a Leading Auto Manufacturer-Supplier Creation process

- Requirements** – Create a single process for supplier creation across all LOBs
- Reduce data redundancy in supplier information
  - Remove inconsistent and inaccurate supplier data
- Challenges** – 4,000+ suppliers in the system
- Identification of the supplier information sources scattered across departments
  - Redundant supplier information
  - Lack of standardized process to create supplier codes within the overall business units
- Syntel's Solutions** – Define the technical requirements
- Design and develop human centric and automated business processes
  - Plan for hardware sizing and various types of testing
  - Implement human centric business process
- Benefits** – Streamlined supplier creation process
- Enhanced data quality and consistency for supplier data repository
  - Standardized business processes across LOBs for supplier registration
  - Shorter turn around time due to Global Delivery Model

## About Syntel

Syntel provides custom outsourcing solutions to Global 2000 corporations. Founded in 1980, Syntel's portfolio of services includes BPO, complex application development, management, product engineering, and enterprise application integration services, as well as e-Business development and integration, wireless solutions, data warehousing, CRM, and ERP. Recognized by customers to be *"Small enough to listen, Big enough to deliver."*<sup>TM</sup> for our responsiveness and ability to build collaborative partnerships, Syntel is known for solutions that deliver sustainable business advantage.

Our mission is to create new opportunities for customers by harnessing the passion, talent and innovation of Syntel employees worldwide. We do this by leveraging dedicated vertical and service Centers of Excellence along with a flexible Global Delivery Model to deliver solutions that drive innovation, improve quality and reduce costs. Syntel's global approach also makes a significant and positive impact on speed-to-market, budgets, and quality. We deploy a custom delivery model that is a seamless extension of your organization to fit your business goals and a proprietary knowledge transfer methodology to guarantee knowledge continuity.