

business process management services



Effective processes are at the heart of an organisation. Our business process management brand, TouchPoint, has qualified BPM practitioners that can help you deliver strategic results through the improvement and management of crucial business processes. Our customised approach to achieving your organisational objectives ensures tangible results, increased flexibility and improved agility in the market.

- » Do you have the right business processes in place to support your organisation?
- » Are you failing to achieve your organisational objectives due to a lack of clear business process management?
- » Do your current processes allow your organisation to work smarter, not harder?
- » Are your processes an enabler or a liability?

Adaptra is able to provide you with the following exceptional services:

Business process health check

We provide independent audits on the performance and management of your key processes, identify specific risks and areas of poor performance, and provide recommendations for management and results improvements.

Business process improvement

Our pragmatic approach is geared towards achieving benefits and reducing costs. We align your processes with your business objectives and customer expectations, resulting in lower costs and higher customer satisfaction.

Process performance modeling

We provide a holistic view on all aspects of your processes, such as financial, quality and service aspects, with an ability to drill-down to the critical areas to establish a process that delivers timely and accurate information.

Process modeling

Our process models are clear, concise and fit-for-purpose. We have expertise in all leading process modeling tools and can work closely with you and your staff to ensure key stakeholders can understand and execute the processes correctly.

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Business process technology services

We provide independent assessment and selection services and are experts in all leading systems. We provide end-to-end solutions design and implementation services that result in increased ROI and a fit-for-purpose technology solution. We can leverage existing technology, determining if new technology is even required.

Coaching and mentoring

Our coaching and mentoring services are tailored to suit your individual needs. We can establish and strengthen your Centre of Process Excellence and improve your business process management capability, resulting in better business results utilised with internal resources.

adaptra's BPM services team is lead by

Johan Nelis, Senior Consultant - Business Process Management (BPM) Services

A member of the Adaptra team for over 4 years, Johan has rased the bar across the BPM service offering. With in excess of 15 years international experience in improving processes and building process management capability across both blue chip organisations through to medium size enterprises. By aligning the processes with the client strategy, analysing critical bottlenecks, rationalising activities and improving management information, he has enabled companies to ensure that "the right things are done the right way".

Johan has been involved in leading successful assignments for clients including CBA, Pfizer, Asteron, IAG, Commlnsure, QBE and Vero.

Prior to Adaptra, Johan acted as a senior consultant at Cap Gemini and as a Program Coordinator for the United Nations.

To discuss how Adaptra can help you increase your performance capability please contact us on + 61 2 9209 3299 or email our solutions team at adaptra@adaptra.com.au.