

# Strategic Tool For Transition of Outsourced Processes

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## Strategic Tool Assessment: Transition/ Training Perspective

Each business has unique key performance areas (KPA) and therefore for benchmarking enabling technologies it is important to examine impact of product features on the business KPAs.

Following paper is an effort to create a framework for devising a solution which enables Transitions and Training functions of a BPO. We would go through specific tasks and KPAs tackled by a transition/training team.

Using correct technology option the Transition Leader should be able to save cost, reduce cycle time, improve skills/ knowledge base and thus delight the end customer.

While there are several tools which can be examined using this framework, we have chosen **Epiplex**. “Epiplex Business Process Platform 500” presents an enterprise-wise scalable solution for Process Modeling, Capture and analysis, which is very useful in a BPO environment.

## Key Performance Area wise Enablement

<i>Sr.</i>	<i>Key Performance Area</i>	<i>Impacted Parameter</i>	<i>Epiplex Enabling Feature</i>
<b>1</b>	<p>Each transition requires signoff and agreement with client on paper based Standard Operating Procedures (SOPs). These SOPs are key for a long term relationships, since they form the common understanding of the process</p> <p>These documents need to be created in the early stages of the project, sometime these documents are created by SMEs with extra effort</p>	<p>Correctness</p> <p>Cost/Benefit</p>	<p>Rich documentations generated as a standard by product.</p> <p>Document contains stepwise description along with screen shots.</p> <p>Documents are exact representation of the process as demonstrated with the help of client hence sign off is usually easier.</p> <p>Templates may be used for standardizing documentations</p>
<b>2</b>	<p>Some transitions are done remotely and may require <b>Citrix environment</b> and green screens</p> <p><b>Remote transitions</b> save costs</p>	<p>Flexibility</p> <p>Cost/Benefit</p>	<p>Fully Supported</p>
<b>3</b>	<p><b>Mainframes</b> may be involved in transitioned processes</p>	<p>Interoperability</p>	<p>Fully Supported</p>
<b>4</b>	<p><b>Java / JRE</b> based applications may be transitioned</p>	<p>Interoperability</p>	<p>Fully Supported</p>
	<p><b>SMEs/ Business Resources</b> are scarce, sometimes they are shared across migration projects, and their time has to be used efficiently.</p>	<p>Cost/Benefit</p>	
	<ul style="list-style-type: none"> <li>SMEs need to focus on subject matter and not on technology</li> </ul>	<p>User Friendliness</p>	<p>SMEs need three mouse clicks to generate</p> <ul style="list-style-type: none"> <li>Documents</li> <li>Simulations</li> <li>Assessments</li> </ul>

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	<ul style="list-style-type: none"> <li>SMEs should not need to put extra effort for creating Training Material</li> </ul>	Cost/Benefit Cycle Time	Capture Once and Generate Many paradigm, supported. No extra effort used by SMEs
6	The content created during Transitions needs to be updated	Maintainability	
	<ul style="list-style-type: none"> <li>New exceptions captured during live operation</li> </ul>		Content editing supported in easy steps. Content enhancement supported (Rich annotation) Modification and reuse of content is easy.
	<ul style="list-style-type: none"> <li>More elaboration/ correction is needed in some articles</li> </ul>		
	<ul style="list-style-type: none"> <li>Sometimes project scope increases and therefore content has to be scaled up, some reuse may be needed of existing content</li> </ul>		
7	Quality of capture is important for the project (technical details of capture capability)		
	<ul style="list-style-type: none"> <li><b>Shortcuts</b></li> </ul>		Captured
	<ul style="list-style-type: none"> <li><b>Control Images</b></li> </ul>		Captured
	<ul style="list-style-type: none"> <li><b>CDT capture</b></li> </ul>		Supported
	<ul style="list-style-type: none"> <li><b>Hierarchy Based Capture</b></li> </ul>		Supported
	<ul style="list-style-type: none"> <li><b>Full motion capture</b></li> </ul>		Supported
	<ul style="list-style-type: none"> <li><b>Event Based Properties</b> (optional/mandatory step/ exact /any value)</li> </ul>		Supported
	<ul style="list-style-type: none"> <li><b>Exclude Application</b> from capture if needed</li> </ul>		Supported
<ul style="list-style-type: none"> <li><b>MSAA based capture</b></li> </ul>		Supported	

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8	<b>Technical and Functional support for deployment</b>		
	<ul style="list-style-type: none"> <li>Technical support is needed on an urgent basis for all the tools</li> </ul>	Reliability	24x 5 dedicated worldwide support <ul style="list-style-type: none"> <li>L1 customer support,</li> <li>L2 technical support that makes small possible customizations for the customer without charge to make it fit into the customer's environment as much as possible</li> </ul>
	<ul style="list-style-type: none"> <li>Domain specific support may be needed, does the product company provide specific attention to my domain</li> </ul>	Reliability	Dedicated project matter is available for discussion of specific issues faced.  Epiplex has designed specific tool features for BPOs  Epiance has a specific roadmap for serving BPO organizations and it works closely with BPO teams to understand nuances transitions/ training and operations from BPO point of view.
	<ul style="list-style-type: none"> <li>Sometimes Transitions teams may require support while they are onsite</li> </ul>	Reliability	Onsite support available through webex support
9	Client experts are available only during initial stages of project and hence their "SKILLS" should be boxed	Performance and Flexibility	Single Run is sufficient for capture
	<ul style="list-style-type: none"> <li>Capture Once and Generate Many. Paradigm needed</li> </ul>		Supported



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<b>10</b>	Content distribution is needed to facilitate (pre training and process training)	Usability Performance	Content can be put on web (HTML, XML formats provided)  Document formats (MS Word, MS PPT, Flash ) are available  Context based delivery is supported
<b>11</b>	<p>Attrition puts pressure on hiring and training,</p> <ul style="list-style-type: none"> <li>• <b>Fast learning curve</b> required for new hires the longer it takes to put a new hire on job, the costlier it becomes, moreover this also affects process stability</li> <li>• <b>Limited trainers</b> : Self paced training modules needed</li> </ul>	<p>Cycle Time Performance Cost/Benefit</p> <p>Cost/Benefit Resource Utilisation</p>	<p>Audio Visual content available in easy to distribute format</p> <p>Rich simulation is created in 4 clicks. No extra skill needed</p> <p>Simulation allows several standard templates for standardization.</p> <p>Screen navigations can be controlled</p> <p>Self paced training and assessment centers are created using Epiplex.</p> <p>Voice enabled content can be distributed through Learning Management Systems (LMS)</p>
<b>12</b>	<p><b>Assessment</b> : Assessment material is needed to minimize defects during operation</p> <ul style="list-style-type: none"> <li>• Assessments should be automated</li> </ul>	Cost/Benefit	<p>Created as standard part of output. Meets upto 90 % of requirement.</p> <p>Results come out as a score.</p> <p>Skill benchmarking is supported</p>

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<b>13</b>	As time passes, lot of old content gets accumulated	maintainability	
	<ul style="list-style-type: none"> <li>• <b>Updates</b> are needed as information overload increases and a huge amount of content is collected</li> </ul>	Robustness	Modification easy to captured content <ul style="list-style-type: none"> <li>• Steps can be added</li> <li>• Steps can be deleted and copied across</li> <li>• Annotations can be created</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Search</b> is needed on available content</li> </ul>	Usability	Provided as part of collaborative features
	<ul style="list-style-type: none"> <li>• Collaboration becomes necessary for very large projects, organization needs to build new content while using available knowledge base</li> </ul>	Reusability	Collaborative features are available as standard product roadmap. ERMS
<b>14</b>	<b>Operations support</b>		
	<ul style="list-style-type: none"> <li>• The training material should be available to people on the floor,</li> <li>• <b>context sensitive help</b> reduces number of defects per day transactions by operators</li> </ul>	Performance	Intelligent Dialogue technology supported as natural extension
<b>15</b>	<b>Onsite time</b> during transition is critical there is need to accomplish all the activities but still finish work in a short time (save T&L cost)	Cost/Benefit	No extra onsite or client contact effort. Repository systematically keeps maintaining content which is created while the client contact is on.
<b>16</b>	<b>Process modeling</b> may be needed at the time of process analysis/ strategic assessment	Usability	Limited process modeling available
<b>17</b>	<b>Process Information</b>	Usability	<b>SME/best practitioner's time</b> is captured and can be compared with individual user's process performance time.

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18	<p><b>Future scaling</b> should be possible, <b>best practice extraction</b> should be possible, <b>process analysis</b> may be needed for productivity measurement</p>	Scalability	<p>Available as standard product roadmap.</p> <p>Analyser toolset provides rich features for process analyses and benchmarking</p>
19	<p><b>Security</b> is very important to most BPO clients, some of the organizations are banks and financial institutions with specific security requirements</p>	Security	<p>Specific features have been provided from BPO perspective.</p> <p>It is possible to permanently disable or mask content as and when needed.</p> <p>Temporary screening is also possible</p> <p>Content can be created only with authorized user access and hence misuse or unintended distribution of content is avoided.</p> <p>Flash plug in is not needed for playing modules (some government and banking installations do not allow flash plug-in)</p>
20	<p><b>Language</b> compatibility is important for certain transitions where the work is transitioned to multiple locations.</p> <p>In several cases the basic screen may remain the same but it is beneficial to keep step details in the local language of the delivery center</p>	Flexibility Portability	<p>Epiplex output can be translated to multiple languages including “Right to Left” languages like Hebrew or Arabic, Indian, European, Chinese, Japanese, Korean languages;</p>

**Contact us at [consult@stratbeans.com](mailto:consult@stratbeans.com), if you need any help with benchmarking for your organization.**

