

Business Process Transition: A Case Study

*How Cambridge Solutions controlled Costs in its BPO
sector without compromising the Quality of Delivery*



epiPLEX
500

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Business Process Transition: A Case Study

The Business Problem

Cambridge Solutions, for its BPO services, had evolved a migration methodology that called for managers to, study the domain and operation of processes in client locations, and transfer the knowledge to operators and agents in the outsourced facility in collaboration with Subject Matter Experts (SMEs). They would manually map the procedures, document them, and represent their understanding to the stakeholders in the clients' location before returning to the outsourced location to start operating the processes. This often involved repeat visits and extension of projects beyond deadlines. Off shore training involved significant subject-matter-expert time and travel. This resulted in longer migration cycles and increased costs. Constant high rates of attrition called for repeat training and posed a challenge in maintaining service levels.

The Solution

Epiplex500 reduced the time required onsite by, enabling remote capture of processes by clients' SMEs, mapping and orientation prior to the manager's visit. Epiplex500 was used to rapidly create and make available migration collateral - Standard Operating Procedures, User training material, Service manuals, etc. Sign-off documents were also created. Knowledge objects (Simulations and documents) termed 'Transition/Migration' objects were easily deployed for training and future reference. Thereby Epiplex500 facilitated comprehensive knowledge transfer and reduced the need for repeated intervention by client's SMEs.

About the Solution: Epiplex500 Enterprise

Epiplex500 is a systems knowledge, training and process improvement tool. This application enables the capture or recording of user actions on mainstream Windows, Java, Green Screen applications and others including IE browser based, SAP, Oracle, MATLAB, PeopleSoft, CAD (CATIA, UGNX, etc). The recorded sequences of events are transformed into individual steps with

descriptions and images which can be obtained in a variety of desired interactive simulation, eLearning, training and document types.

Results

90% improvement in turn-around times for change management

Reduction in time-to-competency of a new agent was **50%**

Immediate benefits of the use of Epiplex500 were reduced time and cost of migration and training. Quality projects were, delivered at costs below the lean budget allocated, coupled with higher customer confidence in methodology and quality owing to the elimination of errors in the processes. Reusable collateral and training saved **40%** of expenditure on training replacements of agents lost due to attrition.

About Cambridge Solutions

Cambridge Solutions Ltd. is a totally integrated, global service delivery system that offers a complete array of IT and business process outsourcing services. These services are combined with a strong onshore presence in the client's home country and the expertise in knowledge-based processing to take outsourcing to a new level of efficiency and quality improvement.

Our History

Epiplex500, an award winning technology, has been in the market for the last 16 years enabling customers to capture or record business processes on Mainstream Windows, Java and Green screen applications. Customers are able to generate Automated Documentation & Interactive Simulations.

Epiplex500 also offers the ability to rapidly create e-learning objects and delivers fast context sensitive Live 'in-application' Desktop support (EPSS 500). Further modules of Epiplex500 product suite allow customers to benchmark, measure and analyze performance in order to build Performance Improvement Solutions. Epiplex500 has a global reach through its extensive network of partners. Its modular packaging, comprehensive output options and competitive pricing makes it a leading provider in knowledge capture & transfer, Business Process Support and organizational learning.

Epiplex500's marquee global customers come cover a broad range of industry, government and commercial sectors, including Accenture, Carnival Cruise Lines, Capgemini, Hewlett Packard, Hitachi Engineering, Suzuki Motor Corporation, Honda R & D, Samsung, the United States Department of Justice, the Australian Department of Defence plus many local and regional agencies.

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