INFOSYS BPO
PROCESS PROGRESSION MODEL™ (PPM)

Infosys®

Accelerating business process transformation to drive growth

Businesses are constantly challenged by multiple facets – changing economic scenario, disparate growth from diverse geographies, disruptive technology trends, fast changing consumer needs. Some common challenges we hear:

- "20–40% of my future business will come from emerging markets. Will my processes cope up?"

- "20–30% of my employees' skills do not match my current and future business requirements."

- "40% of my senior management's time is spent on non-core work. How do I change this?"

- "My current business process model is not agile enough to meet 'new business realities'. What can I do?"

Business processes have to continuously evolve to meet these challenges. For a global enterprise the pathway to transformation and growth is about bringing a good balance between global and local, people, 'technology' and 'process'. To get this balance right, there is a need for comprehensive yet simple and agile way to achieve this.

Fast-track your readiness for today, gear up to take on tomorrow

Infosys BPO has managed large and complex processes for 150+ clients across geographies and industries. Most of our clients have been with us for many years, and this multi-year view of engagements has given valuable insight into transforming business processes.

It is not just about getting from Point A to Point B or about Business Process Management in the conventional sense. It is about efficiency, effectiveness and compliance across enterprise processes. It's also about the capability and agility to respond to challenges and opportunities. This is where the Process Progression Model (PPM) comes in. The model is:
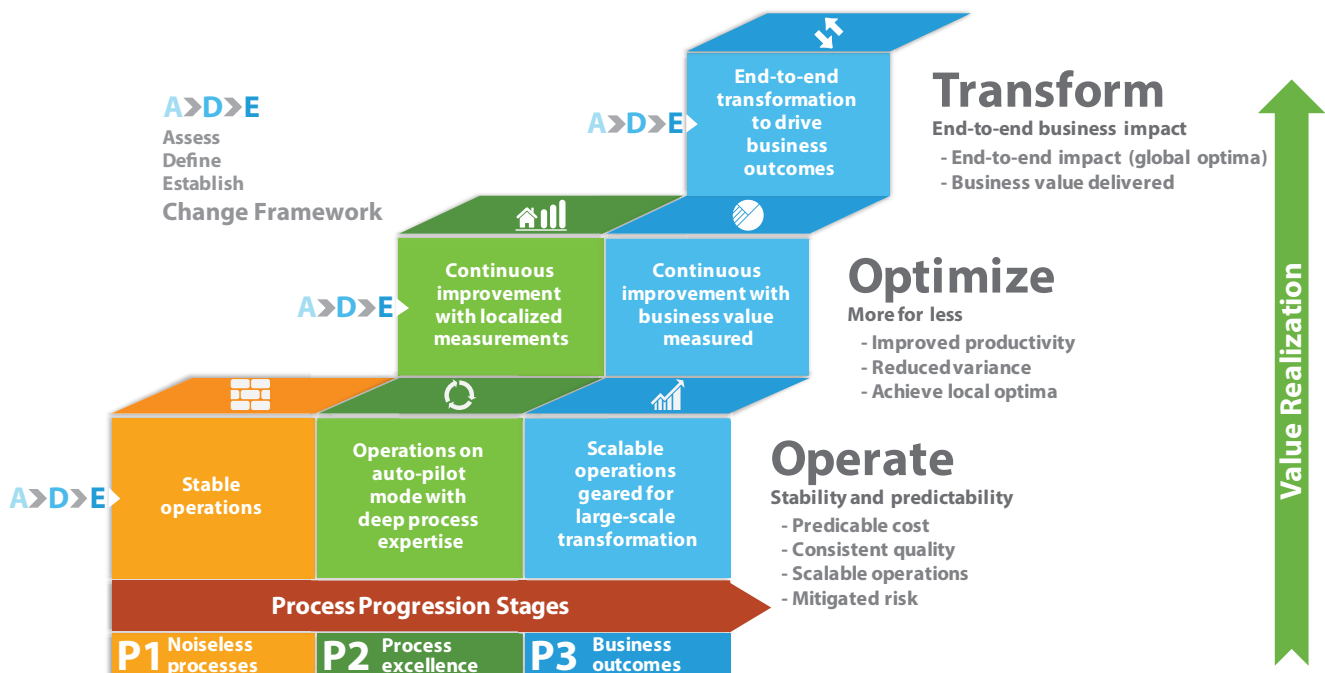
- **Collaborative:** We partner with you on the transformation journey to achieve desired business outcomes

- **Flexible:** You get to choose the startpoint, endpoint and timeframe of the business process transformation journey based on a joint assess using PPM

- **Geared to transform:** We transform your process through an evolution curve of higher process maturity, measurable business outcomes, and enhanced customer satisfaction achieved through effective service delivery, proficient workforce, knowledge management, automation, risk and compliance
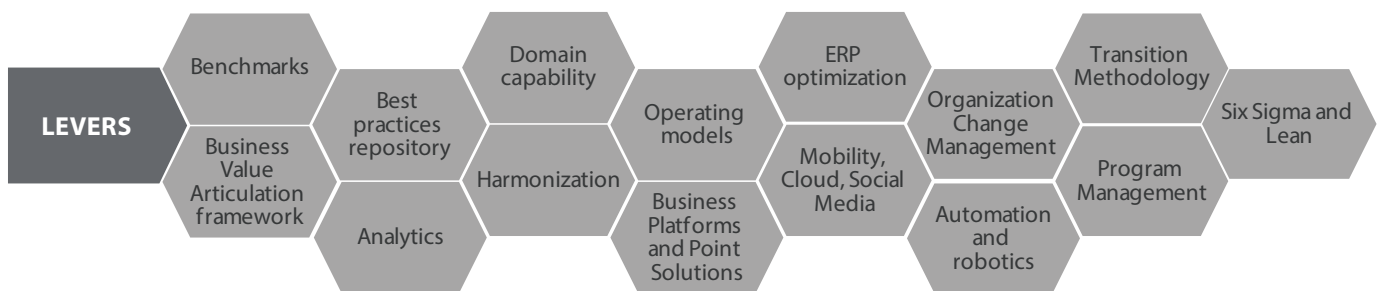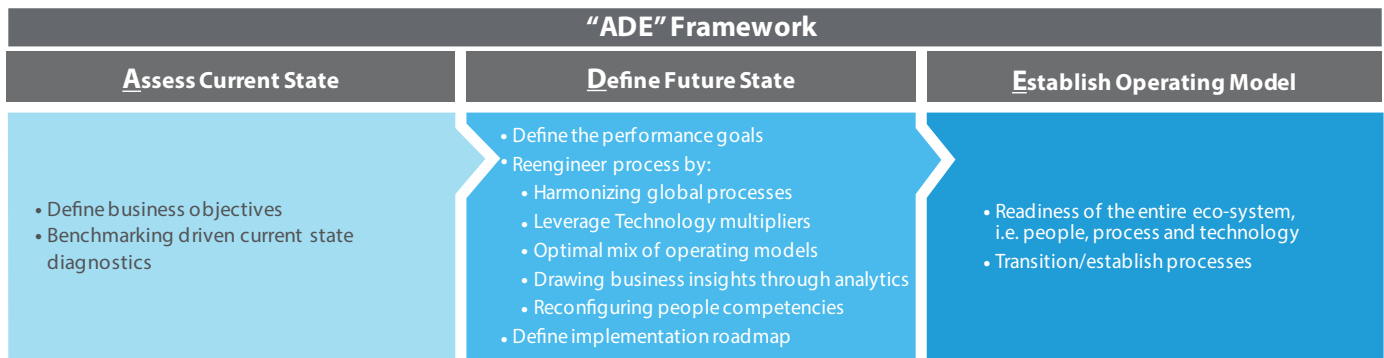
The three stages of process progression

PPM model is designed around the fact that processes progress towards the goal in a staged manner. The three stages are 'noiseless processes', 'process excellence' and achieving 'business outcomes'. To get to each of these stages our 'ADE (Assess-Define-Establish)' framework is deployed. The value that process generate for the business increases manifold through these stages i.e., while at stage P1 is about consistent, repeatable and predictable process, at P2 processes are more efficient and on auto-pilot while in P3 processes achieve outcomes for the business.

A▶D▶E
Assess
Define
Establish
Change Framework

Transform
End-to-end business impact
- End-to-end impact (global optima)
- Business value delivered

End-to-end transformation to drive business outcomes

Continuous improvement with localized measurements

Continuous improvement with business value measured

Optimize
More for less
- Improved productivity
- Reduced variance
- Achieve local optima

Stable operations

Operations on auto-pilot mode with deep process expertise

Scalable operations geared for large-scale transformation

Operate
Stability and predictability
- Predicable cost
- Consistent quality
- Scalable operations
- Mitigated risk

Process Progression Stages

P1 Noiseless processes   **P2** Process excellence   **P3** Business outcomes

Value Realization

Process progression is driven by deploying multitude of levers

Infosys BPO over the years has built deep understanding of business processes and in transforming them. Each business situation is different and applying the right set of levers is critical.

Our 'ADE' framework helps to identify what levers to apply and 'change' the process to progress through the stages of P1, P2 and P3.

"ADE" Framework		
Assess Current State	**Define Future State**	**Establish Operating Model**

• Define business objectives
• Benchmarking driven current state diagnostics
	• Define the performance goals
	• Reengineer process by:
	  • Harmonizing global processes
	  • Leverage Technology multipliers
	  • Optimal mix of operating models
	  • Drawing business insights through analytics
	  • Reconfiguring people competencies
	• Define implementation roadmap
		• Readiness of the entire eco-system, i.e. people, process and technology
		• Transition/establish processes

LEVERS: Benchmarks · Best practices repository · Business Value Articulation framework · Analytics · Domain capability · Harmonization · Operating models · Business Platforms and Point Solutions · ERP optimization · Mobility, Cloud, Social Media · Organization Change Management · Automation and robotics · Transition Methodology · Program Management · Six Sigma and Lean

What is unique about the Process Progression Model™ (PPM)?

- **A holistic model:** Deployed through the entire lifecycle of the engagement right from design to delivery

- **Focus is on end-to-end process:** Designed to look at businesses processes from an end-to-end perspective cutting across geographies and functions

- **Addresses diverse client requirements:** Each business situation is unique and so is the business process. The model addresses this diverse need

- **Helps zero down on the right levers:** Goals for each process is unique and the model zeroes down to apply the right set of change levers

- **Transparent deployment:** Complete and transparent view of the deployment and the process progression

Committed to your success

We are committed to achieving business value for our clients. The Process Progression Model™ aims at transforming the end-to-end processes thereby focusing on business outcomes by deploying the best of practices and levers that Infosys BPO has built over time. While this journey of transformation is continuous, we would want to accelerate this through collaboration and partnership.

About Infosys

Infosys is a global leader in consulting, technology, outsourcing and next-generation services. We enable clients, in more than 50 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence. Visit www.infosys.com to see how Infosys (NYSE: INFY), with US$8.25 B in annual revenues and 165,000+ employees, is helping enterprises renew themselves while also creating new avenues to generate value.

Infosys BPO, the business process management subsidiary of Infosys, provides a broad range of enterprise and industry-specific services. We deliver transformational benefits to clients through our proprietary Process Progression Model™ (PPM). These benefits include cost reduction, ongoing productivity improvements and process reengineering.

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For more information, contact infosysbpo@infosys.com

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