

BPO FUTURE FORWARD

THE STRATEGY COLLECTION

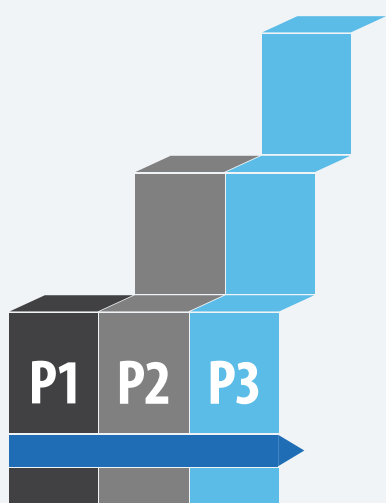


6 benefits of the Process Progression Model™ (PPM) approach to transformation

The Infosys BPO Process Progression Model™ (PPM) is a roadmap that takes client processes on a journey of progression and continuous improvement.

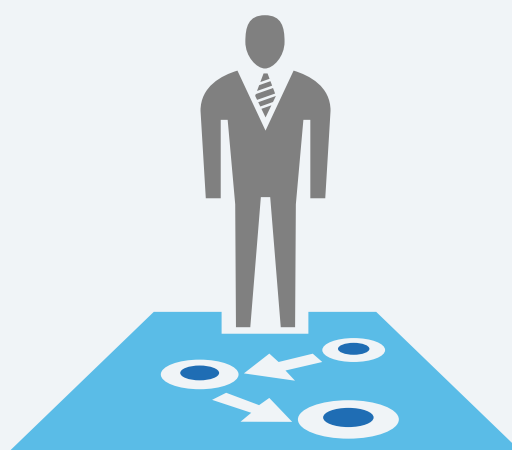
Irrespective of the existing state of client process / industry / function, the model is geared to transform enterprise processes through an evolution curve of higher process maturity, measurable business outcomes, and enhanced client customer satisfaction.

1. A CLEAR JOURNEY TO TRANSFORMATION



The model addresses the complete cycle of objectives of the three stages of progression for a business process:
P1 – noiseless processes,
P2 – process excellence,
P3 – business outcomes

2. ASSESS, DEFINE, ESTABLISH (ADE)



PPM's ADE Framework is designed to understand needs, define a future state for processes, and only then execute process recommendations

3. PERFORMANCE TRACKING DASHBOARDS



Processes are measured across 5 themes and 32 extensive parameters to track progression levels of an engagement

4. UNIQUE TO EACH ENGAGEMENT



Whether it's efficiency, scalability or compliance that's driving the force for change, PPM is designed for varied enterprise needs

5. COMPREHENSIVE MATURITY ASSESSMENT



Process maturity is measured with a seven-step approach and a well-defined governance mechanism to periodically measure maturity levels

6. A FOCUS ON THE END-TO-END PROCESS



PPM is designed to view business processes with a holistic view across geographies and functions, ensuring global process transformation