

CASE STUDY - BUSINESS PROCESS IMPROVEMENT

Business Challenge

Integrated Management Services (IMS) was contracted by a \$300 million (and still growing) company, which provides expert advice and testimony, for assistance in improving its Conflict Search process. The process, a combination of legal and technological steps, could no longer support the exponential growth experienced in just the previous three years, much less serve as a platform to support projected continued growth.

As the first step to engagement by a new client, the Conflict Search process served as a gate keeper increasingly impeding, rather than facilitating new business.

Baseline Process

IMS began by interviewing all key stakeholders including management, counsel's office, IT employees, experts and consultants. **IMS** in depth research generated a Baseline documenting the problems of and growing demands on the existing process. The Baseline document consisted of both narrative and diagrams, to aid in comprehension and visualization.

This baseline, a key step in **IMS** Process Improvement Services, provides **IMS** with a keen understanding of each client's particular business needs, and allows the client to visualize various concrete improvement options. In this case, by analyzing the Baseline problems, **IMS** developed practical recommendations for process enhancement, sufficient to meet both present and future market demands. As a collateral result of documenting the baseline, the client recognized how data collected for a Conflict Search could be leveraged to serve other departments' needs such as marketing, strategic planning, budgeting and accounting.

Project Management Methodology

IMS provided the client with the confidence and coordination of a single point of contact managing the various elements necessary to deliver the business result. **IMS** held weekly face-to-face meetings with team members as well as incremental status meetings with different groups throughout the assignment. An integrated set of tools was used to communicate task responsibilities and timetables to the team. Status reports were prepared at logical interludes for the client's review, so that next steps reflected client input, throughout the effort.

IMS comprehensive approach to making Business Improvement Recommendations benefits the client on many levels including business environment, infrastructure, operations and organization. As a result, **IMS** specific implementable recommendations were presented to this

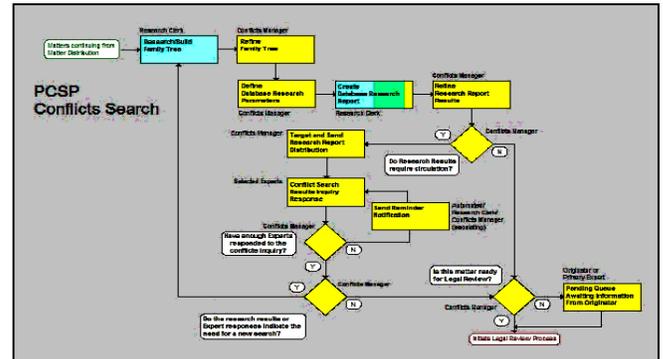
client from each of these perspectives, so that all stakeholders, regardless of function, understood how aspects of the improved process affected them.

The Conflict Search Process

IMS assisted the client with visualizing the improved process through work flow diagrams, model computer screen shots, as well as analytic discussion. Sensitive to both the client's risk aversion and aggressive business plan, **IMS** identified critical inter-disciplinary junctures in the process and provided appropriate safeguards addressing issues such as confidentiality, accuracy, judgment calls, quality reviews, specialized supervision and training.

Formal Documentation of Next Steps

IMS, conscious of the need to deliver practical and implementable solutions, provided the client with more than an analysis and recommendations. The final document delivered to the client, went beyond recommendations, identifying specific steps to be taken, setting priorities and timetables and identifying probable implementation related costs.



This best practices document, supplied all information needed including a variety of options, to assist the client in choosing the most appropriate solution, sensitive to business factors such as time, budget, market and company priorities. The benefits and drawbacks of each option are fully explained including costs and impacts.

Results

IMS, typically goes a step further in providing its clients with unique capabilities and leverage to improve efficiency, control risk and increase revenue. With an uncompromising commitment to exceeding expectations, **IMS** was able to deliver this client exceptional results. **IMS** helped the client understand the value of the data already collected for Conflict Search providing additional utility for their marketing, planning and budgeting units.