High Value Order Process
High Tech

1 Business Challenge

- Customer has a custom order system for every region that is difficult to maintain
- Lack of visibility into order processing makes prioritizing high value orders nearly impossible
- Lack of metrics means it is difficult to measure real time order processing and fulfillment
- Aging system is difficult to maintain and organic knowledge is down to one person
- Need a standard platform and process to deploy across all regions
- Unable to auto-process orders within defined value & variance tolerances

2 Solution

- Standardize your BPM platform and ordering process leveraging existing services and business rules
- Enhance business rules to identify high value orders to prioritize them during peak (quarter end) times
- Automate processing of low value orders to increase efficiency
- View real---time management dashboards to provide visibility into orders at all times

3 Results & References

- Reduced cycle time to process orders
- Visibility of all orders in progress
- Robust exception management to identify, assign and remedy problem orders
- Enhanced predictability in quarterly revenue targets
- Ability to broadcast process changes across various regions much faster and easier

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Order Processing

Collateral-
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