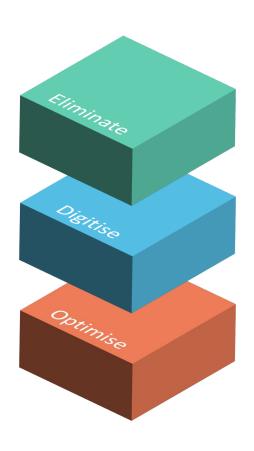




Process Optimisation Proposition



Eliminate

Does the process need to be performed at all? We aim to identify waste within processes and aim to quickly eliminate non-value adding tasks

Digitise

Should the process sit within a digital proposition with fully automated customer journeys?

Should the process be fully self service with only exceptions handled by a person?

We help define digital service propositions including end to end customer journey modelling.

Optimise

We seek to re-engineer processes to eliminate waste and create a more efficient end to end process delivering the outcomes customers demand. We evaluate the use of robotics and offshoring against the end to end process as well as individual process steps.

Process Optimisation Approach

Continued cycle of implementation if required

Week 1

Data Gathering



The data gathering phase is aimed at collating key inputs required to understand the AS IS process in preparation for successful workshops. Key components include:

- · Process matrix / repository
- Time recording
- Resource utilisation
- Capability
- Plan to capture timings

Week 2

Capture Timings and Process Steps



Workshops are designed to map the current state process and align to key metrics captured in week one. We aim to gather SME feedback to compliment the data and build a rich process model.

- Workshops to map current state
- As is timings (for capable & trainee)
- Anecdotal feedback
- · Commentary on processes

Week 384

Analysis, Prioritisation & Presentation



We analyse the AS IS process and aim to create the optimised TO BE process in collaboration with key SMEs. We produce:

- Process improvement opportunities plan & benefits
- Capacity planning & resource modelling
- Process ownership matrix
- Process maturity assessment
- Process diagram & wrappers

Week 5 Onwards

Implementation Cycle



Implementation is the key to success or failure. We ensure the business is setup for success by leading key activities:

- Process Improvement implementation plan lead by the creation of "Mission Control".
- Scheduling of any IT quick wins
- Iterative sign off & engagement with Risk & Compliance
- Updated procedures and process maps

Ongoing Embed & Measure



We ensure benefit realisation is captured and capacity is released.

- Measurement
- through time
- recording analysis
- Capacity release

Rapid Process Re-engineering

How do we approach this remotely?

Whilst being onsite is always preferable, our robust approach allows us to achieve the same outcomes regardless. We are able to incorporate partial or full remote facilitation depending on client need.

Week 1

Data Gathering

Process matrix / repository
Time recording
Resource utilisation
Capability
Plan to capture timings

Week 2

Capture Timings and Process Steps

Workshops to map current state
As is timings (for capable &
trainee)
Anecdotal feedback
Commentary on processes

Week 384

Analysis, Prioritisation & Presentation

Process improvement opportunities – plan & benefits Capacity planning & resource modelling

Week 5 Onwards

Implementation Cycle

Process Improvement implementation Scheduling of any IT quick wins Iterative sign off & engagement with Risk & Compliance and other Functions as required Updated procedures and process maps

Week 5 Onwards

Embed & Measure

Measurement through time recording analysis Capacity release

Remote working methods

Request for information sent to key SMEs provided by the business.

Where required VC sessions are established to increase the richness of data.

Workshops are held via video conferencing utilising virtual whiteboards.

"Real world" observations captured remotely using screen share to minimise SME involvement. This occurs in the background with no interaction or impact on process operator.

Captures key stroke recording, processing timing and observations.

To Be processes are mapped where opportunities exist.

Processes are shared using collaborative BPMN tools which allow for comments, amendment and sign off.

This allows SMEs to focus on direct feedback and responsive collaboration. **Directly reducing arduous feedback loops.** To Be processes are mapped where opportunities exist – incorporates scenario modelling.

Processes are shared using collaborative BPMN tools which allow for comments, amendment and sign off.

Scenario modelling enables "What If" scenarios at pace without additional overhead. The number of "options" that can be analysed in timeframes is increased.

"Real world" timings captured remotely using screen share.
Occurs in the background with no impact on process operator.
These are support by KPIs provided by the business.

Continual collaboration, interaction and governance via video conference

Tooling In Action

Remote working methods

Request for information sent to key SMEs provided by the business.

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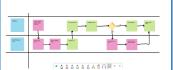
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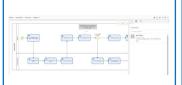


Utilisation of teams functionality.



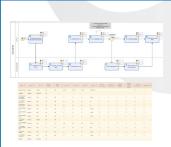
Utilisation of Microsoft
Whiteboard to replicate face to
face workshops.

Removes necessity to understand process mapping standards or tooling.



Tools such as Bizagi Modeler or IBM Blueworks allows for real time collaboration on processes.

Working simultaneously in a shared workspace with real-time notifications and comments.



Tools such as Bizagi Modeler enable scenario modelling.

Quickly establish the impact on a process by changing process steps or resourcing elements.



Utilisation of teams functionality.

Process Catalogue

Where existing documentation does not exist, Simplify's rich process catalogue detailing best practice can be utilised to **reduce effort and accelerate the workshop phase**.

Our model holds detailed processes covering a wide range of activities performed in a Wealth environment which can be quickly tailored to our clients needs so workshop's don't start with a blank page. A fast start enables rapid results.

| Level 1 - Capability | Level 2 - Service | Level 3 - Process | Level 3 Description | Process Diagram |
|-------------------------|-------------------------------------|-------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. Pricing | 3.1 Receive unit price | Receive Unit Price | Unit price is received and applied | 3. Pricing\Automated order pricing and settlement process.xlsx |
| 3. Pricing | 3.1 Receive unit price | Record Price History | Maintain a record of previous prices | 3. Price Receipt – Level 1 7. Process description. Receiving prices, validating prices and updating trade order with price Input: Price are wideled to shock: |
| 3. Pricing | 3.2 Validate unit price | Validate movement of price | Validate movements of price within an agreed/configurable tolerance against the previous day's price | 3. Durput: Stark price Durput: Stark price Durput: Durput: Stark price Durput: |
| 3. Pricing | 3.2 Validate unit price | Manage Price Exceptions | Manage any pricing exceptions such as Dilution Levies and adjustments | Accorated Accorated Accorated Accorated 1.1.100 Ploa file Prop 1 |
| 3. Pricing | 3.2 Validate unit price | Validate bid offer spread | Ensure that the bid and offer prices have moved consistently | 3. I Manual Manual 1.1380 Investigate 1.1380 Cornect price or override states |
| 3. Pricing | 3.2 Validate unit price | Validate static price | Ensure that the price has moved, in line with the market | 3.1 Manual Automated 1.1 110 Review Final St. 1100 Creck and Confirm prices 1.1 110 Creck and Confirm prices 1.1 110 Creck and Confirm prices |
| 3. Pricing | 3.3 NAV Creation | NAV Calculation | Collation of underlying unit prices to value an asset on a daily basis that a customer will invest in | 3. red Pund Region (Prince Prince Pri |
| 3. Pricing | 3.4 Update order | Update Trade Order | Update any orders containing the appropriate asset with the validated asset price. | 3. Pricing\3.1 Receive Unit Price\3.1 Price receipt.vsdx |
| 3. Pricing | 3.5 Apply Price to Contract Note | Apply Price to contract Note | Make price available for trade confirmation | |

Case Study: Process Modelling & Optimisation

Overview

In a competitive tender process we succeeded in winning the bid to map Customer Experience processes for a life and pensions business, delivering hundreds of maps in a standard format with a supporting assessment of the overall risk and control environment.

We worked closely with key stakeholders to define a standard that could be embedded and sustained, increased knowledge and understanding of the approach and method and provided the client with a baseline set of maps for them to evolve.



No. of processes mapped in four months



1,200 controls captured, assessed and improvements identified



Approach

We utilised our own process mapping framework; a pragmatic, proportionate approach to mapping end-to-end processes that is appropriate to the intended audience.

We held workshops with key experts, mapped remotely, shared for review, then undertook assessments for control effectiveness and process optimisation.

We undertook training with our client to help transition mapping responsibility to them and provided peer review and oversight to ensure consistency and alignment to standards.

Results

We left our client with detailed process maps documenting all of their customer experience processes and with a comprehensive assessment of their control environment.

This helped to satisfy a regulatory requirement and provided the foundations for increased operational efficiency and risk awareness.



