

# REED PROFESSIONAL SERVICES



## RPS WORK WITH A RANGE OF CLIENTS TO MODEL AND MAP BUSINESS CRITICAL PROCESSES, ADDING VALUE BY HIGHLIGHTING INEFFICIENCIES AND IMPLEMENTING OPTIMISED WORKFLOWS.

**As organisations grow and change, it's inevitable that new processes will be required and others will face overhaul or obsolescence. In the age of digital transformation this is happening at a rate never before seen. Organisations unable to adapt can experience huge problems with inefficient workflows and poor levels of communication, all of which have a negative impact on operational performance and, ultimately, profits.**

This is where expertise in process mapping and modelling can help. Mapping is the exercise of describing processes and the relationships between them in detail. The resulting models give organisations a clear understanding of

how processes fit together, how departments interact, where inefficiencies are, and how to optimise operations to meet objectives.

Once improvements are implemented, process models become best practice guides, helping employees and management adapt



to the transformed workflows. The result of this exercise is greater operational efficiency and improved financial performance.

**PROCESS MAPPING AND MODELLING FROM REED PROFESSIONAL SERVICES ENABLES CLIENTS TO TRANSFORM THEIR ORGANISATIONS, MEET TARGETS, AND MAKE THE MOST OF VALUABLE COMPANY RESOURCES.**

During the mapping and modelling process, our teams impart business analysis knowledge to client teams, equipping them to carry out their own future mapping and modelling exercises. All of this has resulted in more efficient working and optimised use of client resources, saving them valuable time and money.

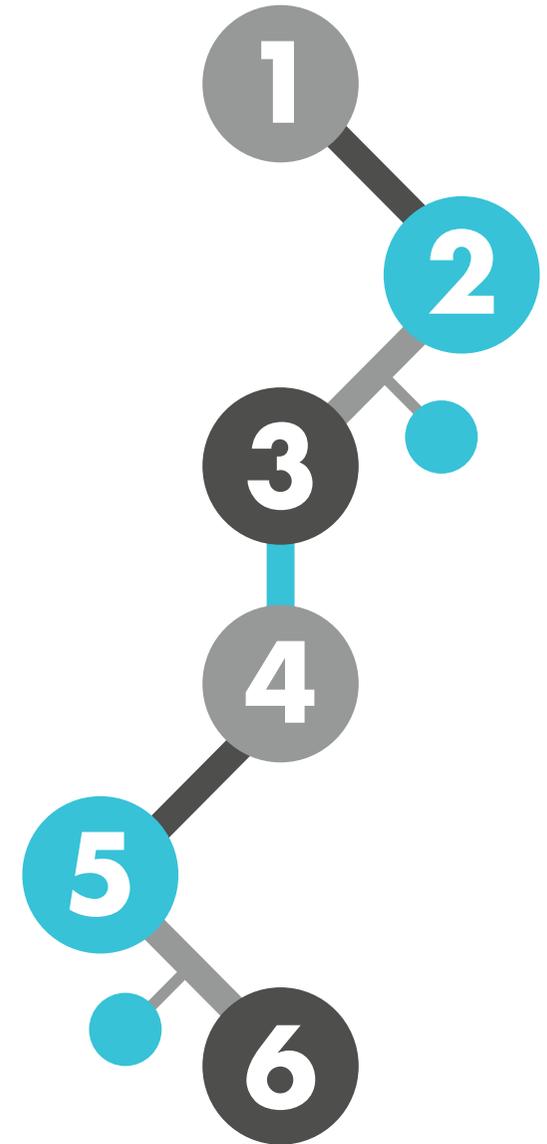
# PROCESS TRANSFORMATION WITH THE BBC

RPS PARTNERED WITH THE BBC TO DRIVE AND GUIDE DELIVERY OF AN UPGRADE TO THEIR SERVICE MANAGEMENT CAPABILITY.

**The upgrade included consolidation of support operating models, and needed to actively connect third party suppliers to the BBC support environment, ultimately allowing the BBC to manage the consumer delivered service.**

As a first step, RPS mapped existing end-to-end technical infrastructure to enable the design and implementation of new infrastructure across the organisation and supply chain. We also worked with the BBC leadership team to complete role designs required to support the upgrade once implemented.

Our teams were placed within the BBC to guide and oversee the adoption and finalisation of the new system and underpinning technical architecture. We worked alongside BBC teams to design process and work instructions to ensure alignment with existing processes at every level. This resulted in smooth adoption of the upgrade, and a successful transformation project. This is just one of several significant transformation projects we've worked on with the BBC.



# SEEING THE BIG PICTURE WITH DEFRA.



Department  
for Environment  
Food & Rural Affairs

## REED PROFESSIONAL SERVICES WORKED WITH DEFRA TO MANAGE A RANGE OF COMPLEX PROJECTS CONNECTED TO THE UK LEAVING THE EU.

DEFRA's Trade Operations & Systems Division must ensure the operability of the UK's border for trade with the EU and Rest of the World post EU-Exit. Given the tight timescales involved, DEFRA had an urgent need to understand the relationships between existing processes in order to determine the design of new workflows required post EU-Exit.

We worked with DEFRA stakeholders to create and develop process maps for both existing workflows and the new landscape of processes.

Our business architects and analysts worked directly with the DEFRA team to provide support and mentoring, and transferred their knowledge of business analysis best practice and methodologies. This means knowledge of mapping and modelling now sits within DEFRA's own teams, making them capable of carrying out mapping and modelling exercises themselves in response to future changes.

The transformation efforts resulting from the UK leaving the EU are set to continue for at least five years. Our business architects and analysts continue to work alongside DEFRA's Trade Operations staff, and RPS continues to be actively engaged on a number of other projects with DEFRA centred around the EU-exit.

**PROBLEM  
SOLVED.**

**OUR BUSINESS ARCHITECTS AND ANALYSTS WORKED DIRECTLY WITH THE DEFRA TEAM TO PROVIDE SUPPORT AND MENTORING, AND TRANSFERRED KNOWLEDGE OF BUSINESS ANALYSIS BEST PRACTICE AND METHODOLOGIES**

All our partnerships start with a conversation, so drop us a line to start talking.

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