

## Business Process Competency Center (BPCC)

Enriching our client partnerships with project resources, demonstrated experience, and a development environment

Navigar has worked with clients at all phases of the Business Process Management (BPM) lifecycle. Clients first begin with single BPM projects while others may be creating an environment of continual process improvement.

# Business Process Competency Center

Marketing Outreach &  
Education

Templates

Experienced  
Process  
Architects &  
Development  
Teams

Collaboration

To meet the needs of clients at all phases in the BPM lifecycle, Navigar has created a Business Process Competency Center (BPCC). The Navigar BPCC provides our clients with four types of services and deliverables including Marketing Outreach and Education, Process Templates, Experience Process Architects and Development Teams, and Collaboration with other process experts and organizations.

The BPCC provides our clients with the services that you need when you need them.

Marketing Outreach and Education Plan: Critical to the success of any BPM project is continual outreach to the organization and education all of the resources impacted by the projects. The Outreach and Education Plan helps our clients to:

- ✓ Build executive BPM program sponsorship
- ✓ Identify and establish central BPM teams and roles
- ✓ Establish BPM charters, implement a communication strategy
- ✓ Create a culture change management plan
- ✓ Prioritize BPM projects
- ✓ Educate the members of the organization impacted by any BPM initiatives

Process Templates: Wherever possible, Navigar builds process templates for common processes that can be leveraged across our clients. These templates are incorporated into a Process Asset Library (PAL) and continue to evolve with each engagement. Some of the process templates already created are within the Human Resource, Finance, and Compliance functional areas.

Business Process (BP) Architects & Development Teams: To complement your BP team, Navigar has associates, including BP architects, BP analysts, and BP champions to help ensure their programs are successful. Our Process Architects and development teams follow an agile development methodology providing frequent deliverables and adapting to evolving client requirements.

Collaboration: Teamwork is crucial to the success of our clients. The Navigar BPC is built to provide collaboration among our developers. In addition to our partners product expertise Navigar, also has our own internal BPM knowledgebase so that we are continually following repeatable process, re-using previous experiences / lessons learned, and creating an environment within ourselves of continual process improvement. Our associates work closely together and learn from each other and we provide them with the latest technologies to stay abreast of trends in the industry. Navigar provides a mentor program for all of our associates so that they are learning from each other and fostering a culture of teamwork.

