

# Business Process Improvement: A Case Study



techlogix

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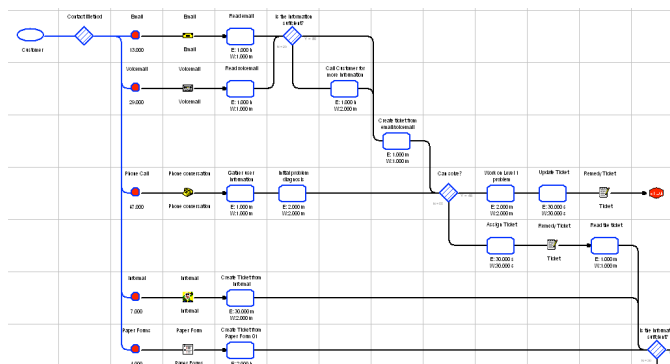
“SN” is a large multi-billion dollar medical instrumentation company. Techlogix helped the Endoscopy Division of SN re-structure their IT Help Desk function.

### The Challenge: From Reactive to Pro-active

The SN Help Desk was caught in a typical spiral of dispatch driven fire-fighting with little process discipline. Management wanted to transition towards a proactive Support Center based on industry recognized best practices with specific Service Level Agreements committed with various stakeholders in the process. Techlogix was asked to conduct a Business Process Improvement exercise to help Smith & Nephew implement this change.

### The Solution: Techlogix Process Change Methodology

Techlogix used a combination of on-site study and interviews of existing personnel to document the current state of the process. Key metrics such as Average Speed to Answer, Call Abandon Rate etc were extracted from a variety of systems (PBX, IT Help Desk software etc) and compared with industry averages. Based upon this data, Techlogix proposed a new multi-tier process in which specific process roles were introduced and linked to specific resource levels.



### Technology

Techlogix made extensive use of IBM Websphere Integration Modeler to perform detailed process simulations. These simulations were used both uncover potential resource bottlenecks and also define the appropriate resource levels at various process tiers under specific call volume conditions. This allowed SN IT to create an internal plan to right-size its resources with the expected level of incoming calls and specific performance guarantees to the user community.

## About Techlogix

Techlogix is a global Consulting and IT Services company. With over 300 consultants in the US and Asia, Techlogix delivers solutions in seven key practices including BPM, Master Data Management, Business Intelligence, Application Integration, Project Portfolio Management, Enterprise Applications and Software Product Engineering. Our practices areas deliver breakthrough business value for enterprise customers.

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