

Objective

PROCESS DISCOVERY

Correspondence Management

Bringing industry leading intellectual property and metrics based on industry research and real-world examples, we will benchmark your existing processes, and provide you with a business case-ready understanding of the benefits to be gained by automating your correspondence management processes.

HIGHLIGHTS

Quantify the costs of your as-is process

Compare your process against industry benchmarks

Build a business case for change and improvement

BUSINESS BENEFITS

Reduced process time

Reduced errors

Avoid bottlenecks

Improve process tracking

Improved ability to meet SLAs

THE BUSINESS CHALLENGE

Do you have a view of how well you are managing correspondence from your stakeholders, citizens, and stakeholders? Do you have access to industry benchmarks and real world examples, in order to measure the efficiency of your processes? In our experience, organisations find it difficult to quantify both the cost of their current process, and the potential gains to be made through process automation.

Through both industry research and collaboration with our customers, Objective is able to help you understand the current cost of your correspondence processes, and where you might stand to benefit through automating those processes.

PROCESS DISCOVERY WORKSHOP

In a collaborative and interactive discovery session, identify and quantify your business challenges around managing correspondence. Using information and metrics from workshop you will receive a business-case ready report, quantifying the potential ROI for your business.

WHY SHOULD YOU PARTICIPATE?

Improving and streamlining business processes within an organisation leads to increased value and decreased costs.

We work with you to understand:

- Whether you can increase efficiency by digitising mail and automating your correspondence process
- How you compare with industry benchmarks and SLAs
- How you might increase transparency, auditability and accountability across your correspondence process

The report that is delivered as a result of the workshop provides a benchmark of your current process and its metrics. This information can be used once a new solution is implemented as the baseline against which to measure and quantify improvements achieved.

WHAT'S INVOLVED IN THE DISCOVERY WORKSHOP FOR CORRESPONDENCE

Leverage the wealth of Objective experience

The workshop is run by Objective Senior and Principal Consultants who have a depth of experience in designing and implementing Correspondence Management solutions for our clients.

Preparation

Prior to the workshop you will receive a questionnaire, which aims to uncover details about the process.

Workshop sponsor

Ideally, the workshop should be sponsored by a senior executive or manager who is ultimately accountable for the process in question. They will be the recipient of the report and be able to enact the changes to progress.

Who should attend?

The workshop participants should be responsible for and have a key role in the process. For a correspondence process these are typically:

- Information manager
- Correspondence process manager
- Mail room staff or those who handle incoming and outgoing correspondence
- At least two representatives from the business who respond to correspondence and are familiar with their own approval pathway.
- For a large organisation, a range of representatives from various business units is recommended.

How long does it take?

We send you a pre-workshop questionnaire to be completed by each participant. It takes 10-15 minutes to complete.

The workshop is a 2-3 hour discovery session in which we will work with you and your team to understand how well the process is operating at your organisation, what you are doing well, and what could be improved.

What do you get from participation?

The outcome of the workshop is a report outlining how you compare against a number of benchmarks, and the potential benefits. It will contain:

- A business case ready value proposition highlighting the benefits gained from implementing a robust correspondence solution
- A persuasive argument to help you gain support for the initiative
- The insights into your business to help you realise the efficiency gains and to be able to report this back to your stakeholders

What does the service cost?

Because we are focused on our customers achieving increased value from Objective solutions, Objective is pleased to offer the service free of charge.

What are the next steps?

Book a workshop at www.objective.com/process-governance-workshop or contact your Objective Account Manager, Practice Leader, or Business Consultant today.

ABOUT OBJECTIVE

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

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