



Xpediant Efficiency Audit

The Xpediant Efficiency Audit helps companies to discover opportunities within their organizations. The focus of the audit is to unearth hidden issues and create a roadmap that guarantees a positive Return on Investment (ROI). The Efficiency Audit is a confidential, in-depth, five-day process in which Xpediant experts consult with the clients to develop a detailed understanding of initiatives, business objectives, and key performance measures.

Purpose

The most important challenge facing executives today is to improve business efficiency and recognize "hard" ROI from their Portal and Content Management initiatives. This workshop provides executives and sponsors the opportunity to explore the various process and technology directions available to create an environment that will give a "hard" ROI in the short and long term.

Objective

Explore a wide variety of corporate functions and identify and decide upon a subset of those functions for analysis and prioritization in a business enablement solution.

Xpediant has demonstrated the ability to rapidly deliver both strategic thought leadership and deep Internet technology integration expertise.



The Results

- A scorecard that is specific to the client's environment. The scorecard identifies current metrics and highlights the areas in which investments could bring the largest return.
- Together with the client, Xpediant develops an initial Case for Change by prioritizing opportunities, translating those opportunities into well-defined initiatives, and summarizing the potential savings.
- The Case for Change arms the executives with the justification for investment and serves as a call to action to the client's leadership team.
- Xpediant uses a ROI calculator as an initial baseline on potential savings and opportunities that feeds the requirements process.

Fast-track innovation begins with the Xpediant Efficiency Audit. Xpediant then translates business objectives into exact requirements and into successful business enablement solutions.

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Participation – Who Should Attend?

- Chief Information Officers who want to understand how to develop and map out a portal initiative
- IS Managers and Directors who will be overseeing the portal technology selection process, portal design, development, and deployment
- Departmental Managers and business leaders who can learn how to integrate their information in a portal
- eBusiness Managers who want to ensure that the Corporate Portal initiative is an integrated component of the overall eBusiness strategy

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What is it?

The Xpediant Efficiency Audit has several facilitated sessions designed to explore broad opportunities for cost reduction and productivity improvement. Discussions begin at a high level with the intent of discovering areas where further exploration and detailed analysis is warranted.

Purpose	Stages	Deliverables
<ul style="list-style-type: none"> • Analyze current environment • Conduct internal diagnostics to determine the case for change • Prioritize the areas where an investment can bring the largest return • Create a Case for Change as it relates to improving the efficiency of backend processes with the goal being to reduce cost, increase productivity, improve quality, and shift ownership of the transactions to the true owners • Evaluate against external metrics- industry best practices • Get executive sponsorship for initiatives 	<ul style="list-style-type: none"> • Current State Assessment <ul style="list-style-type: none"> ▪ Processes ▪ Metrics ▪ Service Delivery Model ▪ Cultural Enablers ▪ Technical Enablers • Compile Measures • Define Potential Future State <ul style="list-style-type: none"> ▪ Processes ▪ Metrics ▪ Service Delivery Model ▪ Technical Enablers • Analyze Gaps • Develop Gap Resolution Alternatives • Prioritize Gap Resolution Alternatives • Compile data for ROI work • Document Assumptions • Document Case for Change • Prepare Case for Change Summary Presentation 	<ul style="list-style-type: none"> • Scorecard & Measures • ROI calculation • Prioritized Opportunity Listing (gap resolution alternatives) • Case for Change • Case for change presentation and recommendations

Process

To initiate the Efficiency Audit, Xpediant works with the sponsor to identify the corporate functions that meet the minimum criteria to be considered in the audit process.

- **High-level corporate functions are identified to be included:** Xpediant and the client identify the people who should participate in the session and Xpediant conducts a short meeting with each of the proposed participants and invites them to a workshop session.
- **Best Practices:** During the first session, Xpediant presents a landscape of concepts, leading practices, and initiatives at other companies. Xpediant then leads the team through a process to recognize, discuss, and evaluate corporate functions that are potential candidates for inclusion in the business enablement solution.
- **Prioritized Functionality:** The evaluation leads to a prioritized listing of corporate functions for further investigation. Xpediant reviews the corporate function with the client and a prioritized list is created. A statement of work is created for the next step in analysis and planning.
- **Identify Team:** The team identifies the people delegated to work with Xpediant and the communication plan to invite these people to participate.