

Kforce Global Solutions

Capability Statement

Business Process Management

Business Challenges

In the crunch to deliver IT services, the overall purpose of IT – to serve the business – can get lost in the shuffle. Understanding business needs and delivering services to address those needs is at the heart of every IT department, and yet many companies struggle to form and maintain the connection between business requirements and associated services. Modeling business processes is challenging and often does not address the full lifecycle of the business process and the application as it should, resulting in requirements and benefits that are not tracked or realized. Utilizing a business rules approach to development can be advantageous but requires deep business analysis and technical skills to capture and maintain. Adding to the challenge is the large impact in cost and effort of business processes that are not modeled properly or maintained.

Kforce Global Solution

Global offers Business Analysis services across the Software Development Lifecycle to develop and maintain the link between business needs and IT services. We have an established Center of Excellence for Business Process Management, which has the following focus areas:

- **Process Modeling** – Analyzing, modeling, and documenting business processes from existing IT systems or directly from business stakeholders
- **Process Simulation and Analysis** – Utilizing the captured business model to simulate processes and understand issues and gaps and determine strategies for improvement
- **Process Execution and Performance** – Bringing your business process to life through IT expertise and implementing monitoring strategies for constant improvement
- **Pegasystems™ Solutions** – Utilizing the Pegasystems™ product line to implement business processes through a rules-based approach.

Global has an established, experienced team of Business Analysis experts ready to support your business goals. We can deploy resources from our Philippine delivery centers in combination with client or Global resources on site.

Value & Results

Global has a history of applying technology creatively to meet our clients' specific needs. Examples of how our business process management skills can align to business needs include:

- **Requirements Gathering and Tracking** – Global utilizes our strong team of Business Analysts to gather and track requirements for a wide variety of development projects
- **Business Process and Rules Approaches** – Global's clients have benefited from our Business Process expertise in the following results:
 - a defined and consistent application of business rules
 - a distribution of relevant processes to the applicable staff members
 - a process compliance culture
 - a visible and transparent data structure and process patterns
 - improved audit results of business operations



For more information: www.kforceglobal.com

INDUSTRIES SERVED

- Financial Services
- Insurance
- Healthcare
- IT Products/Services
- Manufacturing
- Pharmaceutical

GLOBAL CAPABILITIES

- Application Development and Support
- Legacy Application Support
- Quality Assurance
- Web Development
- Infrastructure Support and Service Desk
- Business Process Management
- Staff Augmentation

ISO 27001:2005 Certified