

Pactera builds a Center of Excellence (CoE) Strategy for a major US Retailer

Client Background

Pactera worked with a Fortune 500 US Retailer, to set up an Enterprise Center of Excellence focused on Business Process Management. The client is currently going through a significant transformation to streamline the customer experience. The CoE enabled the client to create a standardized, repeatable approach to process design, implementation, ownership, and measurement.

Business Challenge

The client had a decentralized approach to process management, which led to inconsistent process design, implementation, and control across the enterprise. These inconsistencies resulted in a lack of process discipline which affected the deployment of business strategy, product line decision making, and technology design and deployment.

Over time a culture of long development times arose (slow speed to market). There were inconsistent implementation practices due to the lack of process control, and a resistance to change from a lack of or inefficiently implemented change management programs.

The Pactera Solution

Pactera analyzed the current implementation environment and assessed the sponsorship / stakeholder influences. Next, a business case was developed to demonstrate the value of a Business Process Management Center of Excellence function.

Upon socializing the business case with key client stakeholders, a BPM CoE was implemented, to enable consistent process design, governance, architecture, and professional development practices across the enterprise.

Results & Benefits

Our client realized benefits in process design and consistency in process implementation, performance measurement, training, adoption, and communication across business functions and departments. The closer integration of cross-functional departments allowed for a more unified customer centric approach to be taken.

Our client now has a standardized service and sponsorship for BPM related activities. This CoE approach has reduced labor costs, process and technology development time, and improved receptiveness to organizational change.

Case Study Pactera

Victor M. Corman



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