

Business Process Management

SAIGE Solutions, Inc. (SAIGE) provides end-to-end business solutions based on the application of proven, repeatable, and leading business process and information systems design methods, techniques, and tools. This approach is reflective of open communication and collaboration with SAIGE clients, interviews with key client staff, and an experienced consulting team knowledgeable in the application of technology to business process improvement.

Solutions

SAIGE offers six types of business solutions to assist clients in achieving their strategic business goals:

- **Business Process Management**
- Marketing Solutions
- Web-based Solutions
- Data Management Solutions
- Technical Integration Services
- Industry Solutions

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Business Challenges

Today's markets demand that companies deliver value to their customers. Understanding how to drive efficiencies through a process approach allows companies to deliver customer value. Oftentimes there is a reliance on IT for the successful execution of business processes. Companies create systems that lack the flexibility demanded by the complexities of supporting today's customers. This inevitably leads to significant gaps between management intention and execution. Additionally, the IT-provided infrastructure no longer supports the business processes for which they were implemented.

Solutions Overview

Based on experience, SAIGE believes a process-managed organization is more about business transformation than technology. SAIGE assists clients in building a clear and deep understanding of their business processes – how they work and how to manage them. Focusing on CRM (Customer Relationship Management), SAIGE works with clients in defining, evaluating, and prioritizing strategic initiatives, as well as aligning groups, functions, and business units around a unified CRM vision and implementation plan.

SAIGE assists in uncovering what a business wants to achieve in changing business processes and how best to use IT to achieve those goals. SAIGE also works with clients in unifying business entities around a strategic CRM vision and implementation plan.

SAIGE offers BPM (Business Process Management) solutions that comprise the business strategy, organizational processes, as well as business processes. As part of a BPM engagement, SAIGE collaborates with the client on the following tasks:

- Mapping current end-to-end processes
- Determining causes of perceived problems
- Identifying quick wins
- Conducting gap analysis
- Identifying and documenting "to be" processes
- Agreeing on new goals and objectives
- Communicating process changes

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