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## Business Process Transformation

### OVERVIEW



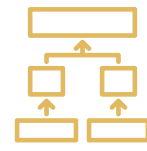
#### CHALLENGE

The client had numerous legacy processes focused on assessing and testing the accuracy of various business lines. The processes were siloed, inconsistent, and lacked comprehensive reporting, detracting from the value to the business.



#### SOLUTION

Treliant conducted a current state assessment of each of the legacy processes, conducted voice of customer interviews with recipient stakeholders, designed a future state process, and developed a roadmap to achieve future state.



#### APPROACH

Treliant established 3 workstreams— process, systems, and voice of customer (VOC). The process team mapped current state processes and designed the future state vision. The system team identified systems used, tested the scripts used, and performed a gap analysis to regulatory requirements and industry best practices. The VOC team conducted interviews with business stakeholders.

### RESULTS

- ✓ In the current state, Treliant identified opportunities to streamline processes, add controls, and remove duplicative work efforts. The team, along with the systems team, the VOC team, and the client designed the future state.
- ✓ The systems team built a grid of systems used by the process groups, identified overlapping testing, identified gaps in testing, and documented opportunities for automation.
- ✓ The VOC team used the results of its interviews with business stakeholders to inform the future state regarding the client's mission to add value to the business stakeholders.