

How Process Management helps...

Exploring processes with your teams

Amy Adams

Programme Officer

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Manager Business Development

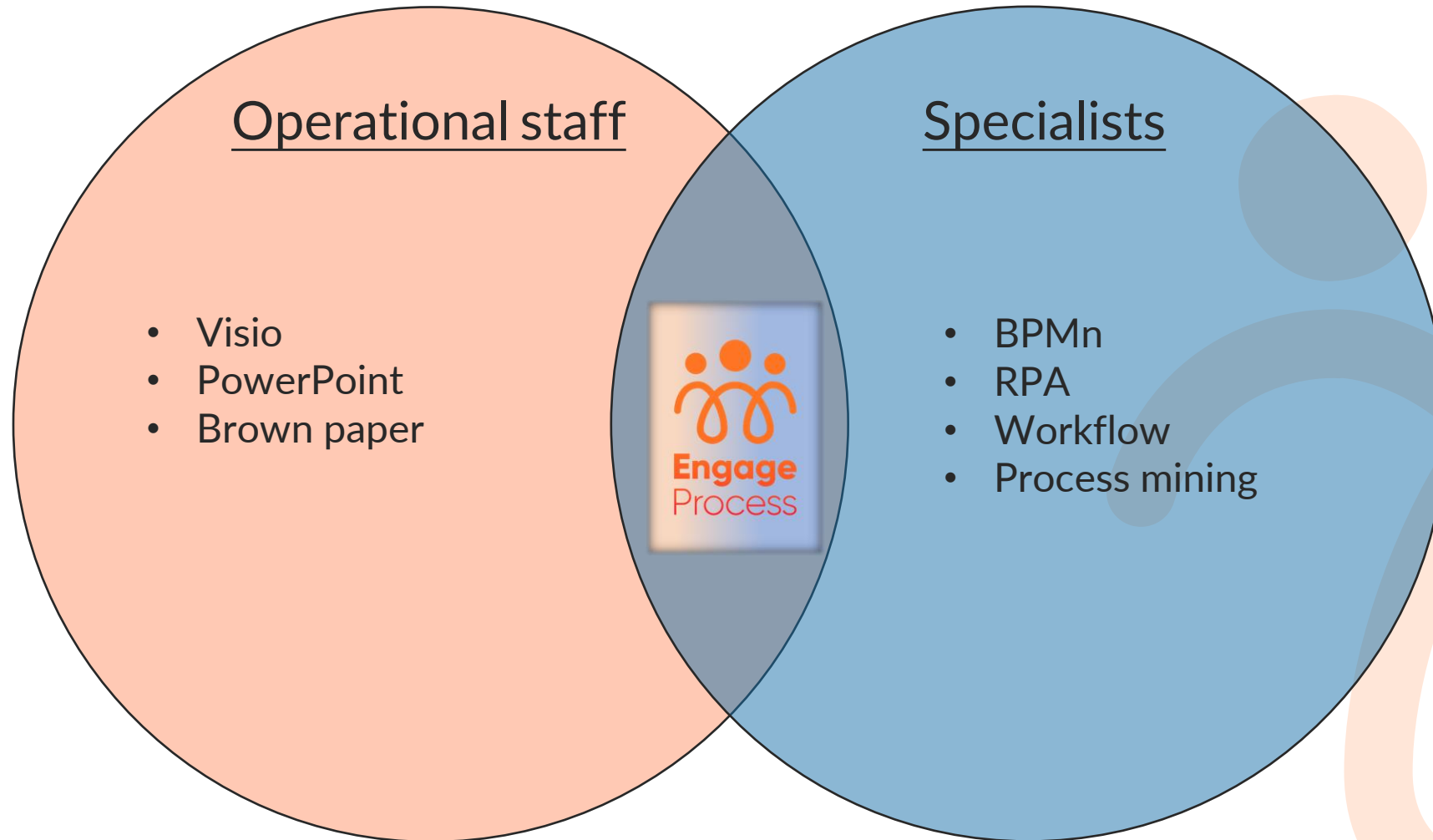
Mission

Be the easiest process-tool on the market.

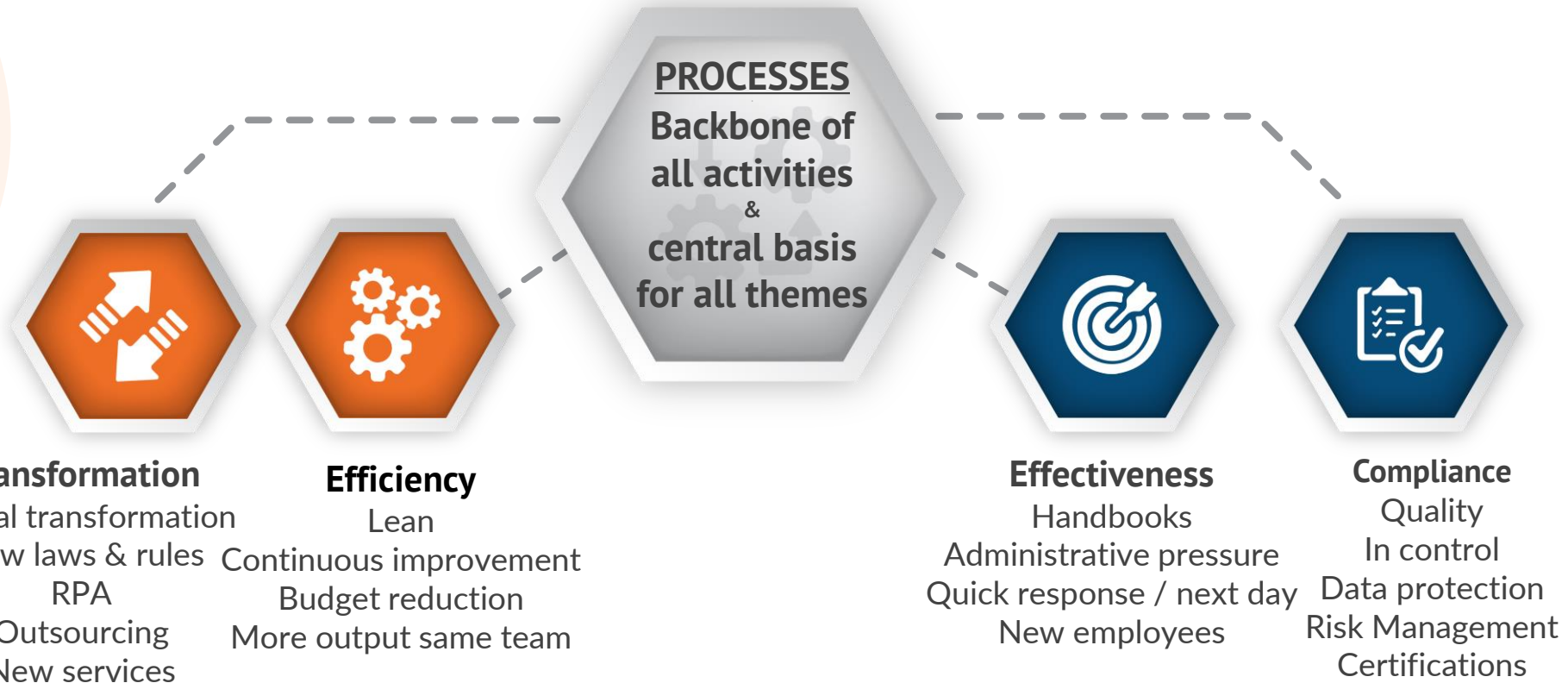
Involve operational staff in discussing and mapping processes.



Gartner: a process exploration tool



Benefits of Process Management.



Programs run
Cheaper & Faster

Programs are
Aligned / Central
Control

Evidence Change
beforehand

Operational
Involvement

ENGAGE PROCESS: Offices in NL and UK

400+ organisations globally, 70 UK Councils & Housing Associations



Global Operations
Team



Change
Programme



Housing
Applications
Implementation



RPA,
1000 processes
2yr



Tewkesbury
Borough Council

Process Reviews
& Identifying
efficiencies



HS2
Organisational
Efficiency



People Driven
Change



Process
Improvement



Service Redesign
& Cost Savings



Lean and
Continuous
Improvement



Customer service
improvement
through redesign
& development



Digital
Transformation



Automation



Change
Programme
& Continuous
Improvement



ASC redesign &
digital change

Meet the team



Clare Evans
Associate Director:
Transformation



Joe Cole
Business Transformation
Manager



Amy Adams
Transformation Programme
Manager



Ewan Pavey
Digital Developer



Joe Durrant
GIS Officer



Conor Adams
Junior Digital Developer



Gavin Agamemnos
Wordpress Developer



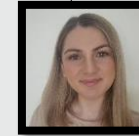
Daniel Beasley
Junior Digital Developer



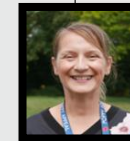
Lin Craven
Business Analyst



Kirstie Grimshaw
Programme Officer



Emma Sowerby
Project Support



Lisa Chapman
Programme Officer

How we work



Ideas for service improvements come from the services themselves.



We scope out the project with the team to understand the processes and systems currently used and discuss changes and improvements to make them more efficient.



We work with the service to develop a new optimised process. Discussing and agreeing must haves, should haves and could have requirements



Our developers build a product based on the key requirements keeping in regular contact with the service.



Continuous improvement with a release, iterate and improve approach

What results are we seeing?



50% reduction in missed bin reports



£1m income for our garden waste service



£90k savings (158% increase in income) and 84% increase in bookings for bulky waste collections



92% reduction in time spent generating FOI reports



£45k savings through knocking out modules in existing software



£450k grant funding received

Thank you!

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