ViaTrie
collaborate | innovate | transform

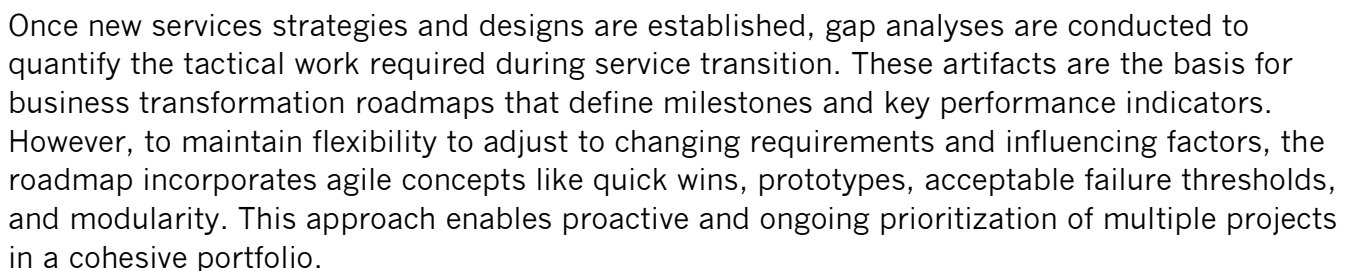# Business Process Transformation

Our Perspective

The government is evolving how it provides value to the public in response to technological advancements and increasing pressures of elevated citizen expectations. Agencies are working to embrace citizen-centric and customer-focused business models. Our passion is to rethink how organizations create value with a focus on sustainable business transformation for a better future.

At ViaTrie, our approach combines systems engineering rigor with the foundational practices from the Information Technology Infrastructure Library (ITIL) and Lean Six Sigma (LSS), concentrating on improving customer experience and satisfaction as priority objectives. We utilize human-centered design processes along the strategic journey to create the tailored services

with long-term impact for customers. During initial sessions, we encourage brainstorming using organized activities including: traditional SWOT analysis, mind-mapping sessions that apply the SCAMPER method (Substitute, Combine, Adapt, Modify, Put to another use, Eliminate, Rearrange), and/or storytelling/visualization exercises. We define stakeholders, information, technology, and key value streams within bounds of external parameters using concepts like the PESTLE model (Political, Economic, Social, Technological, Legal and Environmental). In designing and transitioning current operations to a new service model, existing business processes are grouped into value streams and analyzed for improvement opportunities across the ITIL service management practices. Efficiencies can be realized by implementing changes to current processes or aligning and combining processes. We focus on opportunities to implement enterprise or shared services when possible. Another key tenant is discovering available and potential metrics to be used when institutionalizing continual service improvement mechanisms.

Once new services strategies and designs are established, gap analyses are conducted to quantify the tactical work required during service transition. These artifacts are the basis for business transformation roadmaps that define milestones and key performance indicators. However, to maintain flexibility to adjust to changing requirements and influencing factors, the roadmap incorporates agile concepts like quick wins, prototypes, acceptable failure thresholds, and modularity. This approach enables proactive and ongoing prioritization of multiple projects in a cohesive portfolio.

Incorporate agile ways of working to accelerate organizational transformations. Promote experimentation and learning and embed it in execution and culture. Focus on enterprise programs and shared services to drive efficiencies.

Our Services & Deliverables

- Business Analysis
- Value Stream Analysis
- Continuous Improvement

- Business Transformation Roadmaps
- Process Diagrams/Guides/SOPs
- Business Process Re-Engineering / Improvement: As-Is and To-Be

ViaTrie Experience

Our team has experience serving civilian, defense, state, and international government entities in over 40 programs. We have success performing business process transformation analysis, implementing new technologies and agile frameworks, evolving enterprise systems, as well as documenting standards and operating guides for sustainment. Our management consulting experience supporting environmental, health, telecommunications, finance, budget, and defense mission areas gives us a breadth and depth of experiences spanning strategic and tactical activity sets. In addition to these government contracts, we have served in corporate capacities running both vertical and horizontal groups at mid to large commercial corporations, implementing large and small business process transformation initiatives.

About ViaTrie

At ViaTrie, a company founded by three women, we find the symbolism of the tree to support our vision of growth (both ethically and sustainably), protection (through fostering a safe and transparent workplace with an emphasis on trust and empowerment), and strength (as respected, innovative and trusted leaders in the industry). We have strong roots in this business and our mission is to partner with organizations to create human-centric, mission-focused, socially responsible, and technology powered innovations. Collectively, we have success in supporting enterprise programs that branch to provide coverage and value to our customers. Our sustainable business transformation approach starts with our purpose and values and leverages our consulting expertise and unwavering focus on innovation to create a more secure, resilient world.

https://viatrie.com/business-transformation