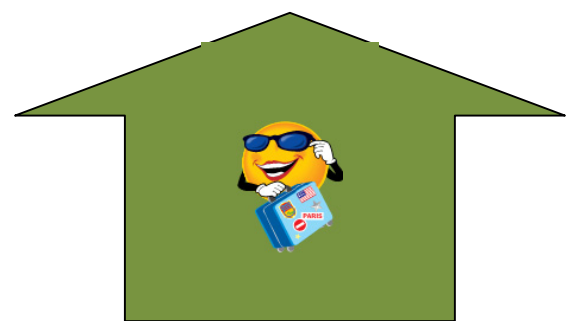


PROCESS OPTIMIZATION FRAMEWORK

ProcessTriage®

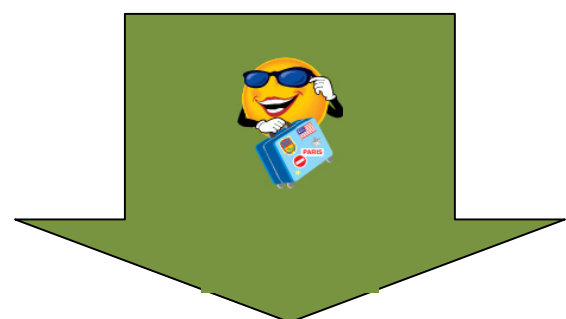
www.processtriage.com

WORK VOLUME

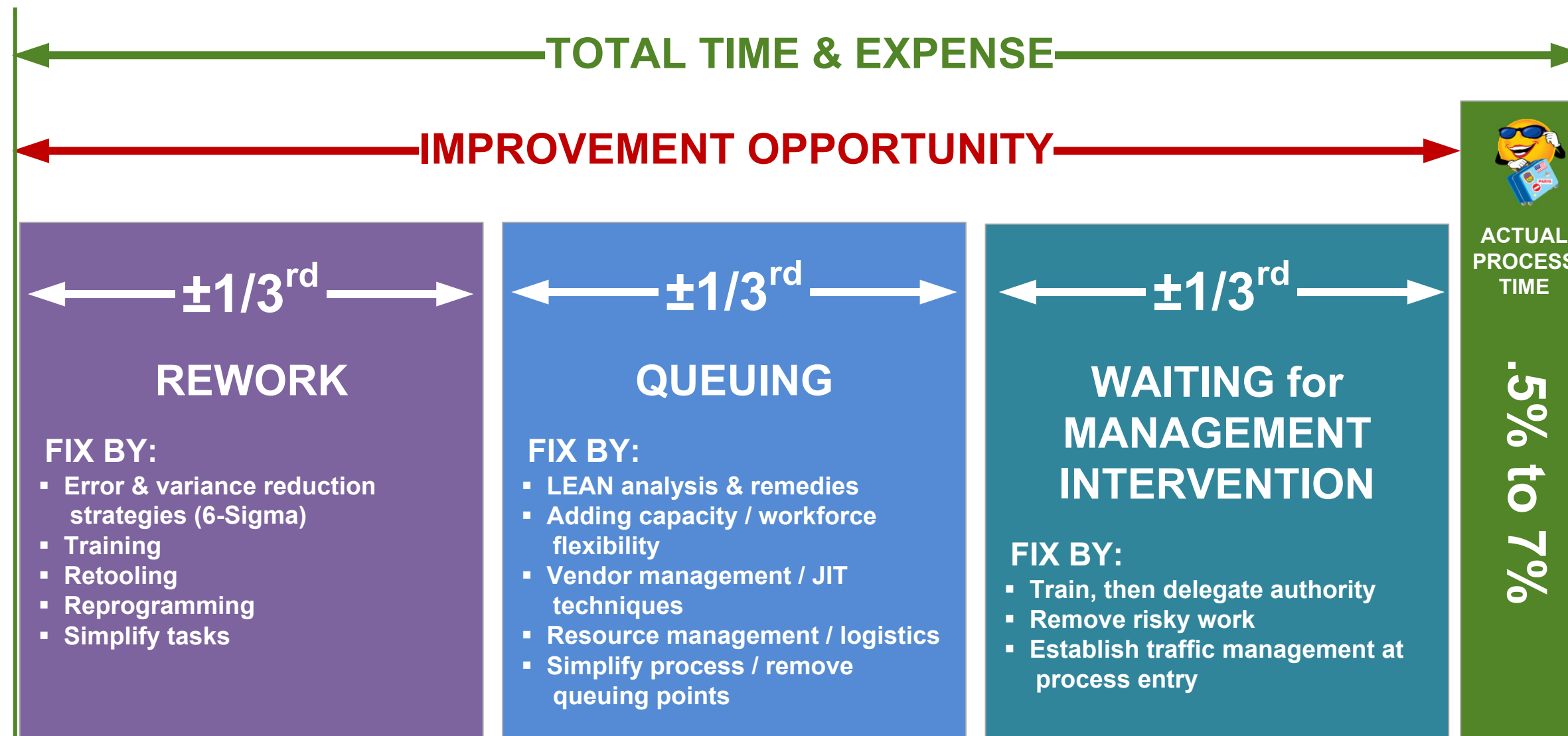


INCREASE REVENUE DRIVERS

DECREASE COS & OPERATIONAL EXPENSE DRIVERS

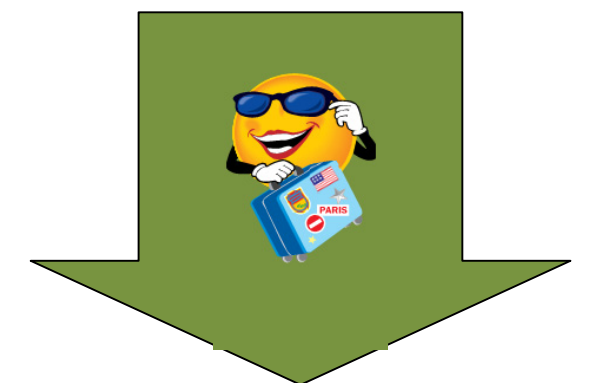


WORK FLOW SPEED & EXPENSE



SIMPLIFY WORK

- Reduce complexity & Scope
- Remove “CRUD” Transactions (Process DNA)
- Minimize Moments of Truth (Customer Interactions)
- Lower Failure Factors (Work flow hand-offs)



Portions Copyright © Boston Consulting Group Proportions are approximate and may vary based on degree of automation.
From *Managing Customer Value* © 1994 Bradley T. Gayle