

# Case Study

## Back from the Brink



### THE OUTCOME

The initial project was halted.

A new project was undertaken to focus on analysing business processes and drawing up the true requirements.

We delivered multi-level process maps and a roadmap plan for the way forward.



### WE USED

Requirements Analysis  
Process Mapping



### INVESTMENT

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### THE INDUSTRY

Financial Services  
(Insurance)



### THE CHALLENGE

A large medical services company had adopted a new package solution in order to help service one of its clients.

The project was stalling and the client was becoming impatient.

### Sustainability

No significant sustainability effects were recorded for this project.

### The client said...

"Very happy with the outcome. This is where we should have started in the first place."

### The roots of the challenge...

The company had entered into an agreement to purchase a package solution that, upon further investigation, was not fit for purpose. Despite huge modifications, the package would never be able to provide a solution.

### What we did...

After some initial analysis, process maps were delivered that illustrated that the package would not meet the need.

Reference sites were requested from the vendor, and were not forthcoming.

We convinced the company to abort the project and refocus on a more process centric approach.

### This was the briefing...

Get the package implemented as soon as possible.

Process Architect  
Business Analyst

Account Manager  
Business Sponsor

People involved

People involved

