

BUSINESS PROCESS CONSULTING



The Advantage
of Clarity

All businesses face relentless demands for change and improvement, with constant pressure to adapt to customer demands for increased value and lower cost.

Your company's internal and inter-company processes are a critical component of your business's capacity to meet these challenges. But to do this effectively and with agility, your processes require maintenance and optimisation to ensure above-average returns and superior performance in the marketplace.

And that's how a company can minimise costs and maximise returns on investment.

Is your business working as well as it should be?

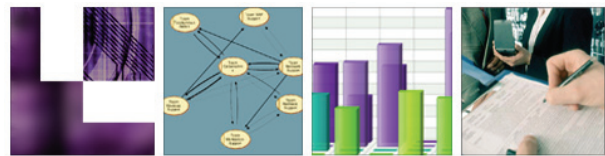
- Is the way you operate holding you back from opportunities?
- Are your key processes documented?
- Are your processes dependent on the knowledge of a few individuals?
- Are your processes fragmented, inefficient or poorly-managed?
- Can you measure the efficiency and performance of your business processes?
- Does your business face increasing pressure to cut costs and still provide high levels of quality?
- Are you faced with the need for major workplace change?

Improve your business performance and returns

Frame offers complete, integrated solutions for the strategy, design, implementation and control of your business processes.

We understand the business drivers for process improvement, and can help you to identify your opportunities for better capability, performance and revenue generation. We can assist you to deliver high-value services and measure and report on business performance.

Frame analyses, designs and implements business processes that deliver for you and your customers. We help you to optimise your processes and to develop integrated strategies and solutions for improved business performance and returns.



BUSINESS PROCESS CONSULTING SERVICES

Frame provides the consulting expertise to analyse and improve your business processes, implement business applications, and develop composite solutions that help you control and optimise your processes.

Frame can assist you to develop a business process strategy as the basis for aligning your business processes with your corporate strategy.

And we can help you to design business processes as the basis for compliance management, enterprise architecture and business rules.

We understand that the initial advice and design is only part of your solution, so we can provide you with tools to continually measure the performance of processes against your business objectives.



We know that business process management must be relevant and practical to succeed. We pride ourselves on process advice and solutions that:

- facilitate smarter and faster decision-making
- improve communication across ICT and business divisions
- handle complex and people-intensive processes
- provide practical and pragmatic advice on your ICT investment
- close the gaps between your current and future strategies
- capture and communicate best practices
- identify exceptions before they have a financial impact
- reduce cycle time and latency
- optimise order fulfilment processes
- integrate and re-use your processes across fragmented environments
- create visibility of your process and business metrics to analyse information.

Frame is successfully working with complex and competitive clients in the private, public and government sectors, in many industries including education, financial services, property, aviation, telecommunications, transportation and Defence.

Sydney (Head Office)

Level 11, 189 Kent Street
GPO Box 4647
Sydney NSW 2001

Tel +61 (0) 2 9323 2800
Fax +61 (0) 2 9323 2828

Canberra

Unit 9, 25 Buckland Street
PO Box 224
Mitchell ACT 2911

Tel +61 (0) 2 6122 6800
Fax +61 (0) 2 6122 6868

Melbourne

Level 7, 31 Queen Street
Melbourne VIC 3000

Tel +61 (0) 3 9927 3800
Fax +61 (0) 3 9927 3838

Brisbane

Level 1, 21 Mein Street
Spring Hill QLD 4000
GPO Box 2502
Brisbane QLD 4001

Tel +61 (0) 7 3009 7800
Fax +61 (0) 7 3009 7878