

BUSINESS PROCESS MANAGEMENT SOLUTIONS

At BD CONSULTING GROUP, we know and understand the environmental pressures and challenges in the financial services industry. With over **three decades of hands-on industry experience**, we leverage process improvement and business operations expertise to develop targeted strategic and implementation solutions. We've worked in and across organizations like yours leading business operations and we have partnered with all business support functions to successfully implement **process improvement programs**. We have an end-to-end view of service organizations – the complexities and the nuances – and understand how the pieces need to fit together to achieve business success and process excellence.

Process Excellence

Today's business challenges require operational and service delivery excellence and control of all business processes. The BD Consulting Team has been advising and assisting some of the largest financial services institutions by providing:

- Business process
 reengineering best practices
 ensuring high-quality results
- Full-service implementation capability to handle any business, process or technical change, no matter how large or complex
- End-to-end process review and designs that address people, process, technology and control
- Disciplined Lean and Six
 Sigma and other process
 improvement methodologies

End-2-End Process
Excellence does not start
in the middle.

Bob DeLeeuw

End-to-End Process Transformation STRATEGY **ASSESSMENT** DESIGN **EXECUTION** Train & Evaluate **Customer Value** Risk/Reward Assessment **Adoption Plan Communications Program** Shareholder Value Stakeholder Assessment Stakeholder Plan Strategic Alignment **Performance System** Readiness Assessment Readiness Plan Alignment Implementation Plan **Voice of Customer Business Architecture Process Optimization** Project/Program Metric **SIPOC Mapping Voice of Business Project Prioritization Target Performance** Strategic Alignment **Lean Value Analysis Change Management** Assessment **Architecture Design** Data Stewardship Plan Strategic Alignment **Data Movement Event Inventory Analysis** Data Profiling/Modeling **Business Intelligence** Test/Validate/Integrate Source to Target **Master Data Investment Strategy Data Quality Assurance** Mapping Management **Control Standards Sustainment Plan Regulatory Compliance** Risk/Control Framework Alignment Control & Compliance & Control Assessment **Control Standards Process Control Points Testing Assessment &** Reporting Regulatory Review **Process Testing** Validation **Regulatory Reporting** Validation

Contact us to see how BDCG

can make a real difference in your business transformation

EXPERIENCE

Broad and deep industry experience comes from decades of business and project success

KNOWLEDGE

Skilled consultants with line of business knowledge that engages clients quickly and produces results

PERSPECTIVE

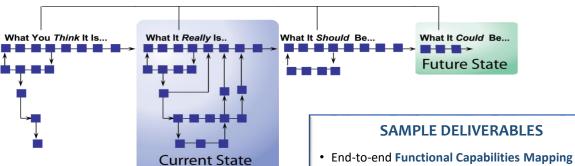
Industry "best practices" perspective developed during 100s of successful implementations



PROCESS Expertise

BDCG Consultants are experienced and certified in various process improvement methodologies. For more than 30 years, BDCG has been providing expertise in:

- End-to-end process engineering expertise in all financial services areas
- Process and organizational mapping, analysis, design and implementation experience
- > Focus on service and control/governance improvement and expense reduction objectives
- Expertise in process engineering toolsets and methodologies
- Experienced, certified Lean and Six Sigma professionals with functional expertise in the financial services industry
- > Knowledge-transfer and coaching from the top-down, customized training programs specifically designed for the financial services industry



BD Consulting Group leverages decades of experience to provide:

- Industry professionals with extensive **process** management and business/operations experience
- Management **programs and solutions** to improve processes, tighten business controls and enhance operational results
- Process assessment, development, mapping and improvement implementation
- **Tools and practices** to enhance organization-wide processes, improve customer service and meet or exceed financial goals

- Gap Identification and opportunities to improve efficiency and utilization
- Target State Model
- Process Optimization Implementation Plan
- Projects aligned with Integration/Implementation program goals
- Future state metrics, Voice of the Business metrics and Voice of the Customer metrics with designed dashboards
- Quick hits, and prioritized project selection
- · Project charters and business cases for approved
- Stakeholder ownership and accountability plan for process optimization success
- Knowledge-transfer to sustain continuous process improvement