



Enhancing Impact Through Your Business's Maturity

- The Business Process Maturity Model





Housekeeping

- Please silence your phones. If you need to take a call, feel free to step outside and come back in.
- Sessions are being recorded and will be available after.
- Please use this QR code to take the session survey before heading to the next session.
- Survey responses get you more entries into the raffle at the end of the day. (prizes included Surface headphones, Smart Ray Bans, RayBan Meta Smart Bluetooth Glasses, and lots more).
- Wifi Info: BusinessTechnologySummit
Password: journeyteam!



Presenter



ERIC BEINS
CHIEF OPERATING OFFICER



Fun Facts about Eric Beins, JourneyTEAM Chief Operating Officer

Win up to 1,000 points per answer

Which NFL Stadium locker room did Eric visit?

Which NFL Stadium locker room did Eric visit?



JOURNEYTEAM

Soldier Field

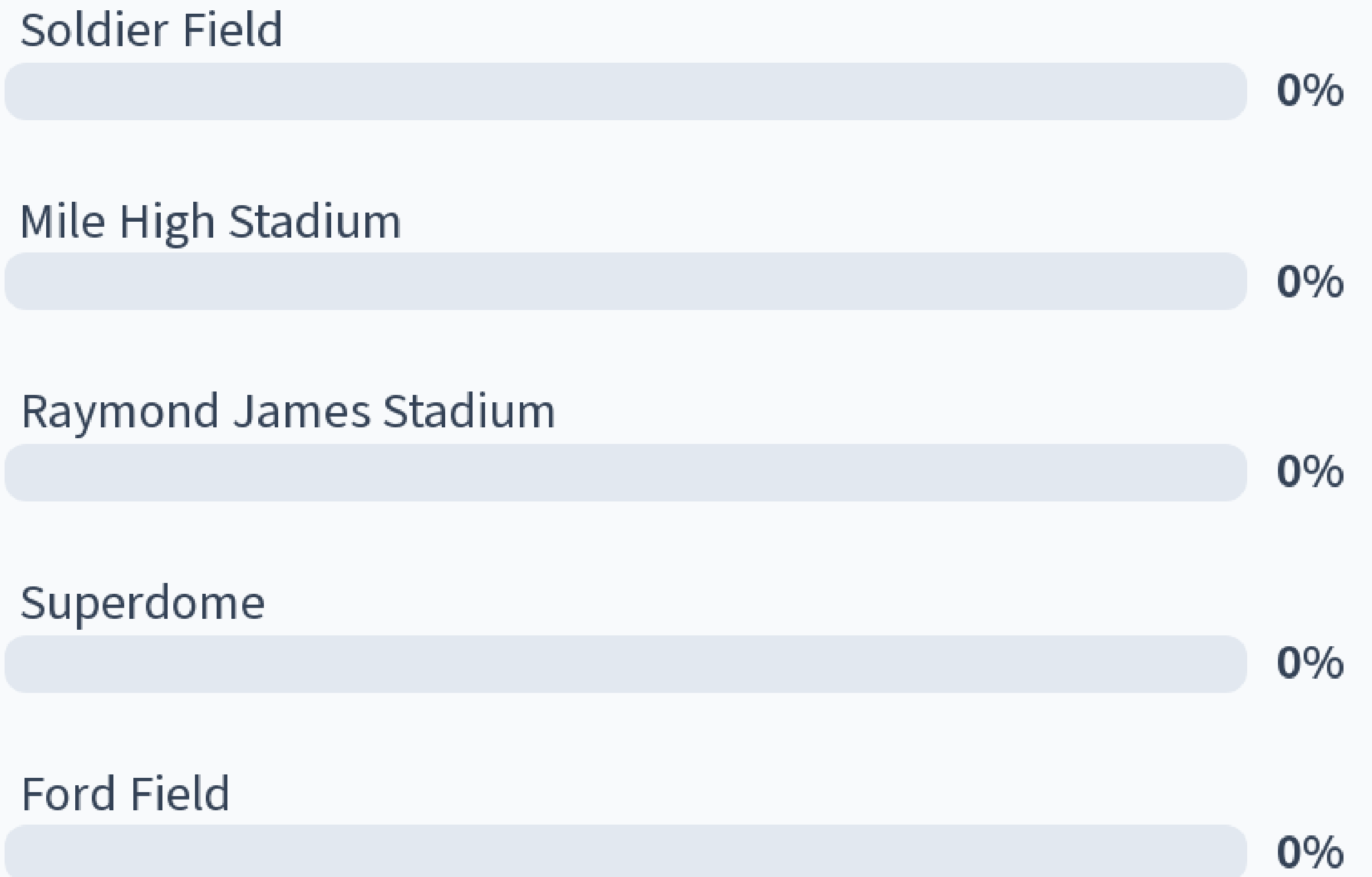
Mile High Stadium

Raymond James Stadium

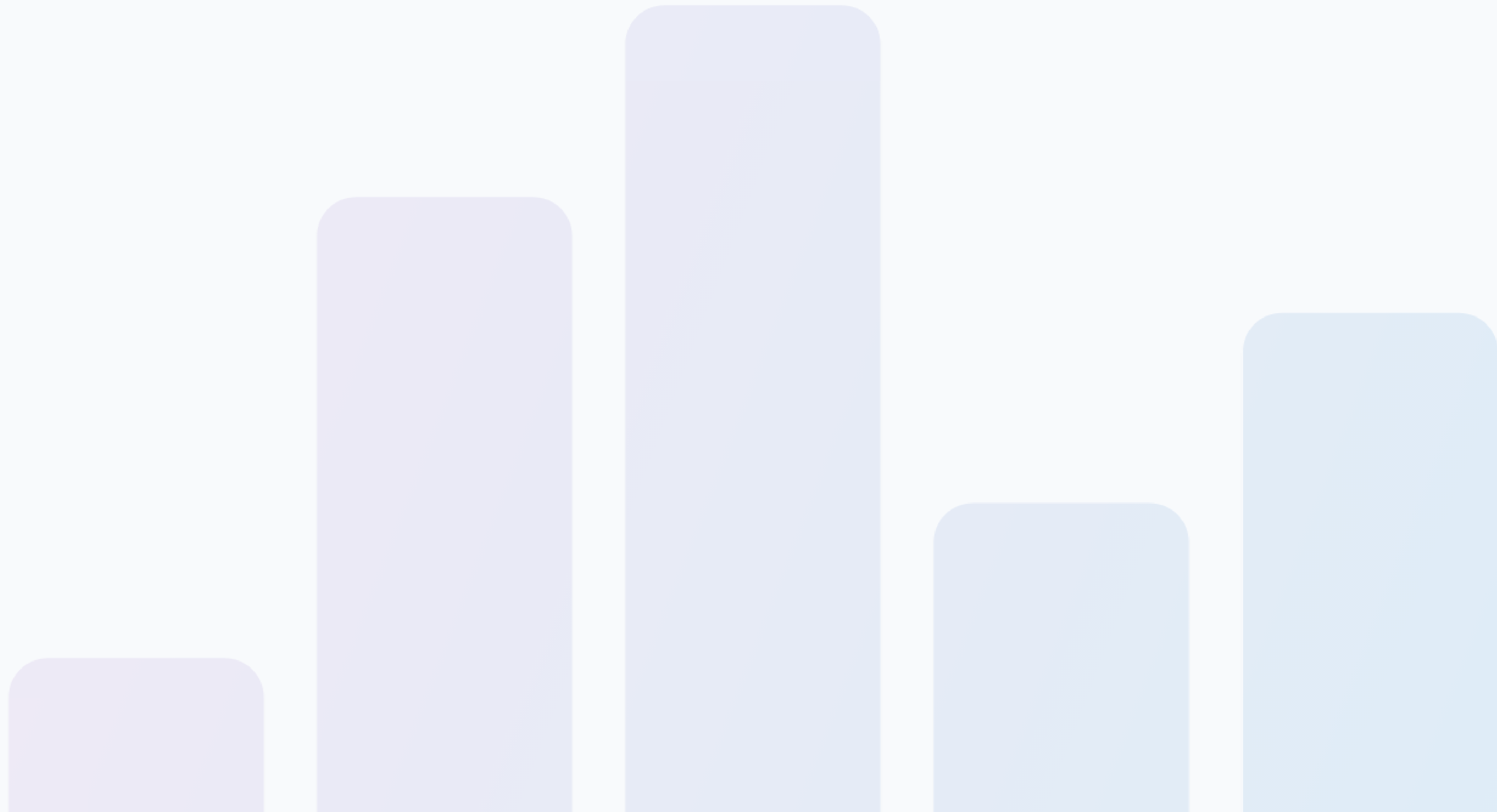
Superdome

Ford Field

Which NFL Stadium locker room did Eric visit?



Leaderboard



During that visit to Mile High, Eric met FIVE future Hall of Famers. Name TWO of them:

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Rod Woodson and Willie McGinest

Steve Young and Jerry Rice

Terrell Davis and Troy Brown

Julius Peppers and Randy Gradishar

Tedy Bruschi & Steve McMichael

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Leaderboard

Nobody has responded yet.



Bar Index	Color	Relative Height
1	Purple	Lowest
2	Purple	Second Highest
3	Purple	Highest
4	Blue	Second Lowest
5	Light Blue	Second Highest



Presenter



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Session Outline

- Current technology landscape for organizations
- Cover the Why, How and What the Business Process Maturity Model is
- How you can leverage it in making decisions for your organization
- Understand how JourneyTEAM leverages it to create strategic technology roadmaps
- Learn more about a Business Maturity Model assessment



Technology Landscape



64% of companies cited a need to upgrade outdated IT infrastructure as a driver for IT budget increases.



61% of companies either currently use or plan on using it automation tech in the next two years.



80% of it budgets will either increase or stay the same in the next two years.



73% of companies either currently use or plan on using AI and 25% of investments in the USA are for AI.

(Spiceworks ziff davis, state of IT, forbes.Com)

The WHY

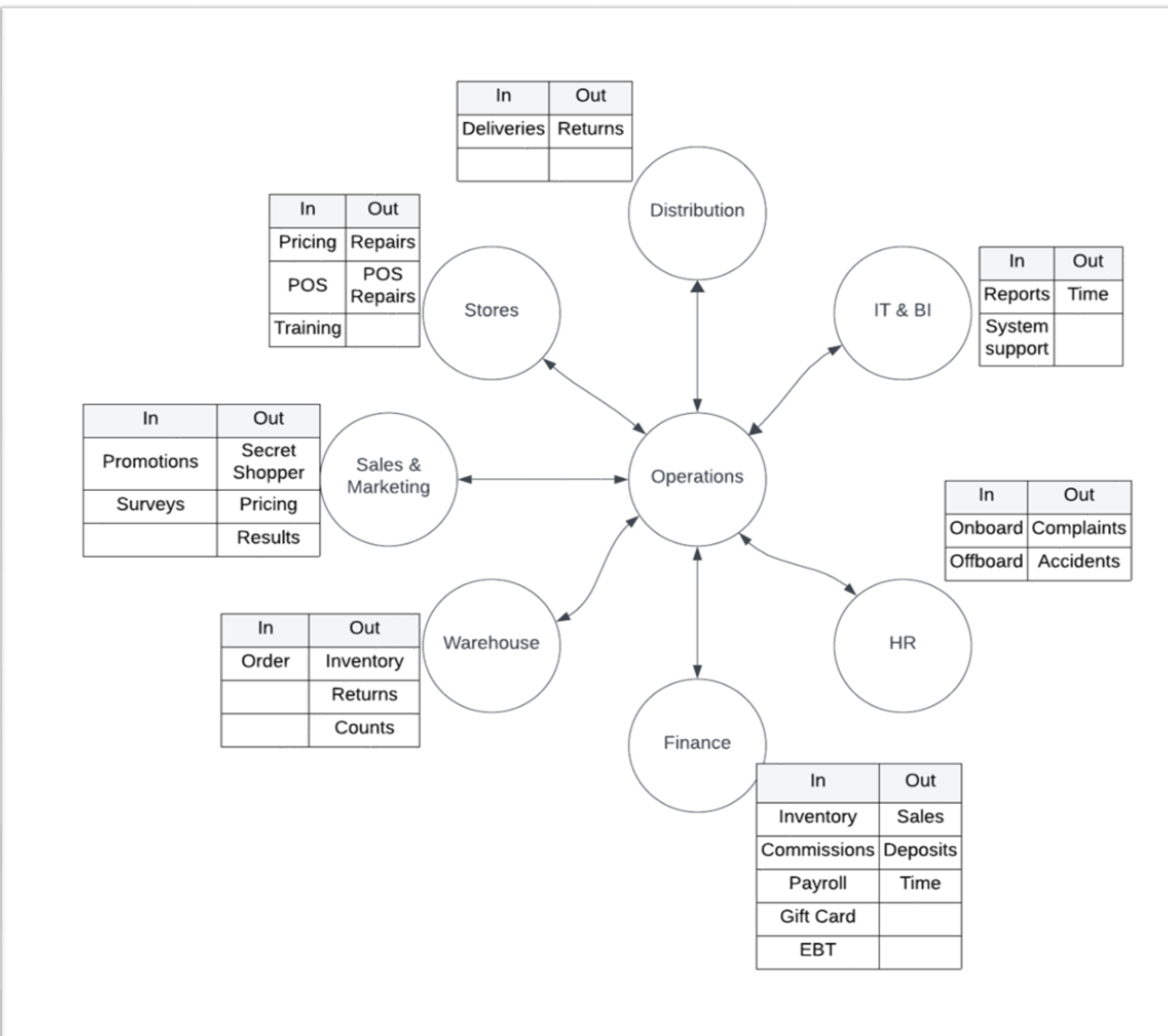
Why do businesses need a to understand their process maturity?

- Every business reaches plateaus where they can no longer maintain or achieve better results with their current approach and processes.
- Before you can successfully implement and adopt new business processes, you must first have a working understanding of where you are at.



The HOW

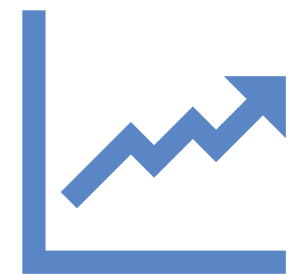
How the assessment is executed and what is the process?



- Departmental workstreams & common areas
- Process level maturity evaluation
- Understanding organizational dependencies

Workstream Focus Area Examples

Sales



- Quoting
- Invoicing
- Goal Management
- Product Catalog
- Lead/Opportunity Qualification

Marketing



- Campaign Tracking
- Analytics and Insights
- Marketing Lists
- Social Profiles
- Lead Generation

Accounting



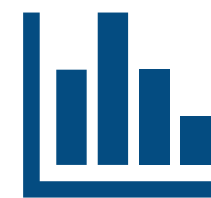
- Contracts & Agreements
- Accounts Receivables
- Accounts Payables
- Budgets
- Vendor Management

Service



- Case/Ticketing Management
- Queue Development
- Automation
- IoT Alerts
- Account & Contact Management

Review of “five common areas of focus”



Analytics and reporting: metrics, data information, and KPIs that are produced for the entire organization and used as actionable data for business decisions.



Documentation and knowledge management: content, materials, collateral or any information that can be used to provide services or assist in both internal and external processes. Storage and accessibility of this information.



System usage and adoption: how well an organization can use multiple technologies and how widely they are used to facilitate processes and functions.



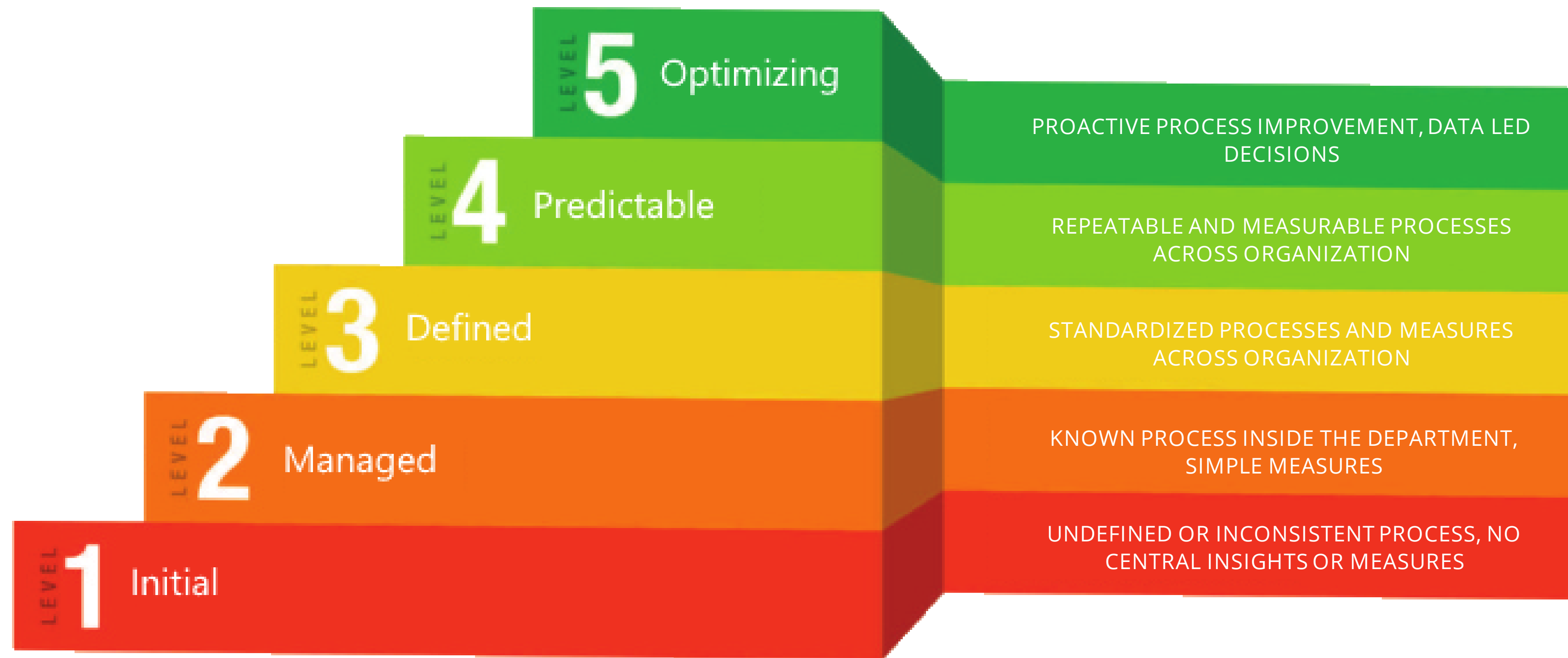
Security and risk: clear guidelines on who can access what under what circumstances. Protection of information internally and externally with varying degrees of control.



Communication and collaboration: an organization's ability to share information, contact employees, and transfer updates and knowledge.

Maturity Model Overview

Five Levels of Maturity for an Evolving Organization



Four-Stage Criteria

Maturity Evaluation Method

Use these four questions as a criteria for defining the current maturity of your workstreams:

**1**

How are workflow processes defined?

**2**

How are processes repeatable?

**3**

How is data collected, stored and used (process scalability)?

**4**

How do processes reflect the overall vision, mission, values and strategy of the organization?

Example

How to walk through a "Workstream" to determine maturity?

In	Out
Collateral	Conversion
Leads	Feedback

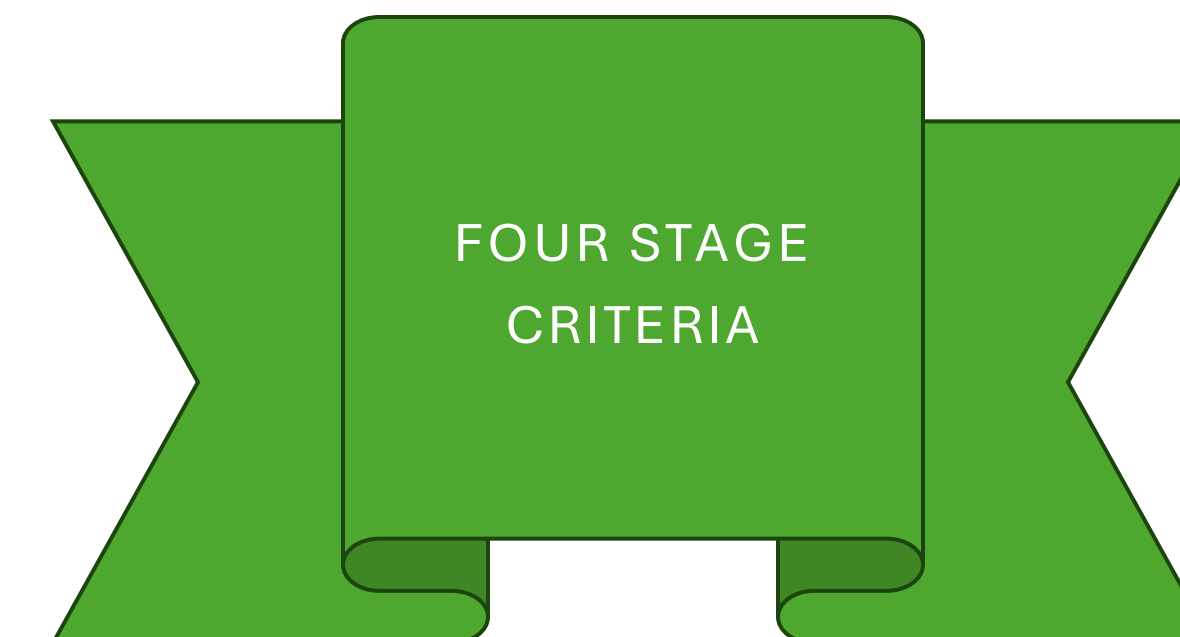
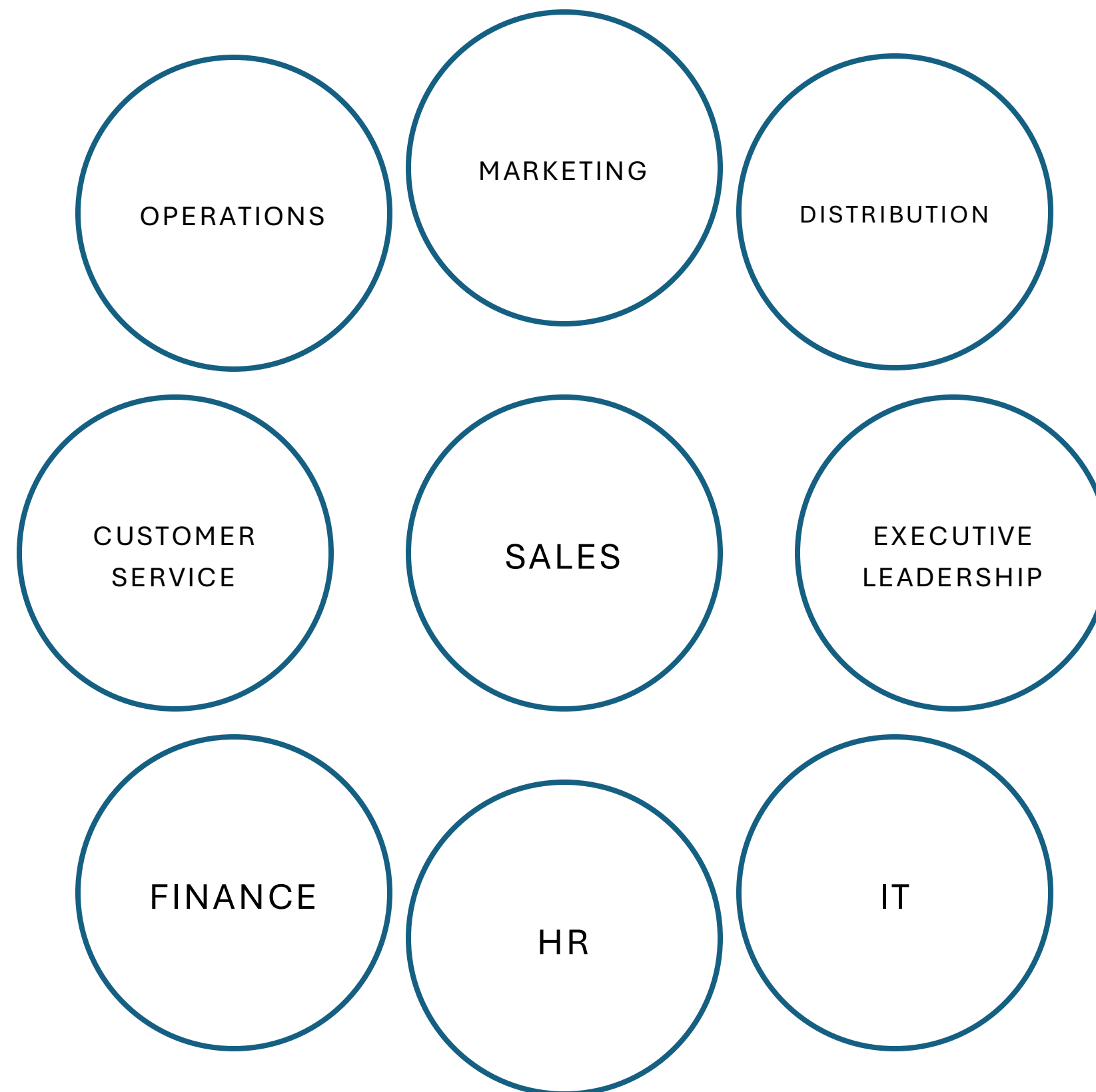
REPORTS

KNOWLEDGE

ADOPTION

SECURITY

COMMUNICATION



The WHAT

Workstream: Operations

Assessment:

- Still have manual, analog processes in place (paper, non-digital)
- No effective communication to store team members
- Security concern with shared store login (single email)
- Training not consistent between systems and methodology for stores from other departments
- Reporting data is not consistent (KPI change) and Excel used for key reports
- Over a dozen unique systems in place makes it inefficient for data collection and training
- Finding information difficult and not centralized

Functions:

Inventory	Time Keeping	Scheduling	"Green Sheet"	Inspections
Onboarding	Offboarding	Surveys	Fuel Pricing	Maintenance

Workstream: Operations



Assessment of Maturity Criteria: Low Level 2

- Definition (Written)
 - Process is defined and documented
- Repeatable
 - Process is difficult to repeat consistently because of manual steps
- Data Input & Flow
 - Data not captured efficiently makes it hard to report on
- Strategy & Result Driven
 - KPIs are in flux and shifting targets

Path to Level 3:

- Remove manual processes (Green Sheet, Inspections, Accidents, etc.) with specific apps
- Reduce number of systems or integrate with software
- Identify way to remove shared login security risk
- Provide reliable communication and information framework to all employees
- Standardize KPIs and metric creation process
- Leverage ways to incorporate AI into knowledge access



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How the results are compiled and presented

- Departmental dependencies
- Workstream assessment of current maturity
- Path to the next level of maturity
- Common Areas of Focus assessments
- Recommended next steps and priorities

Example of Recommendations

Next Steps and Value

Return on Investment

- Improved win rate
- Live data collection for project pursuits
- KPIs achieved monthly
- Automated forecasting
- Improved project status visibility
- Improved client satisfaction
- 90%+ process adoption/engagement
- Streamlined task execution (reduction of r
- Predictable project performance
- *Allow more time for design focus*

JourneyTEAM Recommended Next Steps

- Focus on Level 1 & 2 workstreams (Determine Priority)
- Standardize workstream processes and system
- Determine critical systems and consolidate
- Establish security framework for internal/external best practices
- Identify effective adoption plan for platform
- Create automated reports for status updates



What can I expect?

LENGTH, DELIVERABLES, COST?



THIS ASSESSMENT WILL TAKE APPROXIMATELY 4-6 WEEKS. THIS IS DEPENDENT ON AVAILABILITY OF RESOURCES WITHIN YOUR ORGANIZATION AND WORKSTREAMS.



FROM THIS ASSESSMENT, YOU CAN EXPECT TO RECEIVE A DETAILED MAPPING OF YOUR ORGANIZATION'S ECOSYSTEM, AN EVALUATION ON THE STATE OF YOUR BUSINESS PROCESSES AND A DETAILED PLAN ON HOW TO REACH YOUR GOALS FOR SUCCESSFUL PROCESS MATURITY.



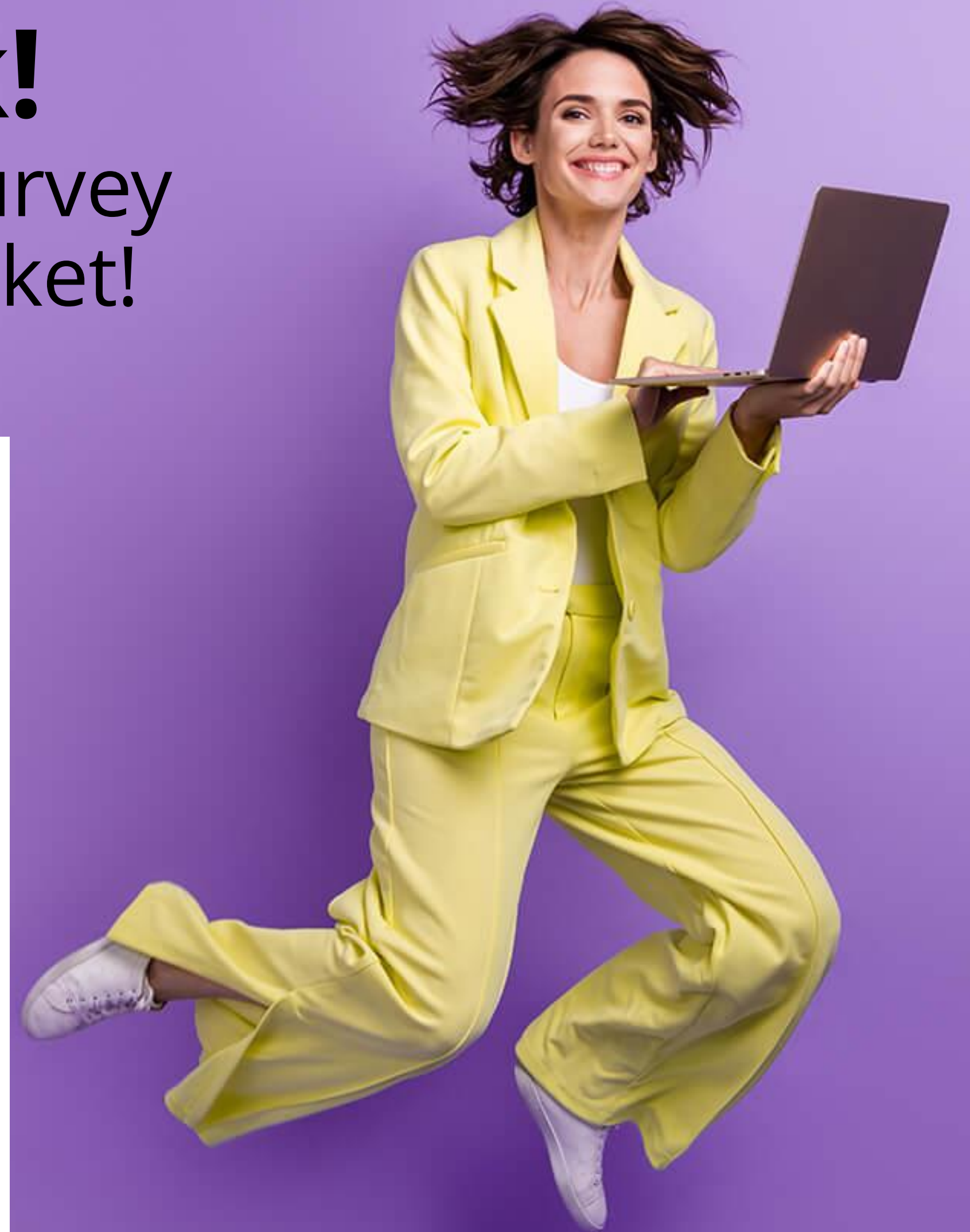
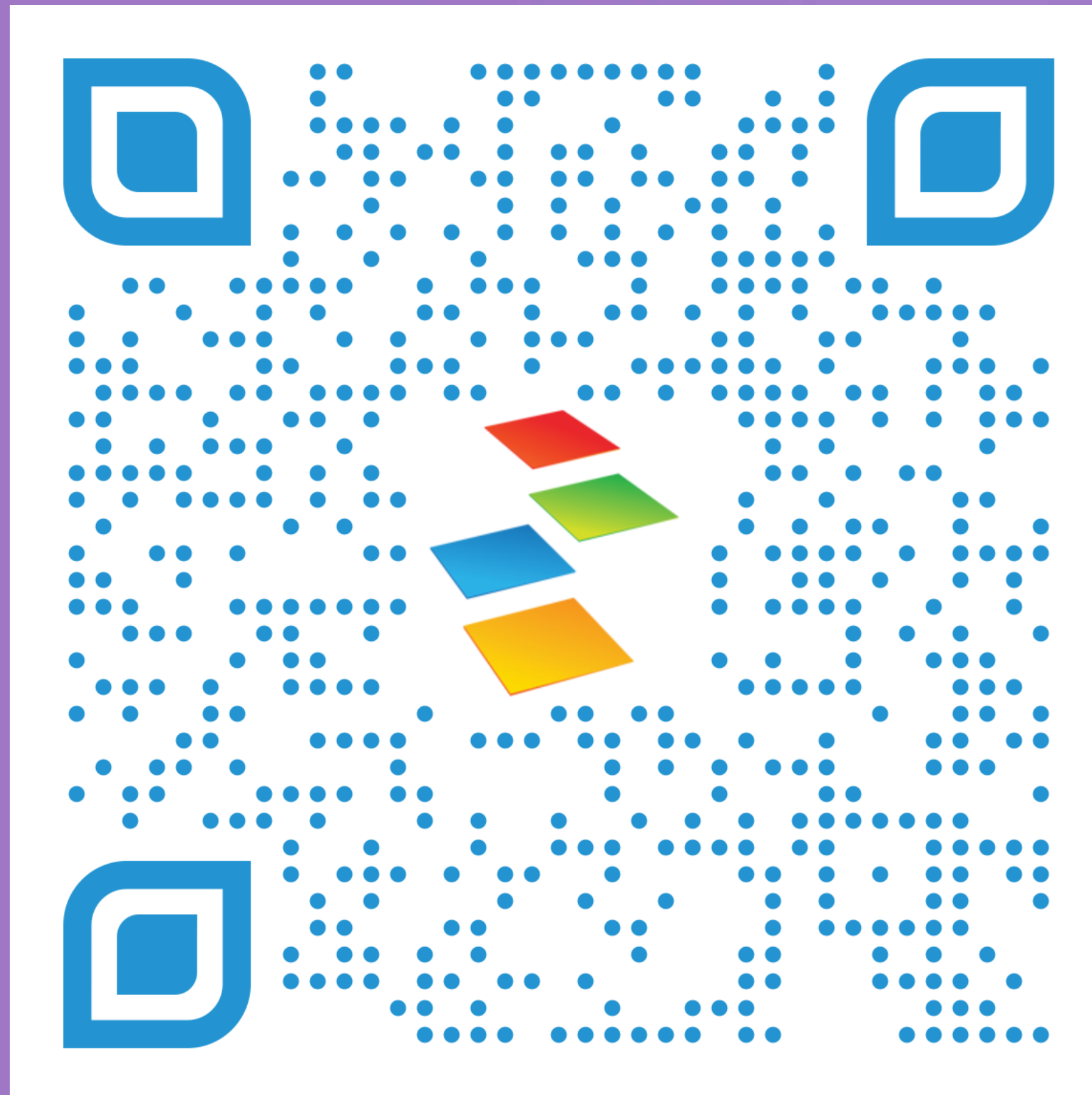
THE COST IS \$10,000 - BUT WAIT... DURING BTS IT IS 25% OFF AND ONLY \$7,500!

Maturity Model Assessment

Request the Maturity Model Assessment on your survey to get more information.

We love feedback!

Please complete the session survey for an extra giveaway raffle ticket!





Thank You!

Let's Connect: Eric Beins

info@journeyteam.com

