# Scope and Business Process – Thought Leadership Series

ISB Global Scope and Business Process

Introduction

ISB Global is an SAP software partner. We sell SAP Business One licenses as a Value Added Reseller (VAR) and are an Application Development Partner (ADP) for the global implementation of the preconfigured, preintegrated add on for SAP Business One, aptly titled, Waste & Recycling One, suiting a range of waste logistics and recycling materials applications across the whole waste and recycling sector, like broking, logistics and reprocessing companies.

We thought that it would be helpful to explain what we do and how we do it. So, on a monthly basis we'll be writing posts and circulating information on software, consulting, innovations, infrastructure and the waste and recycling sector from different members of the team, each having a critical part to play in the delivery and support of SAP, Waste & Recycling One & SmartWorld.

There's no better place to start so we are going to just dive right in and start with some fundamentals, the "Scope" of a project and "Business Process", two areas we are all very passionate about. We hope you find it useful.
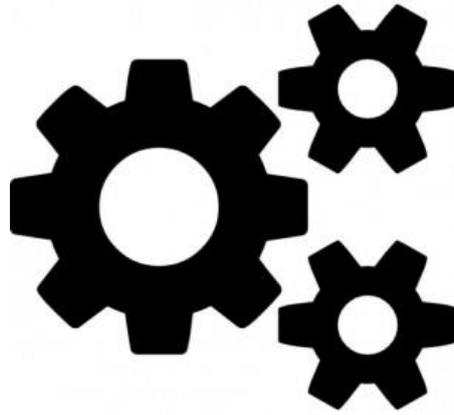
A Business Process – Set of Tasks & Activities in a Sequence

What's a "Business Process"?

A business process is a task or activity that someone is responsible for within a range of activities. It can be large or small, is structured into a sequence and in this context, data is usually put into a process, manipulated in some way then output to the next part of the process. A business process can be any grouped processes or sub processes, like a quotation or an order, scheduling a range of jobs, a purchase order, an accounting transaction, like a reversing journal or a banking procedure.

In Waste & Recycling One we can manage a whole range of different process, "out of the box" or which have been "preconfigured" i.e. they exist already. So, from first contact with a customer, like generating a lead, to the last, say, a banking transaction to confirm the payment has been received, can all be managed in the one software solution, Waste & Recycling One, with one set of data, hence the name, Waste & Recycling *One* for SAP Business *One.* We call this the "end to end process".
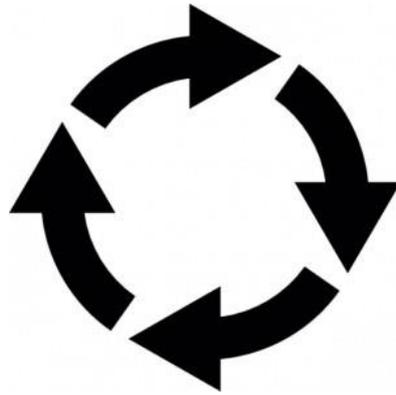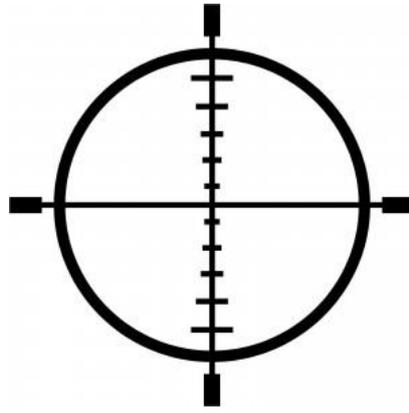
The End to End Business Process

What's the "End to End Business Process"

As Waste & Recycling One deals with operations specific to the waste and recycling sector, the "end to end business process" is extended to manage full waste logistics and recycling materials, activities like planning, scheduling, job execution, inbound and outbound weighbridge confirmations, inventory management etc, etc. If we were to just sell SAP Business One, the end to end business process would be accounting, finance, purchasing and sales etc. You get the idea, different companies in waste and recycling require different end to end processes according to their business requirement.

So, "the end to end business process", as mentioned above, basically covers everything a business, in our specialist industry vertical in waste logistics and recycling materials, might do. Mobile quotes, planning vehicles, jobs and materials movements and raising invoices to pay and charge suppliers and customers, the accounting, banking and management information from all these activities – or **processes**.

Also, what makes life easier (ahem, what radically improves speed, efficiency, accuracy and information) is the use of master data. This is one set of data used in one system, not interfaced or re-entered anywhere, so for example, when a weighbridge transaction is completed the job uses pricing master data which is then paid or charged from that data – the weight confirms the price, the purchase or sales order raised, the journals posted automatically to the correct nominal code. (That same price is used in the quote at the start of the end to end process, one set of data, one software solution). That's the difference in true **INTEGRATION**. No one directional interfaces, no different accounting software, and certainly none of that **rekeying malarkey**!!

The Scope of the Project

What's the "Scope" of the project?

So the scope of the project is the "end to end" process and includes anything that the business deems important (within reason). For ISB Global we have the unique proposition of being able to cover the entire "end to end" process – so that's the scope for us (although we can sell parts of the toolkit separately but that would be kind of missing the point). The benefit for you is that all tasks, activities and data are in one place, consolidated, quick and correct. In essence it's the target objectives of the project, what you want the software to do (*hint:* radically improve operations to finance processes and therefore, the end to end business processes).

When we talk about scope, we mean that it's what the customer wants, or needs to provide a range of *integrated* benefits, to relieve the challenges and pains of their existing software applications. We migrate a lot of people from separate accounts, operations, CRM and of course lots of spread sheets, which might be good at the end of a process for reporting but don't work well in the middle of business processes, this creates problems with manual processes, rekeying data and duplication, which leads to incorrect outcomes, like wrong invoices – you probably know this!

The scope of the project (to implement Waste & Recycling One) is all the business processes put together in an end to end process, includes things like hundreds of reports, triggers, alerts and vast improvements in administration, time saving and accuracy.

When we start to talk to you about software, that's what we're thinking of straight away (in between coffees), we meet, discuss and demonstrate, all the time gathering details of your requirements, the end to end process – the *scope* and deliverables of the project and how this will benefit the company.

However, something's might be out of scope, they might not be necessary, not have a business case or be nice to have, too much of a wish, or just plain silly to even think about! But we do try and accommodate everything the customer wants. We are very focused on the business case and what delivers the best *Financial* (profit), *Operational* (speed of admin and process), *Strategic* (longer

term) and *Technical* (what else is possible, like predictive analytics) benefits. These are discussed too and they provide the basis for the deliverables for an implementation project. The result: you know what you are getting, we know what we are delivering and what the return has to be i.e. decrease accounting closing periods by 3 days, we deliver that, which in turn mitigates risk for everyone.

The Project Delivery Team

How is this managed in the project?

The project is carefully delivered in several stages, it's not designed to be over-bureaucratic and costly but to provide excellence in governance and control. The project starts with a "Blueprint" document that details the entire end to end process, what may fall in and out of scope, any changes, what are the financial, operation, strategic and technical returns and importantly what is going to be delivered in consulting services for the customer's investment. I'll leave that for another thought leadership session though.

The Deliverables of the Implementation Project

What's delivered?

The end to end process is carefully migrated on to SAP Business One, Waste and Recycling One and SmartWorld, ISB Global's mobile and web innovation layer. This delivers the new end to end process and takes into consideration everything that is required, through discussions before the project starts to paid-for changes that are uncovered in the project and smaller additions or tweaks we can deliver free of charge – yes, we do that too.

Success – Pains Relieved – Business Process Optimised – Return on Investment Realised

How do you gauge success?

Success is gauged by the performance of the new processes or the end to end process, the *Financial, Operational, Strategic* and *Technical* returns. If you hadn't seen that in the first place, then both of us would not be at this stage, as the business case may not be prevalent at this time.

Therefore, we deliver an increase in your profit and increase the speed of operations by being more accurate through the entire management of the end to end process. We also deliver a platform in which your business can grow (software shouldn't hinder growth, it should help businesses in every way, growth, accuracy, speed and user experience). So, that you can add things that were initially out of scope and nice to have when there is a business case to do so (we love the predictive analytics strategic bits, who wouldn't want to know the future). Oh and we also deliver huge competitive advantage by things like the enhancing of customer services (think fully tailored user interfaces on mobiles for users, customers and suppliers, wahey! – that's the strategic bit).

Want to know more…?

We have a number of clients in the UK, Europe, North and Central America. We state that we can improve business process, on average between 20-80%. This has been documented and can be proven in the deliverables of the project. We are frank about the business case because if we made it up that would just be setting us up to fail in the project (remember the deliverables).

Waste and Recycling One doesn't suit everyone, what works best is companies that feel that they are innovative, growing, motivated and want to embrace technology to help them, and of course are interested in saving the environment in disruptive models that help circular economies, for example.

If that's you and you think that we might be able to help, we would love the opportunity to speak in more depth and show you around the mobile, operations and accounting software we have. We also have a few innovations we like to shout about, which may also help you with your challenges!

Matthew works in sales and marketing for ISB Global and also has some experience in projects and business process. If you would like to speak to him, call him on +44 (0) 208 232 8884 or email him on matthew.gawn@isb-global.com follow him or ISB Global @mattgawn @ISBGlobalWR1 or any of the team on Linked In https://goo.gl/vESS4Y

Download the Waste & Recycling One Overview

Visit us at the Resource Event London ExCel 8-10 March 2016 Stand R4000