

*We can't solve problems by using the same kind of thinking we used when we created them.*

*- Albert Einstein*



## Operational Planning & Efficiency (OPE)

Are you looking for ways to increase process efficiencies but you're not sure where to start? Do you have existing applications that are just not providing the return you expected? Are you addressing the symptoms of a problem instead of identifying and treating the underlying cause?

When dealing with issues that arise within an organization, whether these problems are new or ongoing, companies tend to lean towards finding and implementing a quick-fix solution to address the current pain point in an attempt get the company back on track.

However, if the pain is misdiagnosed, or if the underlying cause is not identified, the problem typically resurfaces, causing teams to reinvest valuable time and resources for a second or third time as they try to find alternative solutions.

Companies need to take a step back and ask the all important question: *why?* Exploring the "why" of a problem can lead to a better understanding of the underlying causes, and in turn, help identify the right solution.

## Operational Planning & Efficiency (OPE)

Operational Planning & Efficiency (OPE) spans many aspects of exploring, identifying, and solving complex business problems for companies by combining people, processes, and technology into the end solution. OPE is the foundation for all digitalKnowledge projects but can function as a standalone solution for companies looking to accurately diagnose problems, find the right solution, and develop implementation plans to ensure results are delivered on time and on budget.

Whether you are looking to determine the cause of a process bottleneck or understand why your team has to manually combine data from several sources to make decisions, fully exploring the current state of your business – including the people, processes, and existing technology – can give valuable context to your problems. That information, coupled with your vision of the end-goal, will help identify the right solution to bridge the gap and provide the results you need.

Solutions

### Our Guarantee

digitalKnowledge is focused on helping clients achieve an enhanced level of certainty in their business by delivering solutions that align people, processes, and technology to provide positive results.

The company stands 100 percent behind its solutions with a unique *Pay for Performance* guarantee — you provide payment as we reach pre-determined project milestones and successfully demonstrate results.

[www.digitalknowledge.biz](http://www.digitalknowledge.biz)

# expertise and experience

## Operational Planning & Performance Capabilities

digitalKnowledge has expertise delivering the following capabilities for our clients:

Project Leadership	Knowledge Transfer	Process Analysis	Impact Analysis
<ul style="list-style-type: none"><li>◆ Project and Program Management</li><li>◆ RFI / RFP Coordination &amp; Execution</li><li>◆ Vendor Scoring &amp; Selection</li></ul>	<ul style="list-style-type: none"><li>◆ Training Strategies</li><li>◆ End User Adoption Techniques</li><li>◆ Customized Training Solutions</li></ul>	<ul style="list-style-type: none"><li>◆ Documenting As-Is Process Flows</li><li>◆ Identifying To-Be Process Flows</li><li>◆ Gap Analysis</li><li>◆ Process Efficiency Identification</li></ul>	<ul style="list-style-type: none"><li>◆ Root-Cause Analysis</li><li>◆ Return on Investment (ROI) Tracking</li><li>◆ Surveying and Results Analysis</li><li>◆ Benchmarking</li><li>◆ Scorecarding</li></ul>

## Our Approach – Delivering the Tools You Need to Drive Results

Our approach is comprehensive, flexible, and centers on addressing the unique needs of our clients. For all OPE projects, we focus on fully understanding the identified issues from all aspects of your business. We work directly with key resources who can provide the necessary background and supporting information to create an accurate and holistic view of your current and future states.

By analyzing this information, and coupling the results with industry best practices, digitalKnowledge delivers the foundation that you can use to move forward. Our goal is to provide you with actionable information on the tools and strategic direction of future project phases that will help you achieve your business goals and ultimately drive results.

## Methodology

The technical skills and functional expertise of the project team are only part of the picture. A well designed methodology is instrumental in bringing all elements of the project together for successful delivery.

digitalKnowledge follows a flexible approach that recognizes the unique challenges that come along with each individual project. Our methodology includes practical tools and techniques for addressing the needs of real-world situations and our approach aims to maximize the effectiveness of the team while keeping overhead low.

Key aspects of our methodology include:

- ◆ Holistic project approach; develop partnerships with our clients
- ◆ Identify key business needs and requirements first – we don't lead with the technology
- ◆ Incorporating Certified Project Management Professionals (PMP) on each project to ensure we deliver accurately, on-time and on-budget
- ◆ Strong emphasis in planning and preparation to ensure your business goals are fully met
- ◆ Quick wins and phased rollout to maximize success
- ◆ Sensitive to change management; incorporate personalized training to increase adoption

## For More Information

To learn more about how digitalKnowledge can help you identify the right solution to bridge the gaps in your business and provide the results you need, contact us at [solutions@digitalknowledge.biz](mailto:solutions@digitalknowledge.biz).