

# BUSINESS PROCESS TRANSFORMATION SOLUTIONS AND SERVICES

## ENABLING SMART GOVERNMENT™

*At the root of every journey toward becoming a lean, agile and digital Federal Agency is business process transformation.*

Government leaders are facing increasing pressure to become more efficient and effective in how they meet mission requirements. The right process changes can turn an inefficient and challenged organization into a highly functioning, continuously improving organization. Inaction or the wrong process changes can result in non-compliance, inefficiency, decreased morale, delayed acquisitions or operational failure.

**Enabling Smart Government™ for Business Process Transformation** means helping government leaders enable transparency, increase efficiency and continuously improve processes through innovative analysis, digitization tools and industry best practices. Suntiva's solutions and services help you achieve mission success aligning business process with workforce needs, streamlining workflows and improving efficiency and compliance. This determines whether the best investment lies in acquiring new services, enhancing existing processes or fundamentally re-engineering operations.



## SOLUTIONS AND SERVICES—TRANSFORMING FOR TOMORROW'S BUSINESS PROCESS TODAY

**Business Process Strategy:** Helping organizations identify a structured, systematic approach to improving business process strategy through process mapping, aligning metrics to key performance indicators, creating a continuous improvement culture and developing prioritized decision making processes aligned with organizational strategy and successful achievement of the mission.

**Process Redesign and Optimization:** Optimizing business operations and results by working with organizations to fundamentally re-think the relationship between processes and business objectives to simplify operations and identify automation opportunities, better leverage data to gain new insights, reduce costs and risks, improve efficiencies and predictability, eliminate redundancies or non-value add activities and assure quality and sustainability.

**Business Process Maturity Assessment:** Assessing process maturity through quantitative and qualitative measures and feedback, providing analysis and presenting a plan of action to bridge gaps and raise the maturity level of specific processes.

**Acquisition Lifecycle and Contract Support:** Providing expertise, methodologies and tools that support the entire contracting process, including recommending contracting strategy, processes and best practices.

**Customized Acquisition Process and Development Training:** Designing and delivering acquisition training solutions to address critical competency and skill gaps and tailoring policies and processes to meet the special requirements of the organization.

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## THE BENEFITS OF SUNTIVA'S BUSINESS PROCESS TRANSFORMATION



## ENABLING SMART GOVERNMENT™ IN ACTION

**Customers:** U.S. Army Program Executive Office (PEO) Enterprise Information Systems (EIS) programs including Power Projection Enablers (P2E), Product Director Enterprise Email (PD EE) and Project Director Enterprise Services (PD ES).

**Challenges:** Army PEO EIS leaders face challenges related to rapid growth, evolving missions and warfighter support needs. Their programs faced different challenges and required expert services to help assess, plan and implement smart solutions. P2E needed an assessment of the organization and mission critical processes to identify areas for business process improvement. PD EE needed an innovative solution including for operationalizing the Army's first hosted enterprise IT service. Finally, PD ES needed their enterprise IT solutions integrated into a single comprehensive program management function enabling effective oversight.

**Suntiva Solutions:** P2E engaged Suntiva to conduct a comprehensive organizational assessment. We redesigned Human Capital processes and provided a gap analysis contrasting Acquisition processes against policy, regulations and industry best practices. PD EE engaged Suntiva to shape essential processes for implementation of Defense Enterprise Email (DEE) using ITIL as a governing framework. We facilitated an Integrated Product Team (IPT) to evaluate and implement processes for the organization to operate more efficiently, while sustaining a positive end user experience. PD ES engaged Suntiva to assess, document and

formalize critical business processes including Strategic Planning, Strategic Communications, Enterprise Systems Acquisition processes, Program Management capabilities and a Knowledge Management solution. We supported process development and implementation enabling effective monitoring and management of critical initiatives.

**Results:** Our P2E efforts resulted in actionable business process recommendations and a roadmap for success. From this, P2E implemented organizational performance measures that improved on-boarding and off-boarding practices and communication techniques promoting alignment around mission, vision and objectives. Our successful gap analysis of acquisition processes identified several improvements that enhanced quality and compliance. At PD EE, Suntiva facilitated the development and supported the migration of 1,600,000 users world-wide to DEE. We developed the governing Service Level and Operational Level Agreements for effective monitoring and management of critical services. The PD EE customer stated "I can't continue our efforts on Enterprise Email without Suntiva's support. They are vital to our mission." For PD ES, Suntiva facilitated a mature organization with robust communication, planning and management capabilities. We implemented program management processes that were succinct, efficient and provided an accurate real-time view of critical initiatives and activities.

## ABOUT SUNTIVA

Suntiva is a business transformation and technology company located in Falls Church, VA, serving Federal Government agencies. We enable our clients to improve performance and achieve successful outcomes through people, process and technology in significant, measurable and sustainable ways. We provide Digital, Workforce and Business Process solutions and services integrating information technology, governance and organizational performance, human capital and federal acquisition lifecycle knowledge—with great minds and great hearts.



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