Workflow Performance Assessment

What is Workflow Performance Assessment?

A Workflow Performance Assessment (WPA) is a critical part of the discovery process Macedon has developed for the initial stages of an engagement. It is the most important phase following the project launch.

WPA allows for stakeholders to understand how key processes work today and, more importantly, results in a vision for how they can better operate in the future.

Why participate in an assessment?

- The documentation of "current state" and "future state" will help you map and inform your decisions.
- You will get a better understanding of the potential ROI or process improvements that you can realize.

When should I do it?

- Before making any decisions, understanding the potential future state of your processes will help inform the right technology selection and more precise planning.

What are you delivering at the end of this?

- You will receive current state and future state process diagrams and mapping, with highlights of what you can do now (best practice-sourced solution) vs. what can be done with tech (technology-based solution).
- A clearly defined business case for targeted business process improvement

Identify

- What are your processes? Which ones are tedious or error-prone?
- Who is impacted negatively?
- Where are the gaps, redundancies, missteps?
- Which ones simply cannot scale?

Optimize

- How can you re-engineer a process and take advantage of best practices?
- What metrics can you measure?
- What steps can you remove?

Digitize

- Should we introduce technology to this process?
- If so, what technology?

What's the catch?

- There's no catch.
- We are making this investment to show you why we are the best Appian Solutions Provider.
- We would be doing this anyway if we moved forward to partner with you as part of the project.
- Having the information from the WPA makes both organizations smarter about the decisions that have to be made.

Macedon is a recognized leader in intelligent automation. We have deep expertise with industry-leading technologies that we leverage to solve our clients' unique challenges.

Visit our website at macedontechnologies.com Contact us at sales@macedontechnologies.com | 571 526 4281