

Fix Outdated Processes Without Buying New Software

Doing More With Less

Welcome: Lunch and Learn



- We need a dialogue
- The recording will be available on our website
- Introductions

The Software Shopping Trap



Departments Go Solo

Finance and Operations each roll out their own silo systems.

Add-Ons Pile Up

Extra tools get bolted on along the way.

Trend Spreads

Other departments follow the same pattern.

Costs Spiral

TCO skyrockets, transparency drops, duplicate processing becomes the norm.

Result: ballooning costs and no single source of truth.

Common Trend



Investing in Tech

Organisations keep pouring budget into new technology.



Complexity Rising

Systems and integrations keep stacking up.



Transparency Lacking

Visibility into true performance keeps shrinking.

Reasons for Software Shopping Trap



SaaS & AI Everywhere

There is software for every business problem.



Decentralized Decisions

Tech decisions are made department by department.



Speed Over Discipline

Teams move fast, skipping standards and process.

Solution: Fix The Process



Architecture

Start with the end: a top-down approach to tech decisions.



Continuous Improvement

Optimise software: fully utilize what you have.



Process Improvement

Think end to end: Procure to Pay etc. — improve, then automate.

Architecture



A top-down approach to tech decisions, starting with the end state.

Example: Business Architecture



Strategy & Direction

Business goals and vision that guide architecture decisions



Business Capabilities

What the business does, independent of how it is organised



Processes & Value Streams

How work flows end-to-end to deliver value



Organisation & Governance

Roles, structure, and decision rights that support execution

Example: Systems Architecture



Presentation Layer

User interfaces and experience across web, mobile, and other channels



Application Layer

Business logic and services that power core functionality



Data Layer

Databases and data stores that hold and structure information



Infrastructure Layer

Servers, networks, and cloud platforms that everything runs on

Continuous Improvement: 10X without Capex



Fully utilise what you already have — continuous improvement over new purchases.

Ownership: Lean by Design



System Owners

Accountable for platform performance, upgrades, and technical health



Data Owners

Accountable for data quality, security, and appropriate access



Process Owners

Accountable for end-to-end process performance and improvement

KPIs for Continuous Improvement



Cycle Time

Time to complete a process
end-to-end



Error Rate

Frequency of defects or
rework needed



Cost per Transaction

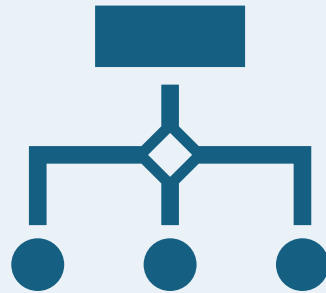
Cost efficiency of running the
process



Customer Satisfaction

Experience quality for end
users

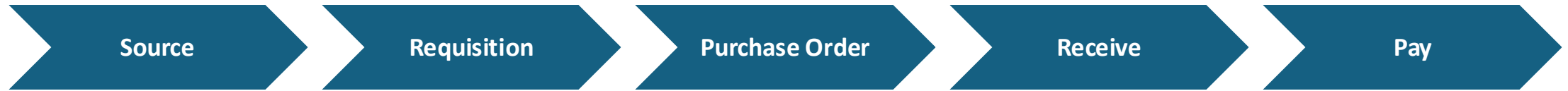
Process Improvement



Think end to end — Procure to Pay and beyond:
improve the process, then automate.

Example

Source to Pay



Order to Cash



Hire to Retire



Closing thoughts

- Process: Architecture, Continuous Improvement, End-to-End processes
- Effort without structure is sheer waste
- More tools and toys are only going to make us busy!

