



PROCESS OPTIMIZATION DELIVERY MODEL

When your IT-dependent processes aren't generating the results you need, it's time to right the ship. Sparkhound views process optimization through the lens of your business goals and your industry, whether it's mortgage lending or offshore drilling. We understand how technology should bring speed, power and efficiency to the way businesses work — and we're adept at digging through the process chain until we uncover the weakest link.

OUR PROCESS OPTIMIZATION APPROACH



ENVISION



EVALUATE



AUTOMATE



SUPPORT

OUR VALUE PROPOSITION

Our Sparkhound Assessment Model (SAM) approach to developing an IT Strategy and process maturity offer key advantages that allow IT to effectively align with your business vision and objectives:



- *Proven Standard Operating Procedures (SOPs), Document Lifecycle Management capabilities and enterprise scripts enabling predictive automation results*
- *Sparkhound consultants with years of industry, IT and leadership experience who enable companies to transform business processes into systematic, automated and productive ROI machines*
- *Sparkhound's executive reports and dashboards to achieve buy-in from key stakeholders on project investment, process changes and resource management*
- *Managed Services Team to remove ongoing IT administrative burden for managing, monitoring and administering business applications*



PROCESS OPTIMIZATION DELIVERY MODEL



At Sparkhound, we'll collaborate with you to determine which business process needs an overhaul, then identify the key components, key stakeholders and desired outcome to garner corporate buy-in.

ENVISION

Process Vision

Business Alignment & Goals



EVALUATE

Using our Sparkhound Assessment Model (SAM), we'll collaborate with your **People** to assess your **Processes** and **Technology** and ensure you get the most from your investment. Our goal: eliminate overhead waste and increase your bottom-line.

Key Stakeholders

Document Assessment

Process Activities

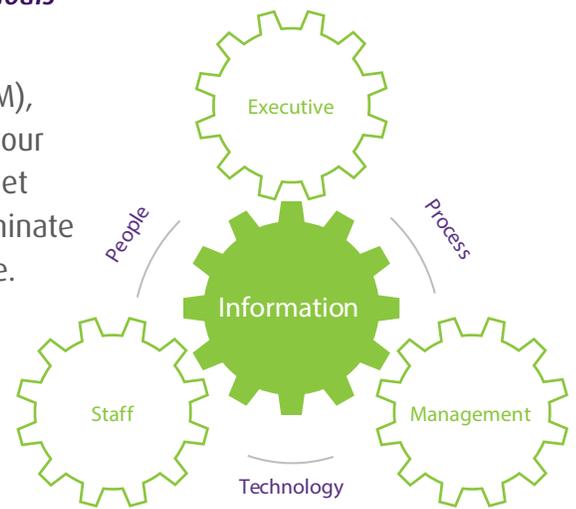
Policies & Procedures

Process Life-Cycle

Usage Analysis

Recurring Issues

Process Workflow



Sparkhound Assessment Model



AUTOMATE

Using a proven methodology, Sparkhound consultants build and implement an automated solution that is customized to your business. Through BPA tools and enterprise scripts, we'll create a culture of change, innovation and efficiency.

Document Management

User Adoption & Training

Business Process Automation



SUPPORT

With 24/7 capabilities, Sparkhound's Managed Services team uses a trouble-shooting methodology and enterprise reporting tools to manage ongoing upgrades, maintenance and installs when you need it most.

Managed Service Desk

Managed Infrastructure

Managed Cloud

Managed Applications