QPR
Quality. Processes. Results.

EDS is one of the main global technology services companies that deliver business solutions to its clients. EDS delivers a wide portfolio of outsourcing services in information technology and business processes to clients operating in industries such as manufacturing, financial services, health, communications, energy, transportation, retail and government all over the world.

EDS Brasil is the second major supplier of IT services in Brazil with a market share of 5% besides its leadership in processing of purchase operations by credit cards.

Automation of Performance Indicators of the Latin American EDS Data Center with QPR ScoreCard and QPR ProcessGuide

CUSTOMER CASE:

EDS

EDS Brasil provides a service portfolio that helps clients to be faster, make changes in their companies, respond quickly to opportunities, protect their digital and physical assets and get a position ahead from competitors in the market.

"We chose QPR because it fulfills our needs and its ability of usage and availability would be of huge importance in the future of BPM at EDS. With QPR's software we are able to deliverer BPM services with guarantee of good quality and high accuracy of information. QPR tools make the difference in our BPM activities."

Renato Navarro,
Business Process Management, LA South Hub

EDS Brasil implemented a solution to accelerate the data gathering and communication of the performance indicators of its processes of Information Technology Outsourcing (ITO), using QPR ScoreCard, QPR ProcessGuide and its integration functionalities. The solution developed in Brazil reduced the costs involved in indicator management and improved the level of services in the sites of Brazil, Chile, Argentina and Mexico.

Original Objectives

EDS Brasil has been using QPR ProcessGuide and QPR ScoreCard since 2005. The management of these products is conducted by the Business Process Management Office (BPO). BPO's function is to promote continuous improvement of the company's processes performing in a proactive way and also responding to requests of the many areas of the company.

The Data Center Services area used to spend much time collecting and communicating its indicators using ordinary office tools. After analyzing the situation, BPO concluded that it was

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necessary to develop a project to automate the gathering and communication of those performance indicators using QPR ProcessGuide and QPR ScoreCard, products that would also allow them to manage the indicators.

Controlling Process and Operational Indicators with QPR ScoreCard

The Business Process Management Office is in charge of managing QPR products at EDS Brasil. This management encompasses the maintenance of system users, maintenance of process models and indicators and their publishing as well as internal support in the usage of the tool.

QPR ProcessGuide is used as a modeling and analysis tool of business processes. Modeling is part of the support to other areas of the company and the base to the activities of process analysis.

QPR ScoreCard is used to control process and operational indicators. Operational indicator models are being developed according to the demand and assembled according to control panels. The areas already benefiting from the models are: Back-Office Cards, Data Center Services, reaching Chile, Argentina and México, Sales, and Human Resources

Linking Processes to Indicators

An indicator input component was integrated with QPR ScoreCard - a project that took 10 weeks – where the indicator input component gathered all the data and QPR ScoreCard was used both for communication means and indicator management.

The indicator input component called Front-End was developed in PHP and its function was to allow the analysts of sub-areas of the Data center to record the instances of the calls received. Those records were stored in an SQL Server database.

QPR ScoreCard was used to display the indicator's model. Since there were many processes and there was a huge

dynamism in the elements involved in each process, EDS Brasil decided to build a scorecard for each process.

The automatic update of the scorecards was set with the use of the APIs of QPR ScoreCard, for which a scorecard template and a script were developed. This eliminated the need for manual maintenance of the scorecards, creating agility and accuracy in the analysis of the indicators.

In order to make the access to indicators easier, a QPR ProcessGuide model, containing the full hierarchy of all processes of the Data Center Services, was developed. Processes were linked to indicators, allowing EDS Brasil to display the indicators' levels linked to each process in the same model.

Cost Reduction and Improved Service Levels among the Main Benefits

The benefits can be summarized in four categories:

- Cost reduction when gathering the data and communicating the performance of the processes – obtained due to the creation of the Front-End, which eliminated the generation of report and human intervention to assemble the analysis, import values from the Front-End and the dynamic publishing of QPR Portal. The maintenance work required for the whole system is practically very small.
- Faster performance evaluation cycle and better usage of corrective actions – obtained due to the agility in communicating performance, the interactivity of QPR Portal and alerts about deviations. The pieces of information were made available monthly, now they are available on a daily basis.
- Improvement of the relationship among the many Latin American sites – obtained through the availability of the results in the Web and implementation of a collaboration channel where it is possible to input remarks and suggestions connected to indicators.
- Improvement of customer service levels – obtained from the increase in

the periodicity of follow-up of results, faster decision making for corrective actions, wide communication of targets allowed by the tool and increase of the staff commitment level.

QPR's Software Products Met EDS' needs

BPO as a process management services provider needed a tool that:

- would integrate indicators to processes,
- is flexible to the use of many notations,
- has integration functionalities,
- provides easy maintenance to models and with simulation abilities.

QPR products presented complete adherence to those needs and even showed advantages in relation to the competitors such as excellent price; easy, simple and dynamic web publishing; collaborative environment via web, product maturity (in the market since 1991), localization for many languages and technical support in many countries.

Future Actions

EDS Brasil, as a mature company, has its process management well structured and BPO is in charge of its planning. Most of the processes already have performance indicators and a relevant part of them generates some kind of operational expense for the gathering, preparation and communication of results. Those expenses may be reduced with the use of QPR ProcessGuide and QPR ScoreCard that make the automation of management processes much easier.

The results obtained with QPR products are highly satisfactory and have a good visibility in all areas of the company. BPO is already experiencing high rates of growth in requests for this kind of automation reaching a big portion of Latin America. The expectation is that these requests will keep coming to the same pace so that soon QPR products will be available in all administrations world-wide.