



# Benchmarking



## The Challenges

Are you required to benchmark to demonstrate best value? Are you benchmarking to improve your business performance? Whatever the purpose, the benchmarking exercise needs to be well planned and executed to ensure that the benefits are actually realised.

There are a number of issues that impact on organisations already actively involved in benchmarking and can put off others from becoming involved. In a survey of UK organisations engaged in benchmarking exercises, findings indicated the following key difficulties:-

- Finding suitable partners
- Failure to monitor progress
- Lack of sponsorship
- Problems in comparing data (50% of organisations found this)
- Resource constraints (time, finance and expertise)
- Staff resistance

## Our Approach

Proservartner recognises these findings and can provide an innovative, practical and affordable benchmarking approach to overcome the challenges.

We offer benchmarking services to clients across the spectrum of Offshoring, BPO & Shared Services. Our experienced consultants go well beyond the mechanics of benchmarking comparisons. Importantly we can identify the areas and means of improvement to close the performance gap leading to real change.

Proservartner's Benchmarking tool presents you with a comprehensive overview of how your services are performing and helps you get beneath the headline figures to understand what is driving them at the operational level. We go further by providing you with practical ideas for improvement. By analysing your practices, the issues you face, your systems and technology capabilities, we arm you with insights and the facts to support your change agenda.

## Our Proposition

Proservartner's benchmarking tool enables you to decide how high to aim; through its comparisons with peer groups, average and world class performance. It clearly identifies where you have gaps in performance and you can then use the outputs from the exercise to drive continuous improvement or to build a business case for change to take you to the next level.

The benchmarking tool:-

- Helps to detect areas of weakness and provides an indication of the changes needed
- Provides practical and attainable targets
- Challenges operational complacency
- Provides an environment that promotes continuous improvement
- Confirms suspected current state performance, providing a sense of urgency and motivation to change

Lifecycle	Processes (examples)	Systems and practices
Purchase to Pay	Invoice Processing Payments	<ul style="list-style-type: none"><li>• ERP Systems</li><li>• Imaging &amp; Workflow</li><li>• Sub-system integration</li><li>• Auto Receipts Matching &amp; Posting</li><li>• Business Intelligence Tools</li><li>• On-line Reporting</li><li>• Performance Measurement</li><li>• Preferred Suppliers</li></ul>
Invoice to Cash	Sales Invoicing Debt Collection	
Record to Report	General Ledger Transactions Financial Reporting	
Budgeting & Planning	Budgets & Forecasts Business Analysis	
Tax & Treasury	Tax Cash Management	

## Working with Proservartner

Proservartner's service offerings range from activities to support discovery, advice and guidance right through to fully managed solutions.

We foster the development of long-term partnerships with our customers because we offer them a choice, we treat them with respect and we deliver on our promises.

## Next Steps

The Proservartner team can provide further detail on the Benchmarking toolset and the potential benefits for your business.