



## The Growth Perspectives Limited BPR Solution Packages

BPR Solution Packages are provided by Growth Perspectives Limited, and are designed in a modular way that enables financial service providers to manage their budgets, change, and organizational capacities - focusing on, e.g., re-engineering high volume and high impact processes first and twining them with appropriate change management support.



## Why a Packaged Business Process Re-engineering (BPR) Product?

Over the last twenty years, many banks and other financial sector firms in the Caribbean have routinely received complaints from their customers and other stakeholders concerning the receipt of poor customer service. Despite digitizing and hiring qualified/experienced staff who are then trained and coached, the service delivery levels in many of these entities seem to have deteriorated over time. But why? There are three (3) primary reasons; all of which are business process related:

1. Failure to balance effective service delivery vs strong internal controls and evolving compliance requirements.
2. Insufficient re-engineering of business processes before or as part of their digitization activities.
3. Inadequate use of external experts to independently review, benchmark organizational processes against relevant peers inside and outside of country and provide timely, affordable, and impactful re-engineering solution packages to them.



## Business Process Re-engineering

### Process & Service Accelerator Package



## Contact Us



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## This package includes:

- ✓ Service delivery improvement.
- ✓ Value chain optimization.
- ✓ Balancing compliance risk and service delivery.
- ✓ Cost savings.
- ✓ Compliance risk reduction.



## Key Features

- Eleven (11) to twenty (20) business processes.
- Process documentation.
- Review and recommendations.
- Process re-engineering.
- Change management and capacity building workshop (2-5 hours) – training on service delivery in the new process environment.
- Maximum work period - 2 months.

*Please contact us at Growth Perspectives Limited for a free 20-minute consultation and pricing details.*