

# Process optimization

## Automating routine tasks using Nexcom's eTray software suite

Using Nexcom's own methods and tools we identify, optimize and automate work processes in a structured manner. We embrace both the theoretical process identification and the practical solution.

Nexcom is not just a group of process consultants with a theoretical background, we are also practical people focusing on delivering fast and measurable results. For the same reason we are capable of driving all the phases of an optimization project including an eventual IT solution.

solutions have to work in the day-to-day business – and that they have to be implementable in the first place!

Nexcom not only delivers an overview of the optimization possibilities, we also provide our customers with concrete and realizable suggestions.

This full circle solution separates Nexcom from many other players. Our practical experience in optimizing work processes ensures that we never forget that the

### Our work process

#### Overview

In order to know where you are going you need to know where you are coming from. When we initiate an optimization project within an area of an organization we start off by identifying the work processes of the different departments.

Normally, this process is carried out based on one or more workshops with relevant employees. Nexcom is the driver of these sessions which are not relying on prior internal feasibility studies or other time consuming work on behalf of our customers.

#### Optimization

Using our knowledge and overview over the current work processes we initiate the actual optimization of the work processes. Our aim is to provide concrete suggestions on how to solve bottleneck problems or cumbersome processes.

Some optimized work processes will render immediate savings, others will require additional measures.

To facilitate the prioritization of our suggestions we will, of course, provide a ROI estimate on the proposals we make.

#### Automation

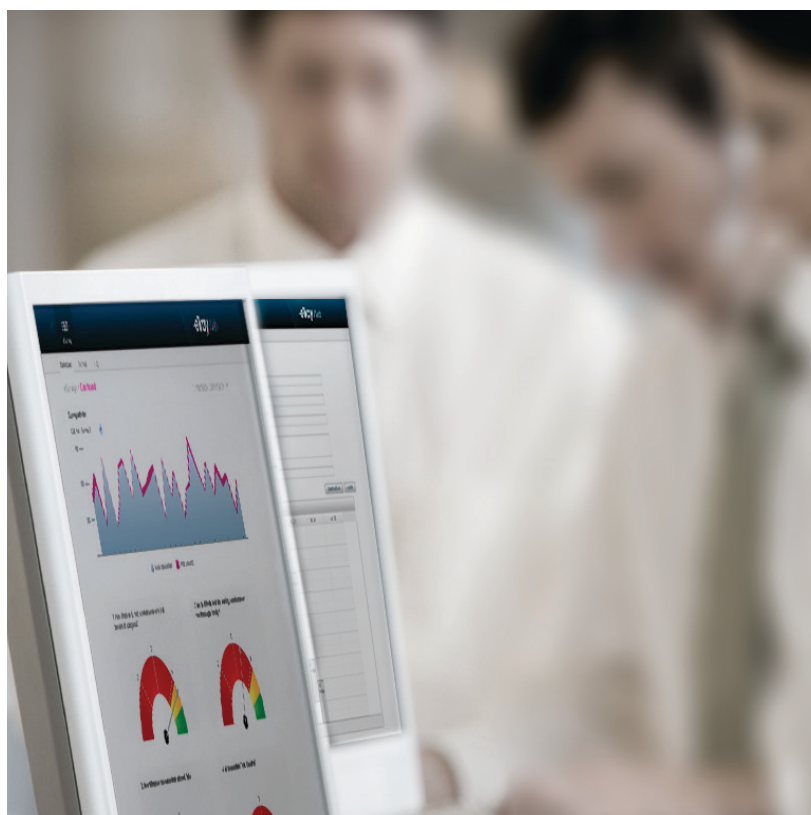
Many optimized work processes are not put to full use until they have been digitalized. We are often experiencing the best process improvements when the manual work processes have been completely or partly digitalized resulting in major resource savings.

An IT solution often implies that you have to establish a structured work flow which provides the following advantages: first of all it is difficult for a work process to revert to a previous state, secondly the need for resources becomes much more transparent.

# IT is not an end, IT is a means

In many organizations, IT is a necessity in order to reach company targets on optimization and automation. At Nexcom we know that this presents a major challenge to many organizations, which is why we offer to lead the practical implementation of the process optimization work using our eTray software suite.

eTray is designed to solve the challenges faced by customer service centers and sales departments. Implementing the process optimizations in our software provides our customers with fast and measurable results.



“Return on investment (ROI) has been exceptionally good”



“Implementing eTray has resulted in significant efficiency improvements in a number of workflows and has helped us save money and improve service levels.”



Nexcom is the provider of systems for process optimization and quality assurance. In 2006 Nexcom developed the eTray software suite for workflow and case management primarily targeted at customer service organizations. The product has since then – accompanied by Nexcom’s consultancy services – been the preferred optimization solution in a number of large companies in Denmark and abroad.

For more information:

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