business analysis
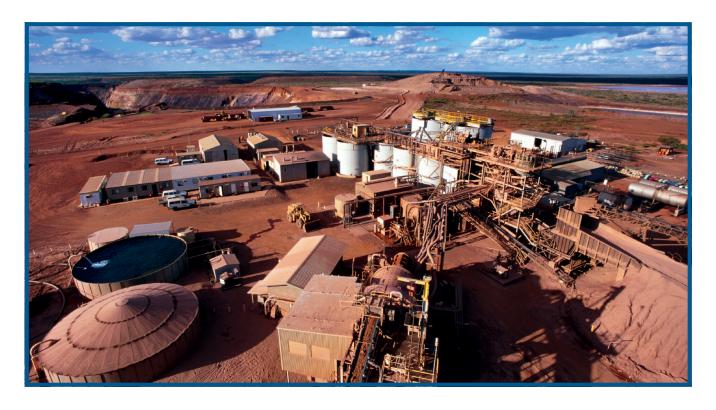
Improve | Innovate | Digitise

Global Mining

The Brief

Working with the team from the Corporate Information and Technology function of a major global mining company, Business Analysis (BAPL) was brought in to decrease the $500k annual expense of using external contractors to manage an outdated and inefficient internal process.

The Challenge

The organisation needed to find a robust, efficient and streamlined solution to managing the approval processes and associated documentation for numerous major capital projects costing up to $100 million.
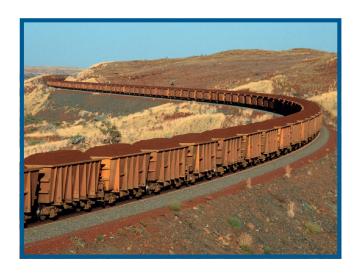
Our Approach

BAPL undertook a thorough, 'under the bonnet' analysis of the current processes, including a series of stakeholder workshops to identify the core of the problem.

We were able to quickly identify significant opportunities to reduce the duplication, time and costs involved with the current labour-intensive processes.

As a result, BAPL developed a new model for an automated workflow solution using a software application that would deliver a significantly improved and streamlined process for creating and approving Commitment Authority Requests (CARs) and Payment Requests for these major projects.

It also removed the need for use of expensive outside contractors.

BAPL managed the implementation of all aspects of the process automation solution.

The Outcome

Within the first six months of implementing the solution developed by BAPL, the new system had recovered the cost of our fees as well as the new technology investment. By the end of the first year of implementation, its ROI was 200%.

It continues to generate significant cost savings to the business year on year.

In addition the BAPL solution delivered:

- Increased consistency of approval processes.

- Automated the audit trail for the approval of CARs and Payments.

- Reduced the incidence of approval related documentation being misplaced or lost.

- Provided a reliable mechanism for staff to determine the status of a CAR or Payment.

- Reduced time and resource wastage on printing and manual approvals.

- Minimised physical file storage requirements.