



## ENHANCED DIGITAL TRANSITION (EDT)

Withum's Business Process Services (BPS) assists organizations by removing the headache of managing non-core processes and providing a solid, scalable optimized delivery of these processes. We offer quality services at a significantly lower cost than currently being incurred. We leverage the latest technologies and best practices allowing us to improve efficiencies and grow your revenue by optimizing and automating your business processes with actionable and reliable information.

With Enhanced Digital Transition (EDT), the BPS team has been able to transform the transition of activities to a service provider and deliver a completely new paradigm. Without losing the positive aspects of comprehensive and thorough experience, we have built an innovative new approach.

The traditional activities involved in transition were expensive, relied on in-person workshops, job shadowing and caused disruption. We have designed a completely virtual process, with minimum disruption and negligible cost. Other benefits provided as part of the design are removing duplication of activities such as explaining the same thing twice or more to different people, task coordination and project management.



**Nina Chmura, CA**  
Partner, Market Leader  
T (732) 842 3113  
nchmura@withum.com



With our Enhanced Digital Transition (EDT), our transition team leverages today's technology to perform our pre-go-live procedures remotely. The first step is to perform an initial assessment to determine which processes are in scope. A business case is created, including initial service-level agreement (SLA) expectations. We define the expected outcomes and create a transition plan, including timelines and change management aspects. Once the business case is agreed upon and process documentation completed, we assess technology.

Our technology assessments focus on the interconnectivity of systems and their use. Early changes in technology or ERP systems, including upfront automation, can significantly drive down costs and improve efficiencies moving forward. Once the technology has been assessed, we can start defining the delivery resources and ramp up with the performance of knowledge transfer. A final assessment is performed before go-live to ensure cut-over readiness and process certification.

## **GO-LIVE!**

Once the cut-over is complete, we ensure an ongoing governance process is in place. We help you track financial benefits and help ensure they are received. We can implement technology changes as necessary, including introducing automation tools, and we ensure productivity improvements are obtained by adhering to lean/best practices while looking for additional outsourcing opportunities.

A plan for supervision will be in place to help manage the cultural aspects and motivation of the staff. Rewards and recognition will be given to staff for outstanding performance. Outcomes will be compared with best practices and best in class for appropriate benchmarking, and periodic client satisfaction surveys will be performed to ensure continuous improvement.

The transition and the delivery are performed from the Tampa Bay area in Florida, providing quick, easy and high-quality reliable service.



### **READY TO GO LIVE?**

Contact Nina Chmura at [nchmura@withum.com](mailto:nchmura@withum.com) or visit [withum.com/BPS](http://withum.com/BPS) to learn more.