

## Closing the recognized gap in business process management

*With the integration of the bpi3-team – services – and tooling, Crossroad adds to its design, organise, transform and deliver propositions additional process & data analytics support thus allowing Servicemakers to make the difference. A smart data driven approach and tooling allows for the visualization of the user adoption together with the analytics of the impact of inefficiencies, consistency gaps and more.*

Mechelen, 3 March, 2014. Service process execution<sup>1</sup> is **people and content driven**. People are participating collaboratively in a workflow (or process execution) generating event data. From now on Crossroad is closing the business process management life-cycle with data driven analysis and monitoring capabilities. Process mining techniques will show that the execution is not always provided timely, completely, correctly etc. The answers to the Why? and Who? will be much easier to answer, either upon request or after a period of time.

Flexible and affordable service process execution monitoring is finally tackled based on the process event data. Intelligent use of process mining and data analytics, including advanced data visualization, allow for more accurately and faster End-to-End conformance, performance and social network analysis. New Key Performance Indicators (KPI's) are developed based on the discovery approach. The monitoring of Process Variants over time will help operations management, risk and innovation management and similar teams in their day-to-day activities. Since these analyses occur independently from the transaction systems, it can be used for internal support, in relation with service outsourcing or in support of the monitoring of your client. Anyway, Crossroad makes service make the difference, also with innovative data and process mining tooling and approach.

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<sup>1</sup> Using Enterprise resource planning (ERP), human capital management (HCM), customer relationship management (CRM), supply chain management (SCM) and a range of other applications constitute the organizations' major mission-critical systems of records today.

**About Crossroad**

Crossroad has been founded on **6 November 2007**. Mission and vision focus on helping clients optimise their business through innovation and improving the relation between business process and IT.

Crossroad stands for a smart and pragmatic combination of competences, best practices and technologies. We help our clients **design, organise, transform and deliver** their services to make a difference for their customers. We offer our services to customers of all sizes and different industries (Banking, Insurance, Logistic Services, Industry, Energy & Utilities, Government & Healthcare and Public Transport) in Belgium and abroad.

Customer intimacy is at the heart of Crossroad-staff of senior level consultants, during and after the completion of the job.

**Fact Sheet Crossroad Consulting NV**

Founded: 2007

Headquarter in Mechelen, Schaliënhoevedreef 20H.

President of the board of Directors: Carmen Cordier

Managing Director: Peter Van Laer

Directors: Jan De Schepper, Paul Cordier and Daisy Cordier

Business: Business and IT improvement and transformation projects

Combined Business and IT advice

Employees: 40

Turnover: +5mio euro

References: ING, Ewals, EDF Luminus, Mercator, KBC, De Lijn, BNP Paribas Fortis, Argenta, Univeg, Elia, Novatio, Agfa, Kinopolis, Cebeo, Emmaus, Eandis, Novanatie, Ivarem, NHS, Dredging, Umicore, PinguinLutosa, Vandemoortele, Alfaport, GHA, Seris, ATOS, ....

Business Partners: CA, Cordys, IBS

**About bpi<sup>3</sup>**

bpi<sup>3</sup> (bpi3.com) has been founded in December 2012, with a first market introduction in March 2013, by Walter Vanherle and Freddy Nurski. bpi<sup>3</sup> develops and deploys *intelligent solutions* for discovering, analysing and monitoring *business* data and process *improvements*. Initial projects have been realised with parties in service (outsourcing) relationships using *innovative* data and process mining *tooling and approach*.

For further information visit [www.crossroad.be](http://www.crossroad.be)