



# Intelligent operations done right

Process Consulting and Intelligent Automation



## Re-imagine and transform your business operations

Operational improvements can yield big gains by reducing redundancies and eliminating waste while ensuring a keen focus on customer value and impact. We'll partner with you to drive innovative solutions and redefine business operations to:

**Enhance customer experience:** We redesign processes and underlying systems to provide a seamless customer experience. ZS uses intelligent automation techniques to upgrade your business processes and empower you to focus your energy on value-added insights and decision-making.

**Drive operational efficiency:** Eliminate costly manual, repetitive and resource-intensive processes so you can invest in higher-value activities.

**Increase speed to value:** The pace of today's marketplace demands that you reduce time to market for products and services and speed up internal business processes. We use our core expertise in advanced analytics and leading technology platforms to increase speed, enhance efficiency and provide valuable insights for day-to-day business operations.

**Enable change behavior:** Successful digital transformations require large-scale change management and cultural shift programs with well-defined success metrics. We'll help you ideate and build programs to drive operations excellence across your organization.

## Our approach

We apply process excellence methodologies, automation expertise, flexible engagement models and unmatched domain expertise to uniquely solve your business challenges.

### AUTOMATION

We help clients envision and achieve hyperautomation to boost efficiency and transform employee and customer experience. Our solutions include:

**Automation maturity assessment:** Our experts evaluate your maturity and readiness for automation, benchmark against industry best practices and define a road map for you to enhance efficiency and productivity through automation.

**Intelligent process automation:** We develop intelligent, hyperautomation solutions to help clients deliver efficiencies, effectiveness and experience.

**Packaged automation accelerators:** Deploy ZS's automation accelerators to automate the execution and management of your specific business functions.

## PROCESS CONSULTING

Are you looking to simplify complex operations challenges and set up more resilient, profitable and sustainable business processes? We offer:

**Strategic ops advisory:** We'll advise you on strategic and transformational decisions to set up your operations functions and develop operations capabilities.

**Ops maturity assessment:** Our experts evaluate the maturity of your operations through structured assessments to build you a road map to achieve operations excellence.

**Business process reengineering:** We help you re-imagine your business processes to positively impact customer experience, efficiency, quality and productivity enabled through our well established '4D' approach (Diagnostic, Define, Design and Deliver).

## Creating real-world impact

### Leading pharma company achieves operational excellence

A leading pharma company wanted to establish a culture of operational excellence to generate more impactful outcomes and higher people engagement. ZS partnered with the client to implement an operations program that resulted in:

- \$500,000 identified in annual cost savings over two years
- 20% reduction in error rates through standardization
- 50% reduction in quality check time using automation

### Robotics-driven rate loading

ZS developed an automated solution in 12 weeks to help a nonpharma company reduce manual efforts, errors and end-to-end processing time—all leading to:

- Up to \$7 million incremental gross rate of return
- Four- to seven-day reduction in peak rate loading time
- 24/7 system availability

**Learn more:** [www.zs.com/processexcellence](http://www.zs.com/processexcellence)

## About ZS

ZS is a professional services firm that works side by side with companies to help develop and deliver products that drive customer value and company results. We leverage our deep industry expertise, leading-edge analytics, technology and strategy to create solutions that work in the real world. With more than 35 years of experience and 9,000-plus ZSers in more than 25 offices worldwide, we are passionately committed to helping companies and their customers thrive.

