

# SMART Business Starts with SMARTLOGIX™

## BUSINESS PROCESS ANALYSIS

### PROFESSIONAL SERVICES



At SMARTlogix, we take your investment seriously. We begin our relationship with a **thorough analysis** of your existing business practices to identify the **key levers** that drive your return on investment. We leave you with **targets** that reflect your goals and objectives.

Professional Services were established to ensure adherence to our founding principle that states: "We will succeed by making the success of our customers our highest priority." At SMARTlogix, we take your decision to invest in us seriously and we don't rest until.....well, we don't rest.

For more information about SMARTLogix' Professional Services call us today at 803.547.8265 or visit our Web site at [www.smartlogixinc.com](http://www.smartlogixinc.com).



## BUSINESS PROCESS ANALYSIS

The Business Process service begins at the distributor's site with interviews of key personnel, a review of the business process, and collection of supporting data and documentation.

Historical operating results are analyzed and compared to industry benchmarks. Targets are set that will be used to measure ongoing performance.

After the visit, we develop a detailed process map of your current operation and recommend a prioritized plan for improvement.

### Activities:

Interview of key personnel

Analyze Existing Processes:

- Order Taking / Entry
- Dispatch, Loading & Delivery
- Back Office Integration

Identify and Prioritize ROI Points:

- Delivery Efficiency
- Fleet / Tank ROI
- Margin per Unit
- Benchmarks, Baseline Measures
- Targets

### Deliverables:

Process Flow Maps:

- Current Process Flow Map
- Idealized Process Flow Map

Gap Analysis

Prioritization of ROI Levers

- Real-Time Transaction/Level Info
- Billing Cycle
- Driver Management
- Alerts and Alarms

Automated Data Capture/ Work Flow

- Data Entry Errors
- Meter Capture
- Integrated Dispatch / Back Office

Leverage Points/ Sensitivity Analysis

**INSTRUCTIONS:**

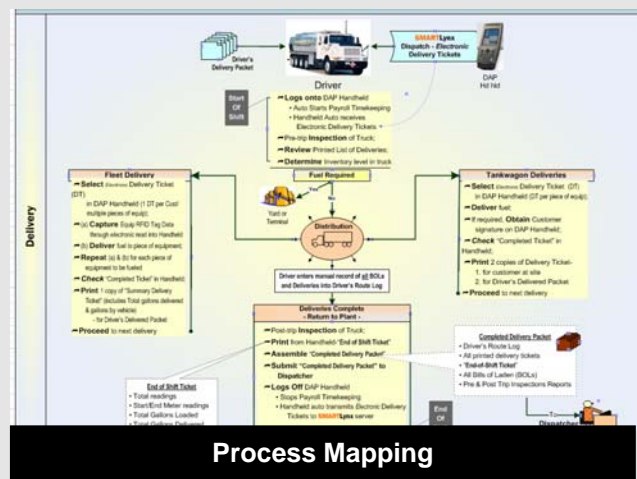
1. In Outline Control (Top Left Corner)
  - Click 1 to show dollars and percentages
  - Click 2 to show percentages only
2. Anything in Blue is an input field
3. Label Cost Center columns below under "Cost Center %"
4. Type Name for Personnel or other Expense in "Name" column
5. Total Cost Center % will be RED if below or above 100%

		Cost Center %								
	Name	Fuel	Lubes Direct	Lubes NA	L/P	Used Oil	6	7	8	Total
7	Joe	25%	35%	20%	10%	10%	3%	0%	0%	103%
8	Kenny	5%	5%	5%	80%	5%	0%	0%	0%	100%
9		0%	0%	0%	0%	0%	0%	0%	0%	0%
10		0%	0%	0%	0%	0%	0%	0%	0%	0%
11		0%	0%	0%	0%	0%	0%	0%	0%	0%
12		0%	0%	0%	0%	0%	0%	0%	0%	0%
13		0%	0%	0%	0%	0%	0%	0%	0%	0%
14		0%	0%	0%	0%	0%	0%	0%	0%	0%
15		0%	0%	0%	0%	0%	0%	0%	0%	0%
16		0%	0%	0%	0%	0%	0%	0%	0%	0%
17		0%	0%	0%	0%	0%	0%	0%	0%	0%
18		0%	0%	0%	0%	0%	0%	0%	0%	0%

Models & Templates

Question	Yes	No	Comment
<b>Orders</b>			
<b>Order Generation</b>			
8			
9			
10			
11			
12			
13			
14			
<b>Order Entry</b>			
16			
17			
18			
19			
20			
21			
<b>Pricing / Taxes / Fees</b>			
23			
24			
25			

Business Process Survey



Process Mapping

