



**BUSINESS ANALYSIS**

All major business sectors are subject to complex and diverse pressures to change. With the introduction of new legislation, the demands of governing bodies, the intricacies of mergers and acquisitions, product development, new project launches and familiarisation training all placing continuing demands on an organisation. Intense competition, the ever-changing demands of health bodies, pressure groups and consumers further complicate the pattern of ongoing change. It is this complexity that is seen as a primary cause of failure in many change initiatives.

Given the complexity it is perhaps unsurprising that organisations find articulating business needs an elusive process while change management often proves difficult in identifying and meeting the real requirements of the business.

The role of the business analyst is to assist the combined efforts of project sponsor, stakeholders and operational staff towards their objectives. The analyst actively encourages everyone to participate in task - ensuring that all feel able and willing to make a valid contribution.

As the neutral participant of the group, the analyst's contribution concerns group processes - working to find win/win solutions and ensuring that outcomes are beneficial to all parties. The analyst protects individuals and their ideas from criticism, acting as a referee in times of conflict, disagreement or tension in the group.

One business analysis technique to improve performance within an organisation and deliver products and services more efficiently is by using Lean Sigma methodology:

**Lean Sigma** business analysis methodology comprises of two techniques, **Lean** and **Six Sigma**. These methodologies try to improve levels of product and service quality in an organization's systems. They employ statistical analysis techniques and a set of tools to help reduce the defects in a system and speed up business processes.

#### Lean

- Focuses on maximizing speed of process.
- Applies tools for analysing process flows and delays within a system.
- Centres on value added vs non-value added.
- Applies means for quantifying and eliminating complexity within a system.

#### Six Sigma

- Removes defects in a system, defined by the customer.
- Recognizes that variations in a system hinder our ability to reliably deliver high quality products/services.
- Requires data-driven decisions.
- Applies a set of tools for effective problem solving.

#### Business Intelligence

In today's economic environment, organisations of all sizes need to continually report, analyse and interrogate their business and operational performance to improve maximum profit and return on investment.

Information is power and decisions made on key information are vital to maintain competitiveness and business growth.

Such a task is frequently complicated by having to collate and capture data held in disparate operational transaction based systems such as Customer Relationship Management (CRM), Accounting and Enterprise Resource Planning (ERP) applications. These systems are often supplied by different software vendors and based on different technology platforms e.g. Windows, Unix etc.

We at Incorporate Solutions fully understand the headache that this brings to a company

The Business Objects & Crystal Reports product suite removes such complexity, and provides management, accounting and analyst end users with the ability to produce Business Intelligent (BI) Reports detailing a consistent single version of the truth. This includes powerful exception analysis, professional financial reporting and high quality performance dashboards or scorecards, irrespective of any underlying data sources.

If you have any questions or would like to talk to us about your requirements please contact us.

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