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Unlocking Process ROI with ADONIS:

How to Standardize, Optimize, and Scale
Operational Excellence

**Global Business
Impact Series**

Webinar



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Welcome!



VINCENT PAQUETTE

BPM & EA Consultant
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SAMUEL MARTEL

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Agenda:

- 01** ROI Problem and Framework
- 02** Driving OpEx Through Process Optimization
- 03** ADONIS Demo
- 04** How to Measure Improvement
- 05** Success Stories
- 06** Closing and Q&A



Fragmented, inconsistent, poorly documented processes

What does fragmented process reality look like in practice?

1

Wasted Time & Rework

2

Compliance & Audit Risk

3

Poor Employee and Customer
Experience

The Fix

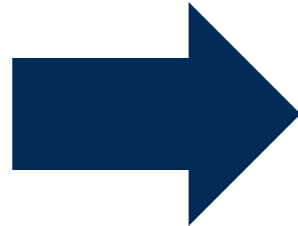
Improving process standardization

A strong foundation leads to:

Stronger operational visibility and control

Fewer reactive fixes

Faster execution and strategic initiatives



Which then facilitates these high ROI projects:

Process Mining

Automation

Implementation of AI Agents

The Key Steps



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Defining your Target Operating Model

Define and Clarify Goals and KPIs

What do we want to accomplish?

Document the AS-IS and Scope of Improvement

Accountability for end-to-end processes.

Capture the Process Reality

What exists, what's critical, what's current.

Target Operating Model

Driving OpEx Through Process Optimization



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How structured process management improves customer experience and business performance.

OpEx through optimization

Outcome: Streamlined and optimized processes improve operational performance across the organization.

Impact: *Reduced waste, more consistency, and better execution at scale.*

Continuous improvement across the business

Outcome: A defined TOM creates a foundation for ongoing process improvement.

Impact: *Teams can continuously adapt, refine, and improve performance over time.*

Faster, more reliable customer experience

Outcome: Efficient processes create more consistent and reliable customer interactions.

Impact: *Greater speed, improved service delivery, and higher customer satisfaction.*

Efficiency that benefits customers & employees

Outcome: Operational efficiency reduces costs while improving internal alignment.

Impact: Savings can be passed to customers while employees work with clearer, more effective processes.

Operational Excellence is not only an internal efficiency goal – it directly improves customer experience, agility, and business consistency

LIVE DEMO



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Some Ways to Measure



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Continuous improvement starts with the right metrics

Quantify Performance

Turn process data into measurable outcomes.

Identify Weak Points

Recognize and act on inefficiencies.

Continuously Improve

Embed a cycle of ongoing measurement.

OPEX KPIs

Process cycle time
Process costs
Number of errors and defects
Employee satisfaction
Net promoter score (NPS)

Operational Metrics

Cost per unit produced
Scrap rate
Workforce utilization rate
Staff turnover rate



ROI Calculator



Scan me!



Success Stories



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Customer is Life Sciences industry

- ▶ Project of first improving the visibility their R&D processes
- ▶ Over multiple cycles, they achieved:
 - ▶ Increased governance
 - ▶ A single source of process truth
 - ▶ A centralized continuous improvement portfolio
 - ▶ Data-driven performance management

The Results (so far)!

- ▶ Hundreds of millions of \$ in cost savings (focusing resources where they were most needed)
- ▶ An increase in operational efficiency (30+%)
- ▶ A rise in employee satisfaction (less redundant work, clearer work instructions, less time spent searching for answers)

Success Stories



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Customer in Medical Devices industry

- ▶ Engaged to improve their complaint handling process
- ▶ Mapped, reviewed, and identified inefficiencies end-to-end
- ▶ Implemented changes in phases, letting the client move at their own pace

The Results (so far)!

- ▶ 25% time saving per complaint – with potential for 40% at full optimization
- ▶ Cleaner, documented processes ready for ongoing improvement cycles

Key Takeaways



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1. Analyze your existing processes

2. Identify areas for improvement

3. Optimize and implement changes

4. Monitor outcomes and reinvest the ROI

Start Small. Start Now.

Gain traction, then reinvest your ROI into the next improvement cycle.

Questions?



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