



Case study

Standard Life Investments

Process analysis and design has become the normal way for us to approach operational change. Our journey from early process analysis attempts to recent large process centric project successes. We have had to pass various check points; corporate scepticism, process evangelism, demonstrating value and winning hearts and minds.

Profile

We are an investment company. We focus on delivering consistently leading investment results for our clients. We do this by working as an integrated global team using an investment style that focuses on change and processes that are both robust and repeatable.

Standard Life Investments have approximately £124.8 billion of funds under management. Standard life has approximately 7 million customers worldwide, with 5 million customers in the UK. Standard life has 10,400 employees, 7,454 based in the UK alone.

Further info

www.standardlife.com

Challenge

Making process analysis and design an integral part of the way we understand, manage and improve our operations.

Solution

- Awaken the organisation to the potential benefits.
- Develop an approach that permeated into a lot of change and business as usual activities.
- Put the technology in place we needed to support us.
- Solve real business problems.

Results

- Process management services are well established within our organisation.
- Business Managers expect process analysis to be a key part of our change management process.
- Process analysis skills are in high demand throughout the organisation.
- Our business walks and talks 'process'.
- Casewise underpins what we are doing.

Why Casewise?

Standard Life has been using Corporate Modeler now for almost a decade. It has grown and developed with our needs and played a key part in our overall process management strategy.