Process Architecture

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Background

Our platforms organization is central to the company’s PaaS and SaaS businesses and is closely connected to all key activities. Given its process intensity, it was critical for us to streamline and optimize these processes, improve documentation, implement performance metrics, and align internal customers and suppliers.

Solution

In collaboration with Imppulsor, we restructured our work processes and documented them using BPM 2.0 notation, following ISO 9001:2015 guidelines. We created performance metrics, implemented additional quality controls, and launched an internal training program to ensure effective adoption of the new procedures by all users.

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Thanks to our collaboration with Imppulsor, we optimized our work processes and docu
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Source: https://imppulsor.com/casos-de-exito/process-architecture/